

PETROBRAS S.A.

Corporate Human Rights Benchmark 2020

A.1.1. Commitment to respect human rights

In April 2020, we initiated a working group composed of several areas of Petrobras to elaborate the Petrobras Human Rights Guideline. The working group was conducted by the Social Responsibility department with the collaboration of the following areas: Human Resources, Supply of Goods and Services, Security, Ombudsman, Governance, Investor and Legal.

The result of this working group, disclosure in June 2020, was the Petrobras Human Rights Guideline, which establishes principles for business strategies in order to ensure respect for Human Rights that are recognized nationally and internationally.

The Guideline is fully applies to Petrobras wholly owned and controlled subsidiaries, and to affiliate companies as much as possible, subject to the resolutions of the management bodies of each company and the strategic planning approved by the Petrobras Board of Directors.

The Guideline assumes as a principle respecting, raising awareness, and promoting Human Rights in our activities, and to act in accordance with the precepts of the Federal Constitution and with the international treaties and conventions ratified by the government, such as the International Charter of Human Rights and Declaration of Fundamental Principles and Rights in the International Labor Organization-ILO, as well as the institutional commitments assumed by the company such as:

- United Nations Global Compact;
- Women Empowerment Principles - UN Women
- National Compact for the Eradication of Slave Labor – InPacto
- Enterprise Racial Equality Initiative
- Open Charter Enterprises for Human Rights
- Gender and Race Pro-Equity Program; and race.
- Declaration of Corporate Commitment to Combat the Sexual Exploitation of Children and Adolescents

The Guideline establishes that “Our performance in Human Rights is guided by the United Nations Guiding Principles on Business and Human Rights, and is structured into four axes: (i) People Management; (ii) Relationship with Communities; (iii) Involvement with the Suppliers and Partners and (iv) Human Rights Due Diligence”. In this way, we aim to ensure the incorporation of respect for Human Rights in all areas of our business and in relations with our stakeholders, as well as identifying potential risks of Human Rights violations related to operations, products, or services provided by Petrobras, remedying the impacts we cause.

These Guideline is registered in Petrobras Corporate Standard System and guides the acting of the business areas with respect for human rights in all Petrobras activities and enterprises, in all regions where it is present and throughout all the life cycle of its projects and operations.

In addition to the guideline, the Petrobras Social Responsibility Policy approved by the Board of Directors considers the commitment to respecting Human Rights in alignment with UN Guiding Principles on Business and Human Rights. One of the 9 guidelines of this policy presents the commitment to: "Respect human rights, seeking to prevent and mitigate negative impacts on our direct activities, supply chain and partnerships, and fight against discrimination in all forms".

Our Human Resources Policy states that we must Provide employees with a good work environment that promotes diversity and relationships based on trust and respect, without tolerating any form of harassment or discrimination.

Our Health, Safety and Environmental Policy states that we should (i) Reduce the risks to people's health and safety and strengthen the safety of our processes; (ii) Take care of each other in the work environment and, when in doubt, stop and seek help; (iii) Prevent and minimize socio-environmental impacts of projects, processes, and products; among others principles.

The Corporate Standard Social Responsibility Terms and Concepts encompasses the definition of Human Rights: "rights set forth in the International Charter of Human Rights, which consists of the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights, the International Covenant on Economic, Social and Cultural Rights and in the Declaration on Fundamental Principles and Rights at Work of the International Labor Organization – ILO".

Our Code of Ethics, which includes the subsidiaries and affiliates, was revised in 2018 and item VIII. states "The Petrobras System actions are based on respecting human rights internationally recognized in Brazil and in the countries where it operates".

Every supplier when submitting the proposals in our bidding process or before signing any contract with PETROBRAS must present a "Declaration of compliance with the Code of Ethics, Guide of Ethical Conduct and the Social Responsibility Policy of PETROBRAS". All those declarations are part of a clause at the Standard Contract of Service Agreement.

We disclosure in our Sustainability Report 2019 our commitments to Human Rights (page 180-182), our actions to promote human rights to the internal public (183-186), actions to protect the communities human rights (187-201) and actions oriented to human rights in the supply chain (201-203).

EVIDENCES:

[Petrobras Human Rights Guidelines - https://petrobras.com.br/en/society-and-environment/society/social-responsibility-and-human-rights/](https://petrobras.com.br/en/society-and-environment/society/social-responsibility-and-human-rights/)

[Social Responsibility Policy - https://petrobras.com.br/en/society-and-environment/society/social-responsibility-and-human-rights/](https://petrobras.com.br/en/society-and-environment/society/social-responsibility-and-human-rights/)

[Human Resource Policy https://petrobras.com.br/en/about-us/careers/labor-practices/](https://petrobras.com.br/en/about-us/careers/labor-practices/)

[HSE Policy https://petrobras.com.br/en/society-and-environment/environment/safety-environment-and-health-policies/](https://petrobras.com.br/en/society-and-environment/environment/safety-environment-and-health-policies/)

[Petrobras System Code of Ethics -https://petrobras.com.br/en/about-us/profile/compliance-ethics-and-transparency/](https://petrobras.com.br/en/about-us/profile/compliance-ethics-and-transparency/)

[2019 Sustainability Report https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/](https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/) pages 180-182

[2018 Sustainability Report https://www.investidorpetrobras.com.br/en/results-and-notice/annual-reports/](https://www.investidorpetrobras.com.br/en/results-and-notice/annual-reports/) pages 33-42; 74-76

A.1.2. Commitment to respect the human rights of workers

Our Human Rights Guideline, disclosed in June 2020, assumes as principle respecting, raising awareness, and promoting Human Rights in our activities, and to act in accordance with the precepts of the Federal Constitution and with the international treaties and conventions ratified by the government, such as the International Charter of Human Rights and Declaration of Fundamental Principles and Rights in the International Labor Organization-ILO, as well as the institutional commitments assumed by the company such as:

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The Guideline establishes that “Our performance in Human Rights is guided by the United Nations Guiding Principles on Business and Human Rights, and is structured into four axes: (i) Personnel Management; (ii) Relationship with Communities; (iii) Involvement with the Suppliers and Partners and (iv) Human Rights Due Diligence”. In this way, we aim to ensure the incorporation of respect for Human Rights in all areas of our business and in relations with our stakeholders, as well as identifying potential risks of Human Rights violations related to operations, products, or services provided by Petrobras, remedying the impacts we cause.

In the Personnel Management area, we are committed to:

- a) Provide decent working conditions and a diverse, inclusive, safe, and healthy environment;

- b) Promote diversity, guaranteeing respect for differences and equal opportunities in access, compensation, and job promotions;
- c) Fight prejudice and discrimination as a result of race, skin color, ethnic origin, nationality, social position, age, religion, gender, sexual orientation, personal aesthetics, physical, mental or psychological condition, marital status, opinion, political conviction, gender identity, or any other individual differentiating factor;
- d) Prevent and curb psychological, physical and sexual violence in work relationships;
- e) Respect freedom of association and collective bargaining;
- f) Promote human rights awareness and education practices for our workforce; and
- g) Provide a corporate channel for receiving and handling complaints and reports from our workforce in the event of human rights violations.

While on the axis of the Supply Chain and Partners we establish the following guidelines:

- a) To deploy our ethical principles and commitment to respect Human Rights with our supply chain and partners;
- b) Promote human rights awareness practices with the supply chain and partners;
- c) Promote compliance with fundamental labor principles with our suppliers and partners, as recommended by the International Labor Organization - ILO; and
- d) Combat degrading or slave-like work practices within our supply chain, as well as respecting the rights of children and adolescents, establishing punitive measures such as the imposition of fines and contract termination in case of violation.

The Petrobras Social Responsibility Policy considers the commitment to respecting Human Rights in alignment with UN Guiding Principles on Business and Human Rights. One of the 9 guidelines of this policy presents the commitment to: "Respect human rights, seeking to prevent and mitigate negative impacts on our direct activities, supply chain and partnerships, and fight against discrimination in all forms".

Our Health, Safety and Environmental Policy states that we should (i) Reduce the risks to people's health and safety and strengthen the safety of our processes; (ii) Take care of each other in the work environment and, when in doubt, stop and seek help; (iii) Prevent and minimize socio-environmental impacts of projects, processes, and products; among others principles.

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International Covenant on Economic, Social and Cultural Rights and in the Declaration on Fundamental Principles and Rights at Work of the International Labor Organization – ILO”.

Our Code of Ethics, which includes the subsidiaries and affiliates, was revised in 2018 and item VIII. states “The Petrobras System actions are based on respecting human rights internationally recognized in Brazil and in the countries where it operates”. Regarding labor practices our Code of Ethics states:

Item 2.5 - acknowledge the right of free association of its employees, respecting and valuing their participation in unions and not doing any kind of negative discrimination against unionized employees;

Item 2.6 - pursuit permanent reconciliation of interests and realization of rights, through institutional channels of negotiation, in its relationship with the unions representing the employees;

Item 2.8 - respect and promote diversity and combat all forms of prejudice and discrimination, through transparent admission, training, career advancement, rise to positions, and resignation policy. No employee or potential employee will receive discriminatory treatment a result of its race, skin color, ethnic origin, nationality, social status, age, religion, gender, sexual orientation, personal appearance, physical, mental or psychological condition, marital status, belief, political opinion, or any other individual differentiation factor;

Item 2.9 - promote equal opportunities for all employees, in all policies, practices and procedures, use as sole criterion for professional growth the individual merit based on assessment of performance, and ensure their right to know and be represented in the drafting of the functional evaluation and progress criteria; (both on page 18).

Engagement with our internal public occurs with the Petrobras Culture Diagnosis (sample of 10 thousand employees), discussions through digital interaction in our internal communication channels, dissemination of messages and news through the channels aimed at the internal public, and linking our results to individual performance indicators (Performance Management).

Among the main issues and concerns raised by the internal public, the following stand out: divestments, organizational restructuring, variable compensation, new labor legislation and its consequences, Collective Labor Agreement (ACT), Petros Pension Plan, performance and results.

We periodically conduct surveys with our employees to check indicators of organizational climate, engagement, job satisfaction, among other topics. Since 2014, the frequency of surveys is biennial and the last one ended in January 2019. The results are available on an intranet page, panels for managers, and a specific system accessible to all employees, the Organizational Environment Monitoring System (SMAO).

The concerns and problems translated by employees in the form of poor results are addressed in two ways: a) the corporate areas are made aware of the results linked to their practices and seek

to make improvements according to their possibilities; b) local issues are addressed by registered action plans and monitored at the SMAO.

Among the significant results, we can list: a) increase of 9 percentage points (60% to 69%) in the main survey indicator, the Employee Satisfaction Index; b) presentation of about 6,000 current actions derived from the survey by the SMAO.

The information is presented in clear and accessible language, in internal and external environments accessible to all, with curated content and constant updating. The dialogue takes place through internal communication channels, frankly and directly, with special attention to clarifying doubts and answering employee questions.

We support, and regularly share with our stakeholders through our channels, human rights activities or campaigns, addressing issues such as gender, race, and the rights of children and adolescents, among others. A highlight in 2019 was the campaign during the month of March, in celebration of International Women's Day, where we told the story of several women who stood out in their careers at our company. In addition to the campaign, at our operational units, several activities were also carried out at the local level with both employees and the communities.

We also have sponsored projects to reinforce the approach of these topics with our stakeholders. An example of this was the action carried out on May 18, establishing the National Day to Combat Abuse and Sexual Exploitation of Children and Adolescents. Two of our sponsored projects, Rede em Ação (Nets in Action) and Tecendo Redes (Weaving Nets), promoted awareness regarding the importance of fighting sexual violence against children and adolescents in municipalities where the Regap and Comperj units are located. These activities were aimed at civil society organizations, public authorities, and suppliers.

We also held the first Petrobras Equity Forum with the participation of representatives of our main suppliers and created in partnership with Zumbi dos Palmares College.

