Integrated Report 2020
ULTRA GROUP



















ULTRA

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About the report

GRI 102-46 – 102-47 – 102-50

The Ultra Group's Integrated Report 2020 presents information on the Group's main actions and results during the year both in terms of economic, financial and operational matters and also in relation to environmental, social and governance (ESG) topics. The information is for the period from January 1st to December 31st, 2020 and covers both Ultrapar (the Holding Company) and the Group's businesses: Ultragaz, Ultracargo, Oxiteno, Ipiranga and Extrafarma.

As in 2019, the report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core Option. In addition, for the first time, the report has included some of the indicators of the Sustainability Accounting Standards Board (SASB) methodology.

Furthermore, the structure of the report followed the recommendations of the International Integrated Reporting Council (IIRC) by presenting the organization's results from a perspective of integrated thinking, considering the following guiding principles: strategic focus and orientation for the future; materiality; connectivity between the financial and non-financial information; uniformity and comparability; reliability; and relations with stakeholders. The financial information presented is in accordance with the standards of the International Financial Reporting Standards (IFRS).

The report first describes the organization's profile, corporate governance and management structure, business strategy and ESG strategy, and then the subsequent sections provide information on the main highlights for the year structured according to the Group's eight material topics[1]:

- Ethics and integrity
- Data privacy
- Energy transition
- Eco-efficient operations
- Responsibility for the surrounding communities
- Value chain
- Innovative, inclusive
- and excellence culture
- Health and safety

NOTES ON READING THE REPORT

Throughout the report, the information which is reported according the GRI Standards is identified with the corresponding GRI code. The GRI List of Contents and the SASB classification begin on page 146.

In the sections that present the organization's performance in relation to its material topics, correlations with the United Nations' Sustainable Development Goals (SDGs) are indicated. In 2020, the Ultra Group carried out a study to identify how the management of each material topic contributed, directly or indirectly, to the Group's Agenda 2030.

The report can be accessed on the following websites: **ultra.com.br** and **ri.ultra.com.br**.
Questions and comments about the report should be sent by e-mail to: **sustainability@ultra.com.br**.

CONVENTIONS ADOPTED

Ultracargo: the company's GRI information excluded the operation of the Paranaguá Terminal (PR), a joint venture with União Vopak.

Oxiteno: the company's GRI information included all its industrial units in Brazil, Mexico, Uruguay and the United States and the sales offices in Brazil and Mexico. In the cases where the information is limited to the Brazilian operations it is stated as relating to Oxiteno Brasil.

Ipiranga: the company's GRI information included Ipiranga's fuel operations, *am/pm* stores, *Jet Oil* units, Business Market, *Tropical Transportes* e *Profrotas*. The financial and personnel information referred to the aggregation of the data for all of the Ultra Group's fuel businesses.

Any exceptions for any of the Ultra Group companies are stated in notes to the information for the corresponding indicators.

1. Through a dynamic process, the Ultra Group began to update its material topics in parallel with the construction of its ESG strategy, aiming to ensure that they were aligned to both its business strategy and external trends. This process will continue during 2021.

Highlights 2020

FINANCIAL AND ECONOMIC PERFORMANCE

	Net revenue (R$ million)	EBITDA[1] (adjusted) (R$ million)	Net income[1] (R$ million)	Investments (R$ million)
2020	81,241	3,479	928	1,488
2019	89,298	3,394	795	1,578
2018	90,698	3,069	1,132	1,947
2017	79,230	3,981	1,526	2,294
2016	76,740	4,169	1,547	1,811

	Market cap (R$ million)	Equity (R$ million)	Net debt / EBITDA[1]
2020	26,470	9,910	3.0x
2019	28,354	9,835	3.0x
2018	29,601	9,800	2.7x
2017	41,730	9,624	1.8x
2016	38,086	8,476	1.4x

1. Excludes the impairment of Extrafarma of R$ 593 million in 2019.

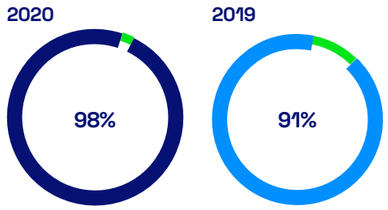
OPERATIONAL PERFORMANCE

	ULTRAGAZ Sales volume ('000 tons)	ULTRACARGO m³ sold	OXITENO Sales volume ('000 tons)	IPIRANGA Sales volume ('000 m³)	EXTRAFARMA Gross revenue (R$ million)
2020	1,732	12,244	753	21,461	2,106
2019	1,706	10,779	734	23,494	2,174
2018	1,725	10,357	769	23,680	2,141
2017	1,746	9,835	790	23,458	1,981
2016	1,760	9,100	738	23,507	1,674

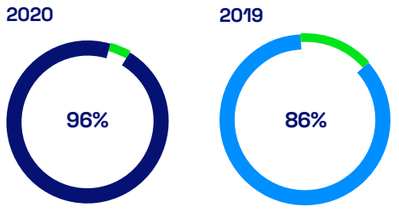
VALUE SHARED WITH SOCIETY
The Group contributed approximately R$ 37 million to society to combat the Covid-19 pandemic.

CORPORATE GOVERNANCE

Employees informed about anti-corruption issues



Employees trained in anti-corruption issues



RESOURCES AND THE ENVIRONMENT

Total GHG emissions (tCO_2e)

	Scope 1	Scope 2	Scope 3
2020	491,513	153,730	911,786
2019	461,637	157,637	834,966

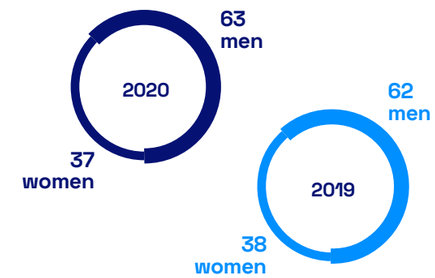
	Total water consumption (million m³)	Total energy consumption (million GJ)
2020	6.4	8.7
2019	6.0	8.5

PEOPLE MANAGEMENT AND DEVELOPMENT

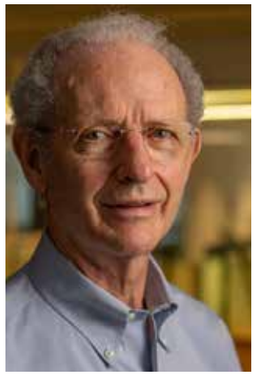
	Total employees	Turnover rate (%)
2020	15,923	16.5
2019	16,024	24.4

	Injury frequency rate
2020	2.32
2019	2.87

Gender diversity (%)



Message from the Management 2020 GRI 102-14





On the left, Pedro Wongtschowski, Chairman of the Board of Directors. On the right, Frederico Fleury Curado, CEO of Ultrapar.

In 2020, our businesses began the year on a promising note, driven by the positive macroeconomic outlook in Brazil. However, from March, the novel coronavirus pandemic brought severe consequences for the global economy, strongly affecting Brazil. In addition to the economic impacts, precautionary measures of social distancing and restrictions on personal mobility accelerated the tendency towards structural changes, among them remote working and virtual inter-connectivity among people.

We were quick to adapt our operations at the first signs of the pandemic, allowing us to continue our role as a provider of essential products and services to the society, with no interruptions or discontinuity. We supported our resellers and partners, took care of our employees' health and safety, maintained our financial soundness, and contributed to the national effort of providing a social safety net on different fronts. Crowning this endeavor and dedication, in 2020 we reported good results and took important steps to accelerate growth and value creation for the Company in the future.

In order to help curb the effects of the pandemic, we dedicated approximately R$ 37 million to social initiatives, including the construction of hospitals, donations of basic baskets of goods, meals, hospital equipment, LPG, and other materials, in addition to items of hygiene.

In light of the uncertainties caused by the pandemic in the first few months and to ensure a continued high level of liquidity, we adopted a process of greater selectivity in our investments, raised new lines of financing and negotiated more elastic payment terms with our suppliers. On the other side, we worked with our partners and clients, negotiating measures to ease pressures on their working capital, thus contributing to ensure the integrity and continuity of the value chains we are part of.

The year 2020 underscored the resilience of our business portfolio, with growing results at all our businesses with the exception of Ipiranga, which the activity was directly impacted by social distancing measures and restrictions on mobility.

The net revenue amounted to R$ 81.2 billion, 9% less than 2019, and was directly affected by the pandemic. Despite this, the Company recorded an EBITDA of R$ 3.5 billion, or 4.3% EBITDA margin, representing an improved margin compared with the 3.1% in 2019. Net income increased from R$ 403 million in 2019 to R$ 928 million in 2020, R$ 480 million of which will be distributed via dividends to the shareholders. The operational cash generation (after investments) was a record, totaling R$ 2.1 billion and contributing to the gradual reduction in our financial leverage. We closed the year with a cash position of R$ 8.7 billion and duration of our debt standing at 4.6 years.

Detailing the performance of our businesses, beginning with Ultragaz, we were able to report record results in 2020 based on demand growth for LPG for residential consumption and initiatives adopted for reducing costs and expenses. The company continues to invest in expanding its footprint in the North and the Northeast regions of the country, in the development of new digital channels with clients and resellers, and in the development of new LPG applications for corporate use, thereby opening up new markets and growth fronts.

Ultracargo was also able to report record results with the expansions concluded at the port terminals of Santos and Itaqui, as well as gains in productivity and efficiency. The company continued investing to expand capacity and capillarity at domestic ports throughout Brazil, including a new terminal in Vila do Conde (PA), providing greater level of competitiveness in the North region. Optimization in the execution of investment projects, both in time-frame and cost, has been key to allow growing cash generation and return on invested capital.

Oxiteno reported a year of robust growth in results, driven by the increase in demand for specialty chemicals, mainly in the home & personal care and crop solutions segments. Currency devaluation also helped to improve results since many of the company's products remain referenced to international prices. Additionally, the company optimized its cost structure and increased its operational efficiency, further ramping up capacity utilization at its plant in the United States together with its penetration in that market.

Ipiranga was the business most affected by the pandemic, like other companies in the sector, due to the strong retraction in demand for fuels, most notably in the second quarter. Strong price volatility throughout the year also contributed to a pressure on margins at both distributors and service station networks nationwide. In face of these challenges, the company took firm measures to reduce costs and expenses, as well as in the management of working capital and in the selectivity of investments, measures that helped to compensate a large portion of the reduction in revenues and to generate a solid operational cash flow. It is important to highlight Ipiranga's leading role in offering support mechanisms to its resellers during the most critical phase of the pandemic. Not only did this contribute to ensuring uninterrupted fuel supplies to the population, but it also served to strengthen the bond with its network.

Still in the context of Ipiranga, *am/pm* concluded a comprehensive project for reviewing its business model, involving the repositioning of the brand, a revision of the product sales mix, new store layout and the development of sales through digital channels. In addition to the traditional franchise model, *am/pm* began to manage 55 company-operated stores during the year, with promising initial results.

Extrafarma was also directly affected by the pandemic with some of its drugstores (in shopping centers, about 7% of the network) closed or with restricted opening hours for a large part of the year. Despite this, the company registered record results in the second half, thanks to greater selectivity in expansion, a more rigorous process of closing under-performing units, investments in logistics and IT and gains in productivity and management of expenses. Private label products and sales through digital channels presented significant progress in 2020, with good prospects for the future.

Finally, in July we created a new company in the digital payments and electronic retailing segment combining the "*abastece aí*" ("fill up here") app and the loyalty program *Km de Vantagens* (Km of Advantages Program), the largest one in the country. This initiative is designed to accelerate the capture of value of these platforms and expansion in the services provided, with the potential for creating a digital ecosystem of sizable proportions and capillarity. Since August, when the new app was launched, more than 2.3 million digital accounts have been created with the total number of transactions processed surpassing R$ 3.5 billion, demonstrating rapid consumer acceptance, as well as the growth potential of the business.

We are beginning 2021 well positioned for the future. On one hand, we believe our strategic orientation of prioritizing the capital allocation to the downstream value chain of the oil & gas sector leaves us in a good position to explore opportunities arising from the opening up of the refining market to the private sector, as well as the expansion of the natural gas chain in Brazil. On the other hand, we have improved our management and governance model, with the businesses increasing their accountability for results, a greater integration between the Executive Board and Board of Directors, and greater agility and soundness in the decision-making process. And finally, we continue to dedicate efforts to strengthening our pipeline of business leaders, the foundation for sustaining growth and the continuing value creation for the Company.

Our investment plan for 2021 totals R$ 1.9 billion and exceeds the amounts invested in the past two years, with expansion projects being concentrated on Ipiranga, Ultragaz and Ultracargo. Acquisitions that may occur are not taken into consideration in this plan and will represent additional investments.

Finally, we have intensified our attention and dedication of resources to themes related to ESG. In 2020, we developed our materiality matrix, approved our Sustainability Policy, and published our first Integrated Report following the GRI Standards. In 2021, the ESG front will boosted by the creation of the Sustainability and Corporate Affairs executive position. This will accelerate and integrate the efforts and actions of the various businesses of the Group in a unified and objective agenda with enhanced visibility, also including clearly defined and disseminated targets.

We would like to thank all our stakeholders for their trust and support. A special thanks goes to all our employees, both those on the front line as well as those working remotely from home, for their tireless dedication and solid commitment with our purpose, which is to create value for the society by investing in companies that are sustainable and essential for people's lives.

Pedro Wongtschowski
Chairman of the Board of Directors
Frederico Fleury Curado
Chief Executive Officer

PROFILE



THE ULTRA GROUP

GRI 102-1 – 102-2 – 102-3 – 102-5 – 102-6

The Ultra Group, which celebrated its 83rd year of activities in 2020, is today one of the leading business groups in Brazil. It operates in the oil and gas downstream segment through Ultragaz, Ultracargo and Ipiranga, in the specialty chemicals segment through Oxiteno and in the retail pharmacy segment through Extrafarma.

With headquarters in São Paulo (SP), the Group's businesses are present in around 85% of the municipalities in Brazil, in almost all the States and in the Federal District. The Group is also present in seven countries. At year-end 2020, the Group employed 15,900 people.

The Ultra Group is a publicly traded company and its shares are traded on the Brasil, Bolsa, Balcão (B3) Stock Exchange, in São Paulo (SP), and on the New York Stock Exchange (NYSE), since 1999. The Ultra Group's market cap was R$ 26 billion on December 31st, 2020.

› PURPOSE GRI 102-16

We create value for society by investing in companies that are sustainable and essential to people's daily life.

› BUSINESS PRINCIPLES

- Safety first
- Management integrity and transparency
- Financial discipline and strength
- Customer satisfaction, as the basis for success
- Recognizing and developing people
- Operational excellence

› STRATEGIC DRIVERS

- Act as a controlling or reference shareholder in quality companies
- Strong market positioning and/or market potential
- Tangible competitive advantage
- Competent leadership team
- Robust capacity for cash generation and return on capital
- Social and environmental responsibility
- Adherence to the Ultra Group's business principles

The Ultra Group's purpose, business principles, and vision of the future inspired the organization to update its brand image in 2020.

Ownership structure

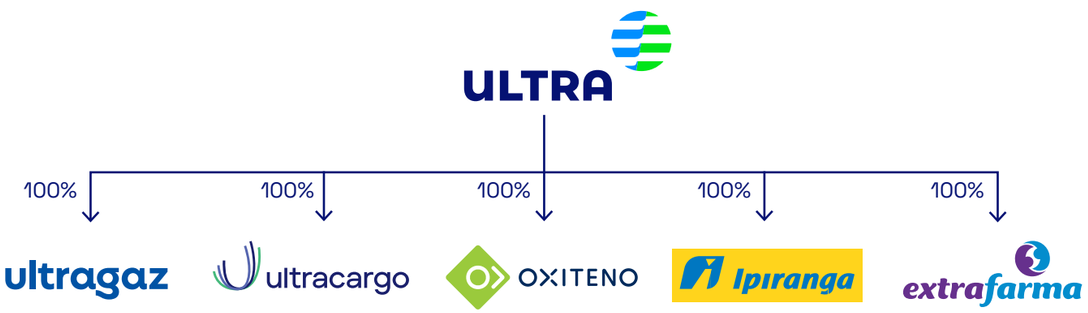
The main shareholders of the Ultrapar are Ultra S.A. Participações, with 25.1% of the shares, Parth do Brasil Participações Ltda, with a 7.7% interest in the total capital, and BlackRock Inc., with 5%. Of the total shares, 10.3% were held by individuals and 2.4% in treasury.

In August 2020, Ultra S.A. and Parth do Brasil entered into a new Ultrapar shareholders' agreement, replacing the one signed in May 2018. The terms and conditions were similar to those of the previous agreement. They will remain in force for five years, and the agreement may be extended by mutual accord for an additional five-year period. Furthermore, the new agreement binds a total of shares representing 34.5% of the Groups's share capital, and includes Pátria Investimentos, a shareholder with 20% of Ultra S.A. Participações' share capital, as a signatory to the agreement.

SHAREHOLDER COMPOSITION[1]	NUMBER OF SHARES	%
Ultra S.A. Participações	279,593,690	25.1
Individuals	115,318,972	10.3
Parth do Brasil Participações Ltda.	85,667,912	7.7
BlackRock Inc.	55,813,586	5.0
Treasury shares	26,964,736	2.4
Others	551,646,816	49.5
Total	1,115,005,712	100

1. Data as of 12/31/2020

Ownership of our main businesses



BUSINESSES GRI 102-2 – 102-4 – 102-6 – 102-7

ultragaz

Created in 1937, it is the market leader in the distribution of Liquefied Petroleum Gas (LPG) in Brazil. It operates in 23 States and the Federal District through a network of 5.1 thousand independent resellers. It has 18 bottling bases and 20 satellite units, for LPG storage and distribution. This network enables the company to provide coverage at a national level (*see map*).

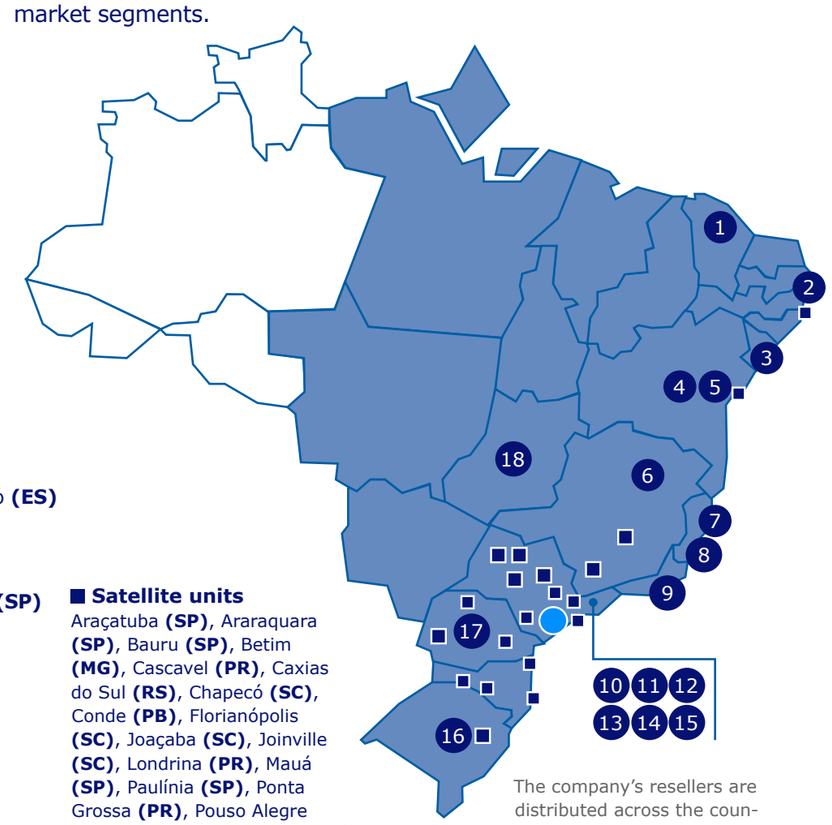
In 2020, it supplied 1.7 million tons of gas to 11 million households (bottled LPG segment) and 58 thousand business customers (industrial, commercial and services, condominiums and special gas customers) in bulk segment. The company has a reputation for innovation in the LPG market. It has a dedicated Research & Development center, and continuously invests in the development of new applications for both market segments.

Central Administration

- São Paulo **(SP)**

Bottling bases

1. Caucaia **(CE)**
2. Suape – Cabo de Santo Agostinho **(PE)**
3. Aracaju **(SE)**
4. Juazeiro **(BA)**
5. Mataripe **(BA)**
6. Betim **(MG)**
7. Barra de São Francisco **(ES)**
8. Aracruz **(ES)**
9. Duque de Caxias **(RJ)**
10. São José dos Campos **(SP)**
11. Capuava – Mauá **(SP)**
12. Santos **(SP)**
13. Ribeirão Preto **(SP)**
14. Paulínia **(SP)**
15. Barueri **(SP)**
16. Canoas **(RS)**
17. Araucária **(PR)**
18. Senador Canedo **(GO)**



Satellite units

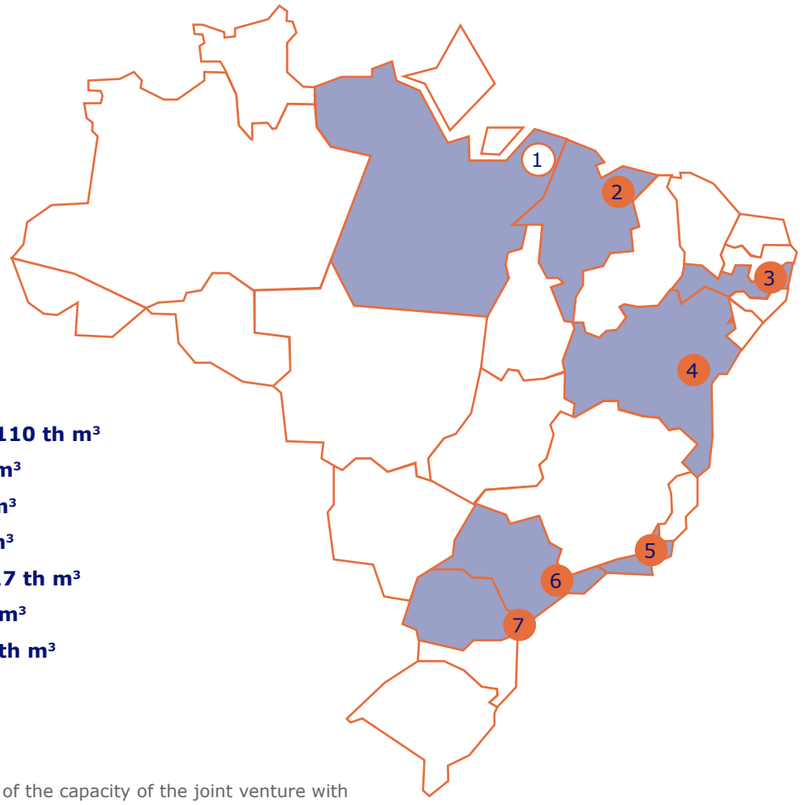
Araçatuba **(SP)**, Araraquara **(SP)**, Bauru **(SP)**, Betim **(MG)**, Cascavel **(PR)**, Caxias do Sul **(RS)**, Chapecó **(SC)**, Conde **(PB)**, Florianópolis **(SC)**, Joaçaba **(SC)**, Joinville **(SC)**, Londrina **(PR)**, Mauá **(SP)**, Paulínia **(SP)**, Ponta Grossa **(PR)**, Pouso Alegre **(MG)**, Salvador **(BA)**, São José do Rio Preto **(SP)**, São José dos Campos **(SP)**, Sorocaba **(SP)**

The company's resellers are distributed across the country's five regions, except for the States of Acre, Amazonas, Rondônia and Roraima.

ultracargo

It is the largest independent bulk liquid storage company in Brazil and a reference in terms of safety, quality of services and infrastructure. It operates in six ports in Brazil (*see map*). It has modern terminals with the complete infrastructure for the storage and handling of chemicals, petrochemicals, fuels, bio-fuels and vegetable oils.

At year-end 2020 the company had a installed capacity of 838[1] thousand m³. The construction of a new terminal, located in the Port of Vila do Conde, in Barcarena (PA), marked the arrival of the company in the Northern region of Brazil. The new terminal, which will start operating at the beginning of 2022, will have an installed capacity of 110 thousand m³.



Terminals/
Installed capacity

1. Vila do Conde (PA)[2] **110 th m³**
2. Itaqui (MA) **109 th m³**
3. Suape (PE) **158 th m³**
4. Aratu (BA) **218 th m³**
5. Rio de Janeiro (RJ) **17 th m³**
6. Santos (SP) **307 th m³**
7. Paranaguá (PR)[1] **28 th m³**

1. This figure included 50% of the capacity of the joint venture with União Vopak.
2. Under construction - start of operations scheduled for 2022.

OXITENO

It is the market leader in the production of surfactants and specialty chemicals in Latin America, and has about 20% of the ethoxylation capacity of the Americas. The company provides products and solutions for the market segments of Crop Solution, Personal Care, Home care and I&I, Coatings and Oil & Gas.

It operates 11 industrial units: six in Brazil, three in Mexico, one in the United States and one in Uruguay. It also has five Research & Development Centers and eight sales offices (*see map*).

- Industrial units
- Industrial units and R&D Centers
- Industrial units and sales offices
- R&D Center
- Sales Offices
- Sales Offices and R&D Centers



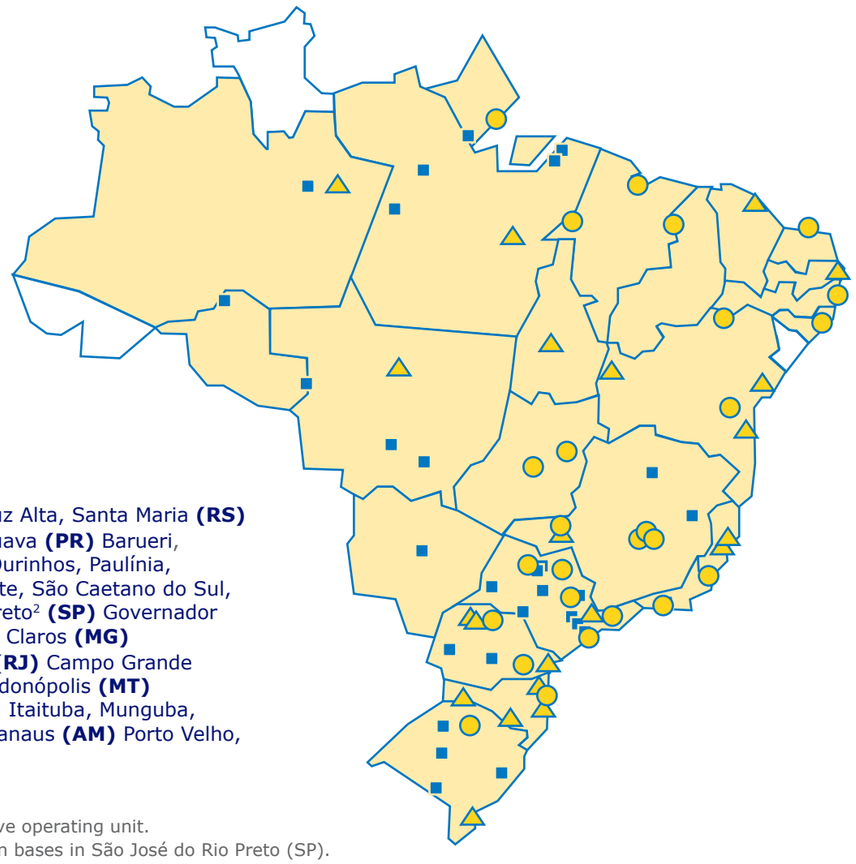
1. Pasadena **(United States)**
2. Coatzacoalcos **(Mexico)**
3. Guadalajara **(Mexico)**
4. San Juan del Río **(Mexico)**
5. Camaçari **(BA)**[1]
6. Mauá **(SP)**
7. Suzano **(SP)**
8. Tremembé **(SP)**
9. Triunfo **(RS)**
10. Montevideo **(Uruguay)**
11. Hattiesburg **(United States)**
12. Houston **(United States)**
13. Mexico City **(Mexico)**
14. Bogota **(Colombia)**
15. Buenos Aires **(Argentina)**
16. Brussels **(Belgium)**
17. Shanghai **(China)**
18. São Paulo **(SP)**

1. In Camaçari, the company has two industrial units.

Ipiranga

It is one of the largest fuel distributors in Brazil, with more than 7,100 service stations and more than 5,000 large customers. It also owns the network of *am/pm* convenience stores, the largest in the segment, with more than 1,800 stores and also the largest bakery chain in Brazil, with 810 units, and the Jet Oil automotive service franchises, with around 1,200 units. It has a strong infrastructure of 85 operational units and intermediate points that connect the fuel distribution chain throughout the whole of Brazil.

The company also held participations in Iconic (a joint venture com Chevron, the market leader in lubricating oils in Brazil), ConectCar (an electronic payments company operating in highway toll booths and parking lots) and Transportadora Sulbrasileira de Gás (TSB) (a gas distribution pipeline). Furthermore, it controlled Pró Frotas, a start-up operating in fleet management.



Sales Offices
Pool
Own bases[1]:

Bagé, Canoas, Cruz Alta, Santa Maria **(RS)** Cascavel, Guarapuava **(PR)** Barueri, Bauru, Cubatão, Ourinhos, Paulínia, Presidente Prudente, São Caetano do Sul, São José do Rio Preto[2] **(SP)** Governador Valadares, Montes Claros **(MG)** Duque de Caxias **(RJ)** Campo Grande **(MS)** Cuiabá, Rondonópolis **(MT)** Barcarena, Belém, Itaituba, Munguba, Santarém **(PA)** Manaus **(AM)** Porto Velho, Vilhena **(RO)**

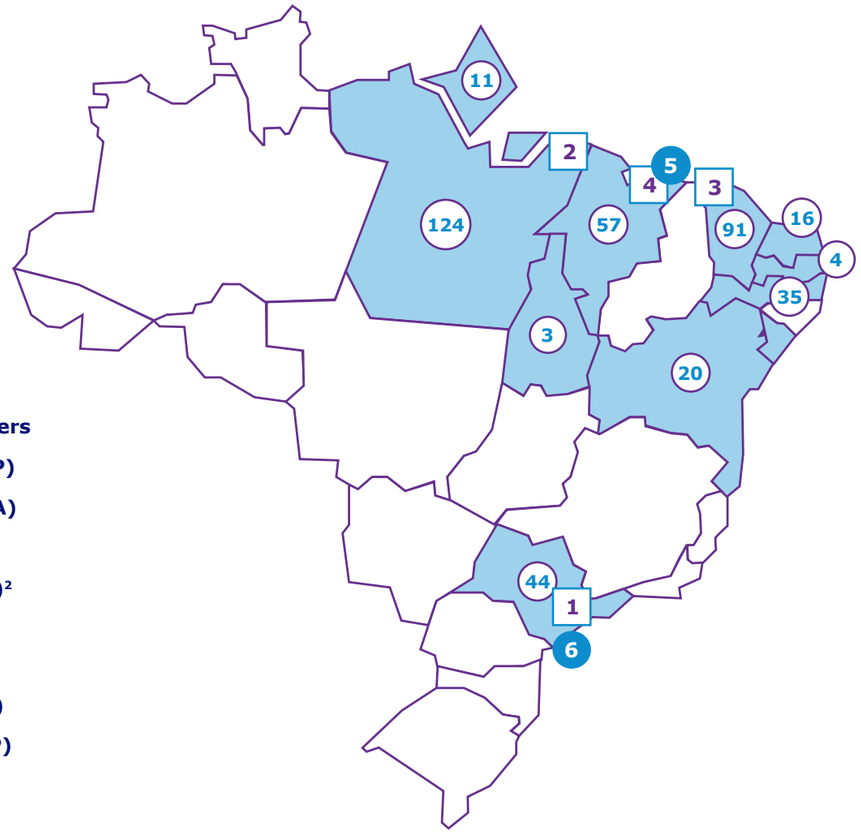
1. Ipiranga's exclusive operating unit.
2. There are two own bases in São José do Rio Preto (SP).

extrafarma

It is the seventh largest drugstore chain in Brazil, and is the market leader in the States of Amapá, Maranhão and Pará, where the chain was founded. At year-end 2020 the company owned 405 stores distributed across 10 States in Brazil. It has more than 10 million customers registered in its loyalty program, Clube Extrafarma.

In 2019, the company launched its own brand, *Be Better*. It has a portfolio of more than 50 products in the categories of first aid, hygiene, diapers for infants and adult care, vitamins and food supplements.

