

# Sustainability Report 2023







# Index

## 01 ABOUT THE REPORT

- 8 Materiality and Stakeholder Engagement
- 10 Message from Top Management

## 02 GOVERNANCE

- 14 About Marcopolo
- 15 Our Values
- 16 Markets and Business
- 21 Strategy
- 21 Alignment with International Units
- 22 Innovation
- 24 Governance
- 25 Shareholding Composition
- 26 Corporate Structure
- 27 Organizational Structure
- 28 Executive Compensation
- 28 Risk Management
- 29 Integrated Business Management
- 30 Ethics and Compliance
- 32 Ombudsman Channels
- 33 Personal Data Privacy Policy

## 03 FINANCIAL PERFORMANCE

- 36 Performance of the Bus Manufacturing Sector in Brazil
- 37 Marcopolo's Performance
- 38 Units registered under Net Revenue
- 39 Production
- 41 Market Share
- 42 Consolidated Net Revenue
- 43 Gross Profit and Gross Margin
- 43 Sales Expenses
- 44 Administrative Expenses
- 44 Other Operating Income and Expenses
- 45 Results for Equity
- 46 Net Financial Income
- 47 EBITDA
- 48 Net Profit
- 48 Financial Indebtedness
- 49 Cash Generation
- 49 Value Generation
- 50 Performance of Subsidiaries and Affiliates
- 52 Independent Auditors
- 53 Performance of Marcopolo Shares in the Stock Exchange (B3)
- 54 Dividends /Interest on Equity
- 54 Investments and Fixed Assets
- 55 Relevant Facts and Market Communications

## 04 PEOPLE MANAGEMENT

- 58 Getting to Know the Marcopolo Team
- 60 Employee Training
- 61 Benefits to Employees and Family Members
- 62 Human Rights
- 62 Labor Relations
- 63 Health and Safety Management System
- 63 Health Management
- 65 Safety Management

## 05 STAKEHOLDER RELATIONSHIPS

- 70 Customer Relations
- 72 Employees Relations
- 74 Supplier Relations
- 75 Investor Relations
- 75 Community Relations The Marcopolo
- 76 Foundation
- 78 Awards and Recognitions
- 80 Participation in Associations

## 06 ENVIRONMENTAL MANAGEMENT

- 84 Overview
- 85 Emissions
- 86 Energy
- 88 Water and Wastewater
- 91 Materials and Waste
- 91 Production Process
- 92 Reuse and Recycling
- 93 Lifecycle
- 94 GRI CONTENT INDEX
- 97 CREDITS





# 01

## ABOUT THE REPORT



Sustainability  
Report  
**2023**





## About the Report

**GRI** 2-3, 2-14, 2-22, 2-29, 3-1, 3-2, 3-3

Completing 75 years of operation in 2024, Marcopolo reinforces its commitment to sustainability, expressed in its Business Vision, which is “To be a protagonist in mobility solutions in a sustainable way”. This commitment is also contained in its Values, its business strategies and its relationship with the community, which focuses on social development.

Sustainability practices are interconnected in environmental, social and governance (ESG) aspects.

This report covers information regarding 2023 about Marcopolo’s affiliated and subsidiary units in Brazil and abroad. The report is based on the guidelines of the Global Reporting Initiative (GRI Standard 2021) and the International Integrated Reporting Council (IIRC), established by the IASB - International Accounting Standards Board. The financial information is consolidated.





# Materiality and Stakeholder Engagement

At the end of 2023, a survey was carried out with representatives of stakeholders in the seven countries where Marcopolo maintains affiliated and subsidiary units, considering the most important topics for the development of actions by the company.

The survey included suppliers, service providers, sales representatives, dealers, customers, press, class associations, governmental institutions, social and innovation project partners, research and development, investors, financial institutions, employees, managers and Marcopolo's Board of Directors Members. The topics surveyed were as follows:

## Environmental

- 1 Use of recyclable materials
- 2 Reduction of energy consumption
- 3 Reduction of water consumption
- 4 Proper disposal of effluents and waste
- 5 Development of environmentally friendly products
- 6 Combating Global Warming

## Social

- 7 Investment in local communities (actions focused on education, health and leisure)
- 8 Guarantee of human rights to employees
- 9 Hiring local suppliers
- 10 Diversity and equal employment opportunities
- 11 Promoting the development of mobility in the cities
- 12 Participation in the definition of public policies for the well-being of the population

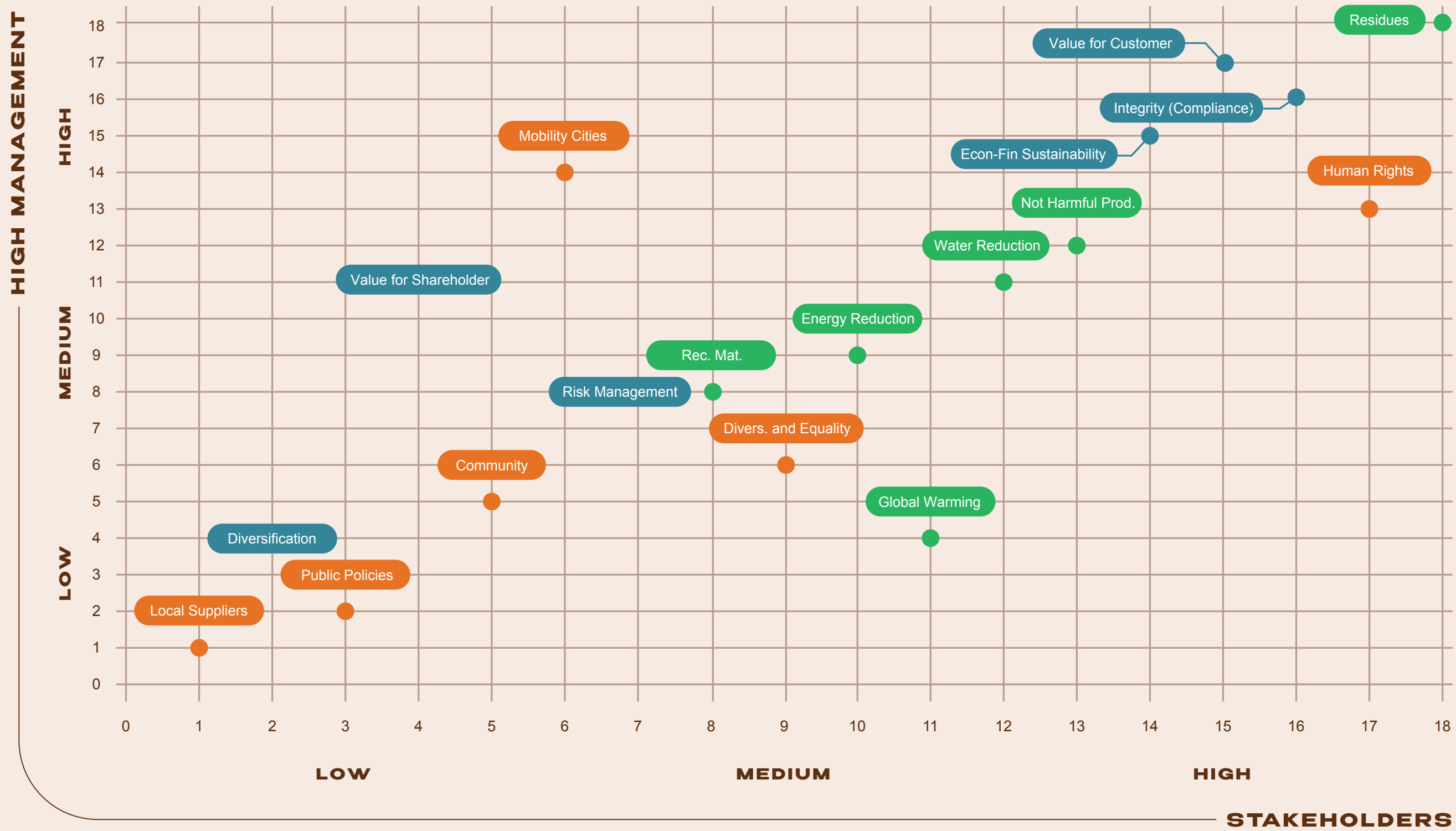
## Governance

- 13 Economic and financial sustainability
- 14 Generation of value for the shareholder
- 15 Generating value for the customer
- 16 Business risk management
- 17 Business diversification
- 18 Comply with integrity rules (Compliance)

The topics of greatest interest, pointed out by the interested parties are:

- Correct disposal of waste
- Guarantee of human rights
- Compliance with the rules of integrity
- Generation of value for the customer
- Economic and financial sustainability

These topics are broadly covered throughout this report.







# Message from Top Management

**André  
Vidal  
Armaganijan**  
President of  
Marcopolo  
(CEO)

**James  
Bellini**  
Chairman  
of the Board  
of Directors

Marcopolo ended 2023 with the best performance in its history, surpassing the results achieved in the previous year, with the optimization of processes that increased the company's competitiveness even in an adverse scenario of volumes.

The beginning of 2023 concentrated deliveries generated by anticipated demand in the context of the transition of motorization from Euro 5 to Euro 6. This transition generated inconsistencies in the Brazilian market, which added to the absence of relevant volumes associated with the Caminho da Escola program, translated into a substantial drop in the volumes of the micro and Volare segments.

The bus market gained momentum again from the end of the third quarter, with the coach segment showing evolution from the higher passenger demand, maintaining a more intense pace until the end of the year. Despite the drop in volumes during the first months, the company preserved employment levels, taking advantage of periods of lower demand to invest in its employees, promoting several trainings.

The coach market was the highlight of the year and the charter sector surprised with significant volumes. In the urban line, there was growth in the sale of articulated models.

In international operations, volumes varied according to the strategy adopted for each of the markets.