In the last five years, our corporate university has trained more than 3,300 employees with 14,570 man-hours trained in courses focused on human rights, with the aim of avoiding practices that can harm our company and society, with 274 employees trained in 2019 with a total of 1,233 man-hours. In addition, the topic is developed in the training course for new employees, when studying Conduct Management.

In 2018, we launched the Gender Equity Action Plan at the IV Petrobras Diversity Forum, attended by our CEO, representatives of the Executive Board and the Board of Directors. This plan seeks to have a positive impact on the work environment and the development and functional career of women, in addition to making commitments with the external environment. Some of the initiatives enabled the creation of gender indicators in the management succession selection process, communication campaigns that inspire women in STEM (Science, Technology, Engineering and Mathematics) careers, and specific training, such as diversity and prevention of workplace violence. The activities for the Gender Equity Action Plan can be seen of the following table:

GENDER EQUITY ACTION PLAN ACHIEVEMENTS IN 2019

DESCRIPTION	Achievement Goal	Percentage Accomplished	Performance*
Promote visible commitment from Senior Management	85%	100%	118%
Insert gender content and women in STEM careers in internal and external communications	85%	100%	118%
Hold lectures and campaigns to prevent workplace violence	85%	100%	118%
Provide materials and promote lectures for those entering the management career track about these topics.	85%	80%	94%
Include the topic in Leadership Integration and Refresher Courses	85%	100%	118%
Provide lectures and content in the “Keep Learning” of the “Leadership and Movement” community	85%	100%	118%
Develop mentorship project for female leadership	85%	100%	118%
Consolidate internal experiences	85%	100%	118%

*Percentage of goal achieved

Maintaining our focus on conflict prevention in the corporate environment, in 2019 we carried out two training initiatives. The first consisted of Distance Learning about workplace violence, moral harassment, and sexual harassment, which was completed by more than 99% of employees, a very high rate, considering the more than 46 thousand people in our workforce. The second initiative consisted of lectures explaining workplace violence, with 30 lectures given by the Ombudsman's team, in different units, covering a total of 2,369 members of the workforce. All the lectures share the theme of workplace violence, prevention and accountability mechanisms, in addition to specific conceptual developments, including moral harassment, sexual harassment, and discrimination.

Our Code of Ethics also states:

4. Regarding relation with Business Partners, Suppliers, Service Providers and Trainees, Petrobras System undertakes to:

- 4.1. make available to employees of service providers and trainees of Petrobras System, when operating in its facilities, the same healthy and safe conditions at work offered to its employees;
- 4.3. require to the service providers that their employees comply with the ethics principles and commitments defined in this Code, while contracts with System companies are in force;
- 4.4. select and hire suppliers and service providers based on criteria strictly legal and technical of quality, cost and timeliness, and demand an ethics profile in their management and social and environmental responsibility practices, refusing unfair competition, violation of human rights, child labor, forced or compulsory labor practices, and other practices contrary to the principles of this Code, including the production chain of such suppliers.

It is important to remark that our Ethics Code covers the members of Boards of Directors, Fiscal Councils, Executive Boards, the occupants of managerial functions, employees, trainees and service providers of Petrobras system, as individual and collective commitment of each and all of them to comply with it and promote its compliance in all actions of the productive chain of Petrobras System and in its relations with all interested parties. The violation of their principles and commitments expressed may result in the adoption of disciplinary measures, in accordance with the standards of the companies comprising Petrobras System. We submit the Ethics Code to periodic reviews, under the oversight of Petrobras' Ethics Committee, with transparency and interested parties participation. The Ombudsman agencies or instances eventually responsible for processing complaints of ethics transgressions will preserve the anonymity of the complainant, in order to avoid retaliation against them and it will notice them of the measures taken.

Every supplier when submitting the proposals in our bidding process or before signing any contract with PETROBRAS must present a "Declaration of compliance with the Code of Ethics, Guide of Ethical Conduct and the Social Responsibility Policy of PETROBRAS". All those declarations are part of a clause at the Standard Contract of Service Agreement.

In December 2018, there was a review of the EPC contracts, construction and assembly of refining process units and Stationary Production Units (UEPs), and civil construction service agreements. Agreements signed as of 2019 will include a new social responsibility statement clause. According to the new clause, contractors must state and ensure that they respect internationally recognized human rights, as established in the International Bill of Human Rights, the International Labor Organization Declaration on Fundamental Principles and Rights at Work, the Guiding Principles on Business and Human Rights and the Decree No. 9571 of November 21, 2018, which establishes the Brazilian Guidelines on Business and Human Rights.

In relation to our partnerships, in January 2020, a Working Group was created by the HSE area, with the objective of reviewing the HSE and RS guidelines for the Joint Operating Agreement contracts (JOA). The Working Group (WG) led by the HSE had representatives from the Exploration and Production areas, Social Responsibility and Legal department. As a result of the Working Group, a new HSE and RS guidelines will be proposed for JOA contracts, with a new model of HSE Plan and HSE Report. Within the RS guidelines, issues related to Human Rights will be considered. The work is expected to be completed on June 30, 2020.

EVIDENCES:

[Petrobras Human Rights Guidelines - https://petrobras.com.br/en/society-and-environment/society/social-responsibility-and-human-rights/](https://petrobras.com.br/en/society-and-environment/society/social-responsibility-and-human-rights/)

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[2019 Sustainability Report - We disclosure in our Sustainability Report 2019 our commitments to Human Rights \(page 180-182\), our actions to promote human rights with the internal public \(183-186\), actions to mitigation and prevention human rights violations of communities \(187-201\) and actions oriented to human rights in the supply chain \(201-203\). We also present information about our relationship with the internal public \(233-235\) https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/ pages 183-207](https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/)

[2018 Sustainability Report https://www.investidorpetrobras.com.br/en/results-and-notices/annual-reports/ pages 33-42; 74-76](https://www.investidorpetrobras.com.br/en/results-and-notices/annual-reports/)

A.1.4. Commitment to engage with stakeholders

Our Human Rights Guideline, disclosed in June 2020, assumes as principle respecting, raising awareness, and promoting Human Rights in our activities, and to act in accordance with the precepts of the Federal Constitution and with the international treaties and conventions ratified by the government, such as the International Charter of Human Rights and Declaration of Fundamental Principles and Rights in the International Labor Organization-ILO, as well as the institutional commitments assumed by the company such as:

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The Guideline establishes that “Our performance in Human Rights is guided by the United Nations Guiding Principles on Business and Human Rights, and is structured into four axes: (i) Personnel Management; (ii) Relationship with Communities; (iii) Involvement with the Suppliers and Partners and (iv) Human Rights Due Diligence”. In this way, we aim to ensure the incorporation of respect for Human Rights in all areas of our business and in relations with our stakeholders, as well as identifying potential risks of Human Rights violations related to operations, products, or services provided by Petrobras, remedying the impacts we cause.

In the Personnel Management area, we are committed to:

- h) Provide decent working conditions and a diverse, inclusive, safe, and healthy environment;
- i) Promote diversity, guaranteeing respect for differences and equal opportunities in access, compensation, and job promotions;
- j) Fight prejudice and discrimination as a result of race, skin color, ethnic origin, nationality, social position, age, religion, gender, sexual orientation, personal aesthetics, physical, mental or psychological condition, marital status, opinion, political conviction, gender identity, or any other individual differentiating factor;
- k) Prevent and curb psychological, physical and sexual violence in work relationships;
- l) Respect freedom of association and collective bargaining;
- m) Promote human rights awareness and education practices for our workforce; and
- n) Provide a corporate channel for receiving and handling complaints and reports from our workforce in the event of human rights violations.

In the Relationship with Communities axis, we established the following guidelines:

- a) Respect the communities where we operate, promoting the management of socio-cultural, human, economic, and environmental impacts while contributing to local development;
- b) Respect the rights of indigenous peoples and traditional communities, their self-determination, access to land, their livelihoods, and their cultural and social principles;
- c) Respect the right to an ecologically balanced environment, identifying and mitigating potential risks arising from operational activities;
- d) Act with transparency towards the communities potentially affected by our activities, providing information freely and prior to taking action through consultation initiatives.
- e) Establish a channel for complaints and objections that is accessible to the communities, remaining committed to transparent management of the treatment and compensation, when appropriate, through effective and transparent actions;
- f) Maintain channels of dialogue to strengthen community relations;
- g) Promote safety practices aligned with respect for Human Rights;
- h) Implement clarification and training initiatives with communities exposed to potential risks, in order to encourage their commitment to safety and contingency measures; and
- i) Avoid or reduce the need for permanent displacement of individuals and communities as much as possible, but when necessary, promote equal treatment among the affected social segments, implementing actions that guarantee similar or better living conditions than the existing ones, as well as the maintenance of social and cultural relationships.

In the axis of the Supply Chain and Partners we establish the following guidelines:

- a) To deploy our ethical principles and commitment to respect Human Rights with our supply chain and partners;
- b) Promote human rights awareness practices with the supply chain and partners;
- c) Promote compliance with fundamental labor principles with our suppliers and partners, as recommended by the International Labor Organization - ILO; and
- d) Combat degrading or slave-like work practices within our supply chain, as well as respecting the rights of children and adolescents, establishing punitive measures such as the imposition of fines and contract termination in case of violation.

While In the Due Diligence Human Rights axis, the following guidelines were established:

- a) Identify, assess, prioritize, address and monitor risks of human rights violations arising from our activities;
- b) Remedy and repair impacts on Human Rights resulting from our activities;
- c) Monitor the effectiveness of our work in Human Rights; and
- d) To render a permanent and transparent account to our stakeholders about our performance regarding respect for Human Rights.

In our Petrobras Social Responsibility Policy we commit to interact responsibly with communities, to manage our relationship with nearby communities on a continuous and transparent basis and to invest in voluntary social projects, contributing to local communities and society as a whole, in alignment with our business objectives as well as collaborating to environmental conservation and livelihoods improvement.

Thus, we adopt standards and processes that guide our performance in Social Risk Management and Community Relationship in our investment projects and in our operations. These processes seek to prevent the violation of human rights in the communities where we operate and to strengthen bonds of trust with the communities around us.

We comply with all environmental plans and standards, whether in the process of investing, divesting and transferring the asset to a new operator, or in decommissioning. In 2019, we did not have consultations or public hearings convened by environmental agencies in relation to our projects. However, proactively, we held meetings involving communities, in addition to other stakeholders and external bodies, to present and discuss our projects. This is a good practice that we have implemented, seeking to get closer and bring information about our activities to our stakeholders. In this regard, we can mention the drilling process o BAR 3 and 5f blocks, where we count on the participation of IBAMA in the area influenced by drilling activity, in ten municipalities in Pará, three in Amapá, and ten in Maranhão. In these meetings, the community participates and can express itself in relation to our projects and activities. All comments are considered in the design and implementation of the projects.

We believe that creating and strengthening bonds of trust with the communities where we operate is important to promote a favorable environment for the development of our business.

The Corporate Standards for Community Relationship Management and Corporate Standard Diagnosis and Analysis of the Community provides guidelines to manage community relationship in areas that are or may be affected by Petrobras' activities. Broadly, these guidelines are presented in the following steps: assessment and analysis; planning; execution; monitoring and evaluation; and revision. "Diagnostics and analysis step" maps municipalities and nearby communities. The product of this step is a "Assessment and Analysis of Communities Report", which includes the context, points of attention and recommendations for planning the relationship with the community.

The assessment and analysis process are based in international norms and references such as ISO 26000 (2010), AA 1000, PMBOK (2013), Community Relation ToolKit - ICMM (2015), Community Relations Management System - ARPEL (2009). This methodology is based in concepts such as: PDCA, community focused, diagnosis-analysis concept, and social actors mapping.