405 stores[1]



Distribution centers

1 Guarulhos **(SP)**
2 Benevides **(PA)**
3 Aquiraz **(CE)**
4 São Luís **(MA)**[2]

Sales Offices

5 São Luís **(MA)**
6 São Paulo **(SP)**

1. Refers to the number of stores on December 31, 2020 in each State.
2. Opened in March 2021.

Time-line

In 2020, the Ultra Group celebrated 83 years of activities. The main milestones in this trajectory were as follows:

1937
Foundation of Empreza Brasileira de Gaz a Domicílio LTDA., renamed Ultragaz, in 1938

1961
Ultragaz reached 1 million customers

1966
Transultra founded, the forerunner of Ultracargo

1970
Started operations in the chemical sector with the establishment of Oxiteno

1992
The Ultra Group was restructured with a focus on LPG distribution, chemicals and logistics

1999
IPO on the Bovespa (now B3) and New York (NYSE) stock exchanges

2002
Ultra Group incorporated the shares of Oxiteno and now held 100% of all its businesses

2003
Acquisition of Shell Gás and Ultragaz became market leader in the LPG market

2007
Acquisition of Ipiranga and entry into the fuel distribution sector

2008
Purchase of União Terminais, which made Ultracargo the largest bulk liquid storage company in Brazil

2009
Completion of the acquisition of Texaco's fuel distribution network

2011
New corporate governance structure and entry into the Novo Mercado segment of the B3 stock exchange

2014
Acquisition of Extrafarma and entry into the retail pharmaceutical market

2019
The Ultra Group's highest level of governance was consolidated with the establishment of Ultrapar as a Holding Company. The new Holding centralized the coordination of the activities of Investor Relations, Treasury, M&A, Strategic Planning, Internal Audit, Statutory Legal Department, Compliance, Risk Management and the Shared Services Center (CSC)

2020
Creation of Ultra Venture Capital (UVC) and a new company (*abastece aí*)from the integration of the *abastece aí* and *Km de Vantagens* programs

Awards and Recognition

The main awards and recognition received by the Holding and the businesses in 2020 were as follows:

Holding

- *VALOR* LARGE GROUPS (*Valor Econômico* newspaper): 9th place in the overall ranking, and 2nd place in the category for the 20 largest companies in Sales, 6th place in the 20 largest in Equity and 14th place in the 20 largest in Net Income.
- *VALOR 1000* Ranking (*Valor Econômico* newspaper): 6th place in the overall ranking, 4th place in the 10 largest companies in the sector for Net Revenue, and 10th position in the 10 largest in the sector for Net Current Assets.

Ultragaz

- *WHOW* AWARD FOR INNOVATION (Grupo Padrão): 1st place in the category of Energy and Utilities (for a cotton processing project).
- *VALOR* BRAZIL INNOVATION AWARD (*Valor Econômico* newspaper): 5th place in the Oil, Gas and Petrochemicals category and 121st place in overall ranking.
- YOUNG WOMAN OF THE YEAR IN THE LPG MARKET World GLP Association (WLPGA): An Ultragaz employee was elected as woman of the year.
- *RECLAME AQUI* AWARD: 1st position in the category for the Distribution of Gas and Fuel.
- GLP AWARD FOR INNOVATION AND TECHNOLOGY: Gold Medal in the Environment category for the project *Campanha Junte Óleo – Ultragaz Coleta e Soya Recicla* (collection of used oils).

Oxiteno

- 24th *PAINT & PINTURA* AWARD (*Paint & Pintura* magazine): elected the best supplier of Coalescent and, for the ninth time in a row, the best supplier of Oxygenated Solvents.
- 3rd *PAINT & PINTURA* AWARD NORTH-NORTHEAST REGIONS (*Paint & Pintura* magazine): elected the best Coalescent supplier in these regions.
- *VALOR* BRAZIL INNOVATION AWARD (*Valor Econômico* newspaper): 5th position in Chemicals, Pulp and Paper category and 75th place in the overall ranking.
- *KURT POLITZER* AWARD FOR TECHNOLOGY AND INNOVATION, of the Brazilian Chemical Industry Association (Abiquim): winner in the category for companies in the Coatings segment.
- 5th QUALITY SURVEY *(Tintas & Vernizes* magazine): recognized as the company that provides better quality solutions for customers and partners.
- *CAIO* AWARD (*Eventos* magazine): winner in the Gold and Bronze categories for events and stands in Brazil and abroad.
- *ECOVADIS* SUSTAINABILITY RATING: Oxiteno was ranked in the Platinum category by Ecovadis, a platform that evaluates the sustainability performance of global suppliers.

Ipiranga

- THE BEST OF SÃO PAULO *(Folha de S. Paulo* newspaper): 1st place in the Service Station and Convenience Store categories
- MODERN CONSUMER AWARD FOR EXCELLENCE IN CUSTOMER SERVICES (Grupo Padrão): 1st place in the category of Service Stations.
- *MARCAS MAIS* AWARD (*O Estado de S. Paulo* newspaper): 1st place in the category for Fuel.
- THE 25 MOST VALUABLE BRAZILIAN BRANDS (Interbrand): 13th in the overall ranking.
- THE 50 MOST VALUABLE BRANDS IN BRAZIL (*Exame* magazine): 18th place in the overall ranking.
- *WHOW* INNOVATION AWARD (Grupo Padrão): 1st place in the Fuel Distribution category.
- VALOR BRAZIL INNOVATION AWARD (*Valor Econômico* newspaper): 132nd place in the overall ranking.
- CARIOCA BRANDS (*O Globo* newspaper): 1st place in the category for Service Stations.
- *ESTADÃO* BEST SERVICES AWARD (*O Estado de S. Paulo* newspaper): 1st place in the Service Stations category.
- RESPECT AWARD (*Consumidor Moderno* magazine): 1st place in the Service Stations category.
- PROFESSIONALS OF THE YEAR AWARD (Rede Globo): awarded to the Talent Marcel agency for Ipiranga's *Só Tem Lá* advertising campaign.

External initiatives

GRI 102-12

The main external ESG initiatives of the Holding and the businesses were as follows:

The entities in which the Holding and the businesses participated are listed in the section **Appendices**, on page 129.

Holding

- Carbon Disclosure Project (CDP)
- Carbon Efficient Index (ICO2 B3)
- MSCI ESG - Morgan Stanley Capital International
- FTSE 4Good

Ultragaz

- United Nations Global Compact (UNGC)
- United Nations Sustainable Development Goals (SDGs)
- Carbon Disclosure Project (CDP): Supply Chain Program and Water Program
- Business Pact Against the Sexual Exploitation of Children an Adolescents on Brazilian Highways (Childhood Brasil)
- Leadership with Values Platform (Ideia Sustentável)

Ultracargo

- Business Pact Against the Sexual Exploitation of Children and Adolescents on Brazilian Highways (Childhood Brasil)

Oxiteno

- United Nations Global Compact (UNGC)
- Roundtable on Sustainable Palm Oil (RSPO)
- Responsible Business Activity (Brazilian Chemical Industry Association - Abiquim)

Ipiranga

- United Nations Global Compact (UNGC)
- Business Pact Against the Sexual Exploitation of Children and Adolescents on Brazilian Highways (Childhood Brasil)

STRUCTURE AND MANAGEMENT



GOVERNANCE CORPORATE

GRI 102-18

Since 2011, the shares of the Ultra Group have been listed on the Novo Mercado (New Market) segment of the B3 Stock Exchange. The Group's corporate governance structure is recognized by the market for its proper alignment of the relations between the management and its shareholders. Even before being part of Novo Mercado segment, the Group had guaranteed the right to tag along[1] to 100% of its minority shareholders.

In 2020, the Ultra Group, as part of the process of adapting the organization to the rules of the Novo Mercado, established a Corporate Executive Compensation Policy and a formal process for evaluating the performance of the members of its Board of Directors (*more information is provided below*).

Board of Directors: roles and responsibilities

In 2020, the Board of Directors consisted of 11 members, eight of whom were independent members. Alexandre Teixeira de Assumpção Saigh, joined the Board in September 2020, following his election by the Extraordinary General Shareholders' Meeting. He is a co-founder and member of the Executive Committee of Pátria Investimentos, which became an owner of part of Ultrapar's share capital in 2020, through the direct and indirect participation in Ultra S.A. Participações capital stock, and which participates in the Ultrapar Shareholders' Agreement.

The Board is responsible for defining the overall strategy, taking into consideration

1. This is a mechanism provided for in Brazilian Public Company Law and the Novo Mercado Regulations. It guarantees, in the event of a change in the company's control, that the minority shareholders receive 100% of the amount per share paid during the sale process.

the impacts of the organization's activities on society and the environment. It determines the capital allocation of and the level of exposure to risks, supervises the management of the businesses and guarantees the succession process, among other functions.

None of the Board Members holds an executive position in any of the Ultra Group companies. Board Members are compensated exclusively for their activities on the board and for their participations in the statutory advisory committees.

The roles and responsibilities of each body in the corporate governance structure (Board of Directors, Statutory Committees and Ultrapar's Board of Executive Officers) are defined in the company's bylaws and the respective internal regulations. In November 2020, the Group established a Corporate Nomination Policy for Members of the Board of Directors, the Advisory Committees and Executive Officers Board. The policy defined the process and criteria for the selection of Board Members, including factors such as the diversity of knowledge, professional experience and time availability. These criteria enable the Ultra Group to benefit from a plurality of visions, experiences and points of view and also from a decision-making process with a high level of quality and security. Other policies and regulations govern the performance of Board Members, who are evaluated at least once during their term of office. The evaluation process aims to measure the dimensions related to the composition, functioning, skills, dedication and effectiveness of Board Members, constituting a fundamental element in the process for referring candidates, as provided for in the policy.

The Board of Directors met 10 times in 2020. As of April, the meetings were held virtually in line with the protocols established by the Group to fight the coronavirus pandemic. Among the themes in the Board of Directors' ongoing agenda were the evolution of sustainability management and revisions to the Group's strategic plan and systemic risk assessment.

Composition of the Board of Directors 2020

MEMBER	POSITION	INDEPENDENT MEMBER[1]
Pedro Wongtschowski	Chairman	No
Lucio de Castro Andrade Filho	Vice-Chairman	No
Alexandre Gonçalves Silva	Board Member	Yes
Alexandre Teixeira de Assumpção Saigh	Board Member	No
Ana Paula Vitali Janes Vescovi	Board Member	Yes
Flavia Buarque de Almeida	Board Member	Yes
Joaquim Pedro de Mello	Board Member	Yes
Jorge Marques de Toledo Camargo	Board Member	Yes
José Galló	Board Member	Yes
José Maurício Pereira Coelho	Board Member	Yes
Nildemar Secches	Board Member	Yes

On April 14th, 2021, the Ultra Group held an annual and extraordinary general shareholders' meeting and one of the items on the agenda was the election of new Board Members. The new composition of the Board of Directors, whose mandate extends to April 2023, is shown in the table below.

Composition of the Board of Directors 2021

MEMBER	POSITION	INDEPENDENT MEMBER[1]
Pedro Wongtschowski	Chairman	No
Lucio de Castro Andrade Filho	Vice-Chairman	No
Alexandre Teixeira de Assumpção Saigh	Board Member	No
Ana Paula Vitali Janes Vescovi	Board Member	Yes
Flavia Buarque de Almeida	Board Member	Yes
Jorge Marques de Toledo Camargo	Board Member	Yes
José Galló	Board Member	Yes
José Luiz Alquéres	Board Member	Yes
José Maurício Pereira Coelho	Board Member	Yes
Marcos Marinho Lutz	Board Member	No
Otávio Lopes Castello Branco Neto	Board Member	No

1. Member without any ties to the organization: not a controlling partner, member of the control group or other group with a material shareholding, spouse or relative up to the second degree of any of these, and is not linked to organizations related to the controlling partner.

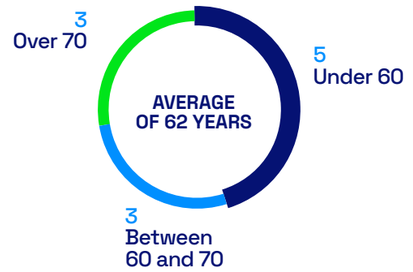
PROFILE OF THE BOARD OF DIRECTORS IN 2021

55% of the Members are independent
18% of the Members are women

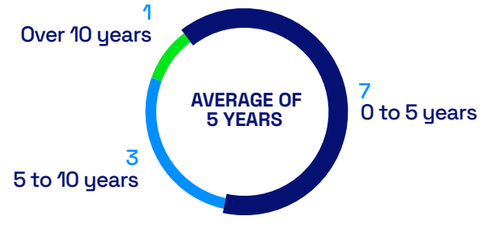
BUSINESS FEATURES	RELEVANT EXPERIENCE AND SKILLS
Ultrapar is a holding with activities in several sectors by means of a business portfolio, which increases the complexity in managing the company	Experience as a CEO/senior leader, portfolio management and people management
The Company's businesses are engaged in the fuel distribution, chemicals, port infrastructure, pharmaceutical and convenience retail industries	Strong knowledge on energy, distribution and logistics, chemicals, retail and consumables industries
Ultrapar strategy is focused on the oil and gas value chain, a sector where the company already has competitive strengths, and that presents substantial opportunities for investment in Brazil	Wide knowledge on the oil and gas value chain and logistic infrastructure
The Company's businesses require the compliance with a number of laws and regulations, in addition to relations with several governmental and non-governmental entities	Governmental relations and corporate affairs
The Board responsibilities include knowledge and supervision of financial statements and other material risks to which the Company is exposed, in addition to establishing and ensuring effective policies and procedures for governance and risk management	Experience in corporate governance, risk management, finance, accounting and economics
The energy transition to a more sustainable economy and new technologies will require adjustments in the Company's business over time	Knowledge of the energy matrix, technology, innovation and sustainability



Average Age



Term of Office



Board Statutory Committees

The Board of Directors is advised by three Statutory Committees composed exclusively of Board Members. The only exception was in 2020 when the coordinator of the Audit and Risks Committee, was an external and independent member. As a result of the annual and extraordinary general shareholders' meeting (AEGM) held in April 2021, the compositions of the Statutory Committees were changed, as indicated in the tables below.

— **People Committee**: established in 2011, it proposes guidelines and policies for the remuneration of directors, senior managers and members of the Board's Statutory Committees, and monitors the adequacy of the succession plan for the main executive positions. Composed of four members, of whom three were independent (reduced to two following the AEGM). It held seven meetings in 2020.

Composition of the People Committee 2020

MEMBER	POSITION
Lucio de Castro Andrade Filho	Board Member and Coordinator
José Galló	Board Member
Nildemar Secches	Board Member
Alexandre Gonçalves Silva	Board Member

Composition of the People Committee 2021

MEMBER	POSITION
José Galló	Board Member and Coordinator
Alexandre Teixeira de Assumpção Saigh	Board Member
Lucio de Castro Andrade Filho	Board Member
José Luis Alquéres	Board Member

— **Strategy Committee**: created in 2019, it contributes to the drafting and monitoring of strategic plans and budgets, the approval and monitoring of the main investments and in the definition of capital allocation and portfolio management strategy. Composed of four members, two of whom are independent. It held nine meetings in 2020.

Composition of the Strategy Committee 2020

MEMBER	POSITION
Pedro Wongtschowski	Board Member and Coordinator
Jorge Marques de Toledo Camargo	Board Member
Flávia Buarque de Almeida	Board Member
Lucio de Castro Andrade Filho	Board Member

Composition of the Strategy Committee 2021

MEMBER	POSITION
Pedro Wongtschowski	Board Member and Coordinator
Jorge Marques de Toledo Camargo	Board Member
Flávia Buarque de Almeida	Board Member
Marcos Marinho Lutz	Board Member

— **Audit and Risks Committee**: established as a permanent committee in 2019. It is composed of three members, all independent members (as mentioned above, in 2020, it had a fourth member, external and independent) in accordance with the applicable laws and regulations, in particular those relating to the B3 Novo Mercado Regulations, and the requirements of the Sarbanes-Oxley Act (SOX). Among other responsibilities, the committee monitors the activities of the Risk, Compliance and Audit Department and assesses the effectiveness of the internal control structure. It held 14 meetings in 2020.

Composition of the Audit and Risks Committee 2020

MEMBER	POSITION
Flávio Cesar Maia Luz	External member and Coordinator
Ana Paula Vescovi	Board Member
Joaquim Pedro de Mello	Board Member
José Maurício Pereira Coelho	Board Member

Composition of the Audit and Risks Committee 2021

MEMBER	POSITION
Ana Paula Vescovi	Board Member and Coordinator
Jorge Marques de Toledo Camargo	Board Member
José Maurício Pereira Coelho	Board Member

CONTROL BODIES

The Ultra Group has adopted the guidelines proposed by the Committee of Sponsoring Organizations of the Treadway Commission (COSO) to assess the quality of its control environment. Since 2015, the organization has undergone audits in line with the provisions of the last update of COSO in 2013.

One of the control bodies is the **Fiscal Council**. This body, which functions on a non-permanent basis, is installed by the Shareholder's General Meeting, in the legal hypotheses. Its responsibilities include: analyzing the Management Report and the financial statements; inspecting the acts of the company's management, which can be undertaken by any of its members, and verifying the fulfillment of management's legal and statutory duties. This body is composed of three members and three substitutes with a one-year term and their compensation as defined by law.

In 2004, the Ultra Group established a **Conduct Committee**. This is a non-statutory body whose main functions are to supervise the organization's performance in relation to the Ethics and Compliance Program (*for more information see the section on Ethics and Integrity, on page 71)* and to recommend courses of action in cases of violations of the Code of Ethics or corporate compliance policies. This committee reports directly to the Board of Directors, which is also responsible for electing the Conduct Committee's members.

Composition of the Fiscal Council 2020

MEMBER	POSITION
Geraldo Toffanello	Chairman and Independent Member
Marcelo Amaral Moraes	Independent Member
William Bezerra Cavalcanti Filho	Independent Member

Composition of the Fiscal Council 2021

MEMBER	POSITION
Flávio Cesar Maia Luz	Chairman and Independent Member
Geraldo Toffanello	Independent Member
William Bezerra Cavalcanti Filho	Independent Member

Composition of the Conduct Committee

MEMBER	POSITION
Marcelo Fernandez Trindade	Chairman
Andre Brickmann Areno	Legal Director
Cristiane Silva Leite	Director for Risks, Compliance and Audit
Julio Cesar Nogueira	Controller and CSC Director
Lucio de Castro Andrade Filho	Board Member

The curricula vitae of the Ultrapar Executive Board's statutory members are available in the Corporate Governance section of the Investor Relations website at: **ri.ultra.com.br**.

Ultrapar Executive Board

The Ultrapar Executive Board is responsible for guiding the execution of strategic plan and monitoring the operational and financial management of the businesses regarding environmental, social and governance (ESG) matters.

In 2020, changes were made to the composition of the Ultrapar Executive Board. Rodrigo de Almeida Pizzinatto joined as Chief Financial and Investor Relations Officer.

Business Advisory Committees

Since 2019, each business has had its own Advisory Committee, composed of the Ultrapar's Chief Executive Officer and Chief Financial and Investor Relations Officer, and market professionals. The committees meet monthly to evaluate the execution of the respective business's strategy and investment plan, to analyze its financial results and ESG performance, and to discuss issues related to people management.

Composition of the Ultrapar Executive Board



Frederico Fleury Curado
Chief Executive Officer, Ultrapar



Rodrigo de Almeida Pizzinatto
Chief Financial and Investor Relations Officer

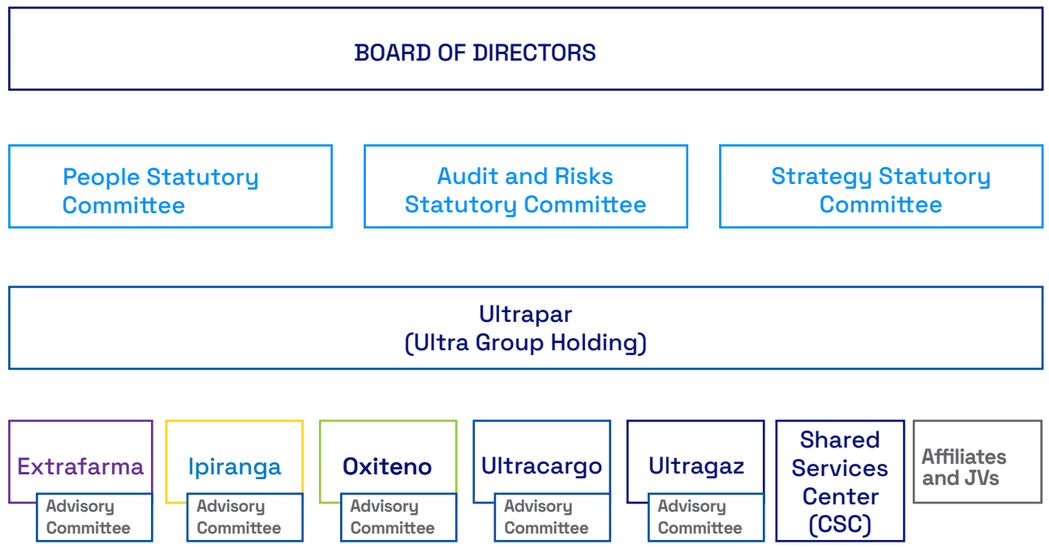


Tabajara Bertelli Costa
CEO, Ultragaz



Décio de Sampaio Amaral
CEO, Ultracargo

The Ultra Group's Corporate Governance System





João Benjamin Parolin
CEO, Oxiteno



Marcelo Pereira Malta de Araujo
CEO, Ipiranga

RISK MANAGEMENT

The Ultra Group's risk management structure consists of overall coordination at the corporate level and direct interfaces with each business. This ensures that the process is comprehensive without losing sight of each business's specific characteristics.

All the main risk topics considered to be threats to the Ultra Group and its businesses are included in the Group's Systemic Risk Assessment in order to ensure they are assessed and monitored by the organization. The main individual risk topics have been divided into six groups: strategic, financial, cyber, operational, compliance and human capital.

The discussions on risk management take place in a structured and independent way in each business, and cover both internal and external risk topics. A scenario assessment is prepared for each risk topic. It considers impacts and vulnerabilities and is the basis for preparing mitigation action plans. The Risk Management area promotes a systemic approach to evaluating risk and analyzes the interrelations between the various individual risk topics. The area coordinates and actively participates in discussions on risks, stimulating, criticizing, consolidating and reporting risks in an integrated and standardized way. The area provides reports for the CEOs of each business, the CEO of Ultrapar, the Holding, as well as the Audit and Risk Committee and the Board of Directors. This systemic approach to risk management enables senior management to prioritize the most relevant risk topics for the Group overall and each business focuses its efforts on the most significant risk issues in its respective sector.



SYSTEMIC PERSPECTIVE

Risk categories: strategic, financial, cyber, operational, compliance and human capital.

The risk assessment is constantly reviewed, which ensures its ongoing alignment with business transformations and quick responses whenever new risk topics with potential adverse impacts are identified. In 2020, for example, the risks that could arise or increase as a result of the pandemic were identified and monitored.

Governance of risk management, compliance and audit

The Risk, Compliance and Audit Department has different reporting levels in the organization appropriate to each of its responsibilities. The Department, which reports heirarchically to the Ultra Group's CEO, is responsible for the integrated management of risks, the monitoring of the Ethics and Compliance Program and the internal audit function.

It also reports functionally to the Audit and Risks Statutory Committee, of the Board of Directors, regarding the management of the risks in the systemic risk matrix, the consolidation of existing information and controls, and the conducting of the internal audit processes for all the businesses.

In addition, the Department reports on its own activities, according to the nature of the subject, to the Fiscal Council, the Audit and Risks Statutory Committee, and the Conduct Committee.

INTERNAL AUDIT

The Internal Audit Department, which reports to the Risk Compliance and Audit Department, is responsible for monitoring the procedures and controls of all the businesses. It identifies risks and opportunities for improvement through their elimination, control or mitigation. This contributes in a synergistic manner to the continuous updating of the Ultra Group's systemic risk matrix, the processes of risk management and the monitoring of the Ethics and Compliance Program. The department also reviews all of the Group's payments and carries out internal operational audits, according to the Audit Plan, which is approved annually by the Audit and Risks Statutory Committee.

The department also contributes to the preparation of the Group's financial statements and the certification process under the SARBANES-OXLEY (SOX) Law, which is required for the financial statements published in the United States.

STRATEGY AND PERFORMANCE



BUSINESS STRATEGY

In line with its central purpose of investing in sustainable companies that are essential to people's lives, one of the Ultra Group's main focuses is the portfolio management and capital allocation process. This enables the Group to systematically monitor opportunities in order to continue to enhance its value generation capacity and the organization's long-term sustainability.

Petrobras's announcement of its intention to divest certain oil refining and natural gas assets has resulted in a process of the opening up these sectors to competition. The Ultra Group is evaluating the possibility of increasing its operations in the oil and gas value chain, to create a portfolio of assets which is more complementary and with internal synergies.

In January 2021, the Ultra Group received confirmation by Petrobras that its proposal to acquire the Alberto Pasqualini Refinery (Refap), located in the State of Rio Grande do Sul, had been approved. Following this, the process of negotiating the terms of the purchase and sale contract, and associated contracts, was initiated.

In 2021, the Ultra Group plans to invest approximately R$ 1.9 billion in its existing businesses. Of this total, R$ 931 million is destined to expansion projects, including investments to increase capacity and to improve efficiency and productivity.

THE HOLDING COMPANY STRUCTURE

GRI 102-10

The structure of the Holding company, Ultrapar, includes the following functions: Treasury; Strategic and Financial Planning; Investor Relations; Mergers and Acquisitions; Statutory Legal Department; Risks, Compliance and Audit (an independent function reporting to Ultrapar's CEO and the Board's Statutory Committees); People Management and Development (Senior Management compensation, career planning and succession) and Sustainability and Corporate Affairs.

Furthermore, in early 2020, the activities of Controller, Facilities, Purchasing, Information Technology and Payroll were consolidated into a Shared Service Center (CSC), in Campinas (SP). The main objective of the CSC is to provide an agile and high quality level of service to the businesses, by identifying opportunities for optimizing resources and integrating and automating processes. In its first year of operations, it achieved a cost reduction of 6.7%

abastece aí

In August 2020, the Ultra Group announced the decision to separate the *abastece aí* operations from Ipiranga and create an independent management structure. Currently, *abastece aí* has 68 employees dedicated to the company's activities.

Created in 2016, *abastece aí* has become a digital payment platform which can be used by consumers in a number ways, including: exchange of points accumulated in the *Km de Vantagens* loyalty program, which has a variety of products and services in a network of 150 partners; and, access to a digital wallet, which allows payments and transfers to be made and enables the receipt of cash-back on purchases.

Ipiranga will continue to be one of the main participating partners in *abastece aí* and the app will continue to be accepted for payments by the Ipiranga, *am/pm* and *Jet Oil* networks.

abastece aí in 2020

- R$ 3.5 billion of payments processed
- 35.1 million transactions
- 2.3 million payment accounts created

UVC investimentos

Promoting innovation

In 2020, the Ultra Group set up a venture capital arm, in partnership with the UVC Investimentos fund. The fund's purpose is to invest in start-ups that are relevant to the Ultra Group's businesses.

The Group plans to invest R$ 150 million by 2029 in the acquisition of minority interests in companies that are aligned to the purpose of UVC Investimentos. To date, contacts have been established with more than 270 start-ups.

The Group has set up an Innovation Committee, an ad hoc forum created to promote innovation internally. It discusses and publicizes innovation initiatives and its composition includes representatives from the Holding, the UVC fund, the *abastece aí* platform and the businesses. The coordination of the committee, by one of the Group's senior managers, is rotated on an annual basis.

In 2020, the committee held five meetings. Furthermore, working groups linked to the committee held 30 meetings and there were three other meetings with companies that are part of the Brazilian innovation ecosystem. In 2021, an external consultancy will conduct an assessment of the innovation activities in the businesses.

For more information please access:
www.uvcinvestimentos.com.br

Innovation Committee

247 initiatives cataloged, of which 113 in 2020

- 20 cross-business initiatives (presented by one Group company and implemented in others)

VALUE CREATION MODEL

We create value for society by investing in companies that are are sustainable and essential to people's daily life.

HUMAN CAPITAL

15,923 employees

FINANCIAL CAPITAL

generation of diversified revenue streams through the sale of goods and services, strong operational cash generation, access to capital markets and bank financing and equity of **R$ 10 billion**

SOCIAL AND RELATIONSHIP CAPITAL

networks of resellers and franchisees that are close to business and final consumers and interactions with **34 million** customers through the *abastece aí* platform and the *Km de Vantagens* loyalty program and the more than **10 million** customers in the Clube Extrafarma loyalty program

INTELLECTUAL CAPITAL

in-depth knowledge of the sectors in which it operates, experienced employees, use of cutting-edge technologies, investments in R&D, open innovation platform and interaction with start-ups

MANUFACTURED CAPITAL

18 BASES for bottling LPG and 20 SATELLITE BASES

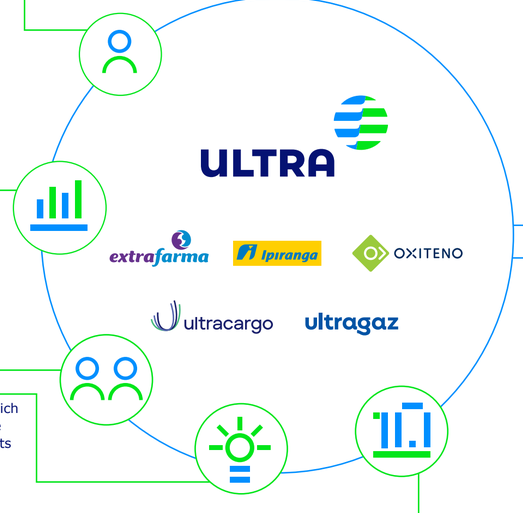
6 PORT TERMINALS for the storage of bulk liquids

11 INDUSTRIAL UNITS e 5 R&D CENTERS

85 BASES and pools for fuels
55 own *am/pm* STORES
4 DISTRIBUTION CENTERS

405 DRUGSTORES
4 DISTRIBUTION CENTERS

MAIN RESOURCES
Five businesses with large networks in Brazil and a presence abroad



HOW THE ULTRA GROUP ADDS VALUE

STRATEGIC DIRECTION and BUSINESS SUPERVISION

PORTFOLIO MANAGEMENT AND RESOURCE ALLOCATION
enabler of growth and investment in businesses that bring efficiency, complementarity and gains in synergy

ORIENTATION AND DEFINITION of the basic drivers for sustainability management

CORPORATE GOVERNANCE
alignment of interests, transparency and representation for all shareholders and promotion of ethics, integrity and diversity

NEW BUSINESSES
creation of opportunities from the current portfolio and encouraging disruptive innovation

SUPPORTING THE BUSINESSES
in planning, risk management, compliance, technology, purchasing and people management

R$ 480 million
via dividends

R$ 1.96 billion
in employee compensation (salaries and benefits)

R$ 2.96 billion
in taxes, tariffs and contributions

76 thousand
indirect jobs in the Ipiranga and Ultragaz partner networks

WHAT THE ULTRA GROUP DELIVERS TO SOCIETY

RESOURCES

ESSENTIAL PRODUCTS AND SERVICES FOR PEOPLE AND THE ECONOMY
- fuels for light vehicles, for the transportation of goods and for industries, LPG for homes, industries services and commerce, in addition to pharmaceutical products
- storage and distribution of fuels and other chemicals, supply management for a variety of industries and chemical solutions for the segments of hygiene and beauty, oil and gas, paints and coatings and agribusiness

VALUE CHAIN
contribute to the success of the reseller and franchisee networks, including support for marketing actions and employee training, and for the development and adoption of good social and environmental practices by suppliers, positively impacting the country's development

COMMITMENT TO ENERGY TRANSITION AND ECO-EFFICIENCY
platform, scale and skills to act together with society to address the challenges related to the de-carbonisation of the economy and investments to increase the eco-efficiency of operations, minimizing impacts on the environment

DIFFERENTIATED SOLUTIONS FOR CUSTOMERS, including low environmental impact options

Strategy for each business

Ultragaz

In 2020, Ultragaz continued to carry out the initiatives in its strategic plan. The company accelerated its process of digitization. In the business segment, the My Ultragaz Portal was launched This is a self-service platform with a number of services and features to ensure the best customer experience. For the final consumer, Ultragaz consolidated its multichannel strategy, launching the Ultragaz mobile phone app and using WhatsApp as a sales channel. The company entered into partnerships with the main delivery apps. Another highlight was the launch of the virtual assistant, **Ully**, which aims to deliver a differentiated experience for customers in the company's various service channels. It is also important to mention that technology was also a fundamental factor in strengthening the link between the company and its more than 5,000 resellers (*for more information see the section on Value chain, on page 102*).

Furthermore, with the objective of strengthening the company's best practices and achieving greater operational efficiency, the three areas dedicated to the customer experience, serving the business customers, home customers and reseller segments, were consolidated into a single unit.

In sustainability management, the company carried out a new process for defining its material topics, and updated its materiality matrix.

In 2021, Ultragaz will continue to invest in innovation, expanding the development and marketing of new solutions for the business and home market segments, in addition to strengthening its relations with customers, final consumers and resellers. It is also committed to continue the implementation of the infrastructure expansions planned for the North and Northeast regions of Brazil, with total investments of approximately R$ 80 million. In this respect, in 2021, the company will inaugurate a new base for bottling LPG in Miramar (PA) and initiate the construction of a new storage and distribution base in Mucuripe (CE).