In January, all Brazilian and international units conducted a census climate survey, the first global survey after the pandemic. The results showed a favorable environment in all units, as well as pointed to growth opportunities, in

line with the goal of being one of the best companies to work for in all countries where it is present.

On March 30 the succession in the position of Chairman of the Board of Directors, which passed to James Bellini, and in the position of Chief Executive Officer (CEO), which passed to André Vidal Armaganijan was effective. This change consolidated the transition process that began in 2019, when James Bellini became CEO.

As Chairman of the Board of Directors, James has the responsibility to guide the direction of the company in accordance with the strategy and growth plans for the future. André has the challenge of continuing the growth trajectory that marks Marcopolo's history, focusing on innovation, new technologies, international partnerships and sustainable solutions for mobility.

At the end of November, the company held its traditional meeting with all managers of subsidiary and affiliated units abroad (MGMC – Marcopolo Global Management Conference), in order to plan for the future and align business objectives with the company's strategy.

The company continued the process of cultural evolution, promoting transparent communication, generating trust and engagement of teams and stimulating collaboration and sense of ownership among employees.

Marcopolo's excellent performance in 2023 is the result of the teamwork carried out by more than 14 thousand employees, who put commitment and dedication into their activities, in line with the purpose of Bringing People Together.



# 02

## GOVERNANCE

Sustainability  
Report  
**2023**





# About Marcopolo

**GRI** 2-1, 2-2, 2-6, 2-9, 2-10, 2-11, 2-12, 2-13, 2-15, 2-17, 2-19, 2-20, 2-22, 2-26, 2-27, 205-2, 205-3, 418-1

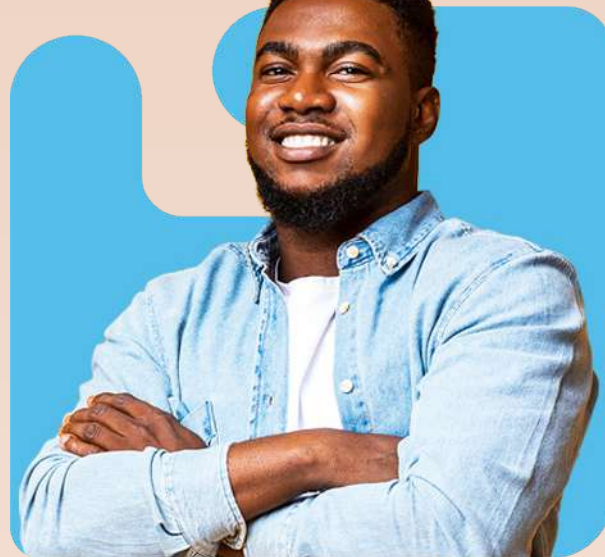
Marcopolo is a publicly traded joint-stock Brazilian multinational corporation that was established on August 6, 1949 in Caxias do Sul.

Initially, the company produced only bus bodies and later expanded its operations to offer products in the coach, urban and micro bus line, in addition to Volare, electric buses and trains.

It also offers financial services, through Banco Moneo, and sale of original parts.

**Our Purpose:**  
Bringing People Together

**Our Vision:**  
To be a protagonist in mobility solutions in a sustainable way.



## Our Values

**Customer Satisfaction**

Satisfied customers are the reason we exist.

**Make it Happen with Excellence**

Making things happen with excellence is what sets us apart.

**Ethics and Integrity**

Our actions are reflections of our words.

**Sustainability**

We keep the company solid, thinking about the future.

**Teamwork**

Together we accomplish more.

**Respect and People Valuing**

We believe that committed and engaged people are the most important thing.





# Markets and Business

Marcopolo is a leader in the Brazilian market and a global reference in bus bodies. Its products are present in more than 140 countries, through local production or export, covering markets for coach, urban and micro buses and trains.



## Brazilian Units



### Marcopolo Ana Rech

The headquarters of Marcopolo is the unit in Ana Rech, Caxias do Sul (RS). This unit produces a complete line of Road and Urban models, aimed at various applications in the Brazilian market and for export, in addition to Marcopolo Rail's products. This unit also houses the administrative, commercial, engineering areas and the Training Center.

### Moneo Bank

Moneo Bank was founded in 2005 aiming at facilitating the fast, efficient, and competitiveness purchase of Marcopolo products.



### Marcopolo São Cristóvão (formerly Ciferal)



This company is also located in the Ana Rech neighborhood, in Caxias do Sul (RS). The unit produces Volare, urban and micro buses Marcopolo and Neobus models, in addition to hosting the plastics and fibers area.

### Marcopolo São Mateus



The unit located in the city of São Mateus (ES) was inaugurated in 2014. It has a modern structure with the capacity to manufacture parts and components, urban buses, and vehicles of the Volare brand and the new electric Attivi.

### Apolo



The unit was created in 2014 and its new plant in the city of Farroupilha (RS) was inaugurated in 2023. It specializes in the production of polymeric and high-tech parts and is focused on the market demand for plastic parts and products with graphene, replacing items made of steel.

## International Units

### Marcopolo South Africa (MASA)



The unit is able to produce more than 1,600 units per year. The local product line consists of Andare 1000 and Torino to serve rural, urban and intercity applications.

### Marcopolo Argentina (METALSUR)



The unit is the only company in the country that produces all bus body models, from urban to Double Decker.

### Marcopolo Mexico (POLOMEX)



It is a company dedicated to the manufacture of bus bodies and spare parts. Marcopolo Mexico's production is destined to the national market for the urban, suburban and tourism sectors. It also produces the Grand models, intended for the American market.

### Marcopolo Australia (VOLGREN)



Volgren has three plants, being responsible for the production of more than 1,000 units annually.





### Marcopolo Colombia (SUPERPOLO)



Superpolo has the capacity to produce 4,200 units annually. In the Colombian market, it is a leader in the design of customized bodies and integral solutions for passenger transportation in the intercity, collective, urban, and school segments, as well as units dedicated to special applications.

### Marcopolo China (MAC)



The unit has a production capacity of 300 vehicles per year, operating in the areas of supply, production of parts, components and bus bodies, as well as production of buses in PKD for export. MAC does not sell to the Chinese domestic market, but exports to countries in Asia, Africa and Oceania.

### NFI GROUP INC.



It is a Canadian company in which Marcopolo has an 8.1% equity interest. It is the leading manufacturer of buses and coaches in the United States and Canada, with industrial operations in Europe and assembly lines in Asia and Oceania.

## Strategy

Marcopolo reviews its strategic planning periodically, considering the volatility and dynamics of the business. The company considers five main drivers for action, which are deployed in initiatives to achieve in the short, medium and long term.

Two visions of strategy execution are disclosed. The short-term vision is called Super Action, containing financial goals and indicators, the main critical success factors that guarantee

value to current businesses (Engine 1) and new businesses (Engine 2), supported by the company's culture and differentiating behaviors. The long-term vision aims for an aspirational horizon of 5 to 10 years.

In the last quarter of 2023, the planning review was carried out, with a view to the business horizon until 2030. The disclosure of this new plan to employees is scheduled for the first half of 2024.

## Alignment with International Units

The company holds an annual meeting with the managers of the units in Brazil and abroad, called MGMC (Marcopolo Global Management Conference). The objective is to align the company's strategies and the positioning of new products, discuss process improvements and promote rapprochement among the areas.







# Innovation

Continuous innovation is part of the company's strategy as a protagonist in the development of mobility solutions in a sustainable way.

This search for continuous innovation is perceived in the permanent investment in research and development, with the launch of new generations of products with shorter cycles. It also involves the development of complete mobility solutions, with different propulsion technologies, versatile and modularized products.

The Development Engineering area conducts research to identify trends, new materials, structural concepts and modern technologies such as Artificial Intelligence (AI), through participation

in innovation fairs, benchmarking, workshops and training.

The research and development process considers offering the customer sustainable alternatives that do not cause damage to the environment, which includes recyclable materials, manufacturing processes with lower pollutant emissions, lighter products that improve fuel consumption, and more energy efficient products, such as 100% electric, hybrid and biofuel buses.

In addition, continuous improvement is part of the routine of all areas, focusing on products, processes, technology, market, customers, diversification, people and organization.



## Marcopolo Rail

Marcopolo Rail is a business unit of the Marcopolo Group, specialized in the development and production of railway modals.

2023 was marked by the structuring of the factory, dedicated to the exclusive production of railway vehicles in its entire portfolio, allowing greater agility in manufacturing processes.



Volare Autonomous

## Marcopolo Next

Marcopolo Next is focused on fostering the company's culture of innovation, connecting employees from different areas to work collaboratively on new business and technology development projects with partners, through venture building and open innovation.

2023 stood out for great results in the company's innovation culture, with an expansion of the Marcopolo Venture Partners (MVP) program, made up of volunteers from various functions and areas. Participants work in innovation initiatives, connecting with the entrepreneurial ecosystem, participating in training and technical missions, to bring the best market practices to the company.

Next promoted the acceleration of Marcopolo GO<sup>3</sup> projects, Marcopolo's intrapreneurship program. The program, focused on the development of new businesses and technologies, allowed employees to lead the development of their own ideas.

The first edition accelerated three projects with innovation methodologies, in the technology segments further qualifying technical sales, expertise in additive manufacturing and the development of a new product. The approved projects have a budget and a dedicated team working on the execution.

Furthermore, in partnership with other areas of the company, Next has been using open innovation and carrying out several proofs of concept of new technologies, such as the development of the prototype of the first autonomous micro bus in Latin America, and also projects aimed at satellite internet, improvement of thermal comfort of vehicles and efficiency in fuel consumption.

The area also works on structuring RD&I (Research, Development and Innovation) partnerships with the main institutes of Science and Technology in Brazil, encouraging basic research and knowledge generation within the organization, as well as connecting with startups and innovation hubs.