The assessment and analysis approach considers potential impact and / or risk of our activities such as:

- a) impacts and risks of the Operational Unit to the community, such as proximity to the iso risk curve, daily interferences, proximity to pipeline ranges or other operational assets, among other factors;
- b) Living conditions of communities, including access to public services (health, education, transportation, leisure areas);
- c) Conflicts existence;
- d) Social actors; and
- e) Presence of indigenous peoples and traditional communities.

The methodology establishes 4 different levels of engagement (inform, consult, engage and commit) identifying the current engagement level of each community and the level of engagement indicated. Thus are established initiatives that integrate the Annual Plan of Community Relationship.

The Community Relationships Plans were prepared by multidisciplinary teams who have community interface responsibilities and were approved by the highest hierarchical managers of each Operational Unit. This led to the strategic alignment of social responsibility actions with Petrobras' business plan, considering the interests of the communities where we operate.

Currently, there are 23 community relationship plans, representing 96% of our operations, prepared in 2018 and in progress in 2019. In the table below, we present the total of activities developed in 2019 in the community relationship plans:

INITIATIVES DEVELOPED WITH THE COMMUNITIES IN 2019:

Nationwide	Total
Community committee meetings	77
Visits to the communities	843
Dealing with community objections and complaints	706
Emergency Drill Activities (scenario with the community)	74
Emergency situation operations	38
Dealing with conflicts and crises	90
Dealing with maintenance stoppage	26
Dealing with divestment, hibernation, and decommissioning processes	29
Social responsibility checklist inn supplier contracts	40
Sharing social responsibility content	209
Participation in management committees	313
Dealing with environmental licensing	152
Dealing with socio-environmental projects	300

These actions seek to increase the level of community engagement and participation in the planning of activities whenever possible.

Our engagement with the communities surrounding our Operational Units takes place in several ways: spaces for dialogue, community leadership visits to the Operational Units, lectures, training, emergency exercises, visits of our teams to the communities, among others. In 2019, 77 meetings of community committees and 843 visits to the communities were held. We consider the Community Committees, voluntary dialogue spaces, one of the most important engagement processes with communities.

In these committees, we deal with issues of common interest that are related to our activities and the interests of the communities, such as: risks of operations and emergency exercises preparedness, communication of results of social and environmental projects, dissemination of national campaigns and other relevant issues.

The target audiences of the community committees are communities' social actors, such as formal, informal leaderships, residents' association, traditional communities as well as public spheres, civil society institutions, opinion formers. Some of these forums also include representatives of public institutions or agencies, such as Municipal Secretariats (health, education, environment, social assistance, among others); Civil defense; Fire Department; cooperatives; educational institutions; nurseries and local press.

In addition to community relations activities, we also provide direct contact channels for registering complaints, such as 0800 7280 9001 (Customer Service) and institutional mailing address for the social responsibility teams of the operational units.

In order to answer questions related to complaints and requests, we implemented a satisfaction survey with those who contacted or Ombudsman's Office. This survey, still in its initial phase, will present information that will serve as input for our usual process reviews.

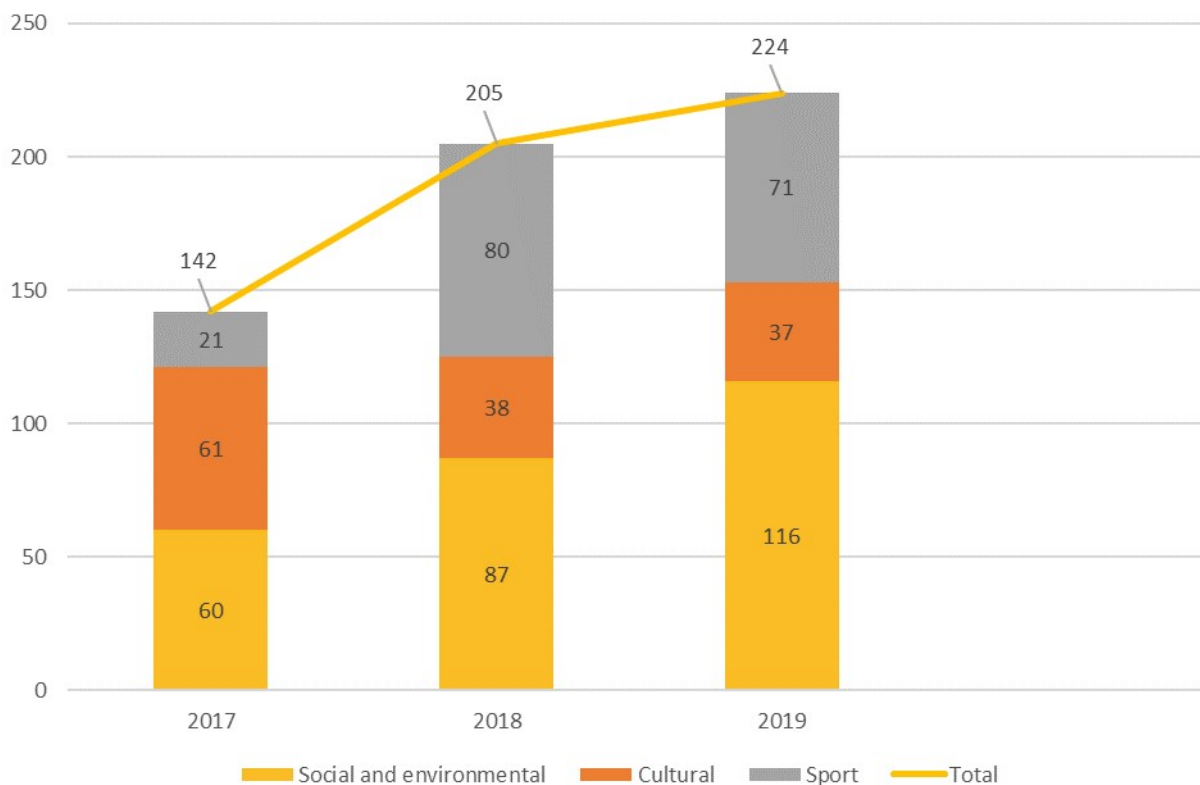
Due to the continuous search for information transparency, clarity, and quality, we were once again recognized by the Brazilian Association of Listed Companies (Abrasca). In December 2019, we received an honorable mention for socio-environmental aspects in the 2018 annual reports and we came in second place in the Abrasca Award. We were also recognized with the Transparency Trophy, received in October 2019 for the best financial statement in Brazil in 2018, in the category of publicly traded companies with revenues above BRL 5 billion.

Additionally, we develop socio-environmental solutions in relevant topics and territories where we operate, seeking to consolidate our relationship with stakeholders, generate technical and scientific information, and strengthen our reputation by disseminating our values.

Our socio-environmental investments contribute positively to communities located in the areas in which we operate, driving cultural, economic, social, and environmental changes that are linked to the Sustainable Development Goals (SDGs): (1) Poverty Eradication, (4) Quality Education, (5) Gender Equality, (6) Drinking Water and Sanitation, (8) Decent Work and Economic Growth and (10) Reducing Inequalities, (13) Action against Global Climate Change and (14) Life below Water.

In 2019, our Petrobras Socio-Environmental Program supported projects in the following areas: Education, Educational Sports, Child and Adolescent Rights, Biodiversity, Water, Forests and Climate. The distribution of socio-environmental investment over the past three years can be seen in the graph below.

SOCIO-ENVIRONMENTAL, CULTURAL, AND SPORTS INVESTMENTS (IN MILLIONS OF BRL)



In line with our Social Responsibility Policy, which includes guidelines to respect human rights in our supply chain, and partnerships, as well as combating discrimination in all its forms, we have implemented the Special Equity Award category in the 2019 edition of the Best Petrobras Suppliers Award.

The purpose of the award was to recognize good practices by companies regarding the promotion of diversity with the following themes: gender equity, race equality, and inclusion of people with disabilities. The Special Equity Award featured cases from 34 companies among our largest suppliers. The winners, with the best practices, were:

- _ Promotion of gender diversity and equity: Halliburton, through the Diversity and Inclusion program, which seeks to attract, insert, and develop women in its operational and managerial staff.
- _ Ethnic-racial equality: IBM Brazil, through the Black Woman InTech program, to train and attract black women to technology companies
- _ Inclusion of people with disabilities: Estrutural Serviços Industriais, through the Develop to Include program, for developing people with disabilities through training and insertion in

different areas of the company.

In relation to our partnerships, in January 2020, a Working Group was created by the HSE area, with the objective of reviewing the HSE and RS guidelines for the Joint Operating Agreement contracts (JOA). The Working Group (WG) led by the HSE had representatives from the Exploration and Production areas, Social Responsibility and Legal department. As a result of the Working Group, a new HSE and RS guidelines will be proposed for JOA contracts, with a new model of HSE Plan and HSE Report. Within the RS guidelines, issues related to Human Rights will be considered. The work is expected to be completed on June 30, 2020.

EVIDENCES

[Petrobras Human Rights Guidelines - https://petrobras.com.br/en/society-and-environment/society/social-responsibility-and-human-rights/](https://petrobras.com.br/en/society-and-environment/society/social-responsibility-and-human-rights/)

[2019 Sustainability Report - We disclosure in our Sustainability Report 2019 informations about our Stakeholder Relationships \(page 65, 215-236\), our actions to mitigation and prevention human rights violations of communities \(187-201\) and actions oriented to human rights in the supply chain \(201-203\). We also present informations about our socioenvironmental investments \(240-253\). https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/](https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/)

[2018 Sustainability Report http://www.petrobras.com.br/en/society-and-environment/integrated-report/](http://www.petrobras.com.br/en/society-and-environment/integrated-report/)

A.1.5. Commitment to Remedy

Our Human Rights Guideline, disclosed in June 2020, assumes as principle respecting, raising awareness, and promoting Human Rights in our activities, and to act in accordance with the precepts of the Federal Constitution and with the international treaties and conventions ratified by the government, such as the International Charter of Human Rights and Declaration of Fundamental Principles and Rights in the International Labor Organization-ILO, as well as the institutional commitments assumed by the company such as:

- United Nations Global Compact;
- Women Empowerment Principles - UN Women
- National Compact for the Eradication of Slave Labor – InPacto
- Enterprise Racial Equality Initiative
- Open Charter Enterprises for Human Rights
- Gender and Race Pro-Equity Program; and race.
- Declaration of Corporate Commitment to Combat the Sexual Exploitation of Children and Adolescents

The Guideline establishes that “Our performance in Human Rights is guided by the United Nations Guiding Principles on Business and Human Rights, and is structured into four axes: (i) Personnel Management; (ii) Relationship with Communities; (iii) Involvement with the Suppliers and Partners and (iv) Human Rights Due Diligence”. In this way, we aim to ensure the incorporation of respect for Human Rights in all areas of our business and in relations with our stakeholders, as well as identifying potential risks of Human Rights violations related to operations, products, or services provided by Petrobras, remedying the impacts we cause. In the Due Diligence Human Rights axis, the following guidelines were established:

- a) Identify, assess, prioritize, address and monitor risks of human rights violations arising from our activities;
- b) Remedy and repair impacts on Human Rights resulting from our activities;
- c) Monitor the effectiveness of our work in Human Rights; and
- d) To render a permanent and transparent account to our stakeholders about our performance regarding respect for Human Rights.

In addition, we have as commitment in our Social Responsibility Policy: guideline 3: “Respect human rights, seeking to prevent and mitigate negative impacts on our direct activities, supply chain and partnerships, and fight against discrimination in all forms.” and guideline 6 “Be prepared for emergencies, potential conflicts and crises involving our nearby communities”.

Our Health, Safety and Environmental Policy states that we should (i) Prevent and minimize socio-environmental impacts of projects, processes, and products; (ii) Prevent, monitor and control the impacts of our activities on communities where we operate; (iii) Predict and respond promptly to emergency situations; among others principles.