Ultragaz, which has been a part of the daily life of Brazilians since 1937, launched its new brand image in May 2021. The new visual identity addressed its purpose of contributing to changing peoples lives. With an eye to the future, and in the spirit of its new motto "*Somando energias*" (Combining energies). Ultragaz is employing its vast experience together with technology to create energy solutions that focus on its customers' needs, helping them to better manage the energy usage in their homes and businesses.

NEW PRODUCTS AND SERVICES

As part of the company's Solution Development Area's strategy of introducing new products and services on an annual basis, in 2020, the company launched new products in the business customer segment specifically for the sectors of commerce and services, industrial, agribusiness and condominiums. One of the products was a technological and innovative solution for the monitoring of the heating system for the efficient use of LPG in chicken breeding farms. Another solution aimed at the business segment is the implementation of a system for the management of the central water heating plant in condominiums, providing savings to residents. For the home customer segment, the company has been developing solutions with a focus on convenience of purchase, speed and safety.

The Ultragaz mobile phone app was downloaded more than one million times in 2020. More than 1,000 resellers have connected to the app, enabling them to better serve their customers.

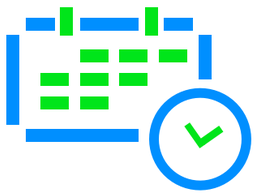
Ultracargo

Ultracargo seeks to expand its market leadership position through an increased geographic presence, in order to serve its customers anywhere in Brazil. In 2020, it completed Phase 2 of the expansion project at the Itaqui (MA) terminal, increasing its capacity by 18 thousand m³. The company also anticipated a further 6 thousand m³ planned for Phase 3, strengthening its position in one of the main ports for the importation of fuels. In 2021, Phase 3 of the project will be completed, increasing the total installed capacity of the Itaqui terminal to 155 thousand m³, three times its capacity in 2018.

The company also started work on a new terminal for the storage and handling of bulk liquids in the Port of Vila do Conde, in Barcarena (PA). This new terminal will start operating at the beginning of 2022, with an installed capacity of 110 thousand m³. The new terminal was designed with focuses on productivity and innovation. The operation will have a high degree of automation, ensuring increased levels of safety and operational efficiency.

For the expansions in Itaqui and Vila do Conde, the Ultra Group will invest a total of R$ 280 million in 2021. After the completion of both projects, Ultracargo's installed capacity will have increased by 19%. With the inclusion of the recent capacity increases in Santos (SP) and Itaqui (MA), Ultracargo achieved a 25.2% share of the bulk fuels handling market in the fourth quarter of 2020.

In addition to the above expansion projects, in 2020, Ultracargo launched Conecta, a digital transformation program, which brings a new vision to the architecture of systems and processes and makes it possible to reach higher levels of operational efficiency. In line with its guidelines for productivity and technology, the company has also initiated the implementation of a new Ultracargo Operations System, denominated SOUL. This system is based on established operational management models, such as Lean Manufacturing, and it aims to continuously improve the processes and management of terminals, with improvements



The new terminal in the Port of Vila do Conde (PA) will open in early 2022, one year ahead of schedule.

in safety and productivity. The Santos (SP) terminal was the first to adopt the new system and it has achieved promising results. With the standardization of processes, the average setup time for loading a truck was reduced by 38%. During the year, a record number of trucks were loaded at the terminal. Furthermore, in 2020, the SOUL system was implemented in the Itaqui terminal and, in 2021, it will be implemented in the Aratu (BA) and Suape (PE) terminals.

At the beginning of 2021, Ultracargo launched its new brand image, with the aim of communicating the transformation that is underway in the company and the future that it is building. The lighter and more modern visual identity reflected the company's purpose of connecting businesses, contributing to the evolution of port logistics, and becoming even more engaged with sustainability issues and with the development of the communities surrounding its operations. The new brand is aligned with the strategic plan and was developed with the involvement of internal and external stakeholders.

STRATEGIC SUSTAINABILITY PLAN

Another of Ultracargo's highlights was the preparation of its materiality matrix, composed of six priority topics, which will guide its social and environmental agenda in the coming years. The company also defined targets for the stage of maturity it intends to achieve in each topic by 2030, and has set up working groups to develop initiatives and to define goals and indicators for each ambition.

The sustainability strategy also includes a closer look at the needs of the communities surrounding its operations (*for more information see the section on Responsibility for the surrounding communities, on page 96*).

Oxiteno

Oxiteno remains focused on initiatives that ensure the company's competitiveness and sustained growth rate in the long term. In 2020, priority was given to investments in process improvements at its industrial units in Brazil, thus positively impacting the company's environmental, health and safety performance indicators (*for more information see the sections on Eco-efficient operations, on page 87, and Health and Safety, on page 123)* The company also implemented a management system to improve the processes related to human resources.

In 2020, the Pasadena plant, in Texas (United States), met its operational plan for the year. The company expects that this plant, inaugurated at the end of 2018, and which produces special non-ionic and alkoxylated surfactants, will reach breakeven in the second half of 2021.

Oxiteno is committed to innovation in co-creation with customers, developing solutions that combine high performance with a reduction in adverse environmental and social impacts. In 2020, it delivered 48 new products to the market. Another highlight of the year was the structuring of XLab, a technology laboratory focused on data analysis, artificial intelligence and robotization of processes.

Oxiteno launched a new Relationship Portal, aimed at improving the customer experience, and a digital hub for its logistics, which controls the scheduling of the unloading of raw materials at its units. Both projects were implemented by the company's technology laboratory, called XLab.



STRATEGIC SUSTAINABILITY PLAN 2030

In 2020, sustainability was established as the central element of Oxiteno's strategy, guiding all its projects and decision-making processes. Other highlights of the year were the definition and implementation of the sustainability governance structure, which defines the involvement of senior management, and the engagement of employees in the theme.

The ambitions of the Strategic Sustainability Plan 2030 have been grouped into eight categories. One of these categories is the product portfolio and Oxiteno intends to boost sustainability in its product portfolio through the evaluation of its existing products, and the analysis new developments, from the perspective of their sustainability. The company will implement action plans to adapt the product portfolio, aiming to offer solutions in line with societal needs, and with positive environmental and social impacts.

More information on Oxiteno's Sustainability Strategic Plan 2030 can be accessed at: **oxiteno.com.br/sustentabilidade**.

Ipiranga

In 2020, Ipiranga conducted a review of its strategic plan and defined the following priorities: the evolution of the value proposition of the full-service station; the search for greater cost competitiveness and capital efficiency; the resumption of growth; the expansion and development of the retail convenience network; and making further progress in the topics of sustainability.

In addition to the support given to its networks of resellers and franchisees to help them face the challenges of the pandemic (*for more information see the section on Value chain, on page 103*), the company focused on updating the business model of the *am/pm* network. In 2020, the *am/pm* business conducted a complete overhaul of its range of offerings and developed a new physical store concept with new formats and a robust digital package. The new *am/pm* store formats allowed it to expand beyond the Ipiranga network of service stations, exploring new channels, such as high street stores, large shopping and residential centers and passenger terminals.

One of the highlights during the year was the strengthening of the company's Supply & Trading structure, which will enable the company to operate in the new dynamic of the fuels distribution market following the divestment of part of Petrobras's integrated refining and logistics system.

Ipiranga also continued to invest in expanding its logistics infrastructure in the ports of Belém (PA) and Cabedelo (PB). In 2021, the Ultra Group plans to invest R$ 376 million in expanding the reseller network, *am/pm's* operations and the company's operational bases, in Vitória (ES), which has already applied for an environmental license, and in Fortaleza (CE).

Despite the adverse business scenario in 2020 due to the impacts of the pandemic, Ipiranga inaugurated 267 service stations, 55 company-operated *am/pm* convenience stores, and 40 *Jet Oil* units. At year-end, the company had 7,107 service stations, over 1,800 *am/pm* stores and around 1,200 *Jet Oil* units.

IPIRANGA'S INNOVATION HUB, TURBO

In 2019, Ipiranga created an Innovation and New Business Hub, denominated Turbo. The purpose of Turbo is to act as a central point in fostering a culture of innovation among the company's employees and to reinforce the company's market positioning as an innovative brand. The hub also has interfaces with the Ultra Group's venture capital initiative, UVC Investimentos.

Internally, the Turbo hub's training courses in agile business methods were accessed more than 1,500 times in 2020. It also provided knowledge through its publications, *Turbo Insights*, and carried out a series of presentations, *Turbo Talks*, in which leading experts gave presentations on inspiring and innovative topics.

The Turbo team communicated externally with entrepreneurs, academics and society in general through its website and LinkedIn profile (**https://www.linkedin.com/company/turbo-ipiranga/**). In 2020, Turbo entered into partnerships with important players in the innovation ecosystem and sponsored and participated in innovation events, such as: the Siliocon Valley Conference; StartSe; the Liga Summit, organized by Liga Ventures; the Scale-up Endeavor Smart Cities, organized by Endeavor which aims to attract and accelerate initiatives focused on solutions for the major urban challenges (energy, connectivity, planning and mobility).

To date, Ipiranga has identified more than 1,300 start-ups that conduct activities in areas of interest to the company such as mobility, energy, retail, logistics and operational efficiency. During 2020, the company collaborated in more than 30 innovation projects with start-ups, through contracts, partnerships and proofs of concept (PoCs).

In 2021, the Ultra Group's investments in Extrafarma will be directed towards strengthening its digital platform and initiatives to optimize its logistics.

Extrafarma

Extrafarma's priority continues to be selective expansion with a focus on store refurbishments and expansions in the markets that have a higher profitability or a greater brand presence. In 2020, the company opened two new stores and closed down 13 existing stores. At year-end, the company had 405 stores in 10 Brazilian states.

At the beginning of 2021, it opened its fourth distribution center, in the city of São Luís (MA), with a storage area of 4 thousand m² and a distribution center management system that ensures greater productivity in the process of distributing products to stores. This facility is also equipped with systems that prioritize efficient energy consumption. The new distribution center will strengthen the company's operations in the North and Northeast Regions of Brazil, where it has significant sales volumes, and improve the level of service and profitability.

To offset the impacts of the Covid-19 pandemic on retail drugstores and face increased competition, Extrafarma accelerated its digitization strategy. The company launched an e-commerce website and started offering the option to buy a product through the website and collect it from a store. It also entered into a partnership with the *Rappi* delivery app. In October, it launched personalized coupons for participants in the Clube Extrafarma loyalty program that make purchases in the stores, guaranteeing discounts on selected products, as a way of rewarding customer loyalty.

BE BETTER

The good reception by the market of Extrafarma's Be Better own-brand products, launched at the end of 2019, encouraged the company to invest in expanding the brand's product range in 2020. Initially, the brand offered items in the market segments for first aid, personal hygiene and infants. In 2020, the company launched the Be Better Vita + line of food supplements. In February 2021, the company is adding product lines for diapers for infants and adult care, and it intends to continue to expand the portfolio.

ECONOMIC CONTEXT

The year 2020 started with a climate of optimism and an outlook for structural reforms after the approval of pension reform in November 2019. However, with the outbreak of the COVID-19 pandemic, the macroeconomic environment became more challenging despite of economic assistance measures and historically low basic rates of interest at 2% from August 2020. The stimulus packages and financial support policies for fighting the effects of the pandemic also resulted in a deterioration in the country's fiscal situation. According to the Focus report of February 5, 2021, GDP is expected to have fallen by 4.3% in 2020.

After slumping 30% in March at the outset of the pandemic, the BOVESPA Index began to gradually pull back to its pre-pandemic levels and presenting an appreciation of 3% during the year 2020. The average US Dollar rate to the Real in turn in 2020 increased to R$ 5.16/US$, a devaluation of 31% compared to the average of R$ 3.95/US$ in 2019.

The economic recovery in the final few months of the year, with improvements in the domestic and international scenarios and news on vaccine development contributed to a more positive outlook. Market estimates are for a growth of approximately 3.5% in GDP for 2021, inflation below target at 3.6% and interest rates continuing low according to the forecast in the same Focus report.

The fuels distribution market posted a sharp decline in 2020 with sales volume registered by ANP (Brazilian Oil, Natural Gas and Bio-fuels Agency) 5% lower compared with 2019. Otto cycle volume was directly impacted by social distance measures and restrictions on personal mobility, a situation which was aggravated by high oil price volatility, while diesel volumes proved more resilient. In 2020, the Renovabio program came into effect with the purpose of renewal of Brazil's energy mix through incentives for bio-fuels, implementing targets for the de-carbonisation of the mills and distributors.

The impacts of the pandemic were similarly felt in the LPG market but in distinct ways according to each segment, with less intensity. While on one hand, according to ANP data, sales for residential gas bottle recorded an increase of 5% compared with values for 2019, a reflection of greater social distance, the bulk segment reported a fall of 2%, mainly due to lower sales volume to commercial and services entities, but attenuated by higher sales to industry.

In 2020, benchmark prices for ethylene and MEG, the main chemical commodities which influence Oxiteno's performance, posted a decline of 20% and 18%, respectively, while there was an appreciation in palm oil prices of 32%, due to tighter supplies of the product. Results from the business also benefited from the depreciation of the Real against the US Dollar given that revenues and a good part of the cost are linked to US Dollar and to higher sales volume from Home & Personal Care segment.

The liquid bulk storage segment has been growing in Brazil and was impacted by weaker import volumes of petroleum derivatives compensated by historical highs in the level of participation in the volume of imports of chemical products, according to Abiquim (Brazilian Chemical Industry Association) estimates, besides an expressive increase in imports of vegetable oil for the production of biodiesel at a time of constrained offer of soybeans.

In pharmaceutical retailing, gross revenue of the network members of Abrafarma (Brazilian Drugstore and Pharmacy Networks Association) was R$ 58 billion compared to R$ 53 billion in 2019 (+9%), with a net addition of 393 drugstores in the domestic market.

The tendency to digitization, already a reality in recent years and hastened with the onset of the pandemic, also favors the use of digital means of payments, reinforcing the potential for *abastece aí*. With the change in habits of the population at large, electronic means of payment – eliminating direct contact – have become increasingly significant in the daily routine of transactions.

Macroeconomic indicators	2020	2019	2020v2019 (%)
GDP[1]	- 4.3%	1.1%	- 5.4 p.p.
Inflation in the period	4.5%	4.3%	0.2 p.p.
Accumulated Selic rate	2.8%	5.9%	- 3.2 p.p.
Average Exchange Rate (R$/US$)	5.16	3.95	31%
Brent crude oil (US$/barrel)	42	64	- 34%

1 Focus projection from 02/05/21 for 2020

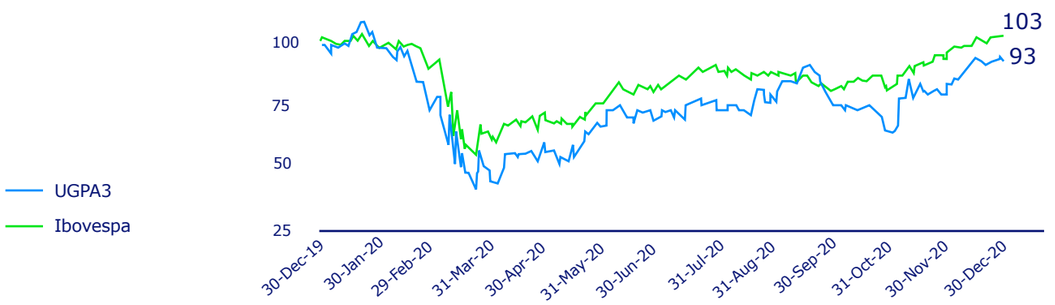
FINANCIAL AND ECONOMIC PERFORMANCE

Capital Markets

Ultrapar's average daily trading volume, including trades on both B3 and NYSE, was R$ 180 million/day in 2020 (+17%). Ultrapar's shares reported a closing price in 2020 of R$ 23.74 on B3, a decline of 7% in the year, while the Ibovespa stock index appreciated 3% in the same period. Ultrapar's shares on the NYSE posted a devaluation of 27% in the year, closing at US$ 4.53, while the Dow Jones recorded an appreciation of 7%. Ultrapar ended the year with a market capitalization of R$ 26 billion.

On February and August 2020, Ultrapar's Board of Directors confirmed the issue of 2,108,542 and 86,978 common shares, respectively, with the same rights attributed to the remaining shares of the Company already issued, the additional issue reflects the partial exercise of rights under the subscription warrants issued by the Company at the time of the incorporation of Extrafarma's shares. As consequence of these issues, the Company's capital stock is now represented by 1,115,005,712 common shares, all of them nominative, with no par values.

Performance of UGPA3 x Ibovespa – 2020 (Dec 30, 2019 = 100)



Performance by business

Ultragaz

Sales volume at Ultragaz reported growth of 2% in 2020, reflecting market growth in the period. In the bottled segment, volumes increased 2% due to stronger residential consumption driven by restrictions imposed by the pandemic. In the bulk segment, volumes remained stable with higher sales to industry and special gases (propellants), partially offset by lower volumes to the commercial and services sectors, most affected by measures of social isolation with the onset of the pandemic.

Net revenues rose 4% in 2020, mainly due to higher sales volume and increases of LPG prices on the part of Petrobras. The cost of goods sold increased 3%, for the same reasons as already mentioned, in addition to higher freight costs due to the need to source LPG from more distant supply bases, and due to higher storage costs.

Sales, general and administrative expenses fell by 3% in the year. Despite the increase in freight expenditures as a result of higher volume and inflation rate in the period together with higher fees for consultancies hired to improve operational efficiency, Ultragaz implemented several initiatives for reducing expenses, particularly in the payroll line, in addition to lower expenses with materials and provisions for doubtful accounts.

Ultragaz's EBITDA amounted to a record R$ 729 million in 2020, a growth of 24% relative to 2019, principally due to higher sales volume, greater efficiency and a reduction in expenses.

Ultragaz invested R$ 282 million in 2020, allocated mainly to the acquisition and replacement of gas bottles, installations at new clients in the bulk segment, construction of new filling bases and maintenance work at existing operations.

Ultracargo

The average installed capacity at Ultracargo in 2020 increased 12%, due to expanded tankage capacity at the terminals in Santos and Itaqui in the past 18 months. Consequently, cubic meter sold grew by 14% with greater fuel handling at the two terminals and a higher number of spot operations. Ultracargo ended the year with a market share of product handling of 25.2% versus 23.7% at the close of 2019, a reflection of the company's growth plan.

Net revenues rose 19% in 2020, driven by greater fuel handling in light of expansions and spot operations as well as higher tariffs due to contractual readjustments. Cost of services provided rose 3%, due to the increase in tankage capacity between the periods. The cost of services provided per cubic meter sold posted a decrease of 9%, reflecting gains in productivity at the terminals.

Sales, general and administrative expenses fell 3% year-on-year, due to lower payroll expenses, albeit attenuated by higher expenditures with IT systems for strengthening the technological platform and conceptual engineering projects for expansion studies.

Other operating results showed an improvement of R$ 71 million, largely the result of the provisioning in 2019 of the Conduct Adjustment Agreement (TAC) of R$ 66 million, related to the fire in 2015, and the constitution of R$ 12 million in tax credits in 2020.

Ultracargo reported an EBITDA of R$ 337 million in 2020. Excluding the effects of the R$ 66 million of the TAC in 2019 and the extraordinary PIS/Cofins tax credits of R$ 12 million in 2020, recurring EBITDA growth in relation to 2019 was 41%. This was mainly the result of expansions in capacity and efficiency gains at the terminals, contractual readjustments and productivity gains.

Ultracargo recorded investments of R$ 215 million in 2020, allocated to the construction of the new Vila do Conde terminal, to expansion at the Itaqui port terminal, acquisition of new areas and maintenance and operational safety at existing terminals.

Oxiteno

Oxiteno's sales volume recorded growth of 3% in 2020. Specialty chemicals volume increased 6%, the result of robust sales to the home & personal care and crop solutions segments in the domestic market, the increase of sales in the United States and higher exports. Commodity volume sales decreased 10% compared with 2019, due to reduced market demand.

Net revenues at Oxiteno increased 22%, due to the average devaluation of 31% of the Real (R$ 1.21/US$) together with higher sales volumes but attenuated by the reduction of 6% in average prices in US Dollars following the decline in petrochemical prices in the international market.

The cost of goods sold was up by 18% in 2020, due to the average devaluation of 31% in the Real (R$ 1.21/US$) and to higher sales volume, but partially compensated by the reduction of 12% in average unit costs in US Dollars.

Sales general and administrative expenses increased 13% in 2020, a result of higher freight charges (greater volume and the currency translation effect on international freight charges), the effect of exchange variation on expenses at the international units and higher amortizations of software, attenuated by lower payroll expenses and initiatives taken to cut expenses.

The other operations results reported a positive variation of R$ 151 million, mainly the result of the constitution of extraordinary PIS/Cofins tax credits of R$ 156 million in 2020.

The disposal of property line showed a positive variation of R$ 8 million, mainly due to the writing off of projects worth R$ 5 million in 2020 and the writing down of assets in the Venezuelan unit worth R$ 14 million in 2019.

Oxiteno's EBITDA amounted to R$ 785 million in 2020. Excluding the effects of R$ 156 million in ex-temporary PIS/Cofins tax credits in 2020 and the writing off of Oxiteno Andina assets of R$ 14 million in 2019, growth on an annual comparison basis would have been 167%, explained largely by: (i) a greater sales volume, (ii) improvement in contribution margins in US Dollars, (iii) ramp-up of the Pasadena plant in the United States, and (iv) average devaluation of 31% on the Real (R$ 1.21/US$).

Oxiteno invested a total of R$ 202 million in 2020, mainly in maintenance and the safety of the productive units.

Ipiranga

Sales volume at Ipiranga posted a reduction of 9% in 2020, due to the effects of the pandemic which significantly impacted fuel consumption in Brazil, mainly in the second quarter of 2020 but with a gradual recovery since then. Otto cycle segment was the most affected, recording a decrease of 14% compared with 2019, while the reduction in diesel was 3%.

Net revenues at Ipiranga fell 12%, mainly due to lower sales volume and average fuel price volatility. The cost of goods sold also showed a decline of 12%, for the same reasons cited above affecting net revenues.

Sales, general and administrative expenses fell 15%, mainly due to the reduction in payroll and freight (lower sales volume) in addition to lower provisions for doubtful accounts and costs controls on various fronts.

The other operating results line fell 77%, the result principally due to the appropriation of costs relative to Renovabio targets in the amount of R$ 124 million in 2020 and lower revenues from merchandising with suppliers as well as the setting aside of extraordinary PIS/Cofins tax credits in the two periods.

The disposal of property line reported a positive result of R$ 80 million in 2020, due to the sale of real estate as part of a more active management process for disposing Ipiranga's points of sale.

Ipiranga's EBITDA amounted to R$ 1,712 million, a 31% decrease relative to 2019, once again mainly the result of lower sales volume and narrower margins, worsened by the volatility in fuel prices as well as the variation in other operational results. These effects were partially offset by initiatives for controlling costs and higher results from the disposal of property.

Ipiranga invested a total of R$ 688 million in 2020, allocated mainly to the expanding and maintenance of the service station network and franchises as well as logistical infrastructure. Of total investments, R$ 204 million was expended in plant, property and equipment and additions to intangible assets, R$ 351 million on contractual assets (exclusive rights) and R$ 132 million in the form of draw-downs of financing to clients and advanced payments of rentals net of receipts.

Extrafarma

Extrafarma opened 2 new drugstores and closed 13 in 2020, a 3% reduction in the size of the network, which closed the year with 405 units. At the end of the year, the stores still ramping up (with up to three years of operations) represented 25% of the network, the result of greater selectivity in expansion and a more rigorous approach to underperforming stores.

Gross revenue at Extrafarma posted a reduction of 3% in 2020 due to the lower number of stores (-3%) and a reflection of the pandemic with the temporary closure of 7% of the drugstores located in shopping malls for some months during the year and to lower customer flows through the stores. These effects were offset by higher sales from same stores in operation (+4.0%), driven by the higher average ticket and by the reinforcing and expansion of sales through the digital channels.

The cost of goods sold fell 4% in 2020, largely due to lower sales. Gross profit reached R$ 589 million (-1%), equivalent to a gross margin of 28%, 0.5 p.p. higher than 2019, due mainly to better retail margins and the lower share of sales to the wholesale segment where margins are lower.

Sales, general and administrative expenses fell 11% in 2020, reflecting the smaller number of stores and initiatives taken to contain expenditures, productivity gains and logistics optimization.

The other operating results line recorded a variation of R$ 33 million negative in the comparison of 2020 versus 2019, the result of the constitution of extraordinary PIS/Cofins tax credits and social security contributions registered in 2019.

The line for disposal of property registered a positive variation of R$ 15 million, mainly due to the writing off of investments due to the closing of stores in 2019. In addition, in 2019 the company registered and impairment of goodwill on the acquisition of Extrafarma for R$ 593 million, without cash effect, due to results lower than the initial plan.

Extrafarma reported an EBITDA of R$ 84 million in 2020, a year-on-year growth of 208% excluding the impairment effects in 2019. This growth reflects the closing of under-performing stores, greater profitability from the existing network, better margins and initiatives for improving productivity and reducing expenses.

Extrafarma invested R$ 39 million in 2020, allocated mainly to the construction of the Maranhão distribution center, IT and in the maintenance and modernization of drugstores.

Ultrapar results

Ultrapar recorded net revenues from sales and services of R$ 81,241 million in 2020, a reduction of 9% compared with 2019, mainly due to lower sales revenue at Ipiranga.

The cost of goods sold and services provided at Ultrapar was R$ 75,628 million in 2020, 9% less than in 2019, mainly due to the reduction in costs at Ipiranga.

Ultrapar posted a gross profit of R$ 5,613 million in 2020, a decrease of 8% in relation to 2019, due to the decline in aggregate profit at Ipiranga, the business most affected by the pandemic, despite the increase in gross profit at Ultragaz, Ultracargo and Oxiteno.

Ultrapar's selling, marketing, general and administrative expenses recorded a reduction of 6% due to various measures implemented for containing expenses at all the businesses in addition to specific factors at each business, partially attenuated by the effects of inflation.

The other operating results line registered growth of 23% compared to 2019, reflecting tax credits at Oxiteno and Ultracargo in 2020, partially compensated by the appropriation of costs with respect to Renovabio targets at Ipiranga also in 2020, TAC at Ultracargo and tax credits at Extrafarma, both in 2019.

The increase of R$ 106 million in the disposal of property line is due principally to the sale of real estate at Ipiranga in 2020 and the closure of under-performing stores at Extrafarma and the writing off of Oxiteno Andina assets, both in 2019. The entry of

> "The positive financial results for 2020 demonstrated the resilience of our portfolio despite the challenging scenario. Our commitment to maintaining our financial strength was evidenced by our robust cash generation from operations. The increase in our share price in the last quarter of the year attested to the recognition of our good performance by the market."
>
> **Rodrigo de Almeida Pizzinatto**
> Chief Financial and Investor Relations Officer

Ultra Group's income statement (R$ million)
GRI 102-7

	2020	2019	Variation 2020v2019 (%)
NET REVENUE	81,241	89,298	-9
Cost of goods sold and services provided	(75,628)	(83,187)	-9
GROSS PROFIT	5,613	6,111	-8
Selling, marketing, general and administrative expenses	(4,098)	(4,367)	-6
Other operating income	221	180	23%
Income from disposal of property	76	(30)	NA
Impairment	-	(593)	NA
OPERATING INCOME	1,812	1,301	39%
Financial result	(269)	(507)	-47
Share of profit of subsidiaries, joint ventures and associates	(44)	(12)	259%
INCOME BEFORE INCOME AND SOCIAL CONTRIBUTION TAXES	1,499	782	92%
Income and social contribution taxes	(571)	(379)	51%
NET INCOME	928	403	130%
NET INCOME EXCLUDING EX NON-RECURRING[1]	740	869	15%

NA: Not applicable.
1. Excludes the non-recurring effects (in net income, effects are net of taxes)
- 2019: TAC of R$ 66 million at Ultracargo, impairment of R$ 593 million at Extrafarma and writing off of Oxiteno Andina assets of R$ 14 million at Oxiteno.
- 2020: extraordinary PIS/Cofins tax credits of R$ 156 million at Oxiteno and R$ 12 million at Ultracargo.

R$ 593 million in 2019 in the impairment line relates to the impairment of goodwill on the acquisition of Extrafarma.

Adjusted EBITDA ex-non-recurring items of Ultrapar was R$ 3,311 million in 2020, a reduction of 5% compared to 2019, due to the reduction in EBITDA at Ipiranga, the business most affected by the pandemic despite the growth in EBITDA at Ultragaz, Ultracargo, Oxiteno and Extrafarma.

The total costs and expenses with depreciation and amortization[1] in 2020 was R$ 1,557 million, an increase of 4% compared with 2019 due to investments over the period and in greater amortizations of software.

Ultrapar posted an operating profit of R$ 1,812 million in 2020, a result 39% higher than 2019, due largely to the impairment at Extrafarma in 2019.

1. Includes amortization of assets of contracts with clients – exclusive rights

Calculation of EBITDA from net income (R$ million)

	2020	2019	Variation 2020v2019 (%)
NET INCOME	**928**	**403**	**130%**
NET NET INCOME EX NON-RECURRING[1]	**740**	**869**	**-15**
Income and social contribution taxes	571	379	51%
Financial result	269	507	-47
Depreciation and amortization	1,267	1,145	11%
EBITDA	**3,036**	**2,433**	**25%**
Cash flow hedge from bonds	154	12	NA
Amortization of contractual assets with customers – exclusive rights (Ipiranga and Ultragaz)	289	355	- 19%
Adjusted EBITDA	3,479	2,800	24%
Adjusted EBITDA ex non-recurring[1]	**3,311**	**3,473**	**- 5%**

NA: Not applicable.

1. Excludes the non-recurring effects (in net income, effects are net of taxes):
- 2019: TAC of R$ 66 million at Ultracargo, impairment of R$ 593 million at Extrafarma and writing off of Oxiteno Andina assets of R$ 14 million at Oxiteno.
- 2020: extraordinary PIS/Cofins tax credits of R$ 156 million at Oxiteno and R$ 12 million at Ultracargo.

Ultrapar's financial result reported a net expense of R$ 269 million in 2020, a reduction of 47% compared with 2019, due mainly to the appropriation of interest on extemporaneous tax credits in the amount of R$ 238 million in the year.

The net income ex-non-recurring items at Ultrapar for 2020 reached R$ 740 million, a reduction of 15% compared with 2019, principally due to the lower EBITDA in the period and higher taxes, offset by lower financial expenses.

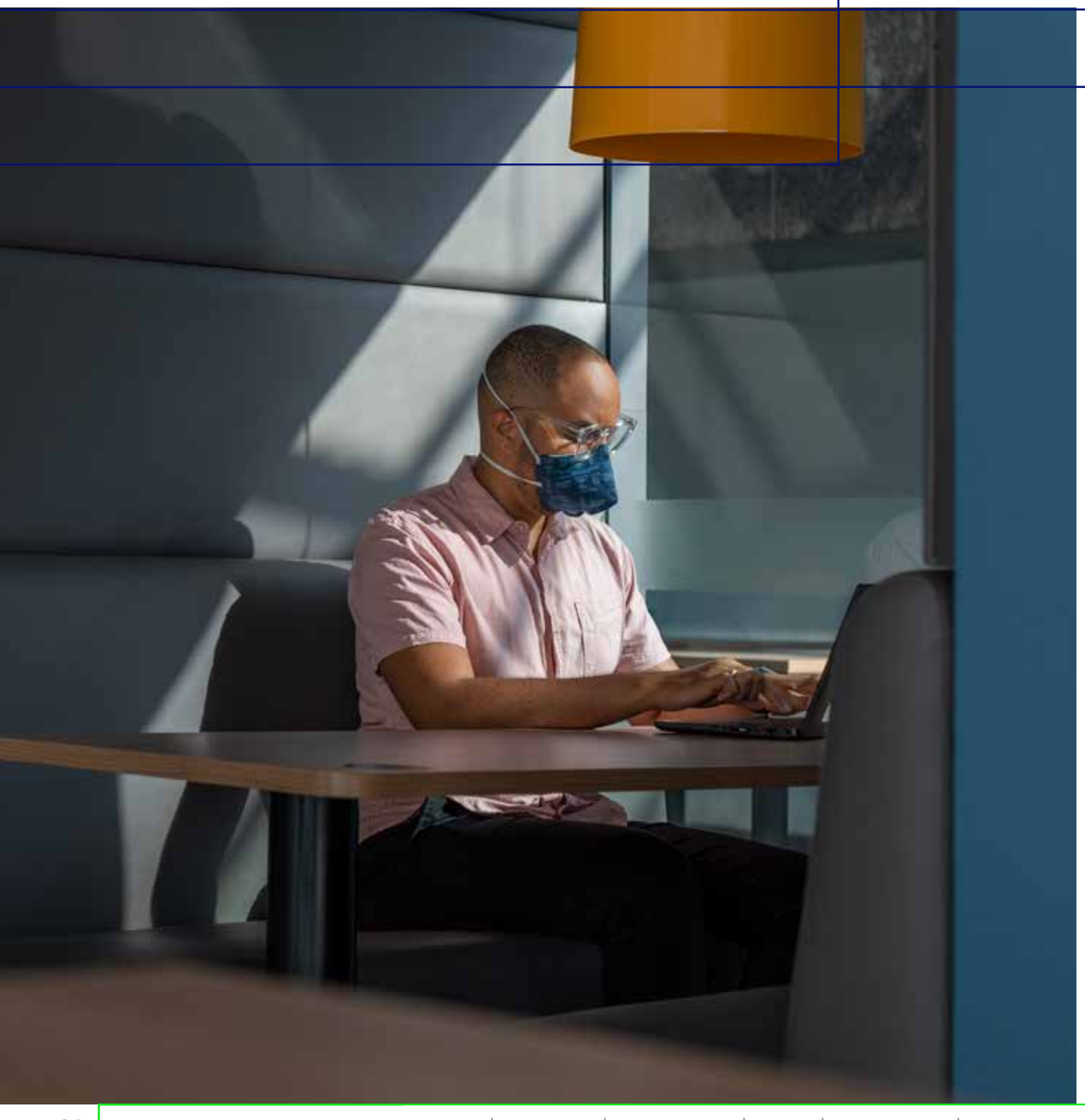
Holding, affiliates and *abastece aí* results

In addition to the results from the five principal businesses, Ultrapar posted a negative result of R$ 169 million in 2020, made up mainly of: (i) R$ 107 million of Holding expenses, (ii) R$ 42 million negative EBITDA with *abastece aí* (new digital payments company), due to payroll, technology and marketing expenses for structuring and growth of the business; and (iii) R$ 20 million negative EBITDA with affiliates.