# Governance

Marcopolo adheres to the best Corporate Governance practices, in accordance with the principles of Transparency, Equity, Accountability and Corporate Responsibility. Since 2002, the company’s shares have been listed on B3’s Corporate Governance Level 2. The Company is bound to arbitration at the Market Arbitration Chamber, according to the arbitration clause contained in its Bylaws.

Management is formalized based on the distinction between the roles and responsibilities of the Board of Directors and the Executive Board. The duties of the Board of Directors are described in the Internal Regulations in force. The Board holds monthly meetings to monitor the company’s strategy and business, by analyzing the appropriate management reports.

The appointment of members to the Board of Directors is the responsibility of the Human Resources and Ethics Committee, and must fall on persons of recognized probity and reputation, unblemished conduct and who cumulatively and necessarily meet, among others, minimum knowledge and experience requirements of five years in business



administration. Marcopolo’s Board of Directors consists of seven members, six of whom are independent, two of whom were elected by minority shareholders and the other four by the controlling shareholders. The current Board was elected in March 2023, effective until March 30, 2025.

The Company also has an Audit Committee that is made up of three members, one of which is appointed by minority shareholders, one by shareholders holding shares of preferred stock and one by the controlling shareholders. The powers bestowed upon each body are defined in the Company’s Bylaws.

## Shareholding Composition

Marcopolo S.A.’s shareholders include Brazilian and foreign companies. The subsidiaries in Brazil are located in the cities of Caxias do Sul (RS), Farroupilha (RS) and São Mateus (ES). The subsidiary and affiliated units abroad are located in Argentina, Mexico, Colombia, South Africa, China and Australia. Marcopolo also holds stakes in other companies in Brazil and abroad.

### BOARD OF DIRECTORS

MEMBERS	TITLE
James Bellini	Chairman
Paulo Cezar da Silva Nunes	Vice-Chairman
Dan Ioschpe	Director
Denise Casagrande da Rocha	Director
José Rubens de La Rosa	Director
Mateus Affonso Bandeira	Director
Henrique Bredda	Director
Eduardo Frederico Willrich	Secretary

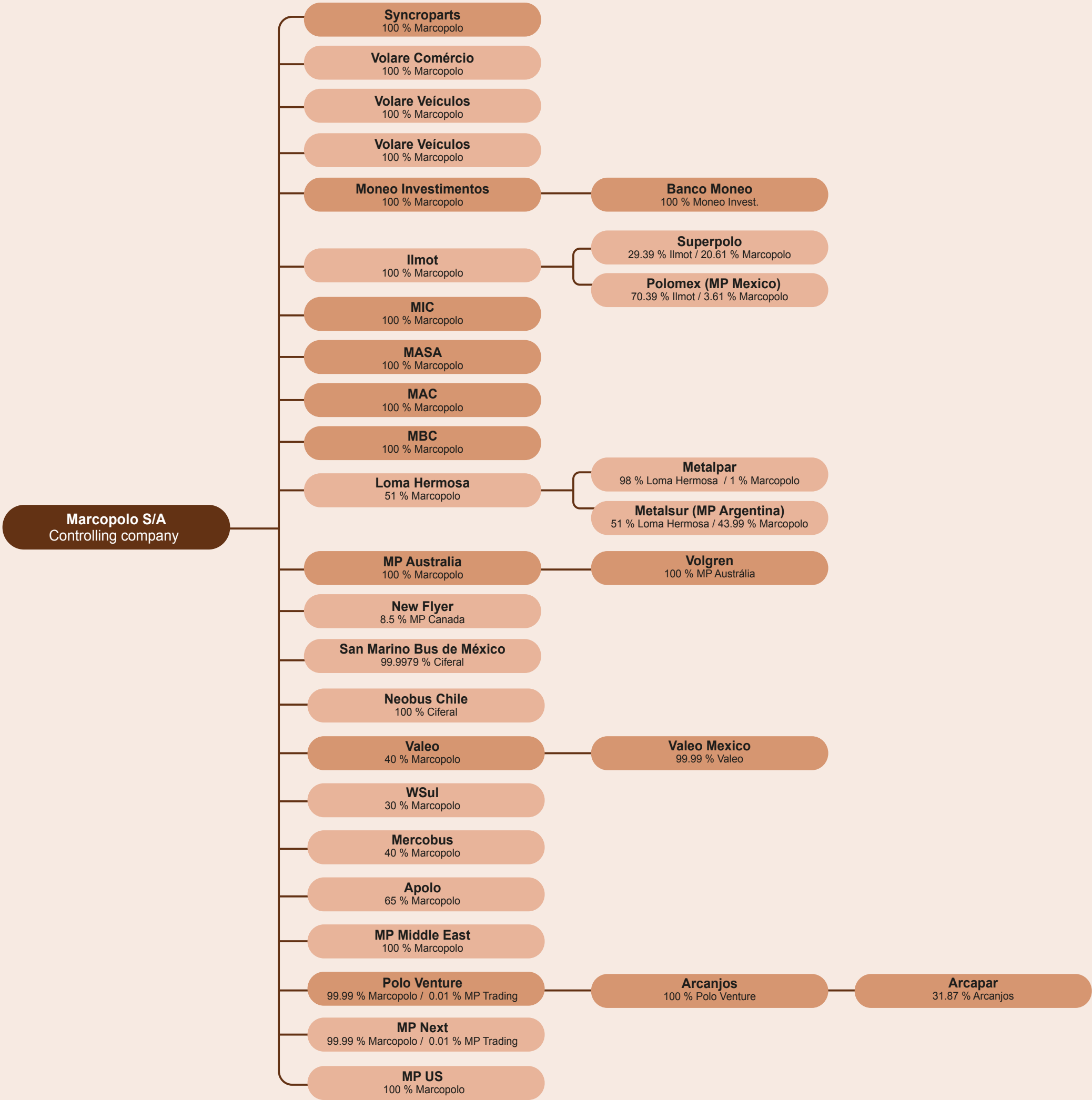
From left to right:  
José Rubens de La Rosa,  
Denise Casagrande da Rocha,  
Paulo Cesar Nunes,  
James Bellini,  
Dan Ioschpe,  
Henrique Bredda and  
Mateus Affonso Bandeira.

### SHAREHOLDING COMPOSITION 2023

Controlling Group	22.9%
Shareholders Abroad	38.9%
Shareholders in Brazil	38.2%



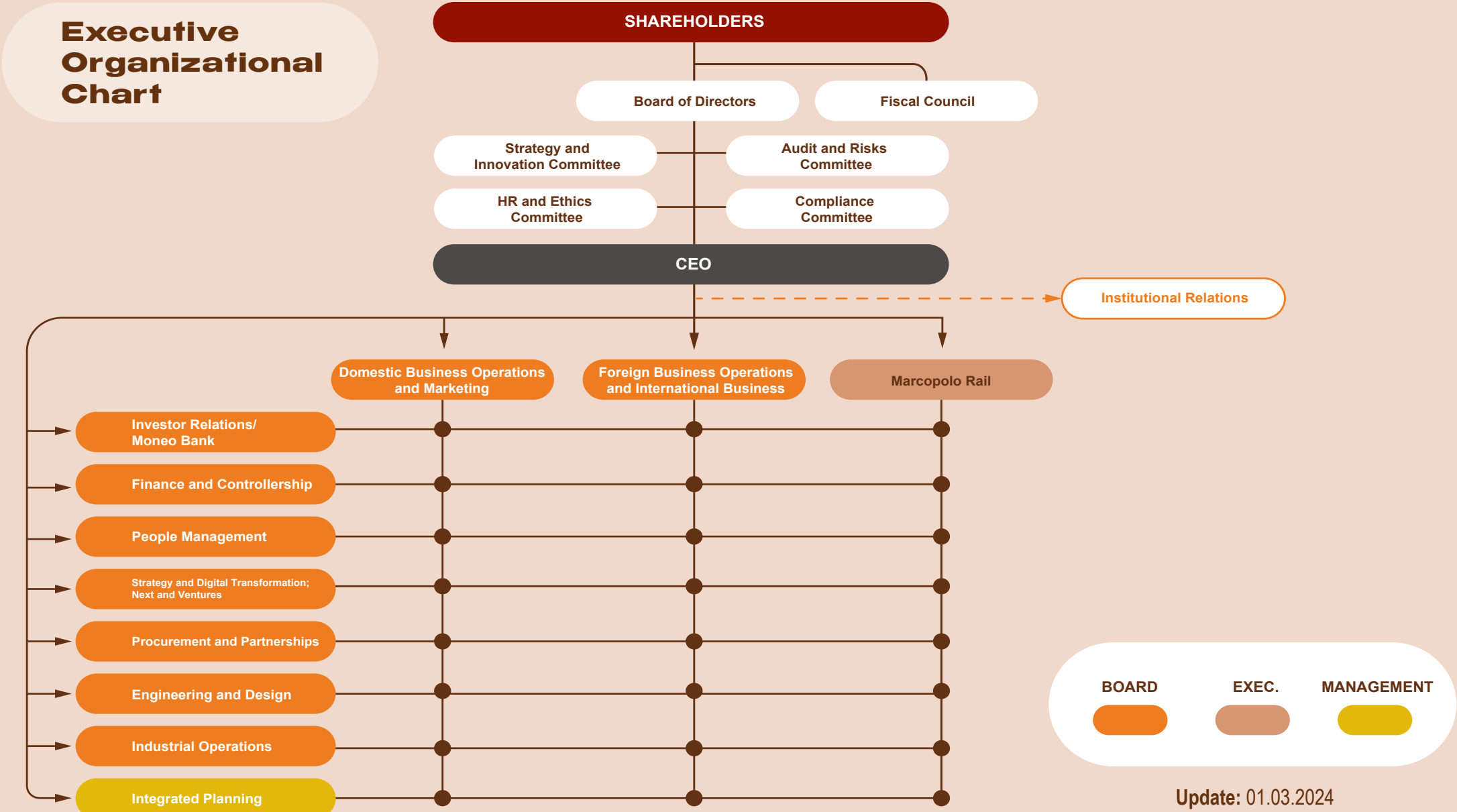
# Corporate Structure



# Organizational Structure

Marcopolo employs an organizational structure centered on contributing to the company's capacity to generate value from the formulation and execution of its strategy, observing its values, and aligning with its Vision and Purpose. The guiding principles of the company's organizational structure are:

- Sustaining the growth strategy;
- Meeting the need for flexibility, agility, and competitiveness;
- Simple and cost-competitive structure;
- Clear definition of responsibilities and a result-oriented management;
- Vision of processes as a means to merge integration and alignment; and
- Proximity to customers and operational excellence.