Regarding relation with Environment, we have as commitments in our Code of Ethics that Petrobras System undertakes to: 6.3 contribute to the preservation and recovery of biodiversity, through the management of the potential impacts of its activities and projects to protect endangered species and areas; 6.6 invest in the sustainability of its projects, products and services, maximizing their benefits, and minimizing their adverse impacts and monitoring the entire lifecycle of its facilities, operations and products; 6.9 identify, evaluate and manage its environmental liabilities, acting preventively and correctively in the solution of the problems which cause them; 6.10 communicate promptly to its consumers, customers, community and society about possible environmental damages, in the event of accidents; 6.11 provide to its consumers, customers, community, and society information about possible environmental damages resulting from bad use and about the final destination of its products.

In March 2020, we established a corporate approach to the issue of resettlement. We have established guidelines that apply to all our units regarding the removal and resettlement of individuals or communities affected by our projects and/or activities. Removal and resettlement of communities include cases of physical displacement (removal and loss of housing) and economic displacement (loss of assets or access to assets that leads to situations of loss of

income or livelihoods) caused by land acquisitions or access and use restrictions.

The guideline states that we must: i) avoid or minimize the need for physical and/or economic displacement of individuals and communities; ii) when inevitable, consider the costs of expropriation and compensation for improvements, as well as the costs of restoring the lifestyles of impacted individuals and communities; and iii) treating the affected social segments equally, attempting to guarantee similar or better living conditions than the existing ones, as well as the maintenance of social and cultural relations.

Action plans should include how activities will be implemented, including: raising awareness and approaching the target audience with mechanisms for community participation; a methodology for assessing fair compensation (with technical, legal, and social elements); and mapping and registering people for removal and resettlement. In addition to including all individuals and communities potentially affected by eviction or resettlement, the action plan should include host communities (to which displaced individuals will be relocated), in order to minimize socio-economic and cultural impacts.

Indigenous peoples must be informed, in appropriate and accessible language, about projects that may occur on their land and have the opportunity to give or deny consent to a project before it starts. If the removal and resettlement of indigenous or quilombola communities is absolutely essential, it will be necessary to first carry out a free and informed consultation directed at these communities.

Monitoring and evaluation of removal or resettlement should be included in the management process and project budget. Organizational responsibilities and the monitoring methodology and schedule should be identified, and monitoring and assessment reports issued. At the end of each process, a final audit should be done pointing out the measures taken to restore the affected community's living standards and the results achieved.

Complaints or objections can be sent using our "Contact Us" channel, including those requesting reparations when appropriate. This communication is forwarded in an effective and transparent manner. In addition to the wide dissemination of the "Contact Us" channel, we ensured the opening of a local relationship channel with the affected communities, where they can give and receive feedback regarding their objections and complaints.

Through our Ombudsman's Office, we offer our stakeholders an external and independent channel for receiving complaints, available in Portuguese, English, and Spanish, 24 hours a day, every day of the year. In cases of denouncements, the protection of whistleblowers occurs by preserving the confidentiality of the reports received and by receiving anonymous reports.

In order to ensure a more effective response to communities, we also have free phones with 24-hour service coverage, from Sunday to Sunday, which are widely publicized in the communities where we operate. In addition, the Social Responsibility team provides specific telephone contact numbers and e-mail for each operational unit to meet community demands.

EVIDENCES

[Petrobras Human Rights Guidelines – https://petrobras.com.br/en/society-and-environment/society/social-responsibility-and-human-rights/](https://petrobras.com.br/en/society-and-environment/society/social-responsibility-and-human-rights/)

[Social Responsibility Policy - https://petrobras.com.br/en/society-and-environment/society/social-responsibility-and-human-rights/](https://petrobras.com.br/en/society-and-environment/society/social-responsibility-and-human-rights/)

[HSE Policy https://petrobras.com.br/en/society-and-environment/environment/safety-environment-and-health-policies/](https://petrobras.com.br/en/society-and-environment/environment/safety-environment-and-health-policies/)

[Petrobras System Code of Ethics -https://petrobras.com.br/en/about-us/profile/compliance-ethics-and-transparency/](https://petrobras.com.br/en/about-us/profile/compliance-ethics-and-transparency/)

[2019 Sustainability Report -Additionally, in March 2020, we established a corporate approach to the issue of resettlement. We have established guidelines that apply to all our units regarding the removal and resettlement of individuals or communities affected by our projects and/or activities. \(https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/page/197\)](https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/page/197)

B.1.1 - Responsibility and resources for day-to-day human rights functions

The Social Responsibility Department is responsible for coordinate the development of human rights guidelines and developing a human rights action plan in the company that should be deployed in several areas. In June 2020, we implemented the Human Rights guideline for the company and after that stage an action plan for Human Rights will be developed, integrating all the Human Rights actions that are already in course in addition to new ones that will be proposed. Below we describe the main responsibilities of each department in the unfolding of human rights actions.

The Social Responsibility Department is responsible for identifying, analyzing, and mitigating social risks related to the interaction of our business, society and the environment; managing our relationship with nearby communities on a continuous and transparent basis and managing the socio-environmental investment, contributing to nearby communities, collaborating to environmental conservation and livelihoods improvement.

The Human Resources Department is responsible for matters relating to managing union relations and is responsible to some issues related to decent work, permanent negotiation and dialogue

(assignment is describe in the collective labor agreement). We state our commitment to value diversity at the Human Resources Policy and there is a specific area responsible to develop and monitor initiatives that reinforce the respect to human and cultural diversity of the workforce (non-discrimination and equal opportunities).

The Health, Security and Environmental (HSE) department is responsible for safety, environment and health activities committing to caring for life and the environment, reducing risk to people's security and health by strengthen process safety and anticipating and responding promptly to emergencies. The HSE department is also responsible for "Commitment to Life" program, which focuses on accident prevention, search of new risk and control solutions. The senior role of each of these departments is carried out by an Executive Manager.

The Supply department is responsible to supply goods and services to be contracted according to our needs, respecting the legal regulations and the principles of the Code of Ethics, ensuring that the social and environmental contractual conditions are met.

The Legal department is responsible for providing legal advice, ensuring legal compliance in order to contribute to a profitable, responsible and sustainable performance of the company. The legal department performance in strategic matters, mediation and litigation reduction, through the implementation of rules for negotiation of agreements, has contributed to mitigate legal risks and social conflicts.

The Security department is responsible to develop corporate security actions and procedures with a focus on preventing and responding to the risks of social movements, trade unions, and intrusions, among other occurrences contemplated around the unit, which are reflected in the Local Property Security Plan (PLSP). In the event of security situations that involve interaction with the communities, they propose recommendations to the unit manager that involve the Social Responsibility area in order to mitigate any risks and/or act preventively together with the unit, following human rights related laws and regulations.

The General Ombudsmen Office is responsible for handling complaints, requests for information, denunciations, requests, queries, opinions, and suggestions from all stakeholders in a confidential, independent, free, and accessible manner. It is linked to Petrobras' Board of Directors and welcomes anonymous denunciations. The Ombudsman's Office interacts with the relevant areas to strengthen and promote the addressing of demands and contributes to the management with recommendations from the knowledge acquired in performing its duties. The senior role of the General Ombudsman office is carried out by the Ombudsman.

EVIDENCES

<https://petrobras.com.br/en/society-and-environment/society/social-responsibility-and-human-rights/>

<http://www.petrobras.com.br/en/society-and-environment/environment/safety-environment-and-health-policies/>

<https://ouvidoria.petrobras.com.br/>

<http://www.investidorpetrobras.com.br/en/corporate-governance/organization-chart>

<http://www.petrobras.com.br/en/about-us/profile/compliance-ethics-and-transparency/>

B.2.1. Identifying: Processes and triggers for identifying human rights risks and impacts

We adopt standards and processes that guide our performance in Social Risk Management and Community Relationship in our investment projects and in our operations. These processes seek to prevent the violation of human rights in the communities where we operate.

In order to identify, evaluate and address the risks and impacts associated with our activities, when investment projects are submitted for phase transition approval, they are evaluated by a multidisciplinary review group that includes professionals in the areas of Social Responsibility, Health, Safety, and the Environment, and the business areas responsible for the projects. Investment projects worth more than USD 25 million must present a Social Responsibility report, with information on the social context of the area covered by the project, the social risks of the project, and a plan for dealing with the identified social risks. The evaluation for the project phase transition makes its decision based on this information.

In addition to the mandatory activities that occur, for example, within the scope of the environmental licensing process and in compliance with the regulations of the National Agency of Petroleum, Natural Gas and Biofuels (ANP), the social responsibility analysis in investment projects gives rise to recommendations which include the review of emergency response plans, monitoring of occurrences and community complaints, actions to publicize projects and operational activities, and the inclusion of social responsibility clauses in service provision contracts. In 2019, 30 social responsibility reports were prepared for investment projects and 18 of these projects were submitted to undergo social responsibility evaluation during the phase transfer, which means that 83% of the projects with an investment greater than USD 25 million were submitted to undergo social responsibility analysis in 2019.

On the other hand, we also have a system for divesting assets and companies, in addition to several standards, policies, and guidelines for HSE and projects, which establish rules for planning and executing decommissioning or divestment activities of offshore and onshore assets. Strict criteria are applied in the selection of potential buyers to guarantee the technical, financial, and operational capacity to continue the business.

Health, Safety, and Environment, Communication and Brands, Investor Relations, Human Resources, Information Technology and Telecommunications, and Social Responsibility as

participate in order to ensure compliance with legal and regulatory requirements, as well as the adoption of the best HSE and social responsibility practices in the oil and gas industry.

We comply with all environmental plans and standards, whether in the process of divesting and transferring the asset to a new operator, or in decommissioning. This is implemented through the environmental licensing process, which provides for specific rules to be followed in both cases. We also provide our communication channels so that society is properly informed and can send comments or questions about these activities.

In 2019, we did not have consultations or public hearings convened by environmental agencies in relation to our projects. However, proactively, we held meetings involving communities, in addition to other stakeholders and external bodies, to present and discuss our projects. This is a good practice that we have implemented, seeking to get closer and bring information about our activities to our stakeholders. In this regard, we can mention the drilling process o BAR 3 and 5f blocks, where we count on the participation of IBAMA in the area influenced by drilling activity, in ten municipalities in Pará, three in Amapá, and ten in Maranhão.

In these meetings, the community participates and can express itself in relation to our projects and activities. All comments are considered in the design and implementation of the projects.

Before starting any project, it is common to approach local authorities and communities based in the area indirectly influenced by the project to provide clarification. Based on this approach, social actions are designed and implemented in conjunction with local and regional authorities, as well as institutions representing the region, to support local development.

We identify, analyze, and respond to social impacts related to the communities in our operations through the community relationship process. The diagnosis and analysis of the communities surrounding our operations are carried out by multidisciplinary teams based in the operations units, in order to recognize the local reality and direct actions related to the communities.

Using specific diagnostic tools, we identify the impacts and risks of changes caused by a specific action. In this process, municipal indicators are consulted, such as Municipal Human Development Index (HDI-M), Gini Index and Social Vulnerability Index, and also specific data from communities mapped in the territory, such as, social actors, traditional people groups and communities, conflicts, or any impacts and risks arising from our activities.

Once the information is gathered and systematized, we elaborate community relationship plans in order to provide answers to questions of the community surrounding the operational unit in question.

Based on this information, annual community relationship plans are drawn up based on levels of engagement, considering all the community driven activities. The levels of engagement are Inform, Consult, Involve, and Commit. This deals with the level intended for the work with each community during the year, going through review and updating processes. For each level of engagement, specific community relations activities are recommended.

We answer and deal with the questions presented by the communities mainly through community committees, which take place in our operational units and in partnership with our social and environmental projects. We provide assistance through toll-free phones with 24-hour service coverage, seven days a week, through contact channels widely disseminated in the communities where we operate.