Debt

Ultrapar closed the fiscal year 2020 with gross debt of R$ 17,376 million and cash and cash equivalents of R$ 8,672 million, representing a net debt of R$ 8,704 million. Considering leasing payable (IFRS 16), net debt totals R$ 10,537 million, an increase of R$ 268 million in relation to 2019. Net debt at the end of 2020 corresponds to 3.0x EBITDA for the past 12 months, stability in relation to the end of 2019, excluding the impairment at Extrafarma.

ESG STRATEGY



SUSTAINABILITY MANAGEMENT

Sustainability management continues to evolve in the Ultra Group. After the creation of the Group's first materiality matrix in 2019, including consultations with internal and external stakeholders, the ESG agenda gained increased momentum, and became a standing item on the agenda of the monthly meetings of Ultrapar's Executive Board, as well as one of the themes examined by the Audit and Risks Statutory Committee and the Board of Directors.

At the end of 2020, work groups were set up, with representatives from the Holding and the businesses, to revise the Group's materiality matrix and define the focus for action for each material topic. During 2021, an ESG macro-strategy for the Ultra Group will be developed. It will be based on the Sustainability Policy, approved in December 2020, and which established the strategic drivers, the targets for 2030, the performance indicators to be monitored and the action plans to enable the organization to achieve its targets.

Also in 2020, in the businesses, **Ultracargo**, **Ipiranga** and **Extrafarma** each prepared a materiality matrix for the first time, **Ultragaz** updated its existing materiality matrix and Oxiteno established a governance process for its Strategic Sustainability Plan 2030.

Furthermore, Ipiranga launched a Sustainability Strategy and Policy and Extrafarma established a Sustainability Committee. In a further advance, Oxiteno adhered to the United Nations Global Compact (UNGC). This pact entails a number of commitments in the areas of human rights, labor relations, the environment and combating corruption.

> “The Holding’s objectives are to ensure that there is more convergence between the actions of each company regarding our material topics in order to enhance the aggregate positive impacts of our activities. The definition of our ambitions for 2030 will reinforce our commitment to sustainability.”
>
> **Frederico Fleury Curado**
> CEO

MATERIAL TOPICS

GRI 102-40 – 102-42 – 102-43 – 102-44

A study to define the Ultra Group’s material topics was carried out in 2019. The study included an analysis of: academic studies and publications; the positioning of investors, government agencies, national and international entities regarding ESG topics; the laws and regulations that could impact the Ultra Group; and press publications and media campaigns. In parallel, the reality of each business and its respective sector was evaluated.

Consultations were also made using an online questionnaire sent to representatives of the following stakeholder groups:

- Senior management (Ultra Group’s Board of Directors and Ultrapar’s Executive Board);
- Shareholders and investors;
- Employees;
- Regulatory and supervisory bodies;
- Sectoral and civil society entities; and
- The media.

After the data was consolidated, it was possible to identify the most important topics impacting the Ultra Group. In 2020, during the process to update the strategic plan, the Board reviewed the Group’s materiality matrix to ensure that there was a strong and clear connection between the strategic drivers of the businesses and the Group’s social, environmental and governance material topics.

Although none of the material topics was excluded in the review, the materiality matrix was reorganized after the Board identified some opportunities to manage topics jointly or to present them more clearly. As a result, the number of material topics in the matrix was reduced from ten to eight.

In the case of the Pillar for Resources and Environment, the former individual topics of Energy Efficiency and Soil and Water Contamination were grouped into a single topic denominated Eco-efficient Operations. Furthermore, the topic entitled Climate Change was replaced by Energy Transition, to be more in line with the Group’s strategic planning approach and the sectors in which it operates. In the case of the Pillar for People Management and Development, the topics of Work Relations and Diversity were unified into a single topic entitled Innovative, Inclusive and Excellence Culture. In relation to the Pillar for Value Shared with Society, the topic entitled Responsibility for the Local Communities evolved to Responsibility for the Surrounding Communities, reinforcing the Group’s commitment to work towards generating a positive impact for these stakeholders.

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

The exercise of updating the Group’s materiality matrix also considered external guidelines, including the United Nations Sustainable Development Goals (SDGs). The SDGs are aimed at National Governments and consist of 17 goals broken down into 169 targets, to be achieved by 2030. By using this global agenda as a benchmark, it was possible to identify which SDGs the Ultra Group’s sustainability agenda can most contribute to achieving.

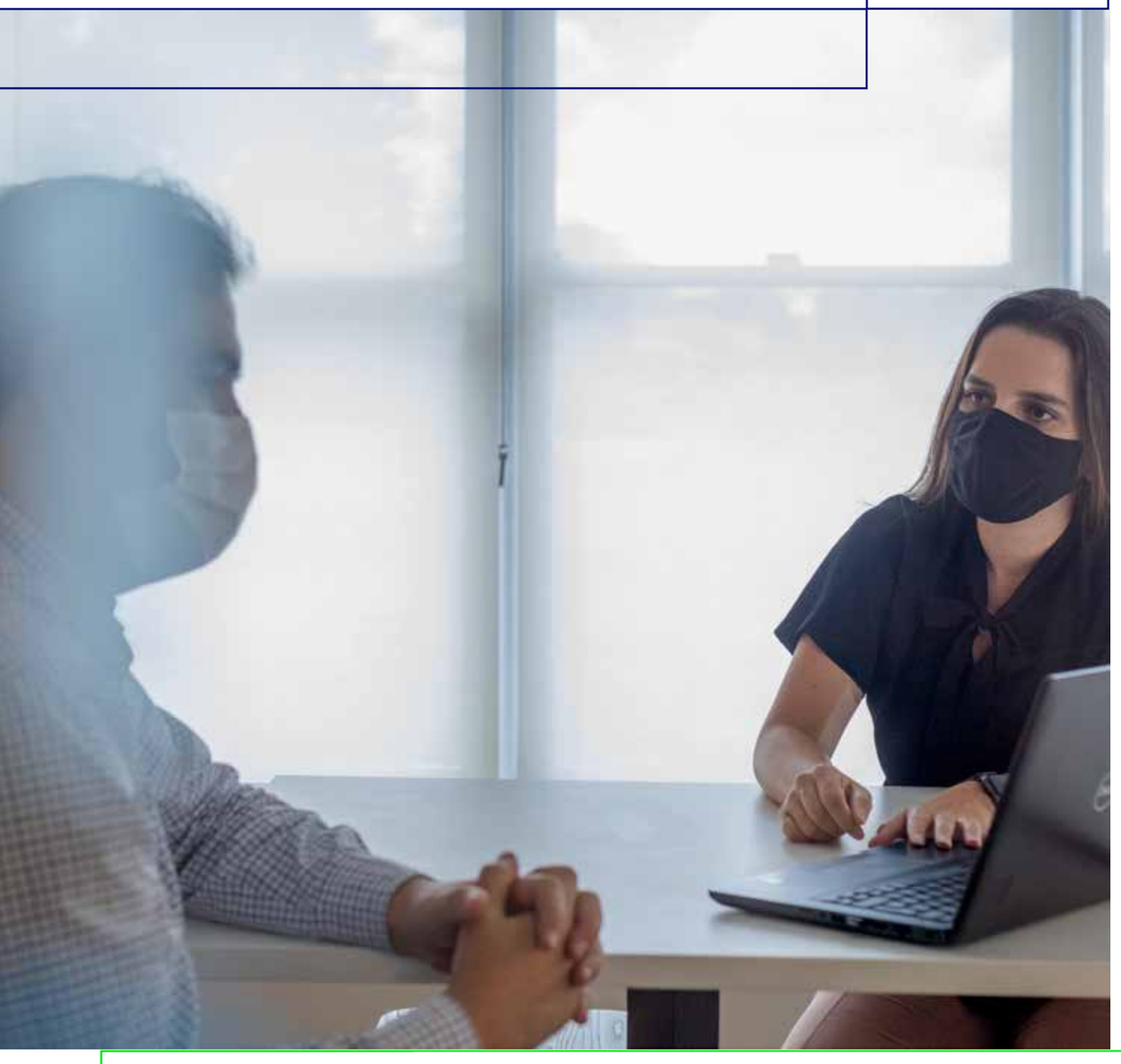
Material Topics[1] GRI 102-47 – 103-1

PILLAR	MATERIAL TOPIC	SIGNIFICANCE FOR THE ULTRA GROUP	CORRELATION WITH THE SDGS
CORPORATE GOVERNANCE	ETHICS AND INTEGRITY	Commitment to the promotion of a business environment oriented by compliance and transparency in commercial relations through the development of training courses and awareness campaigns for employees and third parties regarding practices of anti-corruption, anti-competitiveness, and illegal favoritism.	10 Reduced inequalities 12 Responsible consumption and production 16 Peace, justice and strong institutions 17 Partnership for the Goals
	DATA PRIVACY	The digital transformation enables the development of business models that bring companies closer to their stakeholders. In addition, incidents involving personal data could adversely affect the company's reputation and business activities. To ensure compliance with the applicable legislation it is necessary to implement internal policies and procedures that ensure the privacy and security of the data of employees, customers and consumers. For this reason, it is essential to develop and implement training courses and awareness campaigns for employees explaining the importance of the topic.	16 Peace, justice and strong institutions
RESOURCES AND THE ENVIRONMENT	ENERGY TRANSITION	This is the long-term structural change in energy systems due to the gradual substitution of fossil fuels by renewable energy sources in the production and consumption of energy. Initiatives on this topic demonstrate the company's resilience in the face of challenges to investors and society. For example: expanding use of natural gas (transition fuel), bio-fuels and self-generation of renewable energy (wind, solar, biomass).	7 Affordable and clean energy 12 Responsible consumption and production 13 Climate Action 15 Life on land
	ECO-EFFICIENT OPERATIONS	Efficient use of electricity, fuels and water and minimization of the production of waste in units and operations. Also involves processes that aim to prevent, and where necessary remediate, adverse impacts on water, air and soil resources and biodiversity. For example: substitution of diesel-powered boilers by biomass, use of LED lighting in office buildings and distribution centers, use of photovoltaic energy in administrative units, water reuse and recirculation, reduction in the production of waste and transformation of waste into products.	6 Clean water and sanitation 7 Affordable and clean energy 8 Decent work and economic growth 12 Responsible consumption and production 13 Action to combat global climate change 14 Life below water
VALUE SHARED WITH SOCIETY	RESPONSIBILITY FOR THE LOCAL COMMUNITIES	Conduct relations in a transparent and socially inclusive manner. Engage in discussions with local communities through community relations programs. Execute programs with social investment and voluntary support in order to promote the development of the communities surrounding the company's operations.	1 No Poverty 2 Zero Hunger 4 Quality education 6 Clean water and sanitation 10 Reduced inequality 12 Responsible consumption and production
	VALUE CHAIN	Value chain management approach that promotes the means that enable suppliers, resellers and other business partners to comply with the legal requirements in relation to the protection of human rights, labor practices, the environment and health and safety.	8 Decent work and economic growth 9 Industry, innovation and infrastructure 12 Responsible consumption and production
PEOPLE MANAGEMENT AND DEVELOPMENT	INNOVATIVE, INCLUSIVE AND EXCELLENCE CULTURE	Business practices that respect the labor laws throughout the value chain and promotion of initiatives to develop human capital in the organization aimed at employee attraction, retention, development and engagement. Also includes searching to ensure equal opportunity for professional development for all employees through a work environment that supports inclusion.	3 Good health and well-being 4 Quality education 5 Gender equality 8 Decent work and economic growth 10 Reduced inequalities 16 Peace, justice and strong institutions 17 Partnership for the goals
	HEALTH AND SAFETY	Focuses on the appropriate management of the risks associated with the work processes and environment, and the functions to be carried out by employees. The challenge of promoting safety in the workplace is not restricted only to the units/operations - preventive methods are shared with third-party contract staff and suppliers.	3 Good health and well-being 8 Decent work and economic growth 12 Responsible consumption and production

1. Through a dynamic process, the Ultra Group began to update its material topics in parallel with the construction of its ESG strategy, aiming to ensure that they were aligned to both its business strategy and external trends. This process will continue during 2021.

The following four sections follow the priorities established in the Ultra Group's materiality matrix. In each section, the information is presented in the way the material topic is managed including its respective performance indicators.

GOVERNANCE



ETHICS AND INTEGRITY

GRI 102-16 – 103-1 – 103-2 – 103-3

The Ultra Group remains committed to promoting a business environment based on integrity and transparency in relations with all its stakeholders and in line with the strictest compliance standards. All the Group's values and principles are contained in the Code of Ethics, which was first launched in 2004 and which undergoes periodic updates. In addition to the Code of Ethics there are corporate policies, approved by the Board of Directors, that contain the Ultra Group's guidelines on the topics of anti-corruption, relations with public agents, competition, conflict of interests and transactions with related parties.

All initiatives related to ethics and integrity are included in the Ethics and Compliance Program. It applies to the Holding and all the businesses and performance is monitored by the Conduct Committee, which reports to the Board of Directors. The implementation of this program is the responsibility of the Compliance areas in the businesses and the Risk, Compliance and Audit Department, which reports directly to the Holding's CEO and the Conduct Committee.

The way this Department is organized contributes to ensuring that the evolution in risk management is also reflected in the Ethics and Compliance Program. The Department focus is always on preventing deviations, while the Internal Audit area concentrates on monitoring the program's efficiency. The Department also has the permanent support of the Compliance areas in the businesses. These areas were established in 2018 and have increased their range of activities and degree of expertise.

Ethics and Compliance Program 2020

The work agenda for the Ethics and Compliance Program is defined annually. As a result of the Covid-19 pandemic, progress was made in the digitization of some of the program's activities in 2020.

The program is much more than just a mechanism for systematic reporting to senior management. The first report contained the consolidated results of the program for the previous five years. It was distributed to all employees in the Holding and the businesses, as well as to the members of the Board of Directors and its committees.

In the Pillar for Communication and Training, the guidelines in the Code of Ethics and the concepts of anti-corruption, competition and conflict of interests were reinforced. In the case of these subjects, the training and awareness campaigns were extended to include the Group's business partners, especially to those in Ipiranga's service station network and Ultragaz's resellers, who are responsible for direct contact with the final customers. In the pillar that monitors the maturity of the themes linked to compliance in the Group, an Evaluation of the Compliance Culture was carried out for the second time (*see the box on the next page*).

The Group also carried out more than 15,000 reputation surveys to evaluate the contracting of suppliers, service providers and business partners, in addition to the continuous monitoring of potential transactions with related parties. With these actions, the Group's evaluation of corruption risks covered 100% of the operations of the Holding, Ultracargo, Ipiranga and Extrafarma. In the case of Ultragaz, the evaluation carried out in 2020 covered 32 units, equivalent to 47.1% of the company's operations. In Oxiteno, the analysis covered 15 units (75% of operations). There were no confirmed cases of corruption in the Holding or in any of the businesses. GRI 205-1 – 205-3

Among the actions planned for 2021 are the updating of the Code of Ethics and the Corporate Anti-Corruption Policy and training courses to reinforce the guidelines of the Conflict of Interest and Related Party Transactions Corporate Policy, which was recently updated.

Communication and training on anti-corruption policies and procedures GRI 205-2

THE BUSINESSES	2019	2020
Employees[1] communicated (%)		
Holding	91	94
Ultragaz	86	99
Ultracargo	100	100
Oxiteno[2]	89	98
Ipiranga	82	100
Extrafarma	97	96
Ultra Group	91	98
Employees trained (%)		
Holding	91	87
Ultragaz	84	98
Ultracargo	72	99
Oxiteno[2]	84	94
Ipiranga	82	99
Extrafarma	97	94
Ultra Group	86	96

1. The indicators for the workforce included both employees at work and those on leave (unpaid leave, maternity leave, sickness and military service). They excluded: employees retired due to disabilities waiting for confirmation by the INSS; pensioners; employees waiting for the outcome of labor processes (they continue to be entitled to receive medical assistance due to a legal determination); and employees who were terminated. This is the criterion applying to the other workforce indicators disclosed in this report.
2. The data disclosed in the 2019 Integrated Report has been restated.

"The Ultra Group has always been committed to ethics and integrity. Our goal is to continuously improve the Ethics and Compliance Program, ensuring that its guidelines are followed in all our business practices and that this culture is disseminated among all our employees."

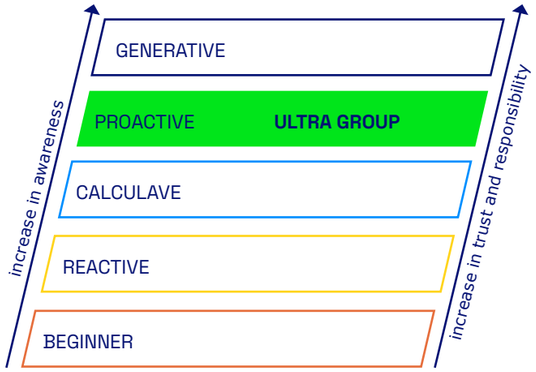
Cristiane Silva Leite
Director for Risks, Compliance and Audit

EVALUATION OF THE COMPLIANCE CULTURE

To monitor the effectiveness of the actions of the Ethics and Compliance Program and to establish the degree of maturity of the culture of compliance in all the businesses, the Ultra Group, in partnership with an external consultancy, carries out an evaluation every two years. In 2020, the evaluation was carried out for the second time. More than a thousand employees participated, from over 80 different departments in the Holding and the businesses.

In the 2020 culture evaluation, the Ultra Group was classified in the Hearts & Minds Matrix as having the profile "Proactive", on a scale that ranges from "Beginner" (initial level) to "Generative" (highest level). In 2018, the Group's profile had been classified as "Calculative". This demonstrated that the organization had increased its level of awareness in ethics and trust in its compliance initiatives. Each business also received its own classification.

In 2021, the Risk, Compliance and Audit Department and the Compliance areas in the businesses will disseminate the results of the evaluation and structure the action plans necessary to improve the program.



Ultra's Canal Aberto
On the website:
canalabertoultra
Phones:
Brazil
0800 701 7172
United States
1-800-880-6491
Mexico
800-099-0646
Uruguay
000-416-205-2740

Canal Aberto (Open Channel) GRI 102-17

Ultra's *Canal Aberto* was established to respond to requests (from units in Brazil and abroad) for guidance on interpreting the Group's ethics and integrity guidelines and it also records reports of potential deviations from the Code of Ethics and other corporate policies. This communication channel is managed by an independent external company. It can be freely accessed by employees and external stakeholders and guarantees anonymity and non-retaliation. The reports received are forwarded to the Risks, Compliance and Audit Department, which is responsible for processing them, with the support of the Conduct Committee.

All the data related to Ultra's *Canal Aberto* is contained in the Code of Ethics and in corporate policies. The data is also disseminated in the Workplace, on the intranet, and is also used in communications to employees and in training courses. Furthermore, there is a specific tutorial on the *Canal Aberto* in the training programs for ethics and compliance in all the Ultra Group's businesses. Externally, information related to the *Canal Aberto* is available on the Investor Relations website and in the reports released to the market.

In 2020, the *Canal Aberto* received 834 reports compared to 808 in the previous year. This increase demonstrated the effectiveness of the Group's actions to increase stakeholder awareness in ethics and integrity, its commitment to non-retaliation and the increased level of trust of the users of the channel.

DATA PRIVACY

GRI 103-1 – 103-2 – 103-3

In September 2020, the General Data Protection Law No. 13,709/2018 (LGPD) came into force in Brazil. The new law created rules regarding the treatment of personal information by companies and other agents. Among the definitions of the new legislation are, for example, the hypotheses in which personal data can be processed, the obligations and guidelines to be followed by the processing agents and, furthermore, the rights of the owners of personal data.

In the case of the Ultra Group, the trend to the increased digitization of data makes it possible to develop new business models, based on the proximity between organizations and their stakeholders, especially customers and consumers. This is especially true in the case of the *abastece aí* initiative, which is linked to the *Km de Vantagens* loyalty program, the Clube Extrafarma loyalty program and the Ultragaz mobile phone app. The data collected from consumers enables the design of increasingly personalized solutions, which can improve the customers' experience with these brands. This trend, however, reinforces the need to improve the processes related to the privacy and security of customer and consumer information, and the approval of the LGPD law contributed to this improvement.

Consequently, the organization is working to protect the data to which it has access, in order to comply with the regulations and create awareness of the issue among its employees. In 2020, a committee dedicated to LGPD was created and representatives of the Holding and the businesses were appointed to manage the subject. The development of the Ultra Group's Personal Data Protection and Privacy Corporate Policy was one of several measures adopted (*for more information see below*).

New policy

In addition to the existing Information Security Policy, created in 2017, in November 2020, the Board of Directors approved the Ultra Group's Personal Data Protection and Privacy Corporate Policy. The policy established the structure of the Privacy Program, including the functioning of the Committee for the Protection of Personal Data, which reports to the Ultrapar Executive Board, the designation of a person or a sector in charge of data in the Holding and in each business. The designated persons or sectors will be responsible for ensuring compliance with the rules of privacy and protection of personal data and defining the responsibilities of the IT, Legal and Compliance areas.

The policy also provided for the training of employees and set out the guidelines that must be adopted by all businesses with regard to the processing of personal data. The aim was to ensure an adequate level of protection for this information, in order to preserve the privacy of the owners of the data and ensure the Group's compliance with the legislation and best practices.

In 2020, as in the previous two years, the Holding and the businesses did not receive any substantial complaints about breaches of privacy or loss of customer data. GRI 418-1

Advances in the Holding and the businesses

The **Holding** updated its Policy for Privacy and Cookies. The policy is available on the Group's Institutional and Investor Relations websites. In line with best market practices, it is revising its Information Security Policy and the associated regulations. A video explaining the main concepts was developed and disseminated, especially among employees. It also promoted communication campaigns to encourage employee engagement.

In 2020, the Holding and the businesses carried out a number of initiatives to ensure compliance with the LGPD.

Ultragaz, with the support of an external consultancy, developed and validated its policies on data security and privacy and made its Privacy Policy available on its website. It is also implementing a Privacy Office, whose functions include the design of a governance model for data security and privacy. This includes a matrix of responsibilities, the related processes and flows, the establishment of a Privacy Committee to deal with data protection issues and the management of incidents. This is in addition to the steps already taken such as the plan to increase awareness and the provision of training courses.

Ultracargo created the position of Data Privacy Officer, with responsibilities similar to those of Ultragaz's Privacy Office. In addition, it has developed and published a Policy for Privacy and Cookies and the terms of use of the institutional website. Currently the company is working on the inclusion of a data protection clause in its contracts.

Oxiteno has developed a platform that supports all its needs related to data protection. It has also incorporated aspects of privacy and protection of personal data in all its processes for the acquisition and development of software and other IT solutions.

Ipiranga analyzed the flows and handling of personal data and the main points for improvement were identified. This study served as the basis for a risk analysis and definition of action plans. These included adjustments to contracts and systems, the preparation or revision of policies and procedures, and other aspects related to data security. During the year, over 200 employees participated in the company's training courses or awareness actions. The privacy policy for the Ipiranga website was also adapted to meet the requirements of the LGPD law and, in order to reinforce the governance aspects, the company is setting up a Privacy Office.

Extrafarma prepared and published policies for data privacy and established a Personal Data Privacy Committee, with representatives from the Legal, IT and Internal Controls areas. The company acquired a system for data governance and has been adapting its internal processes. The first phase, already concluded, focused on customer data; in the second and third phases, the processes related to the data related to employees and contract staff will be revised, respectively. The company also issued communications to employees on the LGPD adaptation project and provided training courses on the new law.

RESOURCES AND THE ENVIRONMENT



ENERGY TRANSITION

GRI 103-1 – 103-2 – 103-3 – 201-2

Climate change represents an enormous challenge for the whole of humanity, with potential adverse impacts on the availability of water and food, biodiversity, people's health and economic activities. Faced with this scenario, the transition to a low-carbon economy has been gaining momentum, leveraging the best use of fossil energy sources while gradually replacing them by renewable sources.

Three of the Ultra Group's businesses, Ultragaz, Ultracargo and Ipiranga, operate directly in the oil and gas value chain and, in addition, Oxiteno uses raw materials from non-renewable sources in part of its portfolio. In addition to the possibility of the Group having its facilities and operations adversely impacted by an increase in the average global temperature due to, for example, extreme weather events, floods and rising sea levels, there are also the risks arising from the gradual shrinkage in the size of the fossil fuels market accompanied by a general stigmatization of the oil and gas sector.

A practical consequence of this scenario became apparent in Brazil in December 2019, with the advent of the National Bio-fuels Policy (*RenovaBio*). This policy established mandatory annual goals for the purchase of De-carbonisation Credits (*CBios*) by fossil fuel distributors, which includes Ipiranga. The *CBio* is a financial instrument to encourage an increase in the share of bio-fuels in the fuel mix in Brazil, thus leading to a reduction in the average carbon intensity of the fuel mix and contributing to the country's energy transition.

On the positive side, the Ultra Group also envisions the opportunities that the process of energy transition represents for the future of the organization. Ultragaz, for example, which already operates in the LPG market, which is a less polluting fossil fuel source compared to diesel fuel, coal and firewood, has also been positioning itself to become a company that offers a variety of energy solutions. Its competitive advantage is its close relations with an extensive customer base built up over 80 years of activities. With the divestment announced by Petrobras in the natural gas sector, there is

even the possibility of the Ultra Group entering this market. Natural gas, which has a lower greenhouse gas (GHG) emissions intensity compared to oil and coal, and coal, is considered to be a transition fuel in the pathway to a low carbon economy.

Ipiranga, which already operates in the distribution of ethanol (a renewable bio-fuel), aims to offer, in the future, whichever fuels that customers demand. In partnership with BMW, it is offering a service for the recharging of electric vehicle batteries at 44 service stations in its network. In another initiative, in partnership with EDP, it is providing rapid battery recharging point at six service stations along the *Presidente Dutra* Highway. This makes it possible to drive an electric vehicle between the cities of Rio de Janeiro and São Paulo. Further negotiations have been initiated to expand the battery recharging network.

Ultracargo's storage terminals are designed according to a multi-functional concept and are able to store and move fuels other than oil derivatives.

Oxiteno is developing green molecules in its R&D centers from non-fossil fuel raw materials and has made a commitment to deliver solutions with lower environmental and social impacts in its Sustainability Plan for 2030.

The pathway to a low carbon economy, both in Brazil and around the world, is still very much a case of work in progress. The Ultra Group is carefully monitoring the developments in energy transition. This is entirely logical since it is one of the material topics in the organization's strategic plan and risk management process. The objective is to gradually adjust the Group's positioning and direction on the theme, within the context of a vision that contemplates the short, medium and long terms.

Management of GHG emissions

The **Holding** is the driving force behind the management of greenhouse gas (GHG) emissions in all the Ultra Group's companies.

Each business, depending on its specific characteristics, has different types of emissions and impacts. For example, on the one hand, Oxiteno generates the highest volume of Scope 1 emissions due to its industrial operations, while, on the other hand, Ipiranga has the greatest impact in Scope 3 emissions, due to the transportation and distribution of fuels.

Ultragaz has prepared an annual inventory of GHG emissions since 2012, based on the GHG Protocol methodology. The company's climate change strategy includes the setting of targets to reduce and mitigate emissions in the coming years. During the year, its Scope 1 emissions increased by 2%, while emissions from the purchase of electricity, Scope 2, decreased by 16%. The combined emissions from Scopes 1 and 2 increased by 2% compared to 2019, but the intensity of emissions per ton of LPG sold, decreased by 1%. Through its Solution Development Area, the company markets a number of solutions that optimize LPG consumption, reducing the emissions of its customers.

Ultracargo is also monitoring its GHG emissions (Scopes 1, 2 and 3). Through a variety of programs, it is preventively identifying possible deviations in its operations. It also invests in the corrective and preventive maintenance of equipment and undertakes studies to minimize emissions. The burners at the Santos Terminal (SP), which are fed by LPG, are the company's largest source of emissions. However, because they were specified in the conditions for obtaining its environmental license they cannot be currently replaced. In 2020, due to an increase of approximately 80% in the movement of flammable products, as a result of the expansion of its static installed capacity in the second half of 2019, the burners were activated more frequently, leading to an increase in emissions. Ultracargo also improved the control of the fuel consumption of its vehicle fleet. In the event, due to the more comprehensive controls, the company recorded a substantial increase in emissions compared to the previous two years. The company's total emissions in 2020, considering Scopes 1, 2 and 3, were 34,435.7 tCO_2e compared to 17,383.0 tCO_2e in the previous year.

Oxiteno's goal is to reduce the intensity of emissions per ton of product produced by 25% by 2030. To achieve this the company is constantly investing to improve the performance of its boilers, ovens, turbines and steam networks. In 2020, the intensity of emissions decreased by 4.4% compared to 2019.

The gases produced in the production of ethylene oxide are sold and used as raw materials in other production processes. In 2020, the Camaçari (BA) unit sold 46,320 tCO_2 to White Martins, an increase of 4% compared to 2019. The Mauá (SP) unit sold 2,150 tCO_2 to Air Liquide between September and December. The company acquired waste gases for steam generation from partner companies, reducing its emissions by 703,339 tCO_2e between 2010 to 2020. This was equivalent to 10.6% of its emissions during the period.

Since 2019, the company has utilized the Advanced Process Control (APC), software which is connected in real-time to the control systems in the industrial plants. By monitoring the operational data in real-time, the software can identify the optimum conditions for the greater stability/efficiency of the processes. This contributes to reducing the consumption of steam which is generated by the burning of natural gas and waste gases, or purchased from third parties, and, consequently, to reducing the emission of greenhouse gases. In 2020, Oxiteno also adopted a system which enabled the same vehicle to make a number of bulk deliveries without the need for washing the inside of its tanks. Up until August, this initiative resulted in reductions of 1,365 m³ of water, 2 thousand tons of steam and 23 thousand tCO_2e. The company also optimized the scheduling of vehicle deliveries for the route between Camaçari (BA) and São Paulo (SP), which avoided the emission of 130 tCO_2. The company's GHG emissions inventory was prepared according to the ISO 14064-1 standard. At its industrial units, the emissions are monitored on a monthly basis. In 2021, the company intends to develop a strategy to address the theme of climate change.

Ipiranga implemented its Zero Carbon Program in 2007. Since then, the program has coordinated all the company's initiatives in monitoring, reducing and compensating GHG missions. The program is audited annually by an independent third party. In addition to compensating 100% of the company's direct (Scope 1) and energy indirect (Scope 2) emissions, and the emissions of the Ipiranga Stock Car Racing Team, the Zero Carbon Program enables Ipiranga to offer its customers the opportunity of compensating their own emissions. Since 2012, the company's GHG emissions inventory has been audited by a third party and published on the Public Emissions Registry platform of the Brazilian GHG Protocol Program.

Following the approval of the National Bio-fuels Policy (Renovabio), in 2020, Ipiranga fulfilled 100% of its compulsory individual goal of De-carbonisation Credits (CBios) for the years 2019 and 2020, through the acquisition of 2.9 million CBios. Each CBio is equivalent to a ton of tCO_2e avoided.