## Executive Compensation

The Board of Directors approves the compensation practices and policies of senior executives with the goal of attracting, engaging, and recognizing professionals aligned with the competencies and values defined by Marcopolo, in order to meet the expectations of shareholders and achieve superior short-, medium-, and long-term results.

The directors' remuneration package is evaluated annually based on salary surveys and good market practices and is composed of Fixed Remuneration, short- and long-term variable remuneration, and benefits.

## Risk Management

Marcopolo's risk management policy is global, considering all units in Brazil and abroad. The Risk Management adopted at Marcopolo is based on the COSO ERM framework, adapted to the characteristics of its business environment.

The objective is to identify, map, and manage business risks in order to reduce failures, losses, and uncertainties, focusing efforts on planning, controlling, and continuously optimizing processes in the organization.

Risks are mapped between Strategic, Operational, Financial and Compliance. Managing these risks benefits the:

- Strategy, by contributing to culture and planning;
- Governance, by protecting image and reputation, addressing corporate issues; and
- Management, by assisting decision-making, prioritizing investments, and increasing operational efficiency.



## Integrated Business Management

All Brazilian units have the Integrated Business Management (called GIN in Portuguese) implemented, which includes the following certifications:

- ISO 9001 Quality Management System
- ISO 45001 Occupational Health and Safety Management System
- ISO 14001 Environmental Management System

The Apolo unit is ISO 27001 certified, which guarantees secrecy and confidentiality in the development of projects and is in the implementation phase of ISO 9001 and ISO 14001.

The units abroad have the following certifications:

- **Marcopolo South Africa (MASA)**  
ISO 9001 Quality Management System
- **Marcopolo Argentina (Metalsur)**  
ISO 9001 Quality Management System
- **Marcopolo Australia (Volgren)**  
ISO 9001 Quality Management System
- **Marcopolo China (MAC)**  
ISO 9001 Quality Management System, ISO 45001 Occupational Health and Safety Management System and ISO 14001 Environmental Management System
- **Marcopolo Colombia (Superpolo)**  
ISO 9001 Quality Management System
- **Marcopolo Mexico (Polomex)**  
ISO 9001 Quality Management System and ISO 14001 Environmental Management System



ISO 9001 South Africa Certification

Periodic assessments are conducted to ensure compliance with the Standards, and every three years, the company undergoes a recertification procedure in which all requirements are verified, contributing to the improvement of sustainable business practices.





## Ethics and Compliance

Marcopolo values the development of respectful professional relationships, not tolerating any form of harassment, discrimination, favoritism, or unlawful practices. The guidelines of the Code of Conduct guide to avoid and resolve conflicts of interest.



### Code of Conduct

Marcopolo instituted its first Code of Conduct in 2005, with subsequent revisions, the most recent being carried out at the end of 2023. The Code of Conduct establishes the guidelines and standards of conduct that guide business decisions and the behavior of all Marcopolo managers and employees. It also serves as a reference for relations with business partners such as suppliers, service providers, sales representatives, dealers and distributors, and other stakeholders.

The Code of Conduct covers subsidiary units in Brazil and abroad. As part of the Code of Conduct's governance structure, Marcopolo created the Human Resources and Ethics Committee, linked to the Board of Directors, the Central Conduct Committee, responsible for matters pertaining to the Brazilian units, and the Local Conduct/Compliance Committees, responsible for matters pertaining to the subsidiaries abroad. To learn more about the Code of Conduct, visit the Marcopolo website.

<https://www.marcopolo.com.br/code-of-conduct>



## Compliance

The Compliance area was implemented in 2014 as part of good governance and risk management practices. Its structure includes an Advisory Committee to the Board of Directors called the Compliance Committee, which is comprised of the statutory directors, the Chairman of the Board of Directors, the Compliance Officer (CCO), and a representative of the controlling shareholders.

The company has a Global Integrity Policy that provides guidance on conflicts of interest and how to report and handle any potential situations.

New employees participate in specific trainings on the Code of Conduct and Compliance, where they receive the printed document and also guidance on how to use the ombudsman channels to report any situations in conflict with the conduct guidelines.



### TRAINING IN CODE OF CONDUCT AND COMPLIANCE - 2023

Number of employees trained

Face-to-face

3,112





# Ombudsman Channels

Marcopolo provides communication channels for questions, complaints, suggestions, and reports including those regarding corruption, bribery, fraud, illegal or unethical conduct, environmental aggression, questionable accounting practices or records, misuse of company assets, and discrimination of any type.

The Marcopolo Safe Contact is an exclusive channel for reporting practices that are in conflict with internal policies and applicable laws and can be accessed via toll-free phone or website 24 hours a day, seven days a week.

It is provided by a third-party entity unaffiliated with Marcopolo, which uses its own system in an external environment where all information is encrypted. This ensures impartiality, security, and a total commitment to maintaining the complainant's anonymity and the confidentiality of the complaint. This channel is also available in English and Spanish to units overseas.



In 2023, the External Ombudsman Channel (Secure Contact) received 292 reports, 84% anonymous and 16% identified, which were fully addressed and answered by the committees established for this purpose.

In addition, employees of the Brazilian units can use the so called 'Free Channel', an internal ombudsman system, to submit ideas, suggestions, compliments, and complaints regarding general company issues.

# Personal Data Privacy Policy

In 2021, Marcopolo's Board of Directors approved the Privacy and Personal Data Protection Policy, applying it to all its units in Brazil. The Personal Data Privacy Committee was created and a person was appointed to act as responsible for the matter, known as the Data Protection Officer (DPO), to ensure compliance with the regulations.

The company regularly promotes awareness campaigns and offers personalized training on the General Data Protection Law (LGPD) through Marcopolo University.

Suppliers who handle personal data must comply with specific personal data protection clauses in the contracts.

In 2023, Marcopolo did not receive sanctions from the National Data Protection Authority in Brazil (ANPD) and there were no incidents in technological controls.

The company reaffirms its commitment to information security and the protection of personal data, extending Brazilian good practices to other units abroad in accordance with locally applicable legislation.





03

# FINANCIAL PERFORMANCE

GRI 2-1; 201-1

Sustainability  
Report  
2023





## Performance of the bus manufacturing sector in Brazil

Brazilian bus production reached 22,058 units in 2023, 8.1% lower than the 24,005 units produced in 2022. Demand in the domestic market reached 17,023 units, 9.5% higher than in 2022 (15,545), while production destined for the foreign market was 2,589 units, a decrease of 31.9% in relation to exports from the previous year (3,801). In the Volare segment, production was 2,446 units in 2023, a reduction of 47.5% compared to 4,659 units produced in 2022.

BUS BODY PRODUCTION IN BRAZIL - TOTAL (in units)

PRODUCTS	2023			2022			%
	DM <sup>(2)</sup>	FM <sup>(1)(2)</sup>	TOTAL	DM <sup>(2)</sup>	FM <sup>(1)(2)</sup>	TOTAL	
Coach	3,735	1,956	5,691	3,211	1,735	4,946	15.1%
Urban	10,065	451	10,516	8,040	1,795	9,835	6.9%
Micro buses	3,223	182	3,405	4,294	271	4,565	-25.4%
Volare	2,277	169	2,446	4,491	168	4,659	-47.5%
TOTAL	19,300	2,758	22,058	20,036	3,969	24,005	-8.1%

Sources: FABUS (Associação Nacional dos Fabricantes de Ônibus) and Marcopolo.  
Notes: (1) Includes units exported in KD (disassembled).  
(2) DM = Domestic Market. FM = Foreign Market.

## Marcopolo’s Performance

The Brazilian bus market was marked by inconstancy in 2023, from the transition of motorization from Euro 5 to Euro 6 and the absence of relevant volumes associated with the Caminho da Escola program, with substantial reduction in the volumes of the micro and Volare segments. In international operations, volumes varied based on the strategy adopted by the Company for each of the markets, while in exports the lack of relevant packages in South America and Africa led to a decrease in sales.

Even with a decrease in deliveries, the Company achieved healthy results based on the recovery of the sales mix, with higher value-added vehicles gaining representativeness, and gradual improvement in the performance of its international operations.

The beginning of 2023 concentrated deliveries generated by anticipated demand in the context of the motorization transition. The higher cost of the Euro 6 standard chassis compared to the Euro 5 model increased sales at the end of 2022, reflecting the bus bodywork over the first three months of 2023.

As of April, the Company observed the negative compensation of volumes in all segments, with an additional decrease due to the postponement of the bidding for the Caminho da Escola program. The bus market gained traction again at the end of the third quarter of 2023, with the bus segment showing evolution from the higher passenger demand, maintaining a more intense pace until the end of the year.

Despite the decrease in volumes, the Company preserved its labor levels in anticipation of the completion of phase 12 of



the Caminho da Escola bidding process. The postponement of the bidding process ended up generating inefficiencies, especially during the second and third quarters of 2023. However, it was not necessary to carry out collective vacations or lay-offs in 2023, with the use of periods of lower demand for training to retrain employees.