Whenever possible, we seek to address local demands at community committee meetings and incorporate these recurring requests into the community relationship plans of the operations units. One of the main demands received from communities in 2019 was income generation and employability.

Regarding our actions to Prevent Human Rights Violations in the Supply Chain, before signing a Contract with us, every supplier must complete and sign the Statement of Compliance with the Code of Ethics, the Conduct Guide, and our Social Responsibility Policy.

Our standard service agreement draft includes a clause that requires service providers to refrain from using child labor and slave-like labor or degrading working conditions. In 2019, agreement were signed by 12,162 suppliers, all of which contained clauses to abstain from child labor and slave-like labor.

Contracts for the construction and assembly of refining process units, and contracts for civil construction services, which are considered to be at greatest risk for human rights violations, there is a social responsibility clause in the contracts. According to this clause, contracted companies must declare and ensure that they respect internationally recognized human rights, as established in the International Charter of Human Rights, in the Declaration of the International Labor Organization on Fundamental Principles and Rights at Work, in the Guiding Principles on Business and UN Human Rights (“Guiding Principles”) and Decree No. 9,571, of November 21, 2018, which establishes the National Guidelines for Business and Human Rights. In addition, the contractual clause statements must include the commitment of the contracted companies to the following items:

- Have a formal policy of respect for Human Rights and share it with stakeholders;
- Refrain from using child labor and slavery-like or degrading working conditions, and to include a specific clause to that effect in contracts signed with input suppliers and/or service providers;
- Provide a safe and healthy work environment that includes adequate food, lodging, and sanitary conditions;
- Respect the right of employees to form or associate with unions, as well as to negotiate collectively;
- Be committed to equal treatment and non-discrimination;
- Not practice or cooperate with any form of sexual exploitation of children and adolescents, creating awareness among employees to face this violence and publicizing local reporting channels such as Dial 100;
- Not perform acts that constitute excessive force in the interaction between security forces, communities, and workers;

- Have a communication channel to receive, forward and respond to stakeholder statements, ensuring that all statements are answered and that there is no retaliation;
- Assess the social risks of its activities in the surrounding communities, developing actions to identify, prevent, and mitigate adverse impacts on human rights issues (interference with indigenous peoples and traditional communities, socially vulnerable groups, access to livelihoods and a healthy environment, right to integrity and a safe environment, land management and resettlement, among others);
- Communicate to the communities surrounding the contract activities any aspects that would impact their daily lives, in order to minimize impacts/risks;
- Make efforts to hire from local labor force;
- Repair any damage it causes to the communities during the performance of contract activities.

In 2019, there were 40 social responsibility assessments of service providers through a checklist, to see if social responsibility requirements in these contracts were being met. Among the contracts submitted for evaluation, no violations of Human Rights were identified. If any irregularity is found, the contracted company is immediately notified, and must enforce its contractual obligations.

We also use surveying methodologies to understand stakeholder perception of our actions. The results are used to form communication diagnoses, help with decision making, and promote indicators regarding image, brand, and reputation. An example of such research is the Corporate Image Monitoring System (SÍSMICO), This research that is carried out annually, integrates and consolidates information from quantitative research of public opinion and various stakeholder groups. The collected information generates a set of image indicators that, when combined, make up our general image indicator. Another example is the Reprack survey, this study that is carried out quarterly, allows us to evaluate public opinion regarding our reputation, in comparison with other companies, based on seven dimensions: Financial Performance, Products and Services, Leadership and Management, Citizenship, Work Environment, Governance and Ethics, and Innovation.

The results of these surveys are consolidated into an Image and Reputation Diagnosis. The evaluation of the historical series of surveys, and the joint analysis of information from different studies makes it possible to identify how we are perceived by our stakeholders. Based on the identification of topics our stakeholders value, we set our Communication objectives, with a focus on image and reputation, and structure programs, projects, and actions. We monitor interactions on our social media profiles and on our internal portal. Based on this monitoring, we survey and evaluate possible communication risks and, in conjunction with the areas involved and/or impacted, we produce positions or related content. Reputational risk analyses of specific critical topics are also carried out, which are consolidated together with other types of risks.

The Board of Directors is notified of the results from consultations on social, environmental, and economic topics. This is done by presentations, agendas items on executive or statutory committees, meetings of the Executive Board, and the Board of Director's own committees, internal documents, or specific reports. In case of a crisis, depending on the impact and

emergency level, Organizational Response Structures, Business Support Teams or Crisis Management Teams are established. It can also occur through a direct channel with CEO advisors, directors or the CEO himself. The form used will vary according to subject, authority limit, and other factors.

EVIDENCES

[2019 Sustainability Report - https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/pages/187-201/217-219](https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/pages/187-201/217-219)

B.2.2. Assessing: Assessment of risks and impacts identified (salient risks and key industry risks)

The positive and negative social impacts and risks are inherent to activities in the oil and gas industry. Among the positive aspects, we can highlight the generation of revenue for states and municipalities, the generation of jobs, and the implementation of a large portfolio of socio-environmental projects. Negative impacts are generally linked to the process of exploration, production, refining and transportation of oil products. Some of these include: pollution, proximity to pipeline installations and industrial units, impacts on traffic, noise, and the risk of oil touching the coast.

In our Corporate Standard of Social Risks' Management we consider the following dimensions for identification and risk analysis related to our operations and nearby communities: indigenous peoples and traditional communities, socially vulnerable groups, access to livelihoods and health environment, right to integrity and security, labor practice at the supply chain, infrastructure and public services, education and professional qualification, income generation and jobs opportunities, technological development and access to technology.

In order to mitigate and address the risks and impacts associated with our activities, when investment projects are submitted for phase transition approval, they are evaluated by a multidisciplinary review group that includes professionals in the areas of Social Responsibility, Health, Safety, and the Environment, and the business areas responsible for the projects. Investment projects worth more than USD 25 million must present a Social Responsibility report, with information on the social context of the area covered by the project, the social risks of the project, and a plan for dealing with the identified social risks. The evaluation for the project phase transition makes its decision based on this information.

In 2019, 30 social responsibility reports were prepared for investment projects and 18 of these projects were submitted to undergo social responsibility evaluation during the phase transfer, which means that 83% of the projects with an investment greater than USD 25 million were submitted to undergo social responsibility analysis in 2019.

The analysis results in recommendations that include reviewing emergency response plans in the light of community relations, monitoring community claims and complaints, publicizing projects and operational activities, and including social responsibility clauses in contracts.

Regarding Operations, currently, there are 23 community relationship plans, representing 96% of our operations, prepared in 2018 and in progress in 2019, all monitored by a management system that monitors the implementation of the activities and compares that to the desired completion percentages. In the table below, we present the percentage of planned activities completed in the 2019 community relationship plans:

COMMUNITY RELATIONSHIP PLANS COMPLETED IN 2019

DESCRIPTION	Achievement Goal	Percentage Accomplished	Performance*
Improve knowledge about the communities and their social actors	85%	99.75%	117%
Mediate conflicts and critical issues	85%	100%	118%
Provide communication about the Unit activities (operations, safety, environment, health, and other relevant topics)	85%	99.42%	117%
Create and encourage dialogue space with communities and the actors in the affected areas	85%	99.00%	116%
Involve the workforce in community relations and promote a culture of social responsibility	85%	98.51%	116%
Identify and treat shared issues in coordination with other surrounding companies and agencies	85%	99.17%	117%
Act during maintenance stoppage and works	85%	100%	118%
Act in the social responsibility process for the investment/divestment and decommissioning projects	85%	100%	118%
Support employability activities	85%	100%	118%

*Percentage of goal achieved

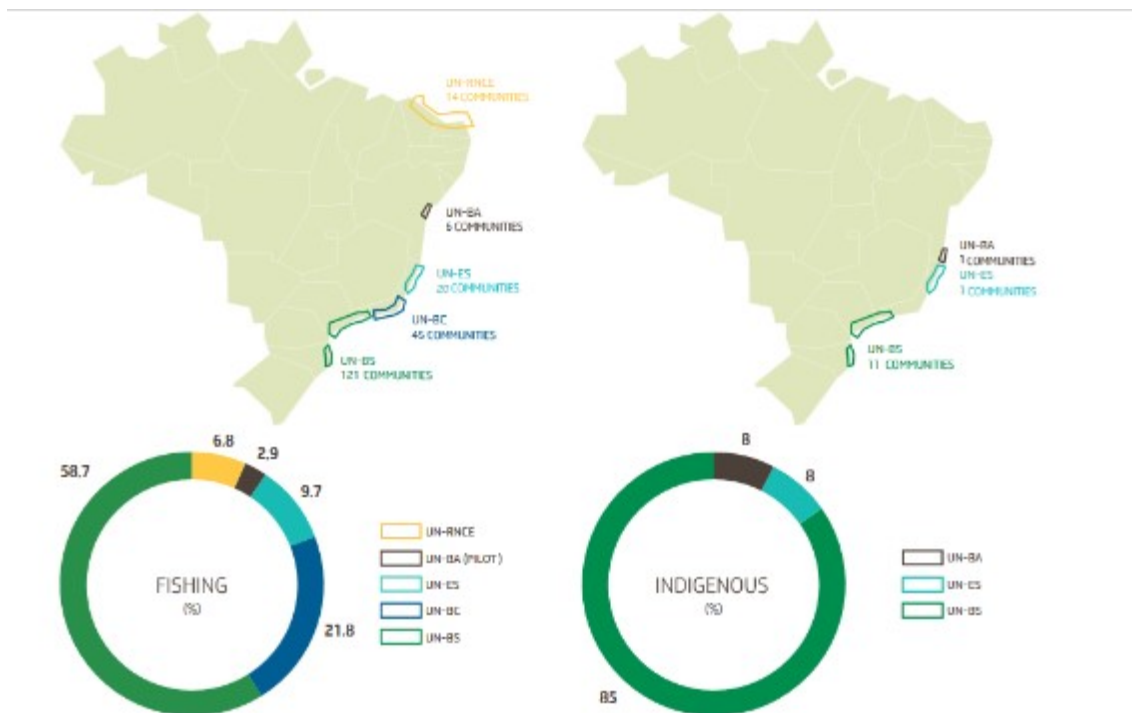
These actions seek to increase the level of community engagement and participation in the planning of activities whenever possible.

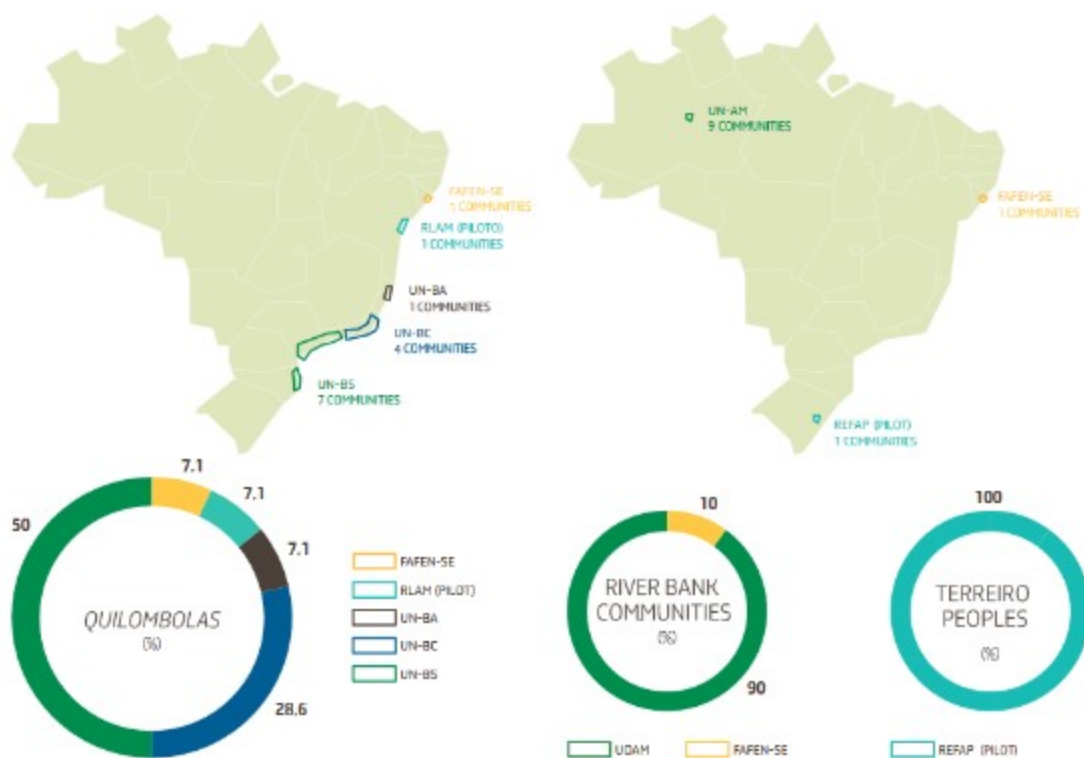
During the diagnosis and analysis process, real or potential reason for conflicts with communities are pointed out, such as complaints about air pollution, noise, odors, soil contamination; intrusion into our areas and waterways; daily interferences, especially traffic and dust, including blocking access routes by communities; protests and complaints resulting from the generation of expectations, such as jobs, local improvements, financial compensation for communities; and clandestine derivation.