Extrafarma focused its actions on energy efficiency measures since its consumption of electricity is responsible for 76% of its emissions. From 2019 to 2020, its emissions from the purchase of electricity decreased by 22%, reflecting the aggressive efficiency initiatives implemented (*for more information see on pages 89 and 90)*.

Emission intensity 2020 and variation for 2020 x 2019 GRI 305-4

- **Ultragaz[1]: 1% reduction**
  0.0096 tCO_2e/t of product sold;
- **Ultracargo[1]: 70% increase**
  0.0051 tCO_2e/t of product handled[3];
- **Oxiteno[1]: 4.4% reduction**
  0.43 tCO_2e/t of product produced;
- **Ipiranga: 14% reduction**
  0.0006 tCO_2e/t of product sold;
- **Extrafarma[2]: 19% reduction**
  0.006 tCO_2e/sales sold (R$ thousand).

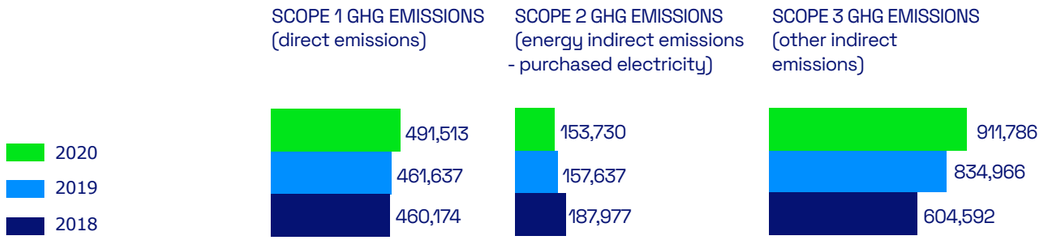
1. Referred to direct (Scope 1) and energy indirect (Scope 2) emissions.
2. Referred only to energy indirect emissions (Scope 2) resulting from the purchase of electricity.
3. The criterion of per ton handled, which considered inputs and outputs, was replaced by the criterion for handling used by the Brazilian Association of Liquid Terminals (ABTL), which excludes the volumes handled by the company's joint venture with União Vopak. As a result, the 2019 data was also restated.

ULTRA GROUP AND THE CARBON DISCLOSURE PROJECT (CDP)

The Ultra Group has responded, on an annual basis, to the Carbon Disclosure Project (CDP)'s questionnaire called Disclosure, Insight Action. This is in line with the recommendations of the Task Force on Climate-related Financial Disclosure (TCFD), an initiative created in 2017 to encourage investor decision-making processes to include an analysis of the effects of climate change on organizations.

In the ranking for 2020, the Ultra Group received a "B" score, which was better than the regional average for both South America and the retail oil and gas sector, which received a "D" score. This result demonstrated the effectiveness of the organization's commitment to managing the theme of climate change in its different aspects.

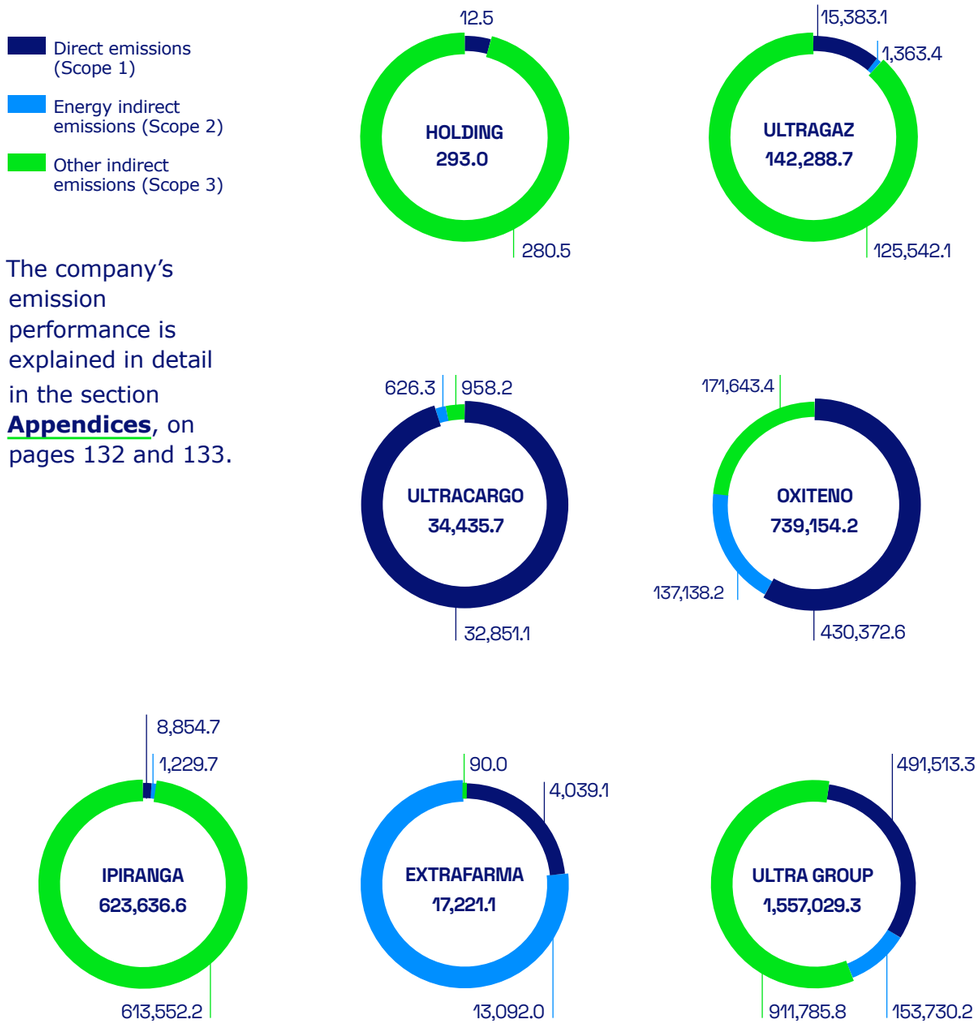
Total GHG emissions - Ultra Group[1] (tCO_2e) GRI 305-1 – 305-2 – 305-3



1. In 2018, Extrafarma did not carry out a GHG emissions inventory. In 2019, the company only measured its Scope 2 emissions (from purchased electricity). The figures for 2020 cover all the businesses and the Holding.

Total GHG emissions in 2020 - by business (tCO_2e)

GRI 305-1 – 305-2 – 305-3



The company's emission performance is explained in detail in the section **Appendices**, on pages 132 and 133.

ECO-EFFICIENT OPERATIONS

GRI 103-1 – 103-2 – 103-3

The Ultra Group is focused on implementing measures that increasingly ensure eco-efficient operations in the Holding and in the businesses. These measures include the optimization of the consumption of electricity, fuels and water resources and the minimization of the generation of waste, in all its units and operations. The Group also aims to prevent, and, when necessary, remediate any damage caused to water resources, air, soil and biodiversity. It also encourages the adoption of similar measures by business partners, such as resellers and franchisees. In addition to the direct environmental benefits, a management approach focusing on eco-efficiency also contributes positively to the brand's reputation and generates effective cost reduction opportunities.

The eco-efficiency initiatives implemented in the **Holding** included the following: substitution of conventional lighting by LEDs; more efficient air conditioning systems; use of presence sensors; modernization of the electrical infrastructure; the reuse of rainwater in cooling towers; and the purchase of renewable energy in the Free Energy Market for use in the headquarters, in São Paulo (SP). In this market, the consumer negotiates directly with the supplier. This gives the consumer more freedom to negotiate the type of energy source as well as commercial aspects such as price and security of supply.

In 2020, the company reduced its consumption of both energy and water due to the adoption of a home-office work regime for the majority of its employees for much of the year. GRI 302-1 – 303-3

Eco-efficiency in the businesses

GRI 103-1 – 103-2 – 103-3

Ultragaz

The company is committed to the continuous improvement of its environmental performance, in line with the guidelines in its Sustainability Policy. Due to the growth of its operations during the year, its consumption of both energy and water consumption increased by 1.5% and 9%, respectively. For 2021, the company has established a number of actions aimed at reducing the consumption of these resources. Currently, 90% of the water used to wash LPG bottles is being reused.

The company began purchasing electricity in the Free Energy Market in 2020, after identifying 24 units (production bases and satellites) with potential to change to this type of contract. Currently, 14 units have already purchased energy in the Free Energy Market, with savings of 20% compared to the prices practiced in the captive market. A further 10 units are expected to change to the Free Energy Market in 2021.

Ultragaz invests in the recycling and reuse of materials and in the monitoring and disposal of waste, which is carried out by qualified suppliers. In order to guarantee the safety of its users, in 2020 the company carried out an exercise to refurbish 2,420,335 LPG bottles, in line with the budgeted target of 2,417,643 for the year. For 2021, the company plans to refurbish around 2.2 million bottles.

Ultracargo

Ultracargo's Code of Environmental Conduct sets out its commitments to reduce its consumption of electricity, water, and fuel and to ensure the proper treatment and disposal of solid waste, effluents and gaseous emissions. The company's performance on these topics is monitored through its HSEQ Management System called Vital.

Ultracargo aims to achieve zero spills, and has tools to identify and prevent these events. Even so, in the event of a spill, there are several containment barriers in place and established processes for the management of contaminated areas, in compliance with the relevant regulations. In May, a leak occurred during an operation to unload marine diesel oil in the Santos (SP) port terminal, and in November, there was another incident at the Itaqui (MA) port terminal. In both cases, the operation was rapidly interrupted and Ultracargo adopted all the necessary measures to remove the product from the sea, and installed containment barriers between the berths where the incidents occurred. The company monitored the situation and collected the product from the sea with the help of specialized companies.

In 2020, the company achieved a reduction in energy consumption due to the acquisition of more efficient equipment and the adoption of improved operating practices. At year end, the Itaqui (MA) and Aratu (BA) terminals began to operate in the Free Energy Market and purchased renewable energy generated in small hydroelectric plants and wind, solar or biomass plants. Ultracargo is also starting to buy energy in the Free Energy Market for its other terminals and will continue with the process of substituting conventional lighting by LEDs.

Eco-efficiency was also a factor in evaluating new projects, such as the terminal currently under construction in Vila do Conde (PA), and the ongoing expansion of the Itaqui (MA) terminal. These terminals will have rainwater reuse systems, which are expected to reduce the consumption of treated water by 25% in Vila do Conde and 15% in Itaqui. The company also reduced the use of wood in their construction by about 50% by utilizing reusable metal supports.

> "We have made progress year by year in managing the environmental impacts of Oxiteno's operations with increasingly effective control systems and we have set efficiency targets to be met over the next ten years. The future targets of the Ultra Group will further strengthen our commitment to the environment."
>
> **João Benjamin Parolin**
> CEO, Oxiteno

Oxiteno

Oxiteno's environmental management ambitions for 2030 have been integrated into the company's strategic plan and the operations planning of all production units. These ambitions included the following commitments: reduction of 10% in water and energy consumption and the generation of waste per ton produced, in each case; double the utilization of re-use water; and become a zero landfill company for the industrial waste generated at its units, with the exception of the factory in Uruguay, where the destination options are still restricted. Environmental performance is continuously monitored at the units.

In 2020, the company continued to upgrade the industrial units' effluent systems to prevent spills reaching the soil or groundwater. The achievement of these ambitions is divided into phases and all are planned to be completed by 2022. The company also implemented a project for the reuse of rainwater at the Mineral Oils plant in the Camaçari unit (BA) in gardening activities. In 2020, 22,474 m³ of rainwater was reused at the plant. In the Mauá (SP) unit, 96% of the water consumed came from the reuse of rainwater. In the Coatzacoalcos unit in Mexico, rainwater was also reused.

Oxiteno has initiatives in recycling and in energy recovery from waste (co-processing). Since 2018, for example, Oxiteno has maintained a partnership with the Ecological Association of Recyclers of Ponte Seca (AECO), which collects and recycles waste and scrap from the Triunfo (RS) unit. The association is composed of 21 families. Between 2018 and 2020, 77.41 tons of waste were collected and recycled. The waste that cannot be recycled or co-processed is incinerated or, as a last resort, sent to industrial landfills. In 2020, only the waste from the company's units in Uruguay and the United States was disposed of in landfills.

Ipiranga

Ipiranga's Environmental Indicators Management Program prepared manuals of best practices for the operational units. They contained guidelines and initiatives to reduce the consumption of energy and water and generation of waste and effluents. The units' performances are monitored through the company's Integrated Management System, SIGA +. In 2020, three units started to purchase renewable energy in the Free Energy Market, namely: base in São Caetano do Sul (SP), the pool in Paulínia (SP) and the annex to the headquarters in Rio de Janeiro (RJ). The headquarters building itself had already initiated its energy purchases in this market in 2019. Examples of the energy efficiency measures implemented were: the substitution of conventional lighting by LEDs; temperature adjustments in refrigeration equipment; and installation of presence sensors, among others.

Other initiatives included: intelligent water consumption in some operational units; selective waste collection in partnership with cooperatives in the headquarters building; and actions to prevent leakages or losses of combustible or flammable liquid products in the distribution bases, both during the transportation of the products and in the resellers' service stations. In relation to waste and effluent management, Ipiranga is continuously monitoring the suppliers responsible for their transportation and disposal.

In 2020, the company launched the Solar Plant project aimed at the self-generation of renewable energy at the service stations in its network. The project focused on reducing the cost and environmental impact of the operation of service stations by the decentralized generation of solar energy. Ipiranga will work in partnership with a company specialized in the sector to install solar plants in the region where there are five energy distributors. The plants are planned to generate more than 50 thousand MWh/year as from the third quarter of 2021. The energy generated will be sufficient to supply approximately 300 service stations, resulting in savings of up to 15% in the cost of energy, which represented savings of more than R$ 70 million for the service stations participating in the project.

The reduction in energy consumption for 2020 was due to the decrease in the level of operations due to the pandemic, especially during the second quarter. The deactivation of the administrative buildings, formerly occupied by the retail departments in various parts of the country, also contributed to the decrease. GRI 302-4

Water security

In 2020, for the first time, the Ultra Group completed the Carbon Disclosure Project (CDP) questionnaire on water security. The Group's performance received a "B" score, the same rating as the average for South America and for the retail oil and gas sector.

Extrafarma

Extrafarma strives to improve its energy efficiency since, in addition to the environmental benefits, it represents an important opportunity to reduce its operational costs. In the distributed electricity generation project, two bio-gas plants went into operation in March 2020 in the States of Maranhão and Pernambuco, guaranteeing renewable energy for 85 Extrafarma stores. In 2021, two solar power plants will be inaugurated in Pará and Ceará, and will supply around 200 stores in both States. Another advance was the transition to purchasing energy in the Free Energy Market by its distribution centers in Aquiraz (CE), Benevides (PA) and São Luís (MA).

Extrafarma also completed its project to substitute conventional lighting by LEDS in all its stores and distribution centers. Furthermore, it has been testing the upgrading of the air-conditioning systems in some stores and installing a device that improves the quality of energy supplied to the units, both of which initiatives have the potential to reduce energy consumption. The company has also taken steps to optimize water consumption, with a focus on raising awareness on the subject among employees.

All the measures implemented to date have resulted in an 11% reduction in total energy consumption compared to 2019 and a 4.6% reduction in the average energy consumption of each store. Total overall water consumption decreased by 23%, and the average water consumption of each store decreased by 19%. In terms of cost the reductions were 9.6% for energy and 5% for water. The company has defined the following targets for 2025: 90% of stores to have distributed electricity generation contracts, automated air conditioning systems and devices to improve energy quality; 100% of distribution centers to be supplied by energy purchased in the Free Energy Market. The target for water consumption for 2025 is for between 70% and 80% of the stores to restrict consumption to the minimum ranges established by the water distribution companies. GRI 302-4 – 303-3

Extrafarma continues to be in compliance with the guidelines of the decree of December 2020, which instituted the system of reverse logistics for medicines, as provided for by the National Solid Waste Policy (PNRS). Currently, 89 stores have installed the collection equipment for expired or disused med-

icines and their packaging. The company also participates in the meetings of the Performance Alignment Group (GAP), instituted by the decree, and will comply with all new measures decided by this body. Internally, the company has started working on a project to structure collection centers, for the sorting, separation and environmentally correct disposal of waste.

Energy intensity 2020 and variation 2020 x 2019

GRI 302-3

- **Ultragaz: no variation**
  0.18 GJ/t of product sold;
- **Ultracargo[1]: 20% reduction**
  0.0014 GJ/t of product handled;
- **Oxiteno: 2.6% reduction**
  6.14 GJ/t de product produced;
- **Ipiranga: 21% reduction**
  0.0049 GJ/t of product sold; and
- **Extrafarma: 8% reduction**
  0.0490 GJ/sales sold (R$ thousand).

1. The criterion of per ton handled, which considered inputs and outputs, was replaced by the criterion for handling used by the Brazilian Association of Liquid Terminals (ABTL), which excludes the volumes handled by the company's joint venture with União Vopak. As a result, the 2019 data was also restated.

Total energy consumption - Ultra Group (GJ) GRI 302-1

	2018	2019	2020
Holding	25,413	23,406	17,288
Ultragaz	316,010	308,069	312,766
Ultracargo	9,726	10,084	9,215
Oxiteno	8,072,817	7,960,890	8,143,101
Ipiranga	134,300	116,814	92,909
Extrafarma	N.M.	116,300	127,301
Ultra Group	**N.M.**	**8,535,563**	**8,702,581**

N.M.: Information not managed/available.

Energy consumption by source is detailed in the section **Appendices**, on pages 132 and 133.

Water withdrawn - Ultra Group (m³) GRI 303-3

	2018	2019	2020
Holding	24,225	25,307	10,192
Ultragaz	137,412	123,417	134,426
Ultracargo	82,198	365,117	428,860
Oxiteno[1]	5,340,250	5,290,975	5,677,101
Ipiranga	119,280	121,367	113,736
Extrafarma	N.M.	74,682	57,162
Ultra Group	**N.M.**	**6,000,865**	**6,421,477**

N.M.: Information not managed/available.
1. Of the water withdrawn by Oxiteno, the amount withdrawn in water-stressed areas corresponded to 76,096.49 m³ (2018), 85,471.43 m³ (2019) and 78,355.01 m³ (2020). The units in water-stressed areas are located in Guadalajara and San Juan Del Río, Mexico. The other Group companies did not identify the volume of water withdrawn in water-stressed areas.

Water discharged - Ultra Group (m³) GRI 303-4

	2018	2019	2020
Holding	22,879	22,664	8,618
Ultragaz[1]	27,765	55,701	56,809
Ultracargo[2]	11,088,110	24,126,976	11,549,032
Oxiteno[3]	2,162,030	2,160,790	2,323,011
Ipiranga	66,464	83,324	75,561
Extrafarma[4]	N.M.	N.M.	25,516
Ultra Group	**N.M.**	**N.M.**	**14,038,548**

For more information on the withdrawal and discharge of water see the section **Appendices**, on page 134.

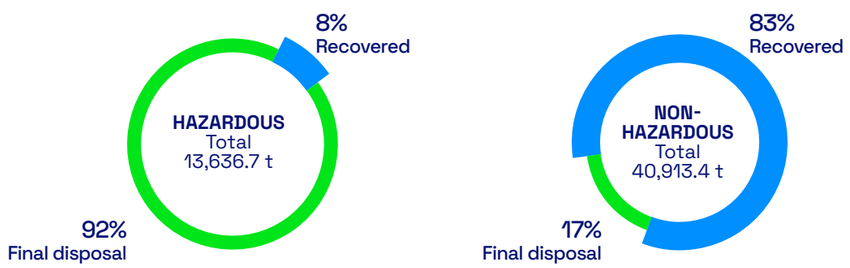
N.M.: Information not managed/available.
1. Ultragaz does not monitor the volumes of effluents discharged into water bodies. It only monitors the quality of the effluents in accordance with the relevant legal requirements.
2. The total volume of water discharged exceeded the volume withdrawn due to the management of rainwater and groundwater, which is possibly contaminated. The company collected these sources of water and discharged them as effluents. This included discharge of effluents in a sewage collection network and to third parties, who were responsible for their treatment before final disposal into water bodies. These processes are in line with the environmental legislation.
3. Of the water discharged by Oxiteno, the amount discharged in water-stressed areas corresponded to 18,487.00 m³ (in 2018), 21,040.00 m³ (in 2019) and 17,121.00 m³ (in 2020). The units in water-stressed areas are located in Guadalajara and San Juan Del Río, Mexico. The other companies did not identify the water discharged in water-stressed areas.
4. Included only the volumes sold as sewage by the local sanitation companies, and so did not cover the total volume discharged. Some sanitation companies do not have a specific charge for the service. There are also some units where the sewage collection network is not available. In these cases, effluents were discharged into septic tanks.

Waste management 2020 (t) GRI 306-3 – 306-4 – 306-5

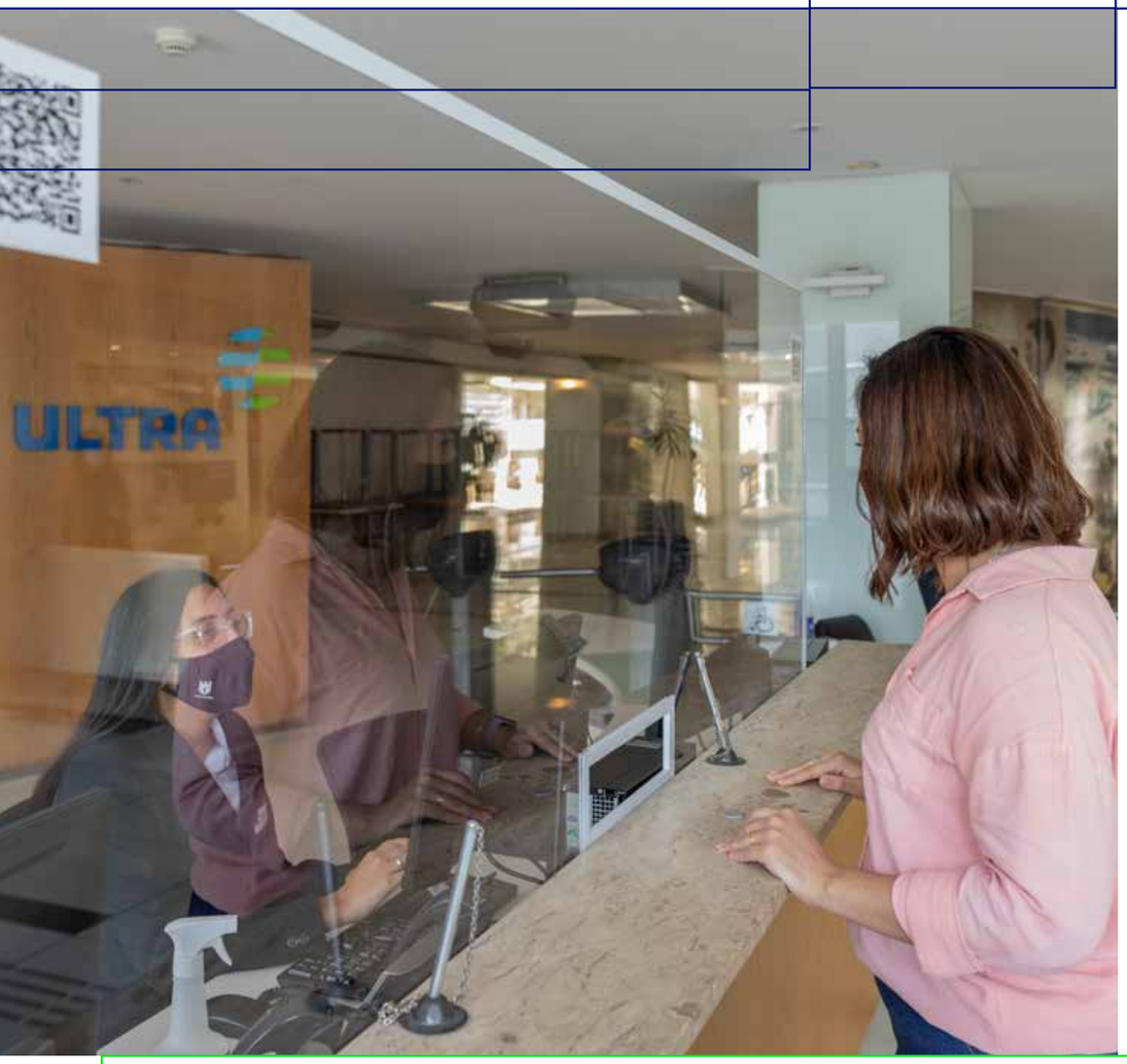
	HOLDING	ULTRAGAZ	ULTRACARGO	OXITENO	IPIRANGA	EXTRAFARMA	ULTRA GROUP
GENERATED							
Hazardous	0.2	434.8	3,907.6	7,086.4	1,778.6	165.0	13,372.6
Non-hazardous	108.9	760.6	31,137.9	7,384.2	1,057.0	456.0	40,904.6
Total generated	**109.1**	**1,195.4**	**35,045.5**	**14,470.6**	**2,835.6**	**621.0**	**54,277.2**
RECOVERED[1]							
Hazardous	0.0	96.2	0.0	999.1	39.3	0.0	1,134.6
Non-hazardous	19.9	278.4	31,137.9	1,747.8	347.8	430.0	33,961.8
Total recovered	**19.9**	**374.6**	**31,137.9**	**2,746.9**	**387.1**	**430.0**	**35,096.4**
FINAL DISPOSAL[2]							
Hazardous	0.2	338.7	3,907.6	6,351.3	1,739.3	165.0	12,502.1
Non-hazardous	89.1	482.2	0.0	5,653.1	709.2	18.0	6,951.6
Total disposal	**89.3**	**820.9**	**3,907.6**	**12,004.4**	**2,448.5**	**183.0**	**19,453.7**

1. Waste recycled, reused and recovered. All treatment is carried out outside the companies' premises.
2. Waste incinerated, co-processed and sent to landfill. All treatment is carried out outside the companies' premises.

Waste disposal (2020) - Ultra Group



VALUE SHARED WITH SOCIETY



RESPONSIBILITY FOR THE LOCAL COMMUNITIES

GRI 103-1 – 103-2 – 103-3

The Ultra Group's commitment to the generation of value shared with society is explicitly stated in its purpose. The Ultra Group is present in the daily lives of millions of Brazilians through its businesses. Ultragaz and Ipiranga ensure the availability of energy and mobility respectively and Extrafarma, provides access to medicines and other products that promote personal well-being. The surfactants produced by Oxiteno are used as inputs in a number of consumer products, such as items for hygiene and cleaning and paints. Ultracargo ensures that fuels reach the service stations and provides storage for other products that also positively affect people's daily lives.

Despite all this, the Ultra Group believes that it can further increase its positive impact for society and for the communities surrounding its business operations and it is currently working on revising its social responsibility positioning and management model. The idea is to choose an important cause to guide the decisions of the Holding and the businesses.

The businesses manage the impacts on the communities surrounding their operations based on the premises of responsibility, transparency, and dialogue. The main objectives are to contribute to the development of the surrounding communities and to act efficiently and quickly in order to minimize negative impacts.

Impact management GRI 413-2

In 2020, **Ultragaz** carried out a social, economic and environmental survey of its surrounding communities. Compared to the previous survey, in 2015, a number of changes were observed in the municipalities studied. The recommendations for the 19 municipalities were grouped into common themes of which the three most prominent were: the environment, non-formal education and the generation of work and income. These results were similar to the main themes of Ultragaz's Social and Environmental Investment Policy, which are education, culture and the environment. The results of the survey will help the company develop future projects and actions in the communities surrounding its operations. Currently, Ultragaz is supporting more than 30 social and environmental projects, with both regional and national activities. They are aimed principally at children and adolescents in State schools and institutions and women in situations of social vulnerability.

Ultracargo also carried out a survey of the main needs of its surrounding communities. Based on the results of the survey, the company established education as its priority theme for social action. In 2020, Ultracargo provided resources to a fisheries management project as part of its obligations under a Conduct Adjustment Agreement (TAC). This agreement was signed in 2019 with the Public Prosecutor's Office as compensation for the impacts on fishing in the Santos (SP) estuary, due to a fire at the company's terminal in April 2015.

In 2020, **Oxiteno** carried out a study focused on social risks. It researched the social aspects regarding the main stakeholder groups in its value chain (employees, suppliers, communities, and society). In addition to identifying the social impacts it evaluated the robustness of the current processes implemented to minimize these impacts. If necessary, action plans for improvement or new processes will be implemented. All Oxiteno units in Brazil have an active Community Advisory Council. They serve as channels for direct communications between the company and local community representatives.

All **Ipiranga's** operational bases have an Emergency Response Plan to guarantee the safety of people and the integrity of the facilities. The bases have trained emergency teams and carry out exercises to simulate emergencies within the identified critical scenarios. In 2020, the company implemented a new scheduling system to improve the flow of fuel trucks arriving at these units. The number of trucks was reduced at certain times of the day in order to reduce the noise, which was impacting the surrounding communities. In addition to reducing the incidence of noise the measure contributed to increasing the safety of pedestrians and making the process more efficient. The company's SIGA + Integrated Management System, which is installed in all units, includes the management of its relations with the surrounding communities and social responsibility initiatives. The company is also preparing to carry out a social and economic survey of the surrounding communities, which will be used as the basis for the development of a program to manage its relations going forward.

Extrafarma's social responsibility actions were focused on contributing to the economic development of the regions where it operates and supporting initiatives that positively impacted its customer base and society in general. The company is developing a Sponsorship Policy that will provide support for projects that leave legacies for the surrounding communities. Furthermore, it includes a commitment to hire local companies, thereby contributing to regional economic growth.

Fighting coronavirus as a priority GRI 413-1

In 2020, the Ultra Group concentrated its efforts on supporting Brazilian society in the fight against Covid-19. The Group contributed a total of R$ 37.1 million to a wide range of initiatives. For example, in partnership with the National Bank for Economic and Social Development (BNDES), it participated in the initiative to match-fund donations to the *Salvando Vidas* (Saving Lives) NGO, which supports the largest network of philanthropic hospitals in the country and is responsible for more than 50% of the attendances provided under the National Health System (SUS). The Group also participated in an awareness campaign promoted by Instituto Estáter and the Brazilian Society for Infectious Diseases (SBI) to assist vulnerable groups in combating the coronavirus.

The **Holding** donated 10,000 basic food packs to the São Paulo Government's *Alimento Solidário* (Food Solidarity) campaign, which distributed food to vulnerable families throughout the State.

The main actions of each business were as follows:

Ultragaz

In partnership with the Ministry of Health, Ultragaz supported a campaign to fight the coronavirus by preventive actions. The campaign reached around 10 million people through the distribution of information leaflets by resellers in more than 57 municipalities, in 19 states. The company also contributed resources to a field hospital set up by the Hospital Sírio Libanês in the municipality of Grajaú (SP), and supplied LPG to other field hospitals in the State of São Paulo, and to the hospital of the National Institute of Technology and Health (INTS), in Salvador (BA). The company donated 8 thousand refills of LPG bottles for distribution to vulnerable communities in the State of São Paulo including the metropolitan region, and 6,000 basic food packs for communities surrounding Ultragaz's bases in Bahia.

It also distributed 650 thousand bars of biodegradable soap to communities in Ceará, Mato Grosso do Sul, Rio de Janeiro and São Paulo, and 7,100 kilograms of soap to around 10,000 families in the Heliópolis district, in the city of São Paulo (SP). Furthermore, it donated the LPG used to prepare 2,600 daily meals for homeless people in the city of São Paulo (SP), hygiene kits for the city of São Francisco do Conde (BA) and basic food packs in partnership with NGOs in São Paulo (SP) and Aracaju (SE).

Ultracargo

The company participated in the emergency campaign *Pernambuco Solidário* (Solidarity in Pernambuco) to fight the coronavirus. The campaign was organized by the Porto Social Incubator Association and the State Government. The resources were invested in the purchase of equipment and supplies for the public health network and the provision of assistance to the local population. It also purchased and donated hospital beds in the States of Maranhão and Pará.

Ultracargo, Ultragaz and Oxiteno joined forces with other companies in the Petrochemical Complex of Camaçari (BA) to donate respirators to hospitals in the State of Bahia. Together with Extrafarma, Ultracargo distributed 90 thousand surgical masks and gloves in the State of Maranhão.

> **“All Ultra Group businesses were mobilized to ensure the continuity of their operations in 2020, since these activities are essential for the daily lives of the population. As in the cases of the Holding and the other businesses, Ultragaz joined forces with governments and institutions to support society, with an emphasis on the communities surrounding our operations”.**
>
> **Tabajara Bertelli Costa**
> CEO, Ultragaz

The company encouraged the engagement of its employees in this solidarity movement by involving them in selecting the entities and projects in the communities surrounding Ultracargo’s terminals that would receive the distribution of 3,000 basic food packs.