The coach market was the highlight of the year, with volume growth and consolidation of the G8 family of models. The charter sector surprised positively, maintaining representative volumes even after the strong demand of 2020 and 2021. Urban production also stood out in products with higher added value, with growth in articulated models.

The application of new technologies and optional components, such as air conditioning, USB and Wi-Fi connections, have raised the demand of the segment as a whole. The micro and Volare segment was particularly affected by the postponement of the Caminho da Escola bidding, showing a strong decline in the annual comparison. The Volare business division remained the leader within the micro buses brands in Brazil.



## Units Registered under Net Revenue

In 2023, 13,304 units were recorded in net revenue, with 9,742 registered in Brazil (73.2% of the total), 1,300 exported from Brazil (9.8% of the total) and 2,262 produced and sold abroad (17% of the total).

OPERATIONS (In units)			
BRAZIL	2023	2022	Var.%
Domestic Market	9,742	10,161	-4.1%
Foreign Market	1,371	2,027	-32.4%
SUBTOTAL	11,113	12,188	-8.8%
Exported KD eliminations <sup>(1)</sup>	71	97	-26.8%
TOTAL FOR BRAZIL	11,042	12,091	-8.7%
OVERSEAS	2023	2022	Var.%
South Africa	362	268	35.1%
Australia	407	328	24.1%
China	95	99	-4.0%
Mexico	981	677	44.9%
Argentina	417	691	-39.7%
OVERSEAS TOTAL	2,262	2,063	9.6%
OVERALL TOTAL	13,304	14,154	-6.0%

Notes: (1) KD (Knock Down) = Partially or fully disassembled bus bodies.

## Production

In 2023, Marcopolo’s consolidated production totaled 13,035 units, 11.5% lower than the 14,725 units manufactured in 2022. Of this total, 83% of the units were produced in Brazil and the remaining 17% were manufactured overseas. The following tables present data on Marcopolo’s global production:

### MARCOPOLO CONSOLIDATED GLOBAL PRODUCTION

OPERATIONS (In units)			
BRAZIL <sup>(1)</sup>	2023	2022	Var.%
Domestic Market	9,499	10,727	-11.4%
Foreign Market	1,397	2,117	-34.0%
SUBTOTAL	10,896	12,844	-15.2%
Exported KD eliminations <sup>(2)</sup>	71	97	-26.8%
TOTAL FOR BRAZIL	10,825	12,747	-15.1%
OVERSEAS	2023	2022	Var.%
South Africa	360	237	51.9%
Australia	407	325	25.2%
China	116	102	13.7%
Mexico	978	672	45.5%
Argentina	349	642	-45.6%
OVERSEAS TOTAL	2,210	1,978	11.7%
OVERALL TOTAL	13,035	14,725	-11.5%

Notes: (1) Includes production of Volare models.  
(2) KD (Knock Down) = Partially or fully dismantled bus bodies.





MARCOPOLO - CONSOLIDATED GLOBAL PRODUCTION BY MODEL

PRODUCTS/ MARKETS <sup>(2)</sup>	2023			2022		
	DM <sup>(3)</sup>	FM <sup>(1)(3)</sup>	TOTAL	DM <sup>(3)</sup>	FM <sup>(1)(3)</sup>	TOTAL
Coach	2,171	1,419	3,590	1,387	1,133	2,520
Urban	3,793	1,849	5,642	4,079	2,586	6,665
Micro buses	1,258	146	1,404	770	208	978
SUBTOTAL	7,222	3,414	10,636	6,236	2,927	10,163
Volare	2,277	193	2,470	4,491	168	4,659
TOTAL PRODUCTION	9,499	3,607	13,106	10,727	4,095	14,822

Notes: (1) Volare production is not included in data from SIMEFRE and FABUS, or for sector production.  
(2) Overall production in FM includes units exported in KD (partially or totally dismantled bus bodies).  
(3) DM = Domestic Market. FM = Foreign Market.

MARCOPOLO - PRODUCTION IN BRAZIL

PRODUCTS/ MARKETS <sup>(2)</sup>	2023			2022		
	DM <sup>(3)</sup>	FM <sup>(1)(3)</sup>	TOTAL	DM <sup>(3)</sup>	FM <sup>(1)(3)</sup>	TOTAL
Coach	2,171	931	3,102	1,387	826	2,213
Urban	3,793	151	3,944	4,079	915	4,994
Micro buses	1,258	146	1,404	770	208	978
SUBTOTAL	7,222	1,228	8,450	6,236	1,949	8,185
Volare	2,277	169	2,446	4,491	168	4,659
TOTAL PRODUCTION	9,499	1,397	10,896	10,727	2,117	12,844

Notes: (1), (2) and (3) See notes in the table for Consolidated Global Production by Model.

Market Share

Marcopolo has continued to be the market leader in the bus body industry, with a market share of 49.3% at the end of the year. The decline in market share over the course of the year is explained by the absence of relevant deliveries to the Caminho da Escola program from the second quarter of 2023, reflecting negatively on the contribution of the urban segment. The growth of 9.4 pp in the market share of the road segment is the highlight of 2023, with the strengthening of the G8 model family.

SHARE OF BRAZILIAN PRODUCTION (%)

PRODUCTS <sup>(1)</sup>	2019	2020	2021	2022	2023
Coach	67.9	48.2	49.6	44.7	54.1
Urban	39.6	54.4	42.1	50.8	37.4
Micro buses and Volare	75.6	72.4	77.3	61.1	65.8
TOTAL	55.1	58.7	56.9	53.5	49.3

Source: FABUS and Marcopolo.  
Note: (1) The Volare models were included in calculations as micro buses for the purposes of determining market share.







## Consolidated Net Revenue

Consolidated net revenue reached R\$ 6,683.2 million in 2023, 23.4% higher than the R\$ 5,415.6 million reached in 2022. The higher revenue, even with the retraction of volumes delivered, reflects the better sales mix in the coach and urban segments, with a gain in representativeness of products with higher added value.

International operations also brought a significant increase in revenue, with volume growth in Mexico, Australia and South Africa, and an increase in average prices, especially associated with higher inflation in Argentina.

Domestic sales generated revenues of R\$ 4,019.7 million or 60.1% of total net revenue (58.7% in 2022). Exports, when added to overseas business activities, account for a revenue of R\$ 2,663.5 million or 39.9% of total revenue (41.3% in 2022).

Of the total consolidated net revenue in 2023, 74.5% came from body sales (67.1% in 2022), 19% from Volare sales (25.3% in 2022) and 6.5% from parts, Banco Moneo and chassis revenues (7.6% in 2022).

**TOTAL CONSOLIDATED NET REVENUE**  
**BY PRODUCTS AND MARKETS (R\$ MILLION)**

PRODUCTS/ MARKETS <sup>(1)</sup>	2023			2022		
	DM	FM	TOTAL	DM	FM	TOTAL
Coach	1,141.5	1,394.0	2,535.5	661.3	800.8	1,462.1
Urban	1,144.8	990.9	2,135.7	786.5	1,193.0	1,979.5
Micro buses	267.2	38.8	306.0	146.5	45.9	192.4
SUBTOTAL BUS BODIES	2,553.5	2,423.7	4,977.2	1,594.3	2,039.7	3,634.0
Volare <sup>(2)</sup>	1,201.9	66.4	1,268.3	1,311.6	59.5	1,371.1
Chassis	14.1	36.0	50.1	94.9	38.9	133.8
Bco. Moneo	144.1	0.0	144.1	103.2	0.0	103.2
Parts and Others	106.1	137.4	243.5	75.2	98.3	173.5
OVERALL TOTAL	4,019.7	2,663.5	6,683.2	3,179.2	2,236.4	5,415.6

Notes: (1) DM = Domestic Market; FM = Foreign Market; (2) Volare revenue includes chassis.

## Gross Profit and Gross Margin

Gross profit amounted to R\$ 1,538.6 million in 2023, representing 23% of recorded net revenue (R\$ 829.5 million or 15.3% of the net revenue for 2022).

The increase in gross margin reflects the evolution of the sales mix with an increase in volumes of products with higher added value, recovery of margins through the transfer of costs and greater operational leverage. International operations also showed an evolution of gross income and gross margin, contributing to the consolidated result.

## Sales Expenses

In 2023, sales expenses were R\$ 333.1 million or 5% of the net revenue, compared to R\$ 231.3 million, or 4.3% of net revenue in 2022. This increase in commercial expenses in absolute terms reflects the commissioning of sales made by the Company.

The line of selling expenses was negatively and non-recurringly affected in the fourth quarter of 2023 by the constitution of a provision for doubtful accounts, in the amount of R\$ 16.2 million, associated with delays in payment by municipalities under the Caminho da Escola program. Although the chance of effective default is remote, the recovery of the amounts may take a long time, which generates the need for the provision.





## Administrative Expenses

General and administrative expenses totaled R\$ 305.7 million in 2023 and R\$ 243.2 million in 2022, representing 4.6% and 4.4% of recorded net revenue, respectively.

## Other Operating Income and Expenses

In 2023, R\$ 60.6 million was booked as “Other Operating Expenses” vs. R\$ 47.7 million in 2022.

The primary negative impact documented as “Other Operating Expenses” is a total of R\$ 47.1 million for the creation of labor provisions related to terminations made during the pandemic.

In the second quarter, the Company recognized a non-recurring effect of R\$ 9.3 million as “Other Operating Revenues”, arising from the advantageous purchase of NFI shares in the process of capital increase carried out by the Canadian affiliated company. The difference between the amount paid for the shares by the Company and the quotation at the time of subscription makes up the recognized amount.