In the community relationship diagnosis, priority was given to the so-called traditional communities, such as fishermen, quilombolas, indigenous people, riverside communities, and terreiro peoples. The identification of traditional communities considered the legally established

concepts. This scope was anchored in the identification established in Decree 6040/2007, which institutes the National Policy for the Sustainable Development of Traditional Peoples and Communities. The communities prioritized in the diagnosis are shown in the following figure:

DISTRIBUTION OF TRADITIONAL COMMUNITIES BY OPERATIONAL UNIT





The community relationship with indigenous peoples and traditional communities occurs through mandatory actions arising from environmental licensing conditions, such as the Costa Verde Environmental Education Project, the Guanabara Bay Environmental Education Project, and the Characterization Project of Traditional Territories in the Santos Basin. These initiatives related to these specific groups are undergoing improvement in order to comply with all the provisions of ILO Convention 169, guaranteeing a participatory process.

In relation to our supply chain, as answer above, before signing a Contract with us, every supplier must complete and sign the Statement of Compliance with the Code of Ethics, the Conduct Guide, and our Social Responsibility Policy.

Our standard service agreement draft includes a clause that requires service providers to refrain from using child labor and slave-like labor or degrading working conditions. In 2019, agreement were signed by 12,162 suppliers, all of which contained clauses to abstain from child labor and slave-like labor.

Contracts for the construction and assembly of refining process units, and contracts for civil construction services, which are considered to be at greatest risk for human rights violations, there is a social responsibility clause in the contracts. According to this clause, contracted companies must declare and ensure that they respect internationally recognized human rights, as established in the International Charter of Human Rights, in the Declaration of the International Labor Organization on Fundamental Principles and Rights at Work, in the Guiding Principles on Business and UN Human Rights (“Guiding Principles”) and Decree No. 9,571, of November 21, 2018, which establishes the National Guidelines for Business and Human Rights. In 2019, there were 40 social responsibility assessments of service providers through a checklist, to see if social

responsibility requirements in these contracts were being met. Among the contracts submitted for evaluation, no violations of Human Rights were identified. If any irregularity is found, the contracted company is immediately notified, and must enforce its contractual obligations.

EVIDENCES

[2019 Sustainability Report - https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/pages/183-203](https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/pages/183-203)

B.2.3. Integrating and Acting: Integrating assessment findings internally and taking appropriate action

In the relationship with communities impacted by our operations, we use diagnostics to identify the critical topics that our activities share, and execute action plans for each business unit in the regions in which we have prioritized communities.

Through the diagnosis carried out in 23 of our operations units, the main issues and concerns raised by the communities were crime, unemployment, drug trafficking, and drug addiction. With the aim of responding to the unemployment issue, we highlight in 2019, the actions for increase the number of jobs at the Route 3 Gas Processing Unit as a positive impact on local communities. More than 6,000 people were working in the region during the period. As disclosed in the communication vehicle for meeting required conditions called "Petrobras Informa", this number represents an increase of 105% in relation to the previous year.

A similar situation also occurred in the Duque de Caxias Refinery (REDUC) surrounding area, where a notable amount of the local labor force was hired. We created there an integration process between our representatives and contractors, labor unions, and surrounding communities that has improved our relationship with these agents and brought results, such as more job offers for local communities, increased productivity, and cost reductions.

We hold meetings in order to plan strategies to encourage the hiring of local labor through the Federal Government's National Employment System, a free public service for job offers and demand.

The workers' union of Duque de Caxias and surrounding municipalities map and send these local workers to update their records, while the National Employment System captures the vacancies available from companies and forwards candidates who meet the job profiles for these selection processes. Reduc controls and monitors the process, in order to provide the necessary transparency from start to finish.

Reduc exceeded the local hiring target, which was 85%, and reached 94%, totaling 2,238 hires in the region. We expect to maintain our goal of filling 85% of vacancies opened by service providers with local workers at the next scheduled maintenance stop, and to extend the initiative to routine

refinery service contracts. Although we do not directly select and hire these candidates, we also help contractors to improve their selection process, making them choose the best profiles for the vacancies we offer. Everyone benefits from this initiative, as we are able to generate jobs and income for local residents with better prepared candidates, and reduce costs for contractors and for us, carrying out scheduled shutdowns safely and on schedule.

Another example of action implemented is the development of social projects in the territories in which we operate, we highlight the region of Duque de Caxias-RJ, where the units of REDUC, Termo-Rio, TECAM, BR Terminal and Pipelines are located. We operate in the management and mitigation of social and operational risks through the Unicirco, EDUC, Opportunity Connector, Sports and Education Center and the Educational Sports Network.

These projects work as a network to raise awareness about operational risks, professional training, entrepreneurship, and care for children and adolescents. These themes were prioritized based on the diagnoses made in the communities impacted by our operations. In Duque de Caxias alone, the projects serve 1,890 direct participants, with ages ranging from 0 to over 30.

The involvement and bond with the communities provided by the social and environmental projects we support are essential for the achievement of our business results. Involving the community means including and giving a voice to the population that brings their priority questions about the socio-environmental scenario in which the project seeks to operate.

Another important action was the review of our socio-environmental investment strategy in order to maintain alignment with the 2020-2024 Strategic Plan. The Petrobras Socio-Environmental Program activities were revised in January 2020. They include: Education, Sustainable Economic Development, Ocean and Climate, aimed at contributing mainly to four of the SDGs: (4) Quality Education, (8) Decent Work and Economic Growth; (14) Life below Water and (15) Life on Land. Among the transversal themes to be considered in all the projects that make up the portfolio are early childhood, innovation, and cultural transformation.



SOCIO-ENVIRONMENTAL INVESTMENT STRATEGY

Areas of Operation	Alignment with the business	Benefits	Most Relevant Indicator
Education	Operations in the covered area	<ul style="list-style-type: none"> - Contribution to SDG 4 (Quality education) - Improvement in the living conditions of communities - Reduction and mitigation of potential negative impacts where we operate - Strengthening reputation and credibility 	Analysis of social return (under development) ¹
Sustainable Economic Development	Operations in the covered area	<ul style="list-style-type: none"> - Contribution to SDG 8 (Decent work and economic growth) - Improvement in the living conditions of communities - Reduction and mitigation of potential negative impacts where we operate - Strengthening reputation and credibility 	Analysis of social return (under development) ¹
Ocean	Activities for the conservation of species and marine and coastal environments (the strength of our exploration), mainly benefiting fishing communities.	<ul style="list-style-type: none"> - Contribution, in particular, to SDG 14 (Life below water) - Increased involvement of the local community in biodiversity conservation - Improving the conservation status of species - Income generation - Reduction and mitigation of potential negative impacts where we operate - Strengthening reputation and credibility - Expansion of knowledge through data generation and technical/scientific information 	Analysis of social return (under development) ¹
Climate	A business need considering the transition to a low carbon economy Sustainability commitment made in the Strategic Plan	<ul style="list-style-type: none"> - Priority contribution to SDG 15 (Life of Land) - Generation of social and environmental benefits in the places where they operate, such as income generation and conservation of associated biodiversity - Potential contribution to the reduction of greenhouse gases - Strengthening reputation and credibility 	Analysis of social return (under development) ¹ Estimated potential contribution to carbon sequestration and avoided emissions ²

¹ In the same section, see the social return analysis of the Uçá project.

² In the same section, see Methodological Guide for carbon quantification.

In August 2019, we launched the Petrobras Initiative for Early Childhood, with the objective of promoting the cognitive, social, and emotional development of children in the first years of life. The initiative involves public and private institutions that are already carrying out actions aimed at early childhood.

This initiative aims to improve the quality of education in pre-school at the Social Assistance Reference Center and in Civil Society Organizations, and seeks to contribute to the improvement of public policies and social indicators related to the 0 to 6 years old age group, in addition to strengthening intersectional action (municipal government, education and social assistance departments with their respective technical teams, in addition to educators and civil society organizations).

Other actions are also carried out by projects aimed at early childhood, such as workshops and sports activities, in addition to training teachers in the music methodology, techniques for mastering languages, singing, breathing, musical appreciation, improvisation, knowledge of playful activities, and sound making materials, highlighting the pedagogical objective of each activity.

To accomplish this, one of our first partnership projects in 2019 was the First Childhood is a Priority project, carried out by the News Agency for the Rights of Children. This initiative will reach more than a thousand participants, including public managers, technicians in the children and adolescent protection network, and media professionals, in 100 municipalities in 10 Brazilian states, over a 2-year period.

We are also official participants of the National Early Childhood Network, which coordinated national civil society organizations, public authorities, the private sector, as well as other networks and multilateral organizations that act, directly or indirectly, to promote and guarantee the rights of the early childhood. In December 2019, we signed the National Pact for Early Childhood, a commitment signed between the National Council of Justice and several participants of the child protection network in Brazil, with the aim of strengthening public institutions that work to guarantee the rights granted by Brazilian legislation, and to promote the improvement of the infrastructure necessary to protect the interests of children, especially in early childhood.

EVIDENCES

[2019 Sustainability Report - https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/pages/183-203 & 240-253](https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/pages/183-203%20&%20240-253)

B.2.4. Tracking: Monitoring and evaluating the effectiveness of actions to respond to human rights risks and impacts

In the Investments projects, actions to mitigate social risks are continuously tracked according to Corporate Standard of Social Risk Management. This tracking includes the execution and the effectiveness of actions, with possible inclusion or exclusion of new salient risks. As a Petrobras project management practice (in line with the recommendations of IPA and PMI), the risks identified in the Risk Workshops are recorded in the Risk Management System. In this system, the risks are described, they are assigned to a responsible person and the treatment measures are described, with their deadlines. Periodically, the system requests an update of the risk status. The total risk of the projects is monitored by the Project Management team, which periodically undertakes risk review workshops with a multidisciplinary team from different areas of the company.

The community relationship actions carried out by the operational units are recorded and monitored by the Management System for Results. In addition to this system, we hold periodic critical review meetings with the multidisciplinary teams responsible for community relationship plans.

In the process of monitoring the community relationship, we found that our actions have led to greater community engagement. A challenge we identified is how to develop instruments for evaluating actions that are accessible and easily understood by communities. In addition, in some communities, we identified a shortage of active and representative leaders.

The results of the community relationship are communicated internally through lectures to employees, meetings with managers, and news on our internal portal.

The social impacts and the results of the community relationship are discussed and disseminated to the communities through the discussions held in the dialogue spaces and community committees of each unit. In these spaces, we discuss issues related to impacts from activities and operations in the communities, and measures that need to be developed to expand positive impacts and minimize negative impacts.