Oxiteno

In all, the company carried out 13 actions to support society in its fight against the pandemic in Brazil, Uruguay and the United States. In addition to participating in a collective initiative of the Camaçari (BA) Petrochemical Complex to donate respirators, together with Ultragaz and Ultracargo, Oxiteno distributed raw materials for the production of gel alcohol and donated masks, gloves and aprons, cleaning materials, gel alcohol and basic food packs. It also supported small producers in the local communities by giving them preference in its purchasing of reusable cloth face masks for all its staff in Brazil and Uruguay.

In partnership with the *Gerando Falcões* NGO, it provided resources for the purchase of basic food packs for low-income families living in the communities surrounding its industrial units in Mauá (SP) and Suzano (SP). It also enabled employees to donate basic food packs to the project.

Ipiranga

In partnership with other companies and the local government, Ipiranga contributed to the expansion of a hospital in Porto Alegre (RS). It was built in record time and will remain as a legacy for the city. In partnership with the Brazilian Institute of Oil and Gas (IBP), it supported the construction of a field hospital in the city of Rio de Janeiro (RJ).

Also in partnership with other companies, it supplied diesel fuel to two field hospitals in the State of Rio de Janeiro and to a collective initiative that distributed more than 25,000 liters of alcohol (70%) to State health departments, hospitals, and communities in the metropolitan region of Belém (PA) and truck drivers through its *Saúde na Estrada* (Health on the Highway) Program. The company also donated more than 60 thousand items of hygiene in the States of São Paulo and Rio de Janeiro and, with the Holding, donated 10,000 basic food packs in the State of São Paulo.

Through its campaign, *Heróis abastecidos* (Fill-ups for Heroes), the company conceded a 10% discount for all the health professionals in Brazil, every time they filled up their vehicles at an Ipiranga service station This campaign was carried out in collaboration with the *abastece aí* program.

At its highway service stations right across the country, Ipiranga served more than 1.2 million meals to truck drivers, via redemption from its *Km de Vantagens* loyalty program. The level of engagement and positive impact exceeded all expectations and the benefit will be maintained for truck drivers even after the pandemic is over. The program has already attended more than 550 thousand people.

Extrafarma

Extrafarma, together with Ultracargo, donated 90 thousand protective masks and gloves to the Government of the State of Maranhão. The company also donated 80 thousand masks and gloves to the Government of the State of Pará.

Furthermore, it distributed 60 thousand items of hygiene, from March to October, to ten institutions in the States of Pará, Pernambuco, Bahia and Ceará, benefiting more than 10,000 people.

Ultra Group’s main donations to combat the pandemic

- **More than 770 thousand items for hygiene and cleaning (Ultragaz, Oxiteno, Ipiranga and Extrafarma)**
- **176 thousand masks, gloves and other forms of PPE (Ultracargo, Oxiteno and Extrafarma)**
- **20 thousand basic food packs (Holding, Ultragaz, Ultracargo, Ipiranga and Oxiteno)**
- **Over 109 tons of LPG** (Ultragaz)
- **More than 1.2 million meals** served to truck drivers via redeeming points from the *Km de Vantagens* loyalty program **(Ipiranga)**

Social responsibility projects GRI 413-1

Although the focus of 2020 was on fighting the pandemic, the Holding and the businesses also continued to support a number of social responsibility initiatives.

The **Holding** supported the projects *Guri*, in São Paulo (SP), *Sol Maior*, in Porto Alegre (RS), and *Locomotiva*, in Santo André (SP), all aimed at the musical education of young people in situations of social vulnerability. In the area of public health, it contributed to the *Amparo ao Idoso* Project, which provides treatment of patients over 60 years old at the Cancer Hospital of Barretos (SP), and to the *Saúde Integral II* project, at the Pequeno Príncipe Hospital, in Curitiba (PR), which provides assistance to approximately 30 thousand patients and family members annually.

Ultragaz adapted its volunteer projects to allow them to work remotely. To support the Junior Achievement NGO, 95 volunteer employees participated in the *O Futuro do Trabalho* (Future of Work) and *Conectado com o Amanhã* (Connected with Tomorrow) programs, benefiting 249 students from the public school system. In the *Ler é Presente* (Reading is a Gift) project, 94 volunteers dedicated themselves to storytelling to 104 children and adolescents participating in five Centers for Children and Adolescents (CCAs) and three Institutional Services for Children and Adolescents (SAICAS) in the cities of São Paulo (SP) and Paulínia (SP), in the interior of the State of São Paulo.

The company also supported campaigns to increase awareness in: combating domestic violence; voting safely, during the 2020 elections; and the *Telas Abertas* (Open Screens) project, which disseminated information about safe social contacts, learning at home and educational and playing activities, both through social networks and printed booklets. At the end of the year, it supported the distribution of 700 thousand information booklets on the coronavirus and caring for infants in the São Paulo metropolitan region.

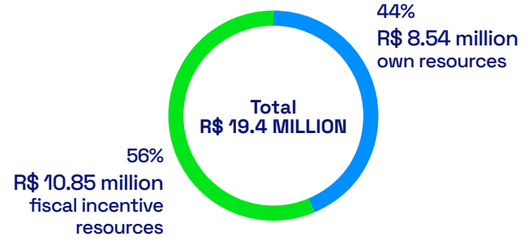
Ultracargo renewed its support for the *Na Mão Certa* (On the right side) program, an initiative of the Childhood Brasil NGO, which aims to combat the sexual exploitation of children and adolescents along Brazilian highways. As part of its commitment, the company disseminated printed materials to increase awareness of the subject among its employees, customers, truck drivers passing through the terminals, and other business partners. It also maintained its sponsorship of the Community in Action award, promoted by the *A Tribuna* newspaper of Santos (SP). The award recognizes social projects developed in the Baixada Santista (SP) region, where Ultracargo's largest terminal is located.

Oxiteno continued to sponsor the *Baú das Artes* project, which provides books, games and pedagogical materials to state school students. These materials assist the teachers, who are also trained in workshops, to engage with students on topics such as ethics, environment and culture. In 2020, the materials were adapted to a distance learning digital format. This initiative had direct and indirect benefits for more than 26 thousand students and involved around 300 teachers from 24 schools in the municipalities of Mauá, Suzano and Tremembé, in São Paulo, Camaçari (BA) and Triunfo (RS), where the company's Brazilian industrial units are located.

Ipiranga also adapted its volunteer program, which is carried out in partnership with the Junior Achievement NGO in Rio de Janeiro, and other companies in the sector, to a digital format. The initiative benefited 725 high school students from 30 state schools in the State of Rio de Janeiro. During the year, the number of hours dedicated by employees to volunteering was four times higher than in 2019. Ipiranga's itinerant *Saúde na Estrada* (Health on the Highway) program, aimed at truck drivers and other motorists on Brazilian highways, was in action for 126 days at 64 Ipiranga *Rodo Rede* service stations distributed in 10 States. The program carried out 55,000 basic health checkups (blood pressure, glucose and cholesterol levels), 20,000 vaccinations (H1N1, measles, tetanus, hepatitis B and yellow fever) and 4,900 Covid-19 rapid tests. It also distributed 55,000 personal hygiene kits. The company also maintained its support for the *Na Mão Certa* (On the Right Side) program, an initiative of the Childhood Brasil NGO to combat the sexual exploitation of children and adolescents along Brazilian highways, and provided resources for the restoration of the Ipiranga Museum, in the city of São Paulo (SP).

During the energy supply crisis that affected the State of Amapá in November **Extrafarma** donated about 8,900 personal hygiene items to three State institutions. The company also participated in the 22nd National Flu Vaccination Campaign, by making some of its units available for use as vaccination posts. Also, prior to the pandemic, it carried out health promotion actions, in partnership with the pharmaceutical industry, offering free services for measuring blood pressure and Body Mass Index (BMI). It also supported the *Sinal Vermelho* (Red Traffic Light) campaign which combats domestic violence.

Ultra Group's social investments in 2020



VALUE CHAIN GRI 103-1 – 103-2 – 103-3

The Ultra Group's commitment to generating value in a sustainable manner also extends to the suppliers, resellers and other business partners in its value chains. The focus is on ensuring that these stakeholders comply with legal requirements and adopt best practices regarding ethics, human rights, labor rights, health and safety and respect for the environment. However, more than just monitoring the fulfillment of these requirements by partners, the Ultra Group seeks to help them improve their management models.

This is especially the case in Ultragaz and Ipiranga that have extensive networks of partners and are responsible for distributing LPG and fuel, respectively, to final customers. Ultragaz has more than 5,100 resellers and Ipiranga has more than 7,100 service stations operated by entrepreneurs of many different profiles. Ipiranga also works in partnership with a substantial number of franchisees in the *am/pm* and *Jet Oil* networks.

The two companies are continually investing in initiatives to develop the relations with these important stakeholders and their businesses. In 2020, **Ultragaz** upgraded its customer portal, which was transformed into an app and renamed as the *Meu Aplicativo Parceiro* (MAP) (My Partner App). The app was developed in co-creation with the resellers themselves. The app provides a number of functionalities for resellers ranging from support for their financial and operational management, to the provision of training and marketing materials, which they can customize to advertise their own businesses. The company's *AmigU* application, which is designed exclusively for resellers' employees, is being scaled-up. It includes a training platform and delivery quality assessment, among other features.

> "Our resellers and franchisees are central to Ipiranga's success. Without a strong network, our business is not strong. One of our priorities during the Covid-19 pandemic was to provide financial and operational support to these stakeholders. We needed to minimize the impacts of the crisis and to contribute to the sustainability of our partners' businesses."
>
> **Marcelo Pereira Malta de Araujo**
> CEO, Ipiranga

Throughout 2020, Ultragaz's network reaped the benefits that were generated by the 2019 Supply Management project. This project had reviewed all the interactions with resellers at its bases, and the results enabled the company to increase the efficiency of its processes. Another project implemented was the upgrading and relaunch of the Resale Excellence Program, called *Desafio Lapidar*, aimed at the selection of business partners. The selection process used gaming technology, and the dealer accumulated points as it progressed along the selection pathway, and the points could be exchanged for prizes. The latest version of the program also included sustainability issues.

Ipiranga invested in the Reseller Pathway project, which aimed to foment closer relations with them. A permanent discussion forum was created, between representatives of resellers in different regions, sizes and types of management, and representatives from different areas of the company. Ipiranga. These discussions helped to improve the dynamics of product launches, promotions and marketing activities, among other processes. Furthermore, a committee was created to foment closer relations between the franchisees of the *am/pm* network and representatives from a number of different areas of the company.

In its *Escola de Varejo* (Retail School), which is part of Ipiranga's corporate university, specific training courses were prepared for franchisees and their employees. Approximately 24.2 thousand people completed courses at the *Escola do Varejo* in 2020. This represented a total of 97.1 thousand hours of training for this network.

Support during the pandemic quarantine

At the beginning of the pandemic quarantine period, **Ultragaz** distributed kits containing alcohol gel (70%) and a protective mask to resellers and invested in the realization of live streaming events and other forms of communication to raise awareness among resellers and their employees.

Ipiranga's main initiative was to support the financial sustainability of resellers and franchisees, who were affected by the reduction in the circulation of people and consequently sales. The company provided two support

packages aimed at preserving the working capital and the financial health of its partners, including prepayment of sales credits through the *abastece aí* app, postponement of rent and financing payments and the temporary suspension of volume performance clauses. A third support package, designed to support an economic recovery, extended the terms of the initiatives in the first two packages, guaranteed special terms and support in credit lines to reinforce the partners' working capital, and included actions to accelerate sales. More than 4,400 service stations adhered to these packages.

Ipiranga also extended support to the fuel delivery companies, which are an important part of the company's value chain. The measures included the anticipation of payment terms, the suspension of the minimum sales requirement, and guidance on labor issues. More than 50% of the fuel delivery companies received support from the company.

Suppliers

GRI 102-9 – 103-1 – 103-2 – 103-3 – 308-1 – 408-1 – 409-1 – 414-1

Each Ultra Group company, due to its specific characteristics, is responsible for the management of its own value chain, but within the common corporate norms of ethics and integrity that guide all the Group's activities. The Compliance areas in the businesses are responsible for executing controls in accordance with the Ethics and Compliance Program. One of these controls, in support of the Holding and the businesses, is to carry out a comprehensive reputation survey in the process for contracting new suppliers, service providers and business partners.

The **Holding** set up a purchasing department in 2020, within the scope of the Shared Services Center (CSC), located in Campinas (SP). The department focuses on the governance processes for supplier contracting and management. The department has already implemented a supplier approval process, including a mandatory reputation analysis, and has established the stages and processes for structuring negotiations.

Ultragaz has established a specific management approach for its critical suppliers, which are the companies that deliver materials or services that could affect the availability and quality of the company's products. This approach requires a more rigorous pathway for approval, including audits and documentary assessments. For the critical suppliers, it also ranks them according to a Supplier Qualification Index (IQF), which considers social and environmental topics, and which has a scale ranging from 0 to 100 points. The company's ongoing objectives are to (i) increase the average score of its entire supplier base, and (ii) increase the number of suppliers with a score of 88 or higher. In another initiative, Ultragaz invited a select group of its most critical suppliers to complete the questionnaires on climate change and water resources, of the Carbon Disclosure Project (CDP). In this way, the company is both carrying out an even more rigorous risk analysis and also contributing to the improvement of its partners' environmental management practices. It is also important to mention that all suppliers must sign a Responsible Business Commitment Agreement, which contains clauses on decent labor practices, combating child and forced labor, and best practices for managing GHG emissions, among other aspects.

Ultracargo has introduced specific procedures for the management of critical suppliers, including more rigorous criteria related to health and safety, the environment and quality. In 2020, it reiterated its commitment to respecting human rights by including in the supplier approval process a mandatory adherence to (i) the requirements of SA 8000 for labor relations, and (ii) other international regulations to ensure that their partners were not involved in child or forced labor practices. Partners must also comply with the Ultra Group's Code of Ethics and HSEQ (Health, Safety, Environment and Quality) standards and procedures. The purchasing area carries out an on-site audit

whenever any social or environmental risk is identified. Ultracargo is committed to environmental, social and governance issues both as a contractor, and also as a supplier. At the request of its customers, in 2020, the company responded to the EcoVadis questionnaire, which assessed the company's performance in social and environmental issues. Ultracargo was awarded a certification in the bronze category.

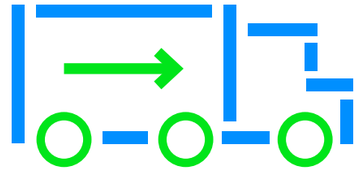
Oxiteno has elected the promotion of sustainability in its value chain as one of its ambitions for 2030. To address the issue, in 2020, Oxiteno became the first company in the Brazilian chemical industry to enter into a partnership with EcoVadis, a platform for monitoring a supplier's performance in meeting its sustainability requirements (environmental human and labor rights, ethics and sustainable purchasing). The methodology was also useful in structuring improvement plans. In the first year, 134 suppliers responded to the EcoVadis questionnaire. This represented 51% of the total number of companies invited to participate in the process (both new and approved suppliers), for the Brazilian operations. Oxiteno itself responded to the questionnaire at the request of some of its customers and, in the 2020 edition, obtained a score of 73 points on a scale of 0 to 100 points. As a result, it was certified in the platinum category, which is achieved by only 1% of the participants. It is also important to note that all suppliers must sign a commitment agreement that includes clauses on the eradication of child and slave labor, non-discrimination and compliance with labor laws.

Ipiranga has a Supplier Policy and has prepared a Supplier Sustainability Booklet. The booklet explains the company's position on health and safety, respect for workers, human rights, local communities, protection of the environment and ethical performance, among other topics. The company's contracts also include clauses on social, environmental, anti-corruption and data privacy issues. For its direct and indirect fuel suppliers, the company consults the *Cadastro de Empregadores* (Register of Employers). This register (also called the Dirty List) identifies companies who have been found to have submitted workers to conditions similar to slave labor and, for confirmed cases, this automatically interrupts the supply contract. In the case of its fuel delivery companies, Ipiranga requires that they are in compliance with the its Road Transport Manual (MTRI) and River Transport Manual (MTFI). Regular audits are carried out to verify adherence to these manuals and, in cases where non-compliance are identified, remediation action plans are prepared and the carrier's permanence in the operation is reevaluated.

Extrafarma carries out reputation research as a precautionary step prior to contracting suppliers. All contracts contain an anti-corruption clause in line with the Ultra Group's Corporate Policies for Anti-Corruption and Relations with Public Agents and its Code of Ethics. The company also carries out periodic checks and, in cases where irregularities are identified, it re-evaluates its relations with the partner.

13 thousand suppliers in the Ultra Group's value chain in 2020 GRI 102-9

- **300** partners in the Holding;
- **5,100** in Ultragaz;
- **3,110** in Ultracargo;
- **615** in Oxiteno;
- **1,979** in Ipiranga;
- **1,895** in Extrafarma.



PEOPLE MANAGEMENT AND DEVELOPMENT



INNOVATIVE, INCLUSIVE AND EXCELLENCE CULTURE

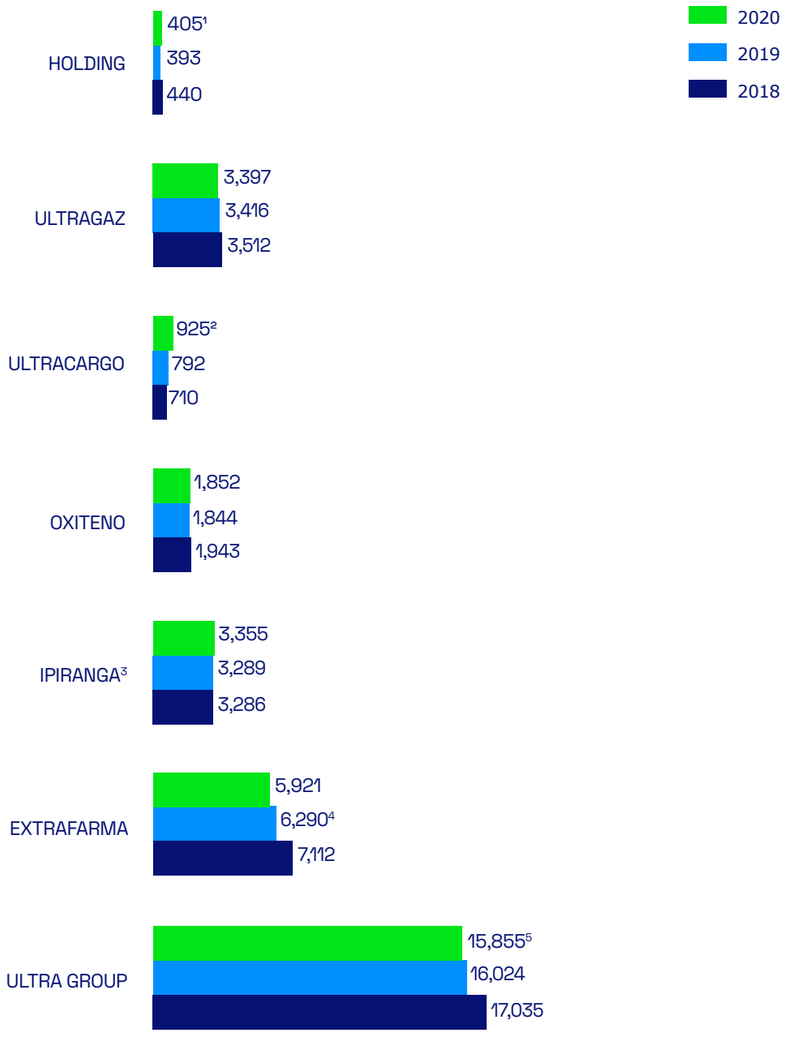
GRI 103-1 – 103-2 – 103-3

The Ultra Group invests continuously in its employees with the aim of developing leaders for the company and society. On a daily basis, the Group seeks to prepare and motivate employees to achieve their dreams and objectives. Employees work in an environment of administrative and operational excellence and are guided by the Group's strategic drivers such as customer focus, ethical practices, cost control and alignment of interests so that, as a team, they can achieve targets and overcome challenges.

At year-end 2020 the Ultra Group had 15.9 thousand employees, considering all the businesses, the Holding and the *abastece aí* platform. The consolidated employee turnover was 16.5%, a reduction of 7.9 percentage points compared to 2019, which demonstrated the effectiveness of the Group's commitment to the preservation of jobs during a year marked by economic and health crises.

Some of the businesses adhered to the temporary changes to the labor laws permitted by the Federal Government, such as reduced hours and wages, temporary suspension of employment contracts and reorganization of the vacation plan. This was the case for Extrafarma, which was impacted by the temporary closure of its stores located in shopping malls and the reduction of opening hours in some units. The company adopted some of the measures from May to December. In addition to maintaining jobs, Extrafarma worked hard to ensure that the employees covered by these changes maintained their normal level of remuneration.

Ultra Group – employees



1. Includes two employees of UVC Investimentos.
2. Includes the 31 employees of the joint venture with União Vopak.
3. Aggregates the information for all the Ultra Group businesses in the fuel segment.
4. Restates the data disclosed in the Integrated Report 2019 (6,292).
5. Including the 68 employees of the *abastece aí* platform, the total number of employees is 15,923.

> "The Ultra Group's people management model, which guarantees the autonomy of each business based on a common set of strategic drivers, has proved to be effective. We will continue to work towards promoting an innovative, inclusive and excellence culture in the Holding and the businesses, while respecting the specific characteristics of each company, and adapting to the transformations occurring in work practices and society."

Cláudia Diamantino
Executive Manager, People

Hires and turnover

ULTRA GROUP	2019	2020
Hires	3,486	2,374
Hiring rate	21.8%	15.0%
Turnover rate	24.4%	16.5%

Turnover rate in 2020 (%) GRI 401-1

	2020
Holding	25.7%
Ultragaz	11.5%
Ultracargo	22.3%
Oxiteno	13.3%
Ipiranga[1]	17.0%
Extrafarma	18.7%
Ultra Group	**16.5%**

Hiring rate: no. of hires/total employees.
Turnover rate = (hires + terminations)/2 /total employees.
1. Aggregates the information from all the Ultra Group businesses in the fuel segment.

Additional data on the profile of employees and turnover are available in the section **Appendices**, on pages 135 to 137.

Support during the pandemic

In mid-March, the Ultra Group set up a crisis committee to monitor the evolution of the pandemic and to structure and monitor action plans. In this case also, each business had the autonomy to adopt the most appropriate initiatives.

In addition to implementing initiatives to strengthen health and safety procedures (*for more information see page 121*), the organization adapted rapidly to structure remote working for the administrative employees, ensuring that all information technology resources and systems functioned properly.

The Ultra Group also intensified the internal communications with employees through live streaming events and bulletins which were sent by e-mail and also posted on the internal social network, "Workplace". In keeping with the organization's commitment to transparency, the primary objectives were to inform employees about the impacts of the pandemic on the organization and ensure, wherever possible, the continuity of the activities and projects planned for the year. The guidelines were explained through the use of videos and the signing at the units was reinforced.

A number of other measures were adopted by each business. For example, the Holding, Ultragaz and Extrafarma adapted their policies on food and meal vouchers. Employees working at home had the option of exchanging their meal vouchers for food vouchers, which are accepted in supermarkets.

In the second semester, the Holding and the businesses began to draw up plans for the gradual resumption of a return to the workplace. This required the adaptation of the layout of the administrative offices to guarantee the proper distance between people, the approval of work rotation models and a communication plan about the return to work. The administrative employees with a higher level of health risk continued to work remotely (home office) on a full-time basis. The operations employees with a high health risk remained on leave.

Leadership and succession planning

The skills required by the leaders in the Ultra Group are:

- Emphasis on safety
- Strategic vision
- Inspirational leadership
- Entrepreneurship;
- Team development
- Continuous improvement mindset
- Autonomy with responsibility
- Customer focus

The Career and Succession Cycle, which was carried out once again in 2020, was designed to ensure that the organization's leaders have these skills. The Holding structured a leadership development program, with classes held throughout the year.

These initiatives are an integral part of the Ultra Group's succession planning model whose objective is to guarantee a team of trained employees with a leadership profile that enables them to assume new positions as they appear, ensuring opportunities for mobility and personal professional growth in the organization. In 2020, there were some changes in the Group's leadership, both in senior management and in the managerial and coordination levels in the businesses.

Career development

The Career and Succession cycles for all employees and the development and engagement initiatives are premised on the promotion of innovation and excellence in the corporate culture. In 2020, all the Holding's employees began to participate in the performance management cycle. In relation to training, priority was given to lectures on specific topics, which also took place virtually.

Ultragaz carried out important actions related to career development. Despite the difficulties presented by the pandemic, the company initiated the Organizational Culture project. This project will develop a new operating model with new model with new standards for expected behaviors and processes, aligning the strategy to the organization's way of being and doing business. In the skills assessment cycle, the processes for the analysis of skills and of potential were unified and the scope of the career committees was expanded to evaluate all employees.

TALENT ATTRACTION

The **Holding** hired nine young people into its Intern Program in 2020. For the 2021 edition, the program offered 18 vacancies for administrative functions, both in the head office in São Paulo (SP), and, for the first time, in the Shared Services Center (CSC), in Campinas (SP). The Holding also maintained its programs for internships in vacation periods and for young people living abroad. Furthermore, it participated in events that aimed at attracting young professionals. **Ipiranga** recorded a record number of candidates in the second edition of its Trainee Program: 24.3 thousand young people competed for 15 places.

Throughout 2020, the company also moved its training and development activities from the classroom to the internet. The activities of the various courses were adapted to the virtual environment, using webinars for management training, and the online training platform was revitalized with new content, for example, in the case of the *Futuros Líderes* (Future Leaders) Program, for career development in the sales area.

Ultracargo upgraded its *Portal do Saber* (Knowledge Portal), for distance learning, as well as fulfilling the planned schedule of its Performance and Potential Evaluation cycle. One of the highlights in training was the Lean Operations course for the managers and employees in operations. This is the concept that underlies the new Ultracargo Operations System (SOUL), which is currently being implemented in the terminals.

Oxiteno launched its new skills evaluation model in 2020. This model has a number of advantages compared to previous approaches and is in line with the company's new business model and the Ultra Group's overall guidelines. The new skills evaluation model, which will apply in all the countries where the company operates, also supports the actions taken in the performance and career development cycle. Videos, a practical guide and an interactive website page were used to communicate the new model. Furthermore, the management and employees of the Human Resources area participated in workshops on the model. The company's new online education portal, OxiEducation, which has a number of different development pathways, was also launched during the year. In the OxiEducation portal, two specific pathways contain information, videos, e-learning materials and infographics that support the dissemination of the new skills model among employees. In 2021, Oxiteno will carry out a culture evaluation, with the support of the Betânia Tanure Associados consultancy.

At the end of 2020, **Ipiranga** launched its new vision of organizational skills, focused on the following themes: people, customers, results, future and society. This new vision inspired the company to rename its corporate university, *Universo Ipiranga* (Ipiranga Universe), which has evolved into an ecosystem for learning with schools and pathways on specific themes. With Universo Ipiranga, the company seeks to establish a culture of continuous learning and promote the empowerment of employees in pursuing their own development trajectories.

In 2020, **Extrafarma** disseminated its new organization culture to employees. The culture brings together the main elements that support the company's strategy. It was communicated through workshops, live streaming events, and other actions such as training courses on its distance learning platform, the Extrafarma DNA Portal. The portal, which was upgraded to improve the employee experience, launched 143 new training materials in 2020, an increase of 39% compared to 2019. Also, the company's *Escola de Varejo* (Retail School) conducted 33 live streaming events on Instagram between June and December. Extrafarma also completed the first annual cycle of its Career Management system, for employees, and Career and Succession system for managers. The latter included an evaluation of potential, a 360% evaluation, feedback and the preparation of Individual Development Plans (IDPs). The company also disseminated the results of its most recent climate survey, conducted in 2019, to employees and developed action plans to address the improvement opportunities identified in the survey.

Training in 2020 (hr/employee) GRI 404-1

	HOLDING	ULTRAGAZ	ULTRACARGO	OXITENO	IPIRANGA	EXTRAFARMA
BY GENDER						
Men	11.8	23	73.6	32.1	18.6	17.7
Women	10.4	18	44.3	23.6	12.2	21.8
BY FUNCTION						
CEOs	5.0	34.0	21.0	0.0	1.0	12.7
Directors	4.0	75.0	17.3	6.9	2.8	19.7
Managers	8.8	65.0	38.7	28.2	12.4	21.1
Coordinators/Supervisors/ Consultants	9.3	20.0	76.0	28.9	17.7	18.0
Administrators	8.3	25.0	33.3	24.5	15.1	10.2
Operators	NA	16.0	89.4	33.9	21.2	20.6
Overall average	11.2	20.3	68.7	29.6	16.9	20.2

NA: Not applicable.

MORE COMMUNICATION USING WORKPLACE

In early 2020, the **Holding** launched its internal social network, Workplace, which made the communication process more agile and enhanced the dialogue and interactions with employees. Ultragaz and Oxiteno were already using the platform. In December, 98% of the Holding's employees had established an active profile in Workplace and were interacting in more than 80 groups. In this first year there were more than 60 thousand interactions.

Workplace was used by **Oxiteno** to communicate its *Nossa Fórmula Faz Bem* (Our formula does good) campaign, which aimed to provide employees with more information on the company's activities and strategic themes. The campaign also had a dedicated hot-site.

In **Ultragaz**, Workplace is the main communication channel and it played a key role in the dissemination of information and guidance on health and self-care during the pandemic. This channel was also used to keep employees engaged and aligned with the needs of the company. The management also participated in the platform, through live streaming events to share important information about the business.

In **Ipiranga**, Workplace is also the main channel of communication with employees. In 2020, there were a number of live streaming events with senior management, as well as presentations on mental health, well-being, diversity and self-development. At the beginning of 2021, the company launched Workplace for its resellers.

> "The inclusion agenda at Extrafarma continues to make progress. In 2020, we carried out a number of actions to promote the appreciation of diversity inside and outside the company. We have increased the number of women and people over 50 years old in our workforce. Extrafarma's new culture supports our strategy for this theme."
>
> **Marcelo Bazzali**
> CEO, Extrafarma

Organizational climate

The Ultra Group undertakes a climate survey every two years. The most recent one was carried out in 2019 and resulted in a favorability index of 80%, which is one percentage point higher than the average for the Brazilian market. A new survey will take place in 2021.

During the pandemic quarantine period a number of quick surveys were carried out to provide information to establish new strategies and orientations. The results enabled the company to remain in close contact with its employees and obtain feedback on the difficulties being experienced during the period. In the beginning, the focus was on understanding how employees were organizing themselves in the home-office format. Another survey was carried out as part of the preparation of the plan for employees to return to the workplace. The results helped the organization to control how many employees will return to working in the offices. After the return to work, a further survey measured employees' perceptions on the safety of the workplace, their relations with managers and their level of engagement in the hybrid work model.

Inclusion and diversity

The specific characteristics of each business and the Holding result in different scenarios when it comes to inclusion and diversity. In Ultragaz, Ultracargo, Oxiteno and Ipiranga the operational functions are still occupied mainly by men. The coordination, middle and senior management positions are also still occupied mainly by men, with the exception of Oxiteno that has more women than men in senior management positions. However, the challenges go beyond gender and include other minority groups. This context has been the driving force for a number of initiatives.

To promote inclusion and diversity, the **Holding** is reviewing the guidelines for its internship program and restructuring its *Jovem Aprendiz* (Young Apprentice) program. In parallel, the company is studying the feasibility of partnerships with external institutions to promote inclusive actions.

In 2020, **Ultragaz** created a Diversity and Inclusion Committee. It will establish the company's priorities, including goals, the indicators to be monitored and the main affirmative actions to be taken. The committee will also be responsible for communications on the topic and raising employee awareness.

Ultracargo, in addition to complying with the legislation on the hiring of employees with disabilities, intends to move forward, from 2021 onwards, in promoting a more inclusive environment.

Oxiteno has already started working on structuring its diversity and inclusion program, which is expected to be implemented in 2021, and which will contain targets and monitoring indicators. In the Pillar for Recognition of the Workforce, in the Sustainability Plan 2030, one of the ambitions is to achieve equal compensation for men and women. In 2020, the company held workshops on diversity and inclusion and launched a newsletter on the topic. At the beginning of 2021, the company was awarded the Seal of Ethnic-Racial Diversity, by the city of Salvador (BA).

Ipiranga created a Diversity and Inclusion Program at the end of 2019, and, in 2020 established a Diversity Committee and affinity groups for gender, people with disabilities, black people and LGBTQIA+. Another advance was the conduction of the first diversity survey, the result of which will help the company in the process of defining the related goals.

Other important initiatives included (i) a revised recruitment process for the sales area, aiming to ensure that the selection of candidates did not make any distinctions in relation to gender, race, disability or sexual orientation, and (ii) the establishment of a *Mulheres em Campo* (Women in the Field) program, which aims to increase the number of women employed in the sales area and the distribution bases. In addition to organizing the first edition of Diversity Week, awareness presentations, virtual chats and training focused on leadership took place throughout the year. Externally, the company supported the award *Sim à Igualdade Racial* (Yes to Racial Equality) of the Instututo Identidades do Brasil (ID BR), and entered into a partnership with the institute for 2021. Among other initiatives, the company is developing an internship program that will have 50% of the vacancies allocated to black candidates and a program to accelerate women's careers.