## Results for Equity

Results for equity in 2023 was negative by R\$ 38.6 million, against negative R\$ 41.5 million in 2022. The main negative impact refers to the result of the operation of the Canadian NFI, penalizing the equity method by R\$ 54.5 million vs. R\$ 60.3 million also negative in 2022.

The other affiliated companies’ operations helped partially to offset the losses calculated in the NFI, with emphasis on the operation of Marcopolo Colombia, which contributed R\$ 11.3 million to the equity method.

Results for equity benefited on a non-recurring basis by R\$ 17 million, associated with the realization of the positive exchange variation accumulated in comprehensive income through the dissolution of subsidiary Marcopolo Canada, recognized in the first quarter.





## Net Financial Result

The net financial results for 2023 were found to be positive by a total of R\$ 65 million, compared to a positive result of R\$ 147.5 million in 2022.

In the fourth quarter, the financial result suffered a non-recurring negative impact, in the amount of R\$ 49 million arising from the hyperinflation and exchange rate devaluation of the Argentine Peso against the US Dollar in intercompany debts contracted in dollars from Argentine operations. Due to limitations imposed by Argentina, both for remittance of capital between companies of the same group and for payment of suppliers located outside Argentina, the subsidiary maintains dollar-denominated obligations with the Company.

In 2023, the financial result benefited from the exchange rate variation driven by the appreciation of the Real against the US Dollar on the portfolio of orders in dollars. The Company hedges the exchange rate of exports at the time of

confirmation of sales orders, ensuring the business margin. As the products are delivered and invoiced, the Company captures the effects of the appreciation or devaluation of the Real on its operating margins or financial result, as happened in the 2023 aggregate result.

In 2022, the financial result had benefited on a non-recurring basis by R\$ 81.2 million in relation to the financial effect of contributions made in the form of loans in favor of the Argentine subsidiary Metalsur.

The amount of USD 14 million was used to meet dollar obligations recorded at the official exchange rate, especially associated with the maintenance of the business, such as suppliers and employees. The differences between the exchange rate for the admission of funds and the payment of obligations generated financial gains totaling the above mentioned amount.

## EBITDA

In 2023, EBITDA reached a total of R\$ 946.9 million with a 14.2% margin, compared to R\$ 385.6 million and a 7.1% margin in 2022.

EBITDA was positively affected by the evolution of the sales mix with an increase in volumes of products with higher added value, recovery of margins in international operations and greater operating leverage. On a non-recurring basis, EBITDA was benefited by R\$ 17 million, associated with the realization of the positive exchange variation accumulated in comprehensive income through the dissolution of subsidiary Marcopolo Canada, as well as by R\$ 9.3 million, arising from the advantageous purchase of NFI's shares.

EBITDA was negatively impacted by R\$ 54.5 million from the results of the Canadian affiliate NFI and R\$ 47.1 million from labor provisions. In addition, EBITDA was affected in the fourth quarter on a non-recurring basis, by the constitution of a provision for doubtful accounts, in the amount of R\$ 16.2 million associated with the Caminho da Escola program.

The following table highlights the accounts that compose the EBITDA:

R\$ MILLION	2023	2022
Results before IR and CS*	865.5	413.3
Finance Income	-722.2	-657.7
Financial Expenses	657.2	510.2
Depreciation / Amortization	146.4	119.8
EBITDA	946.9	385.6

\* IR: Income Tax; CS: Social Contribution





### Net Profit

The net profit for 2023 reached R\$ 810.8 million, with a 12.1% net margin vs. R\$ 436.8 million and an 8.1% net margin in 2022. The increase in results compared to 2022 reflects the factors detailed in the EBITDA and financial results. The result marks a historical record, achieved in a year of shrinking volumes and still negative influence of international operations on the consolidated, demonstrating the Company’s resilience and strengthening.

### Financial Indebtedness

Net financial indebtedness totaled R\$ 814.2 million on 12/31/2023 (R\$ 1,127.1 million on 12/31/2022). Of this total, R\$ 693 million originated from the financial sector (Moneo Bank) and R\$ 121.2 million from the industrial sector.

It should be noted that the financial segment’s debt is a result of the consolidation of Moneo Bank’s activities and should be analyzed separately because it has distinct characteristics than the debt resulting from the company’s industrial activities. The financial liabilities of Moneo Bank are mitigated by the “Clients” account in the Bank’s Assets. Credit risk is adequately provisioned for. As these are transfers from the Financing Fund for the Purchase of Machinery and Equipment (FINAME), each disbursement from the Brazilian Development Bank (BNDES) has an identical counterpart in the trade receivables account of Moneo Bank, both in terms of maturity and fixed rate.

As of December 31, net indebtedness in the industrial sector represented 0.1 times the EBITDA for the last 12 months.

### Cash Generation

In 2023, operating activities generated resources of R\$ 1,061.1 million. Investing activities required R\$ 233.4 million, less dividends received from affiliated companies, while financing activities consumed R\$ 425.9 million.

As a result, the initial cash balance of R\$ 1,241.9 million, considering the unavailable financial investments and deducting R\$ 38.1 million related to the difference between the exchange variation and the variation of the accounts related to the unavailable financial investments, increased to R\$ 1,605.7 million at the end of the year.

### Value Generation

The direct economic value generated and distributed by Marcopolo in 2022 and 2023 occurred as follows:

DISTRIBUTION OF ADDED VALUE	2022	2023
	1,618,883	2,641,416
PERSONNEL	810,214	1,141,471
Direct remuneration	661,514	953,201
Benefits	105,252	137,236
FGTS	43,448	51,034
TAXES, FEES AND CONTRIBUTIONS	(151,151)	16,020
Federal	(114,499)	65,265
State	(38,755)	(51,444)
Municipal	2,103	2,199
REMUNERATION OF THIRD-PARTY CAPITAL	523,018	673,114
Financial expenses	510,207	657,213
Rentals	12,811	15,901
PROFIT FOR THE YEAR, INTEREST ON EQUITY AND DIVIDENDS	436,802	810,811
Interest on equity and dividends	99,227	175,168
Retained earnings for the years	337,575	635,643





# Performance of Subsidiaries and Affiliates

## MONEO BANK

In 2023, the bank reported a net income of R\$ 28.3 million (R\$ 15.5 million in 2022). Moneo has maintained its policy of prioritizing the quality of its loan portfolio through a rigorous evaluation and approval process, expanding its operations in a structured manner as the Brazilian bus market itself evolved.

## Foreign Subsidiaries

In 2023, foreign subsidiaries delivered 2,262 units, 9.6% higher than 2022 (2,063 units).

### MARCOPOLO ARGENTINA (METALSUR)

The operation delivered 417 units, down 39.7% compared to 2022. Throughout the year, the subsidiary was able to update its prices and pass on the accumulated inflation, concentrating its production on coaches. This allowed Metalsur to reach the break-even point in the third quarter, also with an increase in its efficiency and delivery levels. At the end of 2023, however, with the devaluation of the Argentine Peso against the Dollar, the unit suffered a setback in its financial result, concluding the year with a net loss of R\$ 65.1 million (R\$ 43.8 million also negative in 2022).

### MARCOPOLO AUSTRALIA (VOLGREN)

The Australian unit delivered 407 units in 2023, an increase of 24.1% compared to 2022. A better market environment, in addition to the price re-composition due to the transfer of cost increases, allowed the subsidiary to turn a negative result of R\$ 20.9 million in 2022 into a net income of R\$ 4.8 million in 2023.

### MARCOPOLO CHINA (MAC)

MAC has a sourcing area, besides producing parts, components, and bus bodies, as well as PKD buses for export. The unit, which does not sell to the Chinese domestic market, but exports to countries in Asia, Africa and Oceania, has become a body production unit for new types of propulsion, especially electric and hydrogen buses, as well as a center for the development of strategic partnerships.

### MARCOPOLO MEXICO (POLOMEX)

Polomex delivered 981 units in 2023, 44.9% higher than 2022. The recovery of the coach market, with the consolidation of the G8 model, contributed to the increase in results. Polomex achieved net income of R\$ 40 million in 2023 (R\$ 1.1 million in 2022).

### MARCOPOLO SOUTH AFRICA (MASA)

MASA delivered 362 units, an increase of 35.1% compared to 2022. The subsidiary continues to improve its profitability through the sale of higher value-added products and efficiency gains, with net income of R\$ 11.6 million in 2023 (R\$ 3.5 million in 2022).

## Affiliates Abroad

### MARCOPOLO COLOMBIA (SUPERPOLO)

Superpolo presented increasing results in 2023, with evolution of volumes and composition of sales mix. The affiliate presented equity equivalence of R\$ 11.3 million in 2023, against R\$ 2.7 million in 2022.

### NFI GROUP INC

The unit has been suffering from a lack of components and inflation on the long backlog of orders since the pandemic. In 2023, the affiliate recorded a negative result of R\$ 54.4 million at the equity method.

In the third quarter, the company carried out a capital increase with the participation of Marcopolo and completed a comprehensive restructuring of its capital structure and its obligations to financial institutions.







## Independent Auditors

In compliance with CVM Resolution 162/22, Marcopolo declares to have contracts with its Independent Auditors not related to the audit of the Company's Financial Statements.

During the financial year 2023, KPMG Auditores Independentes Ltda. was hired for audit services of the financial statements and other non-audit services.

With respect to non-audit services, the Company's procedure is to obtain prior approval from the Audit Committee, in order to avoid the existence of a conflict of interest, loss of independence or objectivity of its independent auditors.

Responsibility for the definitions inherent to the procedures

performed and their application are the prerogatives of Management, thus, it is the understanding of both the Company and its external auditors that such services do not affect professional independence.