The projects in our social and environmental investment portfolio have goals and indicators, established since the contract was signed, which periodically allow us to evaluate their performance. The frequency for project performance measurement is defined before the project begins, as well as the means of verification. Information gathering may vary with each project, but generally it include information about the audience, engagement in planned activities, and the results obtained.

We are constantly seeking to improve the methods for assessing the social return on investment in our supported socio-environmental projects. Due to the number of projects in the Petrobras Socio-Environmental Program, the volume of resources involved, and the breadth of the program, we piloted a social return analysis of one of our projects, the Uçá Project, in 2019. The project has

been part of our portfolio since 2017 and monitors the Uçá crab, helps restore degraded mangrove areas, and provides environmental education.

The social return assessment indicated a return of BRL 4.55 for each BRL we invested in the project. The methodology converts the environmental, social, and economic transformation that occurred due to the implementation of the project into monetary values. This value was considered expressive for this type of investment in Brazil. We intend to extend this assessment of social responsibility performance to other projects in our portfolio.

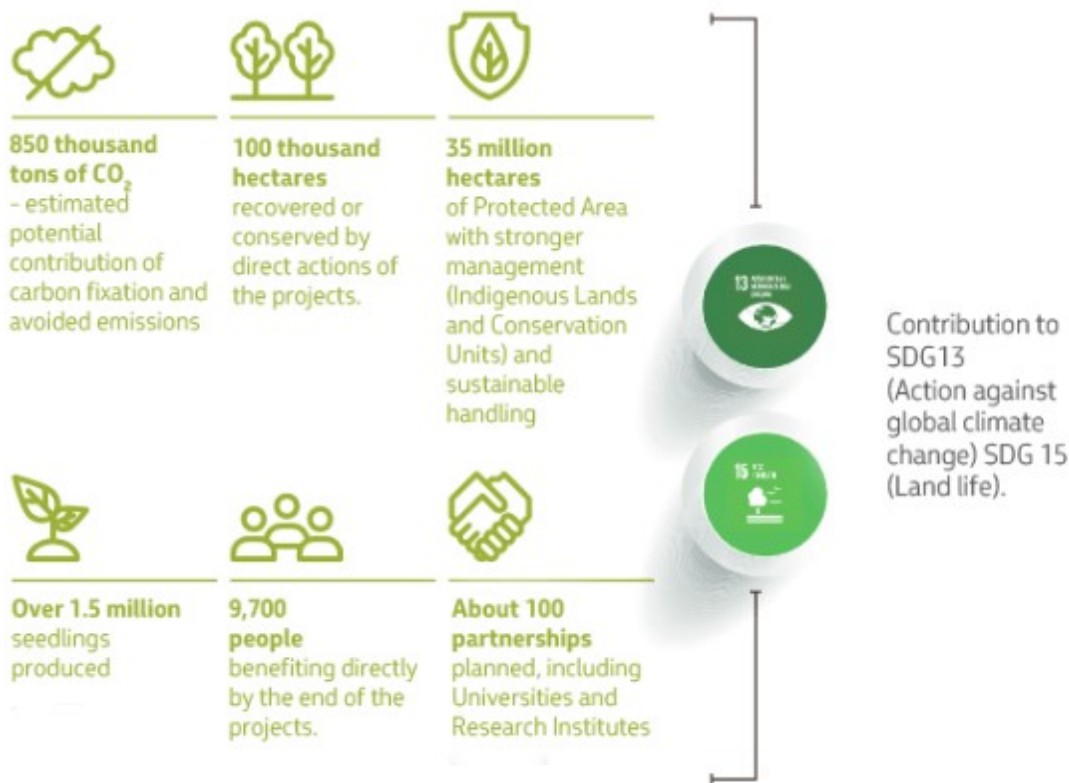
We also qualitatively evaluate the projects in order to measure their impact on the lives of participants. The Fight for Peace institution applies the "Personal Development Questionnaire" to the Maré Unida project, which allows measuring the impacts of the project in key areas of young people's lives. When necessary, the institution also conducts focus groups, interviews and individual case studies to measure specific indicators. Our partner since 2010, Fight for Peace has already carried out about 2,641 hours of boxing, martial arts, and personal development classes for students of ages 6 to 29, and 527 hours of school support for children and adolescents of ages 11 to 14. The project, the fourth we sponsored by the institution, has also promoted 2,561 hours of professional training, in addition to training and technical assistance for sports educators working in Maré, totaling 1,316 direct participants. These and other Maré Unida actions will take place until September 2020.

The Mão na Massa project, for example, has a registration and monitoring system for participating women that tracks their employability and their return to the formal school system. Since 2007, more than a thousand women have been trained in the state of Rio de Janeiro. Half of them are employed in the area and 100 have returned to study in areas related to civil construction.

The Agroflorestar Project seeks to assess the effects of adopting agroforestry systems on the quality of life of farming families. It uses Participatory Rapid Diagnosis, which is a methodology for conducting semi-structured interviews to learn about the characteristics of local family farming, as well as the benefits generated by the practice and commercialization of agroforestry products on the quality of life of the families participating in the project.

Another action to evaluate the return of our projects in 2019, was that we prepared a methodological guide to guide the carbon quantification of forest conservation and recovery projects supported by our program. The document establishes technical references and applies to estimates of socio-environmental and greenhouse gas (GHG) reductions. Project managers can observe the instructions for quantifying the carbon removed or emitted into the atmosphere as a result of their activities. A pilot project was carried out in 2019. The results of this carbon quantification, as well as the social and environmental benefits generated by the projects, are presented below.

RESULTS INDICATORS FOR THE FOREST AND CLIMATE PROJECT PORTFOLIO *



*Results accumulated from current 2019 projects.

* Accumulated results of current projects in 2019.

EVIDENCES

[2019 Sustainability Report - https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/pages/183-203 & 240-253](https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/pages/183-203%20&%20240-253)

B.2.5. Communicating: Accounting for how human rights impacts are addressed

We report on Human Rights in our sustainability report following GRI Standards requirements assured by third part (KPMG). We correlate UN Global Compact Principles to GRI indicators since 2004. Since 2016 we also started to correlate SDGs to GRI indicators.

In our 2019 Sustainability Report, with the aim of giving more publicity to our Human Rights actions, we created a specific chapter on the topic, with a greater detail of the company's process and actions in Human Rights. In addition, we publicly disclose in June 2020 our Human Rights Commitments.

Moreover, we implement community consultations through public hearings conducted by the licensing authority, forums for information about the project, its social and environmental impacts and discussion of Environmental Studies, in order to brief interested parties about the project content, clarifying questions and hearing criticisms and suggestions about. This process integrates the environmental licensing, administrative procedure whereby the competent environmental agency licenses the location, installation, expansion, modification and operation of projects and activities. In addition to the public hearing and environmental licensing, we consider community relationship as a long-term process that has as one of its objectives to develop interaction and continuous relationship with the communities in the surrounding areas, maintaining permanent channels of dialogue, aiming to understand the roles and attributions of the different social actors, sharing responsibilities, generating mutual trust and aligning expectations of all parties.

Our interaction with communities takes place in several ways: dialogue spaces, leadership visits to the Operational Units, lectures, training, emergency preparedness exercises, visits of our teams to communities, among others. We would like to highlight the spaces for voluntary dialogue, commonly called Community Committees. In these spaces, we address issues of common interest both to our activities and to the communities, such as: communication about the risks of operations and emergency preparedness exercises, communication of results of social and environmental projects, dissemination of national campaigns and other relevant issues raised by the participants.

The target audience of the community committees are the social actors present in the communities, such as formal and informal leaderships, public agencies, residents' association, traditional communities, civil society organization, opinion formers. Some of these forums also include representatives of institutions or public agencies, such as Municipal Departments (health, education, environment, social welfare, among others), Civil Defense, Fire Department, cooperatives, educational institutions, nurseries and the local press.

EVIDENCES

[2019 Sustainability Report - https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/pages 183-203 & 224-226](https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/pages/183-203%20&%20224-226)

C.1. Grievance channel(s)/mechanism(s) to receive complaints or concerns from workers

As part of our Integrity System, the Ombudsman's Office is responsible for receiving complaints, requests for information, requests, consultations, compliments, and suggestions from all our stakeholders in a confidential, free, and accessible manner. Linked to our Board of Directors, which ensures its independence and impartiality, the Ombudsman's Office interacts with the relevant areas, seeking to strengthen and promote the fulfillment of demands and contribute to the improvement of internal processes.

In our Ombudsman's Office we have specific group for receiving and following up on workplace violence reports. As of 2019, moral and sexual harassment complaints involving company employees began to be investigated by this team, allowing specialized treatment in interactions with victims, the accused, and witnesses, as well as the analysis of the collected information. Cases that are considered valid are submitted to the Disciplinary Measures Committee to define accountability and consequences.

In the case of reports of workplace violence, in circumstances where it is impossible to handle the case without identifying the complainant, the investigation will only proceed if there is consent. In addition to the various resources and procedures for preserving the whistleblower's identification, including those adopted by the company that operates the Reporting Channel, non-retaliation is foreseen as a specific topic to identify a situation in which the whistleblower feels harmed or retaliated against after reporting a complaint.

The prohibition against retaliation is systemically and objectively contained in the Code of Ethics, in the Conduct Guide and in the "No retaliation against whistleblowers" guideline, managed by the Ethics Committee, in addition to other specific internal rules.

Our external and independent reporting channel is capable of handling complaints of moral and sexual harassment. In 2019, this channel received 38 reports of discrimination, involving mainly issues of gender and race, skin color or ethnicity, of which 4 are still being treated, 28 were evaluated and files as dismissed, unfounded, or inconclusive, and 6 were confirmed or partially confirmed. The confirmed reports involve a prejudiced approach related to race, skin color, or ethnicity (3), sexual orientation (2) and gender (1).

In 2019, we were cited in the Pre-Trial Provisional Measure requested by the Labor Prosecution Office on the claim by the Bahia Labor Prosecution's Office of organizational moral harassment in the demobilization process of the Torre Pituba property, located in the city of Salvador. The Court, although recognizing that we have the power to make decisions to manage our business, understood that the form we adopted required them to grant the provisional measure the MPT requested. After negotiation with the Labor Prosecution Office (MPT) in Bahia, a nationally valid agreement was signed that establishes complementary conditions for the transfer of employees resulting from demobilizations and portfolio management.

In October 2019, the Superior Labor Court (TST) ordered us to pay BRL 112 thousand in compensation to a third party sexually harassed by the contract inspector, who was our employee. The TST considered the amount sufficient to prevent new cases.

In relation to the right of free association, we have established in our code of ethics that we commit ourselves to recognize the right of free association of our employees, respecting and valuing their participation in unions, and not practicing any type of negative discrimination in relation to unionized employees.

In the Human Resource policy, one of the guidelines is to implement sustainable agreements for our company through constructive dialogues, based on ethics and transparency, aiming to overcome differences in negotiations with employees and their representatives.

In 2019, the Ombudsman's Office received nine statements related to the unionization of employees. Of this total, four were complaints (two were considered unfounded and two were dismissed) and five were complaints (three with their presented request unanswered and two were dismissed).

Our channels do not replace the legitimate role of labor unions in addressing labor disputes, nor do they prevent access to judicial or other non-judicial complaints mechanisms. We also do not impose any access restrictions on competent authorities in the investigation of human rights violations, except to preserve the anonymity of whistleblowers. We include alternatives such as telephone, letter, and face-to-face service to guarantee access to all our audiences, including marginalized groups.

We provide, in our Management Portal, a permanent area to register ideas that can support improvements in our communication channels. Suggestions can also be sent through the Ombudsman's channels, to analyze the feasibility of their implementation. In addition, the Ombudsman's Office seeks to continuously improve our channels by identifying improvements needs in our processes.