The theme has also been gaining traction in **Extrafarma**, which, since 2019, has had a Diversity Program, focusing on four themes: generation, gender, people with disabilities and cultural diversity. Currently, action plans are being defined for each of these themes, which will enable the company to further develop its diversity agenda. In June, Extrafarma held the first edition of Diversity Week, and, in November, it organized presentations on awareness in racial equality. At year-end 2020, 4.3% of the company's employees were over 50 years old (generation theme) and 62.9% were women. In the distribution centers, the number of women employees increased by 44% compared to 2019. The company's workforce also included 194 people with disabilities (PCD theme) and five refugees from Angola, Haiti and Togo (cultural diversity theme). The process of attracting candidates to work in the new distribution center in São Luís (MA) prioritized the hiring of women and people over 50 years old, in addition to offering vacancies for people with disabilities.

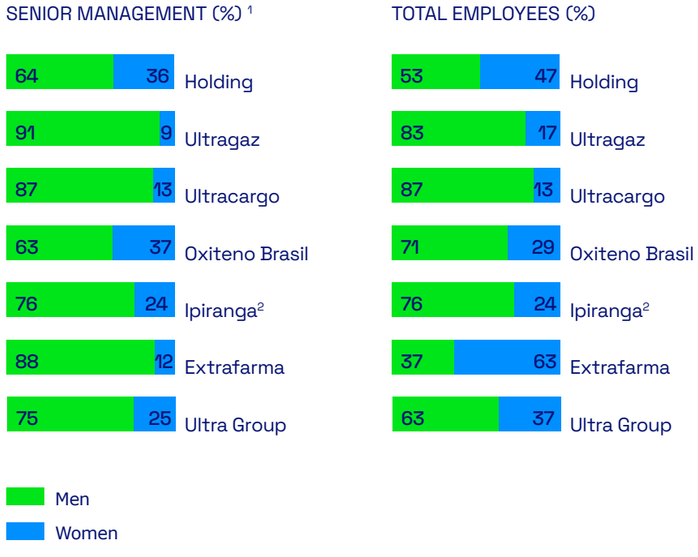
A diversity survey, which was carried out at the beginning of 2021, and which was responded by 94% of the company's employees, provided important information on the subject. The results will be used to guide Extrafarma's actions throughout the remainder of the year.

Ratio of basic salary and remuneration between women and men in 2020 GRI 405-2

	HOLDING	ULTRAGAZ	ULTRACARGO	OXITENO BRASIL	IPIRANGA	EXTRAFARMA
Senior management[1]	99.5%	121.4%	95.2%	105.0%	81.4%	83.1%
Coordinator/ Supervisor/ Consultant	96%	99.4%	108%	102%	129%	112%
Administrators	74%	94.8%	101%	82%	102%	75%
Operators	NA	96.7%	85%	104%	90%	110%

NA: Not applicable.
1. Includes the positions of directors, managers and executive managers.

Gender diversity 2020 GRI 405-1



1. Includes the positions of directors, managers and executive managers.
2. Aggregates the data for all the Ultra Group fuel businesses.

The complete set of data related to diversity in the Ultra Group can be found in the section **Appendices**, *starting on page 138*.

A number of live streaming events were carried out to encourage employee well-being and the maintenance of healthy lifestyles during the quarantine period, with themes such as meditation, mental health, occupational gymnastics, Pilates and working in a home office with children. Presentations and activities related to specific campaigns, such as Pink October and Blue November, were also adapted to a digital format.

HEALTH AND SAFETY

GRI 103-1 – 103-2 – 103-3 – 403-3 – 403-6

Safety first is one of the Ultra Group's values and business principles that guides all of its operations. Ensuring a safe environment for all employees, outsourced professionals and suppliers is an ongoing objective. It is a strategic theme, which can have repercussions on the brand's reputation. The Ultra Group has an active Safety Committee, which brings together representatives from the senior managements of the Holding and the businesses. The committee holds quarterly meetings and is chaired, in rotation, by the CEO of each of the businesses.

The Holding and all the businesses have policies, procedures and programs that address the theme of safety, and the Ultra Group believes that it requires continuous management. The investment plan for 2021 has budgeted R$ 959 million for investments in maintenance, and includes specific contributions to improve safety in all the businesses.

The **Holding**, which does not have operational activities, prioritizes actions to promote the health and safety of its employees in the administrative office and Shared Services Center (CSC). The Holding has a Safety Committee, which meets bimonthly with the participation of representatives from the businesses' HSE areas, in order to share experiences. It has a number of ongoing programs as required by the applicable legislation and has an annual budget for maintenance, awareness campaigns and training. It carries out annual vaccination campaigns and monitors patients with chronic diseases and pregnancies, among other actions. The monitoring program for pregnant employees, for example, includes support from a specialized team, a 24-hour call center and a maternity workshop.

Strengthened procedures

The Ultra Group companies maintained their operations functioning throughout the Covid-19 pandemic. The crisis committee defined the guidelines for continuing with operations. In relation to the health and safety protocols instituted and/or strengthened, the following stood out:

- Availability of alcohol gel (70%) and personal protective equipment (PPE), such as face masks;
- Daily temperature measurement of all employees before permitting their access to operational and administrative and measures to ensure proper distancing between employees in the units;
- Reinforcement of the hygiene procedures in the working environments;
- Provision of rapid tests for Covid-19 detection;
- The monitoring of all employeeswith a suspected or confirmed infection by the Health and Safety teams; and
- Special transportation arrangements for employees, with a reduced number of people, avoiding the use of public transport by employees.

There was also an effort to ensure adequate ergonomic standards for employees working in the regime of home office, by providing them with appropriate screens, keyboards and office chairs. For all employees, administrative and operational, and their families, the Ultra Group offered an 0800 channel for psychological support, managed by a specialized company.

Health and safety in the businesses

Ultragaz

The company's health and safety practices and processes are set out in its Sustainability Policy. There are programs, focused on continuous improvement, and systems that continuously monitor all the health and safety indicators. The Safety Executive Committee monitors the performance of all units on a monthly basis. Furthermore, two other committees support the governance of the indicators for achieving results: the Market Safety Committee and the Local Safety Committee. GRI 403-4

Ultragaz invests in the strengthening of its internal safety culture and has been developing, since 2016, the *Atitude Segura* (Safe Attitude) project, which includes the commitment by the senior management as one of its priorities. Other practices implemented were the Safety, Health and Environment Dialogues (DSSMA) and the Internal Accident Prevention Week (SIPAT).

Following the occurrence of any incident or accident, the company investigates its root cause and subsequently releases safety alerts to all units with the main lessons learned from the occurrence.

The company also invests in work-flow reviews and equipment and process improvements. In 2020, the investments were directed, especially, to the automation of the bottling bases in Caucaia (CE) and Paulínia (SP). The effectiveness of the company's actions to promote ongoing safety management were reflected in its performance: in 2020, the frequency rate of serious injuries decreased by 49% and injuries with lost time decreased by 38%, compared to 2019.

> "Safety is a priority for Ultracargo and for the Ultra Group as a whole. We remain committed to the continuous improvement of our practices and the strengthening of a safety culture among our employees, who have as their best example, the commitment of the senior management team."
>
> **Décio Sampaio Amaral**
> CEO, Ultracargo

Ultracargo

For Ultracargo, safety is a non-negotiable value. The company operates according to all relevant national and international standards and exceeds the legal requirements, being considered a reference company in its sector. All the relevant procedures and processes have been integrated into the company's HSEQ (Health, Safety, Environment and Quality) Management System, called Vital, and are periodically audited.

The terminals and the headquarters maintain formal health and safety committees, whose representatives meet monthly. For the terminals that store benzene, there are additional specific controls and the Program for the Prevention of Occupational Exposure to Benzene. GRI 403-4

The company's biggest challenge is to strengthen its internal safety culture. To this end, it invests annually in training courses, communication and reporting tools for deviations in behavior, covering both employees and suppliers. In 2020, 21 employees were trained as communication agents, in both the terminals and the head office. They will act as agents in communicating guidance on risk perception to their colleagues in order to reduce exposure to risk on a daily basis.

Oxiteno

Safety is one of the pillars of Oxiteno's Sustainability Plan 2030, and the company's ambition is to be among the reference companies in the chemical industry for this theme. To ensure the safety of all its processes, Oxiteno has adopted practices that are in line with the Occupational Safety and Health Administration (OSHA) standard, used in the United States, and the Center for Chemical Process Safety of AIChE (CCCPS), of the American Institute of Chemical Engineers (AIChE). It is continuously managing the integrity of its operating systems, infrastructure and processes that involve hazardous conditions and substances. One of the advances during the year was the upgrading of the fire-fighting system at the Mauá (SP) unit, Oxiteno's oldest industrial plant.

With regard to occupational safety, all employees and contract staff receive guidance on procedures and risk analysis for all tasks. For high-risk activities, additional controls are adopted depending on the task to be performed. In relation to the health of employees, Oxiteno is developing its Quality-of-Life Program. All industrial units and offices in Brazil and Mexico have formal health and safety committees. GRI 403-4

In 2020, Oxiteno established a Safety Master Plan, with long-term goals that aim to raise the maturity level of the company's safety culture. The company trained 325 employees from all units to act as behavioral safety specialists, enabling them to disseminate a safety culture among their colleagues. Furthermore, the company also

trained 254 managers in behavioral safety. Each unit has a specific plan to strengthen the safety culture among its employees.

During the year, the company revised some of its global guidelines, such as the Rules that Save Lives & Golden Principles, the Consequences Policy and the Management of Unwanted Events in Health, Safety and Environment. It also published manuals to provide guidance to the units in implementing the existing safety tools and programs, such as the Safety Dialogue, the Behavioral Observation and Approach Program and the Safe Behavior Recognition Program (InPactum), ensuring the standardization of practices.

Another advance during the year was the conclusion of an update of the Crisis Management Plan. The plan includes emergency simulations in the units, with the participation of representatives of the local crisis committees, who also received specific training.

In 2020, Oxiteno recorded a decrease in the frequency rate of injuries with lost days for the third consecutive year. On the other hand, there was an increase in the total frequency rate of injuries, which included injuries that resulted in a restriction of the employee's activities or medical treatment.

Ipiranga

The culture of health and safety is one of the principles underlying Ipiranga's Sustainability Policy. It focuses on valuing life and the continuous improvement of safety in the performance of operations. With its Safety Program, the company conducts inspections, risk analysis and tests on the units' critical systems and improves procedures, aiming to guarantee the integrity of the facilities and operational reliability. Through programs and campaigns, it trains and engages teams and establishes guidelines to be adopted in its value chain. The theme is also part of the strategic planning of each Executive Board, with the definition of investments for the period. All the operational units and the corporate center have safety committees that monitor proactive and reactive indicators related to the company's operations (training, safety dialogues, behavioral observations and accidents, among others). GRI 403-4

The Operational Challenge and Safety programs, aimed at the operational managers, and 360º Safety, where the target audiences are employees and contract staff. These programs seek to strengthen the safety culture through tools such as the behavioral observation process, which both recognizes employees committed to safe practices, and also provides orientation to those whose behavior deviates from the norms. Periodically, the company organizes campaigns to prevent accidents and improve the risk perception of employees.

In 2020, the new Business Continuity Plan was further developed, with updated guidelines to support crisis and emergency management and a contingency plan to minimize impacts on operations.

The health and safety indicators for all units are monitored in the SIGA + management system. The data is audited and, based on the results, the units are categorized into five levels. Ipiranga also monitors the evolution of the safety culture in all business areas using internationally recognized behavioral analysis methodologies.

Extrafarma

In line with its purpose of providing access to health and well-being so that people can live their lives to the full, Extrafarma is committed to ensuring the safety, health and well-being of all its employees.

Extrafarma's management of the theme is in line with the standards required in its segment and best market practices.

In 2020, policies related to risk factors were implemented, including: working at heights, working in high temperatures and safety inspections at distribution centers. The Safer Distribution Center program was also launched. It encourages employee involvement in the prevention of accidents and illnesses resulting from functional activities. It also promotes their participation in Shop Safety Dialogues, similar to the Weekly Safety Dialogue, which are regularly carried out in the distribution centers. As well as the training required by law, all employees in the distribution centers and the management of stores received safety training during the year. The distribution centers also have their Internal Accident Prevention Commissions (CIPA), with the participation of representatives elected by employees and others appointed by the company.

All accidents are dealt with by the Extrafarma Risk Committee, which meets on a quarterly basis and includes the participation of the CEO and other members of senior management.

The Ultra Group remains committed to the confidentiality of information related to to the health of its employees, ensuring that this data is only available to the responsible area.

Occupational health and safety 2020 GRI 403-9

	HOLDING	ULTRAGAZ	ULTRACARGO	OXITENO	IPIRANGA	EXTRAFARMA	ULTRA GROUP
EMPLOYEES							
Total hours worked	1,148,840	6,533,815	1,620,680	3,556,326	5,378,167	11,031,717	29,269,545
Fatalities (total)	0	0	0	0	0	0	0
Fatalities (index)	0.00	0.00	0.00	0.00	0.00	0.00	0.00
High-consequence work-related injuries (total)[1]	0	0	0	5	0	0	5
High-consequence work-related injuries (index)[2]	0.00	0.00	0.00	1.41	0.00	0.00	0.17
Mandatory reporting of work-related injuries (total)[3]	1	13	2	5	7	16	44
Mandatory reporting of work-related injuries (index)[2]	0.87	1.99	1.23	1.41	1.30	1.45	1.50
Work-related injuries (total)[3]	1	24	4	10	13	16	68
Injury frequency rate[2 4]	0.87	3.67	2.47	2.81	2.42	1.45	2.32
Severity Rate[5]	52.23	69.03	70.34	29.52	7.81	13.69	31.53
OTHER WORKERS IN ACTIVITY IN THE WORKPLACE CONTROLLED BY THE ORGANIZATION[6]							
Total hours worked	N.M.	2,551,782	2,040,341	3,306,966	725,667	N.M.	8,624,756
Fatalities (total)	N.M.	0	0	0	0	0	0
Fatalities (index)	N.M.	0.00	0.00	0.00	0.00	0.00	0.00
High-consequence work-related injuries (total)[1]	N.M.	0	0	3	0	0	3
High-consequence work-related injuries (index)[2]	N.M.	0.00	0.00	0.91	0.00	0.00	0.35
Mandatory reporting of work-related injuries (total)[3]	N.M.	14	1	6	1	0	22
Mandatory reporting of work-related injuries (index)[2]	N.M.	5.49	0.49	1.81	1.38	0.00	2.55
Work-related injuries (total)[4]	N.M.	15	2	9	2	0	28
Injury frequency rate[2 4]	N.M.	5.88	0.98	2.72	2.76	0.00	3.25
Severity Rate[5]	N.M.	41.93	7.35	6.65	4.13	0.00	17.04

N.M. Information not managed/available
1. Accidents that caused an injury or a limitation of the worker's abilities for a period of more than six months. Excluded fatalities.
2. The indices were calculated using the formula: Nº of injuries x 1,000,000 / Man-hours worked.
3. Injuries with lost days. Included fatalities.
4. Included minor injuries, treated on the spot and without the need for the employee to leave the workplace. The indices were calculated using the formula: Nº of injuries x 1,000,000/Man-hours worked.
5. The indices were calculated using the formula: Nº of days lost x 1,000,000/Man-hours worked.
6. It included different groups of third parties that operate in each company. In Ultracargo, they included maintenance activities, construction, cleaning and security services. In Ipiranga, the main outsourced services were cleaning, maintenance and security, and operational activities in the company's bases.

The main types of work-related injuries by company were:
Holding: fall from the same level;
Ultragaz: bruising, cuts, dislocation and fracture of bones (employees); movement of containers (other workers);
Ultracargo: due to the low number of accidents involving victims and injured, it was not possible to categorize the main types.
Oxiteno: contact with chemicals, cuts, burns;
Ipiranga: falling from the same level or from height, hand imprisonment;
Extrafarma: falling from the same level or from height, cuts or abrasions, sharp objects, run over by vehicle.

The data for 2018 and 2019 is presented in the section entitled **Appendices** starting on page 142.

APPENDICES



PROFILE

Membership of associations GRI 102-13

Holding

- Brazilian Association of Publicly-held Companies (ABRASCA)
- National Association for Business Research and Development Innovators (ANPEI)
- Brazilian Association for Shared Services (ABSC)
- Brazilian Center for International Relations (CEBRI)
- National Confederation of Industry (CNI)
- Brazilian Research and Industrial Innovation Company (EMBRAPII)
- Research Support Foundation of the State of São Paulo (FAPESP)
- Brazilian Institute of Corporate Governance (IBGC)
- Brazilian Institute of Investor Relations (IBRI)
- Brazilian Committee of the International Chamber of Commerce (ICC Brasil)
- Institute of Studies in Industrial Development (IEDI)

Ultragaz

- World LPG Association (WLPGA)
- Ibero-American LP Gas Association (AIGLP)
- National Trade Union for Liquefied Petroleum Gas Distributors (Sindigás)
- Brazilian Association for Technical Standards (ABNT)

Ultracargo

- Brazilian Business Communication Association (Aberje)
- Brazilian Association of Port Terminals (ABTP)
- Brazilian Association of Bulk Liquid Terminals (ABTL)
- Brazilian Association of Infrastructure and Basic Industries (ABDIB)
- Brazilian Chemical Engineering Association (ABEQ)
- Brazilian Association for Technical Standards (ABNT)
- Brazilian Association for Generic Pesticides (AENDA)
- Brazilian Association of Distributors of Chemical and Petrochemical Products (ASSOCIQUIM)
- Brazilian Association of Paint Manufacturers (ABRAFATI)
- Brazilian Automotive Engineering Association (AEA)
- National Association for Business Research and Development Innovators (ANPEI)
- Center of Industries of the State of São Paulo (CIESP)
- Brazilian Committee of the International Chamber of Commerce (ICC Brasil)
- Industrial Promotion Committee of Camaçari (COFIC)
- Industrial Promotion Committee of the Greater ABC Industrial Complex (COFIP-ABC)
- Industrial Promotion Committee of the Rio Grande do Sul Industrial Complex (COFIP-RS)

Oxiteno

Brazil

- American Chamber of Commerce (AMCHAM Brazil)
- Brazilian for Personal Hygiene, Perfumery and Cosmetics (ABIHPEC)
- Brazilian Chemical Industry Association (ABIQUIM)
- Brazilian Industry Association for Hygiene, Cleaning and Sanitizing Products for Home Use and Professional Use (ABIPLA)
- Brazilian Industry Association for Fine Chemicals, Biotechnology and its Specialties (ABIFNA)
- Brazilian Automation Association (GS1)
- Brazilian Business Communication Association (Aberje)
- Brazilian Oil and Gas Institute (IBP)
- Trade Union of Wholesalers, Importers and Exporters of Chemical and Petrochemical Products in the State of São Paulo (SINCOQUIM)
- National Trade Union of the Automotive Components Industry (SINDIPEÇAS)

United States

- American Chemistry Council (ACC)
- American Cleaning Institute (ACI)
- American Coatings Association (ACA)
- Council of Producers & Distributors of Agro-technology (CPDA)
- East Harris County Manufacturers Association (EHCMA)
- Household & Commercial Products Association (HPCA)
- National Association of Chemical Distributors (NACD)
- Personal Care Products Council (PCPC)

Mexico

- El Salto Industrial Association (AISAC)
- National Association of Manufacturers of Paints and Inks (ANAFAPYT)
- National Chemical Industry Association (ANIQ)
- National Chamber for Industrial Transformation (CANACINTRA)
- Mexican Institute of Chemical Engineers (IMIQ)
- Mexican Society for Cosmetological Chemistry (SQCM)

Uruguay

- Uruguayan Chemical Industry Association (ASIQUR)
- Union of Exporters of Uruguay (UEU)

Regional organizations

- Latin-American Petrochemical and Chemical Association (APLA)
- The European Petrochemical Association (EPCA)

Ipiranga

- Brazilian Association of Piped-Gas Distribution Companies (ABEGÁS)
- Brazilian Corporate Communication Association (Aberje)
- Brazilian Downstream Association (ABD)
- Brazilian Franchising Association (ABF)
- Brazilian Association of Port Terminals (ABTP)
- National Confederation of Industry (CNI)
- Brazilian Business Council for Sustainable Development (CEBDS)
- Getúlio Vargas Foundation – Energy (FGV Energia)
- Business Leaders Group – Rio de Janeiro (LIDE – RJ)
- Brazilian Institute for Ethical Competition (ETCO)
- Brazilian Oil and Gas Institute (IBP)
- Legal Fuel Institute (ICL)
- Business Studies Institute (IEE)
- Brazilian Global Compact Network

Extrafarma

- Brazilian Association of Pharmacy and Drugstore Networks (Abrafarma)
- Brazilian Association for Wholesale Pharmaceuticals (Abafarma)
- Brazilian Pharmaceutical Trade Association (ABCFARMA)

RESOURCES AND ENVIRONMENT | ENERGY TRANSITION

GHG Emissions (tCO_2e) – Ultra Group GRI 305-1 – 305-2 – 305-3

	HOLDING			ULTRAGAZ			ULTRACARGO			OXITENO			IPIRANGA[5]			EXTRAFARMA			ULTRA GROUP		
	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020
Direct emissions (Scope 1)[1]	53.0	255.0	12.5	15,528.0	14,869.1	15,383.1	6,438.0	16,605.0	32,851.1	425,334.3	417,755.7	430,372.6	12,821.2	12,152.7	8,854.7	N.M.	N.M.	4,039.1	460,174.4	461,637.5	491,513.3
Bio-genic CO_2 emission[s][2]	0.0	0.0	0.0	2,441.4	2,528.3	2,377.8	502.6	1,628.2	6,317.9	234.1	146.4	33.8	1,814.3	1,666.0	1,203.9	N.M.	N.M.	0.0	4,992.4	5,968.9	9,933.5
Energy indirect emissions (Scope 2)[3]	168.0	158.0	280.5	1,602.3	1,627.5	1,363.4	1,106.0	725.0	626.3	183,537.7	136,841.8	137,138.2	1,563.4	1,558.6	1,229.7	N.M.	16,726.0	13,092.0	187,977.5	157,636.9	153,730.2
Other indirect emissions (Scope 3)[4]	0.0	0.0	0.0	110,167.1	111,723.7	125,542.1	2,997.0	53.0	958.2	143,163.1	143,230.5	171,643.4	348,264.6	579,958.6	613,552.2	N.M.	N.M.	90.0	604,591.9	834,965.9	911,785.8
Bio-genic CO_2 emissions[2]	0.0	0.0	0.0	N.M.	14,730.3	16,162.0	N.M.	N.M.	N.M.	2,132.2	2,187.2	3,373.1	28,342.4	40,964.4	37,377.3	N.M.	N.M.	0.0	30,474.6	57,881.9	56,912.5
Total																					
Scope 1 + Scope 2 + Scope 3	221.0	413.0	293.0	127,297.4	128,220.3	142,288.7	10,541.0	17,383.0	34,435.7	752,035.1	697,828.1	739,154.2	362,649.2	593,669.9	623,636.6	0.0	16,726.0	17,221.1	1,252,743.7	1,454,240.3	1,557,029.3
Bio-genic emissions	0.0	0.0	0.0	2,441.4	17,258.5	18,539.9	502.6	1,628.2	6,317.9	2,366.3	2,333.6	3,406.9	30,156.8	42,630.4	38,581.2	0.00	N.M.	0.0	35,467.0	63,850.8	66,846.0

N.M.: Information not managed/available.
1. Includes LPG, Diesel, R-410 A, CO_2, CH_4, NO_2, N_2O, PFC's, HFC's, SF_6, NF_3 and refrigerant gases.
2. CO_2, CH_4 and NO_2.
3. Purchase of electricity. Emission factor based on the National Interconnected System. At Oxiteno, the energy mixes of the countries in which the company operates were considered.
4. Includes corporate air travel, land transportation related to operations (waste disposal and employees), transportation of downstream products (sea, road and air).
5. The GHG inventory covered all companies controlled operationally by Ipiranga, with the exception of *am/pm*'s own stores. This operation started in the second half of 2020, and the related data was not available for inclusion in the calculation.

RESOURCES AND ENVIRONMENT | ECO-EFFICIENT OPERATIONS

Energy consumption GRI 302-1 (GJ)

	HOLDING			ULTRAGAZ			ULTRACARGO			OXITENO[4]			IPIRANGA[6]			EXTRAFARMA[7]			ULTRA GROUP		
	2018	2019	2020	2018[3]	2019[3]	2020	2018	2019	2020	2018	2019	2020[5]	2018	2019	2020	2018	2019	2020	2018	2019	2020
Fuels from non-renewable sources[1]	820.0	716.0	132.1	201,434.0	192,854.5	199,708.9	797.0	947.0	1,316.6	5,140,637.1	5,256,184.8	5,340,727.4	54,397.8	32,363.3	12,453.7	N.M.	132.0	24,000.0	N.M.	5,483,197.6	5,578,338.7
Fuels from renewable sources[2]	0.0	0.0	0.0	34,953.4	36,196.0	32,579.7	30.0	3.0	4.0	3,136.8	1,929.4	454.4	0.0	0.0	0.0	N.M.	0.0	0.0	N.M.	38,128.4	33,038.1
PURCHASED ENERGY	24,593.0	22,690.0	17,156.0	79,622.8	79,018.3	80,477.9	8,899.0	9,134.0	7,894.1	2,929,043.1	2,702,775.4	2,801,919.6	79,902.2	84,451.0	80,455.2	N.M.	116,168.0	103,301.0	N.M.	3,014,236.7	3,091,203.8
Electricity	24,593.0	22,690.0	17,156.0	79,622.8	79,018.3	80,477.9	8,899.0	9,134.0	7,894.1	956,148.0	1,043,688.5	1,118,351.2	79,902.2	84,451.0	80,455.2	N.M.	116,168.0	103,301.0	N.M.	1,355,149.8	1,407,635.5
Captive Market Electricity	24,593.0	5,895.0	14,939.0	N.M.	N.M.	N.M.	N.M.	N.M.	5,930.7	N.M.	N.M.	N.M.	N.M.	76,783.0	63,732.7	N.M.	N.M.	N.M.	N.M.	N.M.	N.M.
Free Energy Market Electricity	0.0	16,795.0	2,217.0	N.M.	N.M.	N.M.	N.M.	N.M.	1,963.4	N.M.	N.M.	N.M.	N.M.	7,668.0	16,722.6	N.M.	N.M.	N.M.	N.M.	N.M.	N.M.
Steam	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1,972,895.1	1,659,086.8	1,683,568.4	0.0	0.0	0.0	N.M.	0.0	0.0	N.M.	1,659,086.8	1,683,568.4
Total consumption	25,413.0	23,406.0	17,288.1	316,010.2	308,068.8	312,766.5	9,726.0	10,084.0	9,214.7	8,072,817.1	7,960,889.6	8,143,101.4	134,300.0	116,814.3	92,908.9	N.M.	116,300.0	127,301.0	N.M.	8,535,562.7	8,702,580.6

N.M.: Information not managed/available.
1. The main fuels from non-renewable sources used were LPG, diesel oil, gasoline, natural gas, fuel oil, methane, tail gas, light oil and liquid mixture.
2. The main fuels from renewable sources used were ethanol, biodiesel, anhydrous alcohol and hydrated alcohol.
3. The energy consumption figures for 2018 and 2019 were restated, due to the double-counting of air conditioning refrigeration gases, which had been already included in the electricity consumption indicator.
4. The data for 2019 and 2020 included fuel and energy consumption at the Pasadena plant (United States). The 2019 data published in the previous report has been restated, to be in line with the new scope.
5. In 2020, the generator was deactivated.
6. Included administrative offices, four distribution centers of the *am/pm* network, its own bases, its own pools, operational offices with invoices for its own consumption and third-party pools (weighted consumption, including the consumption of the operational offices located in these locations). Ipiranga used energy self-generation systems that consume non-renewable fuels: diesel in generators; natural gas, liquefied petroleum gas (LPG) and gasoline in heating systems; and fuel oil, to generate steam in the Pool in Paulínia (SP).
7. The consumption of non-renewable fuels in 2019 included only the diesel oil used in generators. As of 2020, Extrafarma also started to account for the consumption of diesel oil and gasoline in its vehicle fleet.

Water withdrawal[1] 2020 - Ultra Group (m³) GRI 303-3

	HOLDING	ULTRAGAZ	ULTRACARGO	OXITENO[3]	IPIRANGA	EXTRAFARMA	ULTRA GROUP
Surface water	148.00	-	1,719.00	23,160.11	5,771.03	-	30,798.14
Ground water	7,903.00	41,530.24	-	181,799.00	25,765.39	-	256,997.63
Third party water	2,141.00	92,895.48[2]	427,141.40	5,472,141.84	82,199.82	57,162.00	6,133,681.54
Total	10,192.00	134,425.72	428,860.40	5,677,100.95	113,736.25	57,162.00	6,421,477.31

1. The Holding, Ultragaz, Ultracargo, Ipiranga and Extrafarma did not have structured controls for water, and could only report on the quality of volumes collected from third parties (predominantly sanitation companies and a small amount by water trucks), which was 100% fresh water. The entire volume withdrawn by Oxiteno was fresh water, with up to 1,000 mg of total solids per liter, regardless of the source of withdrawal.
2. The volumes supplied by sanitation companies to Ultragaz represented about 90% of the total water received from third parties. The remainder corresponded to the purchase of bottled water for human consumption and the collection of rainwater, which was not monitored separately.
3. Of the total volume of water withdrawn by Oxiteno in 2020, 78,355.01 m³ were withdrawn from regions classified as water-stressed (units in Guadalajara and San Juan Del Río, Mexico). Of this amount, 56,176.00 m³ referred to groundwater and 22,179.01 m³ to water supplied by third parties. The other Group companies did not identify the volume of water withdrawn in water-stressed areas.

Water discharged[1] 2020 – Ultra Group (m³) GRI 303-4

	HOLDING	ULTRAGAZ[2]	ULTRACARGO[3]	OXITENO[4]	IPIRANGA	EXTRAFARMA[5]	ULTRA GROUP
Discharged into water bodies	-	-	-	603,180.83	1,670.23	-	604,851.06
Discharged into groundwater	-	-	-	-	36,014.21	-	36,014.21
Sewage collection networks or water treatment companies	8,618.00	56,809.44	11,549,032.00	1,719,830.00	37,876.87	25,516.00	13,397,682.31
Total	8,618.00	56,809.44	11,549,032.00	2,323,010.83	75,561.31	25,516.00	14,038,547.58

1. The Holding, Ultragaz, Ultracargo, Ipiranga and Extrafarma did not control this information in a structured way. All water discharged by Oxiteno was fresh water.
2. Ultragaz did not monitor the volumes of effluents discharged into water bodies. It only monitored the quality of the effluents in accordance with the relevant legal requirements.
3. The total volume of water discharged exceeded the volume withdrawn due to the management of rainwater and groundwater, which was possibly contaminated. The company collected these sources of water and discharged them as effluents. This included discharge of effluents in a sewage collection network and to third parties, who were responsible for their treatment before final disposal into water bodies. These processes were in line with the environmental legislation.
4. Of the total discharged by Oxiteno in 2020, 17,121.00 m³ were discharged from areas classified as water-stressed regions (units in Guadalajara and San Juan Del Río, Mexico). The other companies did not measure the water discharged in water-stressed areas.
5. Included only the volumes sold as sewage by the local sanitation companies, and so did not cover the total volume discharged. Some sanitation companies do not have a specific charge for the service. There are also some units where the sewage collection network was not available. In these cases, effluents were discharged into septic tanks.

Environmental compliance GRI 307-1

Significant fines	2019	2020
Ultragaz	R$ 98,100	R$ 0.00
Ultracargo	R$ 14,545[1]	R$ 0.00[2]
Oxiteno	US$ 7,500[3]	R$ 960.00
Ipiranga	R$ 50,000[4]	R$ 0.00
Extrafarma	R$ 4,000[5]	R$ 0.00

1. The amount has been restated from that disclosed in 2019. In the previous report, two fines in the amount of R$ 13,265 each, were still pending. The first was paid in the adjusted amount of R$ 14,545. The second was still awaiting judgment of an administrative appeal.
2. The fines, which were related to leaks at the Santos (SP) and Itaqui (MA) terminals, are awaiting judgment of administrative appeals.
3. The previous report erroneously disclosed that the company had not received a fine in 2019.
4. In the 2019 report, the company reported an infraction notice in the amount of R$ 22.5 million, due to a product leakage resulting from an accident between two cargo vehicles, one of which was a fuel transportation contractor. This is an important legal process for Ipiranga. The company did not contribute to the incident and it considers the fine to be disproportionate compared to the extent of the damage and the remediation work carried out. The case is still awaiting judgment.
5. The value has been restated from that disclosed in 2019. In the previous report, Extrafarma included amounts for two tax assessment notices, which the company appealed. These processes were still pending in 2020, and the amounts have not yet been paid.