AUDIT AND NON-AUDIT FEES (R\$ THOUSAND)	
	2023
Audit fees	1,041
Non-audit fees	211
TOTAL	1,252

## Capital Market

### SHARE CAPITAL

On December 31, 2023, the Company's share capital totaled R\$ 1,334,052,461.60, divided into 946,892,882 shares, 341,625,744 of which were common shares (36.1%) and 605,267,138 (63.9%) were preferred shares, all of which were nominative, book-entry, and without par value.



## Performance of Marcopolo Shares in the Stock Exchange (B3)

In 2023, transactions involving Marcopolo shares moved R\$ 8,541 million. On December 31, foreign investors held 53% of Marcopolo's preferred shares and 35.5% of the company's total share capital. At the end of the period, the Company had 53,150 shareholders.

### EVOLUTION OF THE MAIN INDICATORS RELATED TO THE CAPITAL MARKET

INDICATORS	2023	2022
Volume traded (R\$ million)	8,541.0	3,638.1
Market value (R\$ million) <sup>(1)(2)</sup>	6,675.6	2,679.7
Existing shares	946,892,882	946,892,882
Equity value per share (R\$)	3.77	3.36
POMO4 quotation at the end of the period (R\$)	7.05	2.83

**Notes:** (1) Quotation for the most recent transaction for the period for share of preferred stock (POMO4), multiplied by the total shares (common and preferred stock) existing in the same period. (2) Of this total 5,382,474 shares of preferred stock were included in the treasury as of 12/31/2023.





## Dividends/Interest on Equity

The total proposed amount for payment of interest as remuneration for equity, attributed to dividends for 2023 totals R\$ 226 million or R\$ 0.24 per share. The total amount to be distributed is equivalent to 27.9% of the net profit attributable to results for 2023 and represents a yield (dividend per share/quotation of the share of preferred stock at the end of the year) of 3.4%.

## Investments and Fixed Assets

In 2023, Marcopolo invested R\$ 154 million in its fixed assets, of which R\$ 92 million was spent in the parent company and applied as follows: R\$ 54.1 million in machinery and equipment, R\$ 21 million in buildings and improvements, R\$ 11.5 million in computer equipment and software and R\$ 5.4 million in other fixed assets.

The amount invested in subsidiaries was R\$ 62 million, of which R\$ 30.3 million in Apolo (Plastics), R\$ 11.4 million in Volare Veículos (São Mateus), R\$ 9.2 million in Marcopolo Argentina, R\$ 4.2 million in Marcopolo Mexico, R\$ 2.4 million in Marcopolo Australia, R\$ 1.8 million in Marcopolo South Africa and R\$ 2.7 million in the other units.

In addition, in the second quarter, it subscribed a capital increase made by the Canadian affiliate NFI, through an investment of R\$ 93.8 million.

## Relevant Facts and Company Announcements

On March 30, 2023, Marcopolo implemented changes in its corporate governance, as announced in March 2022, with changes related to the Board of Directors, and succession of the positions of Chairman of the Board of Directors, Chief Controllershship and Finance Officer (CFO) and Chief Executive Officer (CEO).

On June 30, the Company informed the market about the merger of its subsidiary Ciferal Indústria de Ônibus Ltda. by Marcopolo S.A.

The industrial plant known as Neobus/Ciferal, located in Caxias do Sul (RS), adopted a new name as a subsidiary, now called the São Cristóvão unit.



04

## PEOPLE MANAGEMENT

Sustainability  
Report  
2023





# Getting to know the Marcopolo Team

GRI 2-7, 2-30, 401-2, 401-3, 403-1, 403-2, 403-4, 403-5, 403-6, 403-8, 403-9, 403-10, 404-1, 405-1

At the end of 2023, Marcopolo’s global team consisted of 14,607 employees distributed in seven countries, with 79.2% concentrated in Brazil. In terms of gender, women represent 20.9% of the workforce in Brazil and 10.3% in international units, for a total of 18.7% of employees.

Marcopolo values the diversity of its workforce, which is reflected in the different profiles of our teams. In 2023, the company launched an inclusive culture program with initial learning sessions for the people management team. Diversity and Inclusion booklets have also been developed and are already available on the Marcopolo University platform.

The training and involvement of management, as well as the dissemination to the other employees of the Brazilian units, will be carried out throughout 2024.

EMPLOYEES BY GENDER AND TYPE OF EMPLOYMENT			
Modality		BRAZIL	ABROAD
Men	Full-Time	8,853	2,137
	Part-Time	83	555
	Apprentice	183	14
	Intern	34	17
	Total	9,153	2,723
Women	Full-Time	2,206	248
	Part-Time	54	50
	Apprentice	134	0
	Intern	24	15
	Total	2,418	313
Total		11,571	3,036
		14,607	



As part of the diversity process, Marcopolo has promoted an increase in the number of women in management positions in all of its units.

In Brazil, this number has increased over the last three years, from 6.98% in 2021 to 8.25% in 2022 and 10% in 2023, for an increase of 43.3% over the period. In international units, this percentage has remained stable between 13 and 15%.

% OCCUPANTS OF MANAGEMENT POSITIONS BY GENDER		GENDER	BRAZIL	ABROAD
		Men	90	86
		Women	10	14



Envolver Program

Since 2004, the company has also maintained a program to integrate people with disabilities into Brazilian units, called Envolver. Program participants are trained to carry out activities in various areas and are supported by a specialized team.



## Employee Training

Marcopolo constantly invests in the training of its employees for good performance in current and future business. In 2023, 536,748 hours of training were provided, with an average of 23.8 hours per employee/year across all units. The company also provides easy access to English and Spanish language training programs.

Marcopolo University offers employees the opportunity to participate in online training, with an average of 2,500 accesses per month in 2023. The platform is available to employees in Brazil, Argentina, Colombia, Mexico, Australia and South Africa.

In addition, since 1990, the company has maintained the Marcopolo Professional School (EFPM), which works to qualify young apprentices from the municipality of Caxias do Sul. In 2023, EFPM trained 41 professionals in the Motor Vehicle Assembler course, having selected 157 apprentices more for the 2023/2024 period. The course is held in partnership with SENAI (National Industrial Learning Service) and the Social Assistance Foundation (FAS) of Caxias do Sul.



Operational Training - Brazil



Graduation from Marcopolo Professional Training School (EFPM)

## Benefits to Employees and Family Members



Sports activities for employees' children – Brazil



Christmas Party - Brazil



Children's visit to the company - Mexico



End of year party - Superpolo

Marcopolo offers a wide range of benefits for employees and their families, adapted to the needs and legislation of each country and location. Most of the benefits are focused on health, nutrition, education, sports and quality of life programs.

In the Brazilian units, the Marcopolo Foundation is responsible for most of these activities, such as sports championships, recreational activities, soccer training for children, socio-educational workshops for students, Children's Day, São João Festival, Entrevero Farroupilha Festival and the traditional Christmas Party. The units abroad carry out involvement actions coordinated by the Human Resources areas.





## Human Rights

Marcopolo is committed to ensuring that basic human rights are applied in all its operations in Brazil and abroad. This commitment covers the following issues: child labor, slave labor, health and safety, freedom of association, discrimination, disciplinary practices, working hours, compensation and redress. The Human Rights Policy is formally registered in the company's Code of Conduct.

## Labor Relations

Employees of Marcopolo units in Brazil and abroad have the right to freely associate with trade union organizations representing the professional categories to which they belong, with the recognition of the company. In Brazil, 100% of employees are covered by collective bargaining agreements; in other countries, membership depends on the professional category. The company strives to maintain good relations with the various union organizations through representatives of both parties in an open and transparent manner.

## Health and Safety Management System

Employees' health and safety are priorities for the company. Marcopolo Brazil's Health and Safety Management System is certified by ISO 45001. The units abroad follow local legislation, with specialized teams working in all plants.

The indicators of these processes are periodically evaluated by the executive board, the Human Resources and Ethics Committee and the Board of Directors. The company has continuously invested in protection and prevention systems to reduce occupational risks and accidents in all its units.

## Health Management

The company has structured outpatient clinics to provide assistance and occupational health care to its employees in all units in Brazil and abroad. Brazilian unit employees and their families are covered under a medical and dental insurance. Some international units, such as Argentina and Mexico, also offer health insurance.

The company also runs programs to promote health and wellness, such as flu vaccinations, mental health and cancer prevention. Some units carry out specific actions for their needs. For example, Volgren participates in RU OK? (Are you OK?) a national program focused on suicide prevention, with a week of special actions that starts on September 8. The equivalent of this program in Brazil is Yellow September, with orientation sessions held annually in the Marcopolo units.



Yellow September- Brazil



Pink October - Mexico





Occupational health monitoring is performed jointly by the medical, nursing and occupational safety teams in all units. The indicators are subjected to critical analysis in meetings with senior management. Monitoring is carried out according to specific programs defined by the legislation of each country.