In order to answer questions related to complaints and requests, we implemented a satisfaction survey with those who contacted our Ombudsman's Office. This survey, still in its initial phase, will present information that will serve as input for our usual process reviews.

Engagement with our internal public occurs with the Petrobras Culture Diagnosis (sample of 10 thousand employees), discussions through digital interaction in our internal communication channels, dissemination of messages and news through the channels aimed at the internal public, and linking our results to individual performance indicators (Performance Management).

Among the main issues and concerns raised by the internal public, the following stand out: divestments, organizational restructuring, variable compensation, new labor legislation and its consequences, Collective Labor Agreement (ACT), Petros Pension Plan, performance and results.

We periodically conduct surveys with our employees to check indicators of organizational climate, engagement, job satisfaction, among other topics. Since 2014, the frequency of surveys is biennial and the last one ended in January 2019. The results are available on an intranet page, panels for managers, and a specific system accessible to all employees, the Organizational Environment Monitoring System (SMAO).

The concerns and problems translated by employees in the form of poor results are addressed in two ways: a) the corporate areas are made aware of the results linked to their practices and seek

to make improvements according to their possibilities; b) local issues are addressed by registered action plans and monitored at the SMAO.

Among the significant results, we can list: a) increase of 9 percentage points (60% to 69%) in the main survey indicator, the Employee Satisfaction Index; b) presentation of about 6,000 current actions derived from the survey by the SMAO.

The information is presented in clear and accessible language, in internal and external environments accessible to all, with curated content and constant updating. The dialogue takes place through internal communication channels, frankly and directly, with special attention to clarifying doubts and answering employee questions.

To improve communication with the workforce, this year we implemented a new internal communication platform, the workflow, which aims to facilitate and make communication between the company and the workforce more bilateral.

EVIDENCES

[2019 Sustainability Report - https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/ pages 183-203 & pages 233-235](https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/pages%20183-203%20&%20pages%20233-235)

[Human Resource Policy https://petrobras.com.br/en/about-us/careers/labor-practices/](https://petrobras.com.br/en/about-us/careers/labor-practices/)

[Petrobras System Code of Ethics -https://petrobras.com.br/en/about-us/profile/compliance-ethics-and-transparency/](https://petrobras.com.br/en/about-us/profile/compliance-ethics-and-transparency/)

C.2. Grievance channel(s)/mechanism(s) to receive complaints or concerns from external individuals and communities

Through our Ombudsman's Office, we offer our stakeholders (including indigenous peoples and traditional communities) an external and independent channel for receiving complaints, available in Portuguese, English, and Spanish, 24 hours a day, every day of the year. In cases of denouncements, the protection of whistleblowers occurs by preserving the confidentiality of the reports received and by receiving anonymous reports.

In order to ensure a more effective response to communities, we also have free phones with 24-hour service coverage, from Sunday to Sunday, which are widely publicized in the communities where we operate. In addition, the Social Responsibility team provides specific telephone contact numbers and e-mail for each operational unit to meet community demands.

We answer and deal with the questions presented by the communities mainly through community committees, which take place in our operational units and in partnership with our social and environmental projects. We provide assistance through toll-free phones with 24-hour service coverage, seven days a week, through contact channels widely disseminated in the communities where we operate.

Whenever possible, we seek to address local demands at community committee meetings and incorporate these recurring requests into the community relationship plans of the operations units. One of the main demands received from communities in 2019 was income generation and employability.

Our actions aimed at employability consist of monitoring the percentage of local labor in each unit's contracts and publicizing opportunities in community committees. These opportunities are offered through social projects that we sponsor with a focus on boosting the economy and offering professional training through the Young Apprentice Program. Although the Young Apprentice Program is a legal obligation, we use it to meet the expectations of the communities, expanding the benefits we offer in each territory.

Still in the interface with social projects, we present the feedback from the questions presented by the participants of the community committees, as well as new initiatives, changes, and continuity of projects. The institution representatives, partners, and community residents choose the topics to be addressed in the Committee meetings, and we, along with representatives of the institutions and the government, have the responsibility to present the initiatives and the responses to the issues that were raised.

Specifically, about indigenous communities or traditional peoples (artisanal fishermen, quilombolas, shellfish gatherers, etc.), in 2019, we received nine statements related to this group, of which five were requests and three complaints. Four of the requests were granted and one was dismissed. Of the three complaints, two were granted and one is still being treated, and another was dismissed as unfounded. The complaints are regarding the denial of a claim for damages by the fishing community for alleged environmental impact and damage to fishing instruments.

Our Reporting Channel is also prepared to receive incident reports related to suppliers, such as those related to freedom of association and collective bargaining violations, among other labor practices and human rights issues. The reports are investigated and, depending on the results, our Goods and Services Supply area is alerted to mitigate risk in future contracts. If there is a breach of contractual clauses, the contract manager will adopt the appropriate measures.

Contracts for the construction and assembly of refining process units, and contracts for civil construction services, which are considered to be at greatest risk for human rights violations, there is a social responsibility clause in the contracts. According to this clause, among other topics, the contracted companies must have a communication channel to receive, forward and respond to stakeholder statements, ensuring that all statements are answered and that there is no retaliation.

We provide, in our Management Portal, a permanent area to register ideas that can support improvements in our communication channels. Suggestions can also be sent through the Ombudsman's channels, to analyze the feasibility of their implementation. In addition, the Ombudsman's Office seeks to continuously improve our channels by identifying improvements needs in our processes.

In order to answer questions related to complaints and requests, we implemented a satisfaction survey with those who contacted our Ombudsman's Office. This survey, still in its initial phase, will present information that will serve as input for our usual process reviews.

EVIDENCES

[2019 Sustainability Report - https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/ pages 183-203 & pages 215-236](https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/pages%20183-203%20&%20pages%20215-236)

[Petrobras System Code of Ethics -https://petrobras.com.br/en/about-us/profile/compliance-ethics-and-transparency/](https://petrobras.com.br/en/about-us/profile/compliance-ethics-and-transparency/)

C.7. Remediating adverse impacts and incorporating lessons learned

Our commitments to remediating adverse impacts and incorporating lessons learned can be expressed in the following actions implemented throughout 2019:

- In 2019, we had one significant conflict relative to traditional communities registered during the reporting period. It was with fishing communities, due to the oil spill that occurred on March 25, 2019, at Campo Marlim Leste, originating from P-53, a unit located in the Campos Basin. As the oil reached the coast of the fishing community in the municipalities of Arraial do Cabo, Búzios, and Cabo Frio, a preventive Conduct Adjustment Agreement (TAC) was signed with the Public Defendant's Office of Rio de Janeiro. The TAC established the criteria for qualifying beneficiaries and the amount of reparations to be paid for losses suffered by this community due to the stoppage of fishing activity for two months. Thus, proactively and preventively (there is no litigation on the issue), a TAC was signed that provides for the payment of a total reparations of approximately BRL 9 Million to approximately 2 thousand fishermen, shellfishers, and shellfish gatherers, of which 1,400 have already been compensated in 2019.

- On December 15, 2019, there was an accident with a child from the community of Sirizinho, in Sergipe, who accessed an active production well through a fence opening that had been damaged by a third party. The emergency response structure was activated, but the victim died on site. We provided support for the family, set up an investigation committee, and reinforced our inspection rounds at the installations and their protection structures. Therefore, we constantly reinforce our relationship with residents and emphasize the importance of everyone's engagement. To accomplish this, on August 16th we held the "Day of 168." The event took place simultaneously in

12 cities in the states of São Paulo and Rio de Janeiro, with actions to orient the neighboring communities of our facilities about safety in the pipeline lanes and the risks that theft attempts can bring. It also sought to increase awareness about the number 168, a direct contact channel between us and the population to report unauthorized pipeline access.

- In June 2019, we launched the Petrobras Integrated Pipeline Protection Program (Pró-Dutos) to prevent fuel theft from the network of more than 14 thousand kilometers of pipelines operated by Transpetro. The creation of the program was motivated by the increase in occurrences of this type: from 72 thefts, in 2016, to 203 last year: a growth of more than 180%. The program provides for partnerships with the government and consolidates our investments to minimize risks and avoid impacts from criminal activities. Transpetro maintains a relationship program with communities neighboring the pipeline network and provides the phone number 168 for the population to report actions by unauthorized people in the pipelines. Anyone who smells a strong fuel smell or observes people or heavy vehicles working near the pipelines, especially outside business hours, can call 168. The call is free and anonymity is ensured. Contact can also be made by Whatsapp (21 99992-0168), with text, voice, video or even photographs of any suspicious activity near the pipelines. In addition, the website <https://roubodecombustiveis.transpetro.com.br> was launched, where it is possible to learn about our actions to prevent theft of oil and oil products in our facilities. In 2019, we were able to reduce the number of theft incidents of oil and oil products by 22%, compared to the 261 thefts that occurred in 2018, and reduced the volume of oil and oil products stolen by 35% compared to 10.8 million liters stolen in 2018.

- In 2019, we recorded the removal of a resident from a strip of the onshore stretch of the Route 3 Gas Pipeline. The area is a place known for squatters. Therefore, there are ongoing legal disputes where squatters request adverse possession rights and the owner is demanding their ejection. Since no legal decision has been made, we had to file the action with the district of Maricá-RJ. Due to the situation of the squatter, the judge authorized her to withdraw part of the compensation that we had deposited with the owner. That amount was enough to provide her with a new home. The squatter and her daughter, of legal age, lived there. After the judge's favorable decision, the owner vacated the house and built a new house on the land in dispute, but no longer in our right of way. The company we hired to implement the land segment of the Route 3 Gas Pipeline helped with the move and paid the rent for three month period. In relation to the Rota 2 Gas Pipeline, a public interest civil action sentenced the Municipality of Macaé to remove the families occupying the first block of Balneário Lagomar, since they are located in the Buffer Zone of the Restingas de Jurubatiba National Park. Between this conservation unit and Lagomar, there is a strip of pipelines for the Route 2 operation. As determined by a condition issued by IBAMA, we support and monitor the eviction actions carried out by the City of Macaé. One of our actions was the installation of concrete slabs on the gas pipeline and the implementation of daily surveillance of the lane, in order to mitigate the risk of interaction between local residents and the gas pipeline. Since December 2017, about 250 families from that location have been relocated. In order to have a corporate approach to the issue of resettlement, in March 2020, we established a guidelines that apply to all our units regarding the removal and resettlement of individuals or communities affected by our projects and/or activities.

- The Exploration and Production Area worked to recover 411.34 ha of degraded areas, following internal norms and standards that include best practices in techniques and procedures for the recovery of the degraded areas. In the Refining and Natural Gas area, we are reforesting a 650 hectare area of rain forest related to the environmental licensing commitments of the Rio de Janeiro Petrochemical Complex. For this same project, a degraded area of 4,835 km² is being recovered, of which 2,128 km² have been recovered so far.

- In view of our robust emergency preparedness and response process, we have made a major contribution to cleaning beaches hit by spills not originating from our operations in the Northeast region of Brazil, between September and November 2019. We were able to contribute to the repair of this environmental disaster due to our unparalleled preparedness and response capacity in Brazil. In addition to the services reimbursed by Ibama, we also worked with voluntary services to recover the affected ecosystems. Even if we were not responsible for an oil spill, we respond to all requests from the Monitoring and Evaluation Group (GAA), a multidisciplinary group composed of the Navy, ANP and Ibama under the terms of the National Contingency Plan and that supported leak response coordination efforts at the national level. This way, we operate in an integrated manner with this group, supporting planning actions and providing technical support for the operational and logistical aspects of the emergency.

EVIDENCES

[2019 Sustainability Report - https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/pages/114/127/132-133/196-198](https://petrobras.com.br/pt/sociedade-e-meio-ambiente/relatorio-de-sustentabilidade/pages/114/127/132-133/196-198)