PEOPLE MANAGEMENT AND DEVELOPMENT | INNOVATIVE, INCLUSIVE AND EXCELLENCE CULTURE

Employees 2020 – Ultra Group GRI 102-8

	HOLDING[1]		ULTRAGAZ		ULTRACARGO[2]		OXITENO		IPIRANGA[3]		EXTRAFARMA		ULTRA GROUP[5]	
	M	W	M	W	M	W	M	W	M	W	M	W	M	W
BY TYPE OF WORK CONTRACT														
Permanent	212	191	2,816	581	745	149	1,306	546	2,560	795	2,199	3,722	9,838	5,984
Temporary	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BY TYPE OF EMPLOYMENT														
Full-time	212	191	2,786	580	745	149	1,306	546	2,555	791	N.M.[4]		N.M.	
Part-time	0	0	30	1	0	0	0	0	5	4				
BY REGION														
Center-West	0		159		0		0		119		0		278	
Northeast	0		675		408		360		280		3,017		4,740	
North	0		31		0		0		141		2,046		2,218	
Southeast	403		2,058		486		849		2,391		858		7,045	
South	0		474		0		46		424		0		944	
International operations	NA		NA		NA		597		NA		NA		597	
BY GENDER	212	191	2,816	581	745	149	1,306	546	2,560	795	2,199	3,722	9,838	5,984
Total	403		3,397		894		1,852		3,355		5,921		15,822	

N.M.: Information not managed/available.
NA: Not applicable.
1. Included two employees of UVC Investimentos.
2. Included the 31 employees of the joint venture with União Vopak.
3. Aggregated the information from all the Ultra Group businesses in the fuel segment.
4. Part-time work is limited to pharmacists who work on a 6-hour shift, and who represent less than 3% of the workforce.
5. Excluded the 68 employees of the *abastece aí* platform.

Hires and turnover 2020 GRI 401-1

	HOLDING			ULTRAGAZ			ULTRACARGO			OXITENO[1]			IPIRANGA[2]			EXTRAFARMA		
		Hires	Turnover rate (%)		Hires	Turnover rate (%)		Hires	Turnover rate (%)		Hires	Turnover rate (%)		Hires	Turnover rate (%)		Hires	Turnover rate (%)
	Total	Rate (%)		Total	Rate (%)		Total	Rate (%)		Total	Rate (%)		Total	Rate (%)		Total	Rate (%)	
BY GENDER																		
Men	57	26.9%	25.2%	294	10.4%	10.6%	212	28.5%	21.4%	96	7.4%	11.3%	293	11.4%	15.4%	460	7.8%	22.9%
Women	55	28.8%	26.2%	87	14.8%	15.5%	51	34.2%	26.5%	69	12.6%	18.1%	209	26.3%	23.4%	531	9.0%	16.2%
BY REGION																		
Center-West	0	0.0%	0.0%	33	21.0%	19.4%	0	0.0%	0.0%	0	0.0%	0.0%	16	13.4%	15.5%	0	0.0%	0.0%
Northeast	0	0.0%	0.0%	46	6.6%	8.3%	105	25.7%	18.5%	21	5.8%	5.7%	41	14.6%	16.6%	526	8.9%	19.1%
North	0	0.0%	0.0%	6	20.7%	19.0%	0	0.0%	0.0%	0	0.0%	0.0%	17	12.1%	14.5%	230	3.9%	14.5%
Southeast	112	27.8%	25.7%	240	11.7%	11.8%	158	32.5%	25.4%	103	12.1%	11.1%	376	15.7%	17.8%	235	4.0%	27.7%
South	0	0.0%	0.0%	56	11.9%	11.4%	0	0.0%	0.0%	1	2.2%	4.3%	52	12.3%	13.9%	0	0.0%	0.0%
BY AGE RANGE																		
Less than 30 years old	42	37.2%	25.4%	174	24.9%	19.5%	69	39.9%	26.0%	61	24.4%	16.8%	257	25.3%	21.3%	593	10.0%	27.8%
30 to 50 years old	69	25.5%	26.3%	207	10.1%	12.4%	184	27.7%	21.2%	63	7.6%	7.5%	244	11.7%	14.7%	387	6.5%	12.8%
More than 50 years old	1	5.3%	19.4%	0	0.0%	0.0%	10	17.5%	22.8%	1	0.6%	7.0%	1	0.4%	19.3%	11	0.2%	1.3%
Total	112	27.8%	25.7%	381	11.2%	11.5%	263	29.4%	22.3%	165	8.9%	13.3%	502	15.0%	17.0%	991	16.7%	18.7%

Hire rate: no. of hires/total employees.
Turnover rate = (hires + terminations)/2 /total employees.
1. The data by region and by age range in this table referred only to the operations in Brazil. In the international operations, there were 40 hires in 2020. Hires and turnover rates by country are shown in the supplementary table.
2. Aggregated the information for all the Ultra Group businesses in the fuel segment.

OXITENO – Hires and turnover by country

	Hires		Turnover rate (%)
	Total	Rate (%)	
Brazil	125	10.0%	9.3%
Mexico	26	7.5%	12.8%
Uruguay	0	0.0%	5.8%
United States	12	9.7%	12.1%
Sales Offices	2	8.3%	8.3%

Diversity 2020 – Ultra Group GRI 405-1

HOLDING (%)	Gender		Age range			People with disabilities[1]
	Men	Women	Less than 30 years old	From 30 to 50 years old	More than 50 years old	
Board of Directors	85.7%	14.3%	0.0%	7.1%	92.9%	
Employees						
CEOs	100.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Directors	66.7%	33.3%	0.0%	83.3%	16.7%	0.0%
Managers	63.3%	36.7%	0.0%	90.0%	10.0%	6.7%
Coordinators	53.3%	46.7%	5.0%	91.7%	3.3%	1.7%
Administrators	51.0%	49.0%	35.9%	60.1%	3.9%	2.3%
Total employees	52.9%	47.1%	28.0%	67.5%	4.5%	2.5%

1. There were a number of actions underway to increase this proportion.

ULTRAGAZ (%)	Gender		Age range			People with disabilities[1]
	Men	Women	Less than 30 years old	From 30 to 50 years old	More than 50 years old	
CEOs	100.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Directors	83.3%	16.7%	0.0%	50.0%	50.0%	0.0%
Managers	91.2%	8.8%	7.1%	75.2%	17.7%	0.0%
Coordinators	75.3%	24.7%	16.6%	75.3%	8.1%	0.3%
Administrators	49.1%	50.9%	36.7%	56.9%	6.4%	6.4%
Operators	99.3%	0.7%	13.1%	56.9%	30.0%	4.7%
Total	82.9%	17.1%	19.1%	60.6%	20.3%	4.2%

1. The company has signed Conduct Adjustment Term (TAC) which is in effect and which aims to achieve a 5% proportion of this category in the company's workforce.

ULTRACARGO (%)	Gender		Age range			People with disabilities[1]
	Men	Women	Less than 30 years old	From 30 to 50 years old	More than 50 years old	
CEOs	100.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Directors	100.0%	0.0%	0.0%	33.0%	67.0%	0.0%
Managers	86.0%	14.0%	0.0%	83.0%	17.0%	3.0%
Coordinators	78.0%	22.0%	4.0%	87.0%	9.0%	0.0%
Administrators	58.0%	42.0%	25.0%	71.0%	4.0%	10.0%
Operators	97.0%	3.0%	23.0%	72.0%	5.0%	3.0%
Total	83.0%	17.0%	20.0%	74.0%	6.0%	4.0%

1. In line with the legal requirement.

The division by functional category considered:

- Directors: all levels of directors;
- Management: all levels of managers and executive managers;
- Coordination: all levels of coordination, supervision and consultants;
- Administrative: all levels of analysts and specialists;
- Operational: all levels of assistants and assistants.
- In the Holding, the Operational level was integrated into the Administrative level.

Note: The Holding and Extrafarma did not monitor data on ethnicity/race/color.

ULTRAGAZ (%)	Ethnicity/race/color					
	Black	Brown	White	Yellow	Indigenous	Undeclared
CEOs	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%
Directors	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%
Managers	0.9%	10.6%	71.7%	1.8%	0.0%	15.0%
Coordinators	2.2%	18.2%	59.2%	1.9%	0.0%	18.5%
Administrators	4.4%	22.7%	53.4%	0.6%	0.0%	18.9%
Operators	12.3%	28.4%	44.1%	0.3%	0.0%	14.9%
Total	8.3%	24.6%	49.9%	0.7%	0.0%	16.4%

ULTRACARGO (%)	Ethnicity/race/color				
	Black	Brown	White	Yellow	Indigenous
CEOs	0.0%	0.0%	100.0%	0.0%	0.0%
Directors	0.0%	33.3%	66.7%	0.0%	0.0%
Managers	2.9%	11.4%	82.9%	2.8%	0.0%
Coordinators	13.5%	24.8%	58.2%	3.5%	0.0%
Administrators	7.9%	36.3%	55.4%	0.4%	0.0%
Operators	15.4%	46.4%	36.9%	1.3%	0.0%
Total	12.5%	38.8%	47.2%	1.5%	0.0%

Diversity 2020 – Ultra Group GRI 405-1

OXITENO BRASIL (%)	Gender		Age range			People with disabilities
	Men	Women	Less than 30 years old	From 30 to 50 years old	More than 50 years old	
CEOs	100.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Directors	20.0%	80.0%	0.0%	60.0%	40.0%	0.0%
Managers	65.2%	34.8%	0.0%	83.0%	17.0%	1.8%
Coordinators	71.0%	29.0%	2.2%	73.1%	24.7%	3.2%
Administrators	46.6%	53.4%	29.2%	61.0%	9.8%	6.8%
Operators	88.0%	12.0%	19.5%	66.6%	13.9%	2.1%
Total	70.5%	29.5%	20.0%	66.4%	13.6%	3.8%

IPIRANGA (%)	Gender		Age range			People with disabilities
	Men	Women	Less than 30 years old	From 30 to 50 years old	More than 50 years old	
CEOs	100.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Directors	83.3%	16.7%	0.0%	50.0%	50.0%	0.0%
Managers	75.7%	24.3%	4.5%	73.9%	21.6%	0.0%
Coordinators	79.9%	20.1%	12.0%	77.2%	10.8%	0.2%
Administrators	66.2%	33.8%	33.9%	55.3%	5.8%	1.6%
Operators	92.3%	7.7%	25.5%	67.3%	7.2%	0.6%
Total	76.3%	23.7%	30.3%	62.3%	7.5%	1.0%

Note: Aggregated the data for all the Ultra Group fuel businesses.

EXTRAFARMA (%)	Gender		Age range			People with disabilities[1]
	Men	Women	Less than 30 years old	From 30 to 50 years old	More than 50 years old	
CEOs	100.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Directors	75.0%	25.0%	0.0%	100.0%	0.0%	0.0%
Managers	76.2%	23.8%	0.0%	95.2%	4.8%	0.0%
Coordinators	68.2%	31.8%	10.2%	83.0%	6.8%	0.0%
Administrators	42.5%	57.5%	42.5%	55.3%	2.3%	0.0%
Operators	36.2%	63.8%	40.2%	55.5%	4.3%	3.3%
Total	37.1%	62.9%	39.7%	56.0%	4.3%	3.3%

1. There were a number of actions underway to increase this proportion.

OXITENO BRASIL (%)	Ethnicity/race/color				
	Black	Brown	White	Yellow	Indigenous
CEOs	0.0%	0.0%	100.0%	0.0%	0.0%
Directors	0.0%	0.0%	100.0%	0.0%	0.0%
Managers	1.8%	0.9%	96.4%	0.9%	0.0%
Coordinators	0.0%	10.8%	84.9%	4.3%	0.0%
Administrators	4.1%	7.6%	86.3%	1.7%	0.2%
Operators	12.3%	21.4%	65.4%	0.9%	0.0%
Total	7.4%	13.6%	77.4%	1.4%	0.1%

IPIRANGA (%)	Ethnicity/race/color				
	Black	Brown	White	Yellow	Indigenous
CEOs	0.0%	0.0%	100.0%	0.0%	0.0%
Directors	0.0%	0.0%	83.3%	16.7%	0.0%
Managers	0.9%	3.6%	94.6%	0.9%	0.0%
Coordinators	1.0%	16.8%	80.8%	1.4%	0.0%
Administrators	3.3%	16.5%	79.0%	1.0%	0.2%
Operators	9.4%	27.9%	61.7%	0.8%	0.2%
Total	4.8%	19.5%	74.5%	1.0%	0.1%

Note: Aggregated the data for all the Ultra Group fuel businesses.

PEOPLE MANAGEMENT AND DEVELOPMENT | HEALTH AND SAFETY

Occupational health and safety 2019 GRI 403-9

	HOLDING	ULTRAGAZ	ULTRACARGO	OXITENO	IPIRANGA	EXTRAFARMA	ULTRA GROUP
EMPLOYEES							
Total hours worked	N.M.	7,469,505	1,547,030	3,715,857	5,432,500	15,240,896	33,405,788
Fatalities (total)	N.M.	0	0	0	0	0	0
Fatalities (index)	N.M.	0.00	0.00	0.00	0.00	0.00	0.00
High-consequence work-related injuries (total)[1]	N.M.	0	0	8	0	0	8
High-consequence work-related injuries (index)[2]	N.M.	0.00	0.00	2.15	0.00	0.00	0.24
Mandatory reporting of work-related injuries (total)[3]	N.M.	24	2	2	8	18	54
Mandatory reporting of work-related injuries (index)[2]	N.M.	3.21	1.29	0.54	1.47	1.18	1.62
Work-related injuries (total)[4]	N.M.	53	4	10	11	18	96
Injury frequency rate[2 4]	N.M.	7.10	2.59	2.69	2.02	1.18	2.87
Severity Rate[5]	N.M.	69.88	7.76	114.11	10.86	11.61	35.74
OTHER WORKERS IN ACTIVITY IN THE WORKPLACE CONTROLLED BY THE ORGANIZATION[6]							
Total hours worked	N.M.	3,432,494	2,875,288	3,402,093	1,165,833	N.M.	10,875,708
Fatalities (total)	N.M.	0	0	0	0	0	0
Fatalities (index)	N.M.	0.00	0.00	0.00	0.00	0.00	0.00
High-consequence work-related injuries (total)[1]	N.M.	0	0	3	0	0	3
High-consequence work-related injuries (index)[2]	N.M.	0.00	0.00	0.88	0.00	0.00	0.28
Mandatory reporting of work-related injuries (total)[3]	N.M.	15	1	4	0	0	20
Mandatory reporting of work-related injuries (index)[2]	N.M.	4.37	0.35	1.18	0.00	0.00	1.84
Work-related injuries (total)[4]	N.M.	17	5	7	0	0	29
Injury frequency rate[2 4]	N.M.	4.95	1.74	2.06	0.00	0.00	2.67
Severity Rate[5]	N.M.	N.M.	3.48	8.82	0.00	0.00	3.68

N.M.: Information not managed/available.

1. Accidents that caused an injury or a limitation of the worker's abilities for a period of more than six months. Excluded fatalities.

2. The indices were calculated using the formula: Nº of accidents x 1,000,000 / Man-hours worked.

3. Injuries with lost days. Included fatalities.

4. Included minor injuries, treated on the spot and without the need for the employee to leave the workplace. The indices were calculated using the formula: Nº of injuries x 1,000,000/Man-hours worked.

5. The indices were calculated using the formula: Nº of days lost x 1,000,000/Man-hours worked.

6. It included different groups of third parties that operated in each company. In Ultracargo, they included maintenance, construction, cleaning and security services. In Ipiranga, the main outsourced services were cleaning, maintenance and security, and operational activities in the company's bases.

The main types of work-related injuries by company were:

Ultragaz: bruising, cuts, dislocations and fractures (employees); movement of containers (other workers);

Ultracargo: due to the low number of accidents involving victims and injuries, it was not possible to categorize the main types;

Oxiteno: contact with chemicals, cuts, burns;

Ipiranga: falls from the same level and from heights, foot trapped;

Extrafarma: falls from the same level and from heights, falling material, crushing.

Occupational health and safety 2018 GRI 403-9

	HOLDING	ULTRAGAZ	ULTRACARGO	OXITENO	IPIRANGA	EXTRAFARMA	ULTRA GROUP
EMPLOYEES							
Total hours worked	N.M.	7,725,673	1,437,564	3,833,555	5,377,667	18,913,700	37,288,159
Fatalities (total)	N.M.	1	0	0	0	0	1
Fatalities (index)	N.M.	0.13	0.00	0.00	0.00	0.00	0.03
High-consequence work-related injuries (total)[1]	N.M.	0	0	9	0	0	9
High-consequence work-related injuries (index)[2]	N.M.	0.00	0.00	2.35	0.00	0.00	0.24
Mandatory reporting of work-related injuries (total)[3]	N.M.	23	0	N.M.	3	19	45
Mandatory reporting of work-related injuries (index)[2]	N.M.	2.98	0.00	N.M.	0.56	1.00	1.21
Work-related injuries (total)[4]	N.M.	64	4	9	5	19	101
Injury frequency rate[2 4]	N.M.	8.28	2.78	2.35	0.93	1.00	2.71
Severity Rate[5]	N.M.	848.86	0.00	110.08	6.32	8.72	192.53
OTHER WORKERS IN ACTIVITY IN THE WORKPLACE CONTROLLED BY THE ORGANIZATION[6]							
Total hours worked	N.M.	4,444,444	2,583,396	3,262,281	1,144,000	N.M.	11,434,121
Fatalities (total)	N.M.	0	0	0	0	0	0
Fatalities (index)	N.M.	0.00	0.00	0.00	0.00	0.00	0.00
High-consequence work-related injuries (total)[1]	N.M.	0	0	3	0	0	3
High-consequence work-related injuries (index)[2]	N.M.	0.00	0.00	0.92	0.00	0.00	0.26
Mandatory reporting of work-related injuries (total)[3]	N.M.	8	0	N.M.	0	0	8
Mandatory reporting of work-related injuries (index)[2]	N.M.	1.80	0.00	N.M.	0.00	0.00	0.70
Work-related injuries (total)[4]	N.M.	8	2	3	0	0	13
Injury frequency rate[2 4]	N.M.	1.80	0.77	0.92	0.00	0.00	1.14
Severity Rate[5]	N.M.	N.M.	0.00	18.09	0.00	0.00	5.16

N.M.: Information not managed/available.

1. Accidents that caused an injury or a limitation of the worker's abilities for a period of more than six months. Excluded fatalities.

2. The indices were calculated using the formula: Nº of accidents x 1,000,000 / Man-hours worked.

3. Injuries with lost days. Included fatalities.

4. Included minor injuries, treated on the spot and without the need for the employee to leave the workplace. The indices were calculated using the formula: Nº of injuries x 1,000,000/Man-hours worked

5. The indices were calculated using the formula: Nº of days lost x 1,000,000/Man-hours worked.

6. It included different groups of third parties that operated in each company. In Ultracargo, they included maintenance, construction, cleaning and security services. In Ipiranga, the main outsourced services were cleaning, maintenance and security, and operational activities in the company's bases.

The main types of work-related injuries by company were:
Ultragaz: bruising, cuts, dislocations and fractures (employees); movement of containers (other workers);
Ultracargo: due to the low number of accidents involving victims and injuries, it was not possible to categorize the main types;
Oxiteno: contact with chemicals, cuts, burns;
Ipiranga: falls from the same level and from heights, foot trapped;
Extrafarma: falls from the same level and from heights, falling material, crushing.

GRI content index

GRI 102-55

For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report.The service was performed on the Portuguese version of the report.

GRI Standards 101: Foundation 2016

GRI Standards 102: General disclosures 2016 (aplicable for all disclosures identified by the number 102)

CONTENTS	PAGE / RESPONSE / URL
102-1 Name of the organization	Ultrapar Participações S.A.
102-2 Activities, brands, products and services	13
102-3 Location of headquarters	13
102-4 Location of operations	13
102-5 Ownership and legal form	13
102-6 Markets served	13
102-7 Scale of the organization	15 to 19 and 61
102-8 Information on employees and other workers	135
102-9 Supply chain	104 to 107
102-10 Significant changes to the organization and its supply chain	The companies Ultra Venture Capital (UVC) and *abastece aí* were created, as described on pages 42 and 43. Other less significant changes, related to the evolution of the businesses, were described on pages 46 to 53.
102-11 Precautionary principle or approach	The Ultra Group does not directly apply the Precautionary Principle, but its strategic planning and conduction of business activities include the management and reduction of risks and impacts. The main processes are described on page 71 and 72 (risk management) and 79 and 80 (climate change).
102-12 External initiatives	24 and 25
102-13 Membership of associations	129
102-14 Statement from senior decision-maker	8 to 11
102-16 Values, principles, standards and norms of behavior	13 and 71
102-18 Governance structure	27
102-40 List of stakeholder groups	66 and 67
102-41 Collective bargaining agreements	All employees of the Holding, Ultragaz, Ultracargo, Ipiranga and Extrafarma are covered by collective bargaining agreements. In Oxiteno, 80.1% of employees are covered.
102-42 Identifying and selecting stakeholders	66 and 67
102-43 Approach to stakeholder engagement	66 and 67
102-44 Key topics and concerns raised	68 and 69
102-45 Entities included in the consolidated financial statements	This report covered all the companies controlled by the Ultra Group, as do the Group's Financial Statements, which are available on its website at: https://ri.ultra.com.br/Download.aspx-?Arquivo=sYEKNsP91Sax85wbob9aBg==
102-46 Defining report content and topic boundaries	4
102-47 List of material topics	5
102-48 Restatements of information	There were some exceptional cases of restatements that are clearly indicated in the report.
102-49 Changes in reporting	To improve the coverage of the topics related to the efficiency of operations, to number of water-related disclosures were included. In addition, the report adopted the most up-to-date version of the GRI Standards for the aspects covered, regardless of whether it was mandatory or not.
102-50 Reporting period	4
102-51 Date of most recent report	July/2020
102-52 Reporting cycle	Annual
102-53 Contact point for questions regarding the report	sustentabilidade@ultra.com.br
102-54 Claims of reporting in accordance with GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.
102-55 GRI content index	146 to 151
102-56 External assurance	The report has not been externally verified and only the information on performance extracted from the Financial Statements has been audited.

GRI Standard	CONTENTS	PAGE / RESPONSE / URL	Related SASB indicator[1]
PILLAR: CORPORATE GOVERNANCE			
Material topic: Ethics and integrity			
GRI 103: Management Approach 2016	**103-1** Explanation of the material topic and its boundary	68 and 71 The main impacts related to the topic occurred in society in general and were caused by the company.	
	103-2 The management approach and its components	71	
	103-3 Evaluation of the management approach	71	
GRI 205: Anti-corruption 2016	**205-1** Operations assessed for risks related to corruption	72	
	205-2 Communication and training about anti-corruption policies and procedures	73	
	205-3 Confirmed incidents of corruption and actions taken	71	
Topic: Data privacy			
GRI 103: Management Approach 2016	**103-1** Explanation of the material topic and its boundary	68 and 75 Customers were the stakeholders most impacted by the company's actions related to this topic.	
	103-2 The management approach and its components	75	
	103-3 Evaluation of the management approach	75	
GRI 418: Customer privacy 2016	**418-1** Substantiated complaints concerning breaches of customer privacy and losses of customer data	76	
PILLAR: RESOURCES AND THE ENVIRONMENT			
Material topic: Energy transition			
GRI 103: Management Approach 2016	**103-1** Explanation of the material topic and its boundary	68 and 79 Society and the environment were impacted directly by the company's management of the issue of climate change and, indirectly, by the activities of its suppliers and customers. At the same time, the company and its business model suffered impacts related to the topic, caused in a diffuse manner by society.	
	103-2 The management approach and its components	79	EM-RM 110a.2
	103-3 Evaluation of the management approach	79	EM-RM 110a.2
GRI 201: Economic performance 2016	**201-2** Financial implications and other risks and opportunities due to climate change	79	
GRI 302: Energy 2016	**302-1** Energy consumption within the organization	85, 91, 132 and 133	EM-CM-130a.1
	302-3 Energy intensity	90	
	302-4 Reduction of energy consumption	88 and 89	
GRI 305: Emissions 2016	**305-1** Direct (Scope 1) GHG emissions	83, 132 and 133	EM-RM 110a.1
	305-2 Energy indirect (Scope 2) GHG emissions	83, 132 and 133	
	305-3 Other indirect (Scope 3) GHG emissions	83, 132 and 133	
	305-4 GHG emissions intensity	83	
Material topic: Eco-efficient operations			
GRI 103: Management Approach 2016	**103-1** Explanation of the material topic and its boundary	68 and 85 The main impacts related to the topic occurred in society in general and in the environment and were caused by the company.	
	103-2 The management approach and its components	85	
	103-3 Evaluation of the management approach	85	
GRI 303: Water and effluents 2018	**303-3** Water withdrawal	85, 89, 91 and 134	EM-RM 140a.1 EM-RM 140a.2
	303-4 Water discharge	92 and 134	
GRI 306: Waste 2020	**306-3** Waste generated	93	EM-RM 150a.1
	306-4 Waste diverted from disposal	93	EM-RM 150a.1
	306-5 Waste directed to disposal	93	
GRI 307: Environmental compliance 2016	**307-1** Non-compliance with environmental laws and regulations	135	

1. SASB Indicators:
EM-CM-130a.1 Total energy consumed, percentage of grid electricity, percentage of alternative energy, percentage renewable.
EM-RM 110a.1 Gross global Scope 1 emissions, percentage covered under emissions-limiting regulations.
EM-RM 110a.2 Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets.
EM-RM 140a.1 Total fresh water withdrawn, percentage recycled, percentage in regions with High or Extremely High Baseline Water Stress.
EM-RM 140a.2 Number of incidents of non-compliance associated with water quality permits, standards, and regulations.
EM-RM 150a.1 Amount of hazardous waste generated and percentage recycled.

GRI Standard	CONTENTS	PAGE / RESPONSE / URL	Related SASB indicator[2]
PILLAR: VALUE SHARED WITH SOCIETY			
Material topic: Responsibility regarding the surrounding communities			
GRI 103: Management Approach 2016	**103-1** Explanation of the material topic and its boundary	69 and 95 The main impacts were caused by the company and affected stakeholders in general.	
	103-2 The management approach and its components	95	
	103-3 Evaluation of the management approach	95	
GRI 413: Local communities 2016	**413-1** Operations with local community engagement, impact assessments, and development programs	97 to 101	
	413-2 Operations with significant actual and potential negative impacts on local communities	95 and 96	
Material topic: Value chain			
GRI 103: Management Approach 2016	**103-1** Explanation of the material topic and its boundary	69, 102 and 104 The company was, at the same time, the subject and the object of the impacts on the relations with its suppliers in general. Regarding the fomenting of best practices among the company's partners, the main impacts occurred in society in general.	
	103-2 The management approach and its components	102 and 104	
	103-3 Evaluation of the management approach	102 and 104	
GRI 308: Supplier environmental assessment 2016	**308-1** New suppliers that were screened using environmental criteria	104 to 107	
GRI 408: Child labor 2016	**408-1** Operations and suppliers at significant risk for incidents of child labor	104 to 107	
GRI 409: Forced or compulsory labor 2016	**409-1** Operations and suppliers at significant risk for incidents of forced or compulsory labor	104 to 107	
GRI 414: Supplier social assessment 2016	**414-1** New suppliers that were screened using social criteria	104 to 107	
Not applicable	Relations with resellers	102 and 103	

GRI Standard	CONTENTS	PAGE / RESPONSE / URL	Related SASB indicator
PILLAR: PEOPLE MANAGEMENT AND DEVELOPMENT			
Material topic: Innovative, inclusive and excellence culture			
GRI 103: Management Approach 2016	**103-1** Explanation of the material topic and its boundary	69 and 109 Employees were the stakeholders most directly impacted by the company's management of the topic, but the consequences also affected society and the company itself.	
	103-2 The management approach and its components	109	
	103-3 Evaluation of the management approach	109	
GRI 401: Employment 2016	**401-1** New employee hires and employee turnover	111, 136 and 137	
GRI 404: Training and education 2016	**404-1** Average hours of training per year per employee	115	
GRI 405: Diversity and equal opportunity 2016	**405-1** Diversity of governance bodies and employees	119, 138 and 139	
	405-2 Ratio of basic salary and remuneration of women to men	118	
Material topic: Health and safety			
GRI 103: Management Approach 2016	**103-1** Explanation of the material topic and its boundary	69 and 120 Employees were the stakeholders most directly impacted by the company's management of the topic, but the consequences also affected society and the company itself.	
	103-2 The management approach and its components	120	
	103-3 Evaluation of the management approach	120	
GRI 403: Occupational health and safety 2018	**403-3** Occupational health services	120 and 121	EM-RM 320a.2
	403-4 Worker participation, consultation, and communication on occupational health and safety	122 to 124	
	403-6 Promotion of worker health	120 and 121	
	403-9 Work-related injuries	126, 127, 142, 143, 144 and 145	EM-RM 320a.1

2. SASB Indicators:
EM-RM 320a.1 Total recordable incident rate (TRIR), fatality rate, and near-miss frequency rate (NMFR) for full-time employees and contract employees.
EM-RM 320a.2 Discussion of management systems used to integrate a culture of safety.

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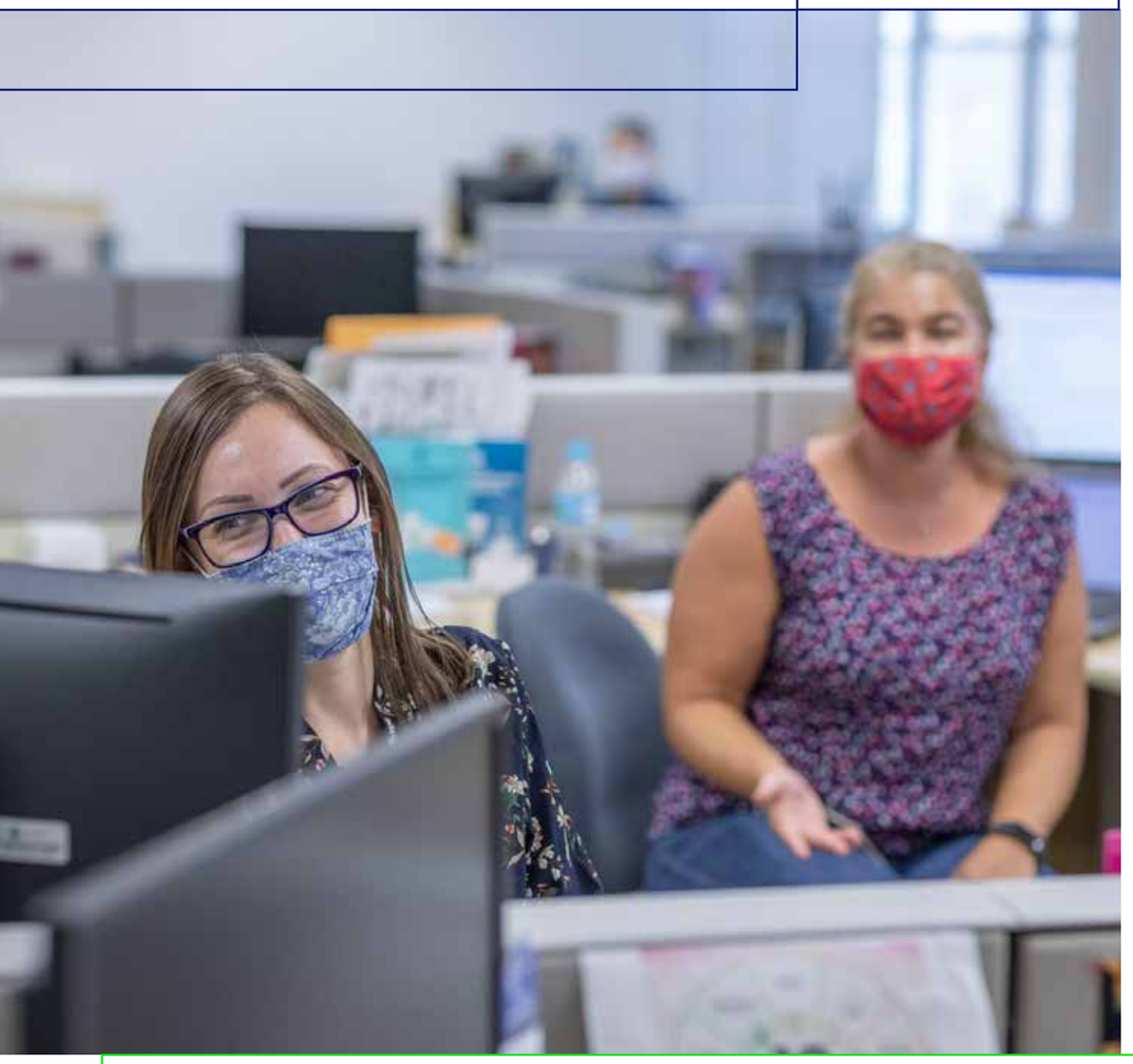
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