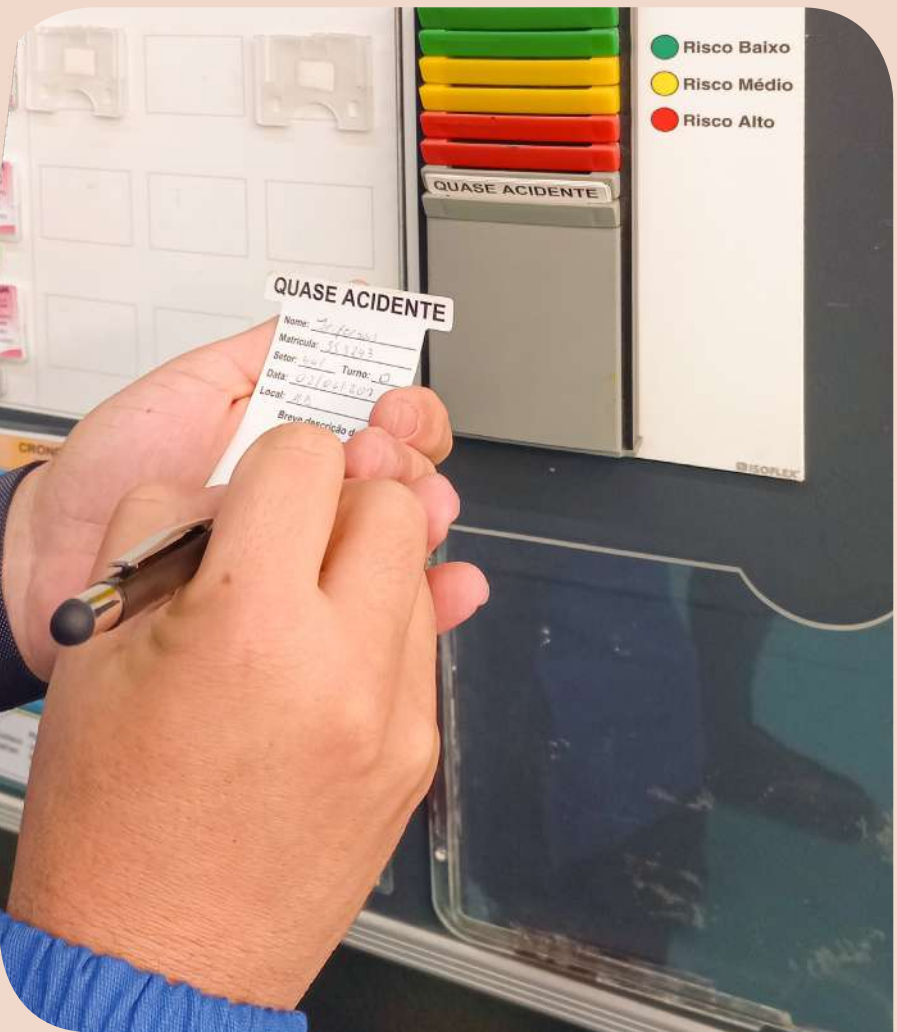
In Brazil, this monitoring is based on the Occupational Medical Control Program (PCMSO) and the Hearing Protection Program (PCA). Health data serve as a reference for the actions of collective prevention and wellness programs and are kept confidential in accordance with the privacy laws of each country.

The company offers systems of individual and collective protection for employees of all units, depending on their area and function. Visitors and third parties are also included, as needed. Industrial facilities have appropriate signage to address safety and environmental risks.

Occupational disease cases are evaluated by a specialized team in each business unit, and preventive and corrective actions are taken according to identified needs. The evaluation process uses an investigation protocol and nexus as a reference. In international units, there was no record of occupational diseases in 2023.

OCCUPATIONAL DISEASES 2023	
	BRAZIL
No. of deaths due to work-related injuries (occupational disease)	0
No. of serious work-related injuries (excludes deaths) - with return after 6 months	3
Work-related serious injury rate (excludes fatalities) - with return after 6 months*	0.15

\*Formula: Rate = No. Injuries x 1,000,000 / Hours Worked



Safety Tool - T Card



Internal Accident Prevention Week - Mexico

## Safety Management

Specialized safety teams work with other areas to identify, eliminate or minimize employee exposure to risks to provide a safe and healthy environment.

In Brazil, some of the tools used are Safety Observations, Safety Dialogues, “T” cards (for reports of near misses) and kaizens, which are part of the Lean philosophy.

The members of the Internal Accident Prevention Commissions (CIPA) and the Internal Fire Fighting Team (EICI) assist in carrying out safety inspections in the company’s various environments to identify opportunities for improvement. Each year, the units hold an Internal Accident Prevention Week, which focuses on disseminating the safety culture and aims to increase employees’ awareness of risk prevention.

Health and safety information is communicated to employees through the ViaPolo network and by managers at Shop Floor meetings. Abroad, prevention activities are similar to those developed in Brazil, with proper adaptation to local realities and legislation.



General safety training and specific training for certain functions as defined by Regulatory Standards (RS) are also provided. This training is designed for new hires, job changers, and retraining.

Identification of hazards/hazardous situations and assessment and quantification of risks are performed at all operational workstations based on job descriptions. The hazard and damage tables recommended by ISO 45001 are updated whenever there is a change in the production process, a change in layout, or an industrial accident. Actions to mitigate and reduce these risks are addressed through specific work plans.

OCCUPATIONAL ACCIDENTS 2023	BRAZIL	OVERSEAS
No. of deaths due to work-related injuries	0	0
No. of serious work-related injuries (excludes deaths) – with return after 6 months	2	15
No. of registered work-related injuries (includes fatalities) all with CAT**	428	205
Fatality rate due to work-related injuries*	0.00	0.00
Work-related serious injury rate (excludes deaths) – with return after 6 months*	0.10	2.24
Recorded work-related injury rate (includes fatalities) all with CAT**	21.95	30.67

\*TF = Frequency rate. Formula = No. Injuries x 1,000,000 / Hours Worked  
\*\*CAT = Notification of the work accident to the authorities



Inauguration of the CIPA – Brazil

The Company has developed educational activities focused on prevention with employees in all units, to raise awareness of risks, encourage the use of individual and collective protective equipment, and promote safe behavior in the Company's environment.

The frequency rate of occupational accidents in the Brazilian units, which had been decreasing until 2021, increased in 2022 due to the hiring of a significant number of new employees, most of whom had

no experience in the production processes of the metallurgical industry. Training on the operational activities of the function and safety processes has been intensified to better train these new professionals and reduce the risk of accidents.

As a result, the participation rate dropped again in 2023, and training, education and prevention efforts will continue to be strengthened in all areas.



05

## STAKEHOLDER RELATIONSHIPS

Sustainability  
Report

2023



# Stakeholder Relationships

GRI 2-6, 2-26, 204 -1, 413-1

Marcopolo’s main stakeholders include customers, investors, suppliers, business partners such as the network of representatives and dealers, chassis assemblers, as well as employees and the community in general. Marcopolo seeks to develop a transparent, respect and trustworthy relationship with its several audiences.

## Customer Relations

One of Marcopolo’s values is customer satisfaction, the reason for its existence. The company’s performance is focused on identifying what generates value for the customer, offering products and services aligned with their needs and expectations.

To get closer to the customer, the company invests in a variety of communication channels, including customer service (SAC 0800 – a toll-free call center) and digital channel platforms (emails, websites, Facebook, WhatsApp, Instagram, and YouTube). Marcopolo’s presence in social media enables the public to connect with the company and its products, thereby enhancing the brand’s reputation.

Communication with customers is also done through the network of representatives and dealers, which supports the dissemination of information and the development of regular actions focused on approximation.

The After Sales area is responsible for training actions in operation and maintenance of the products to customers, representatives and dealers of Marcopolo, Volare and Neobus brands. The courses keep the field teams trained to carry out preventive or corrective maintenance on the bodies, in addition to sharing knowledge about the operation of the new embedded technologies. The international units also conduct trainings for their local customers. The training actions take place in three formats: EAD (distance learning), hybrid and face-to-face.

TRAINING FOR CUSTOMERS 2023		
Domestic and Foreign Markets	BRAZIL	OVERSEAS
No. of participants	1,546	635
Hours	11,200	3,278



Delivery of product to Mexico customer

Marcopolo periodically evaluates the satisfaction of its customers through specific surveys. The information collected in the surveys is used to guide improvement actions in processes and products and also as a support for the Development Engineering and Commercial areas.



Brazil customer training



# Employees Relations

There are mechanisms in place at Marcopolo to monitor employees satisfaction, such as surveys and ombudsman channels. In 2023, a global organizational climate survey was carried out, conducted by a specialized external consultancy, which had a 94% participation and reached a total favorability index of 81%, 10 percentage points above the previous survey carried out in 2018.

The results of the survey are used by the participating units as a basis for the development of improvement actions.

In addition to bulletin boards, the intranet, printed periodicals,

a weekly newsletter, and WhatsApp groups, which are part of the ViaPolo Network, the company uses a variety of channels to keep the employee teams well-informed on various issues.

These channels are adapted to the specific conditions of each overseas unit. Periodic alignment meetings with managers and teams are held in all units. In addition, there are periodic alignment meetings with the teams and an end-of-year meeting with the Chairman of the Board of Directors and the CEO for the Brazilian units.



Encontro Marcado - Brazil

Additionally, festive occasions, celebrations of results, unit anniversaries, and length of service awards are designed as relationship-building activities to encourage employee engagement.



G8 1000 Celebration in Brazil



Action to reinforce the Colombia Values



Employee Day in China



Merit Award for employees celebrating their 15th work anniversary in Mexico



Merit Award for employees celebrating their 30th work anniversary in Brazil





## Supplier Relations

The relationship between Marcopolo and its supply chain consists in developing suppliers and materials, negotiating robust commercial terms that meet quality requirements, and adhering to delivery, and compliance, guidelines. The main means of communication with the supply chain is the web page called Marcopolo Suppliers Portal. Go to: <https://portaldefornecedores.marcopolo.com.br/>

The suppliers process is monitored in compliance with negotiated parameters involving quality, delivery, and commercial requirements. In 2023, the supplier segmentation project was started, with self-assessment for Compliance requirements, integrity assessment through consultation with public sources and a questionnaire with questions about quality, delivery, finance, innovation and ESG of bidders or new entrants.

The supply chain is distributed between suppliers located in the same state as industrial units and suppliers from other states or countries.

Country/Suppliers	SUPPLY CHAIN DISTRIBUTION 2023						
	BRAZIL	SOUTH AFRICA	ARGENTINA	AUSTRALIA	CHINA	COLOMBIA	MEXICO
In the same State as the Industrial Units	51.5%	51.0%	40.9%	44.0%	59.0%	44.8%	33.4%
Other States	45.8%	1.0%	49.2%	50.0%	38.0%	19.2%	34.0%
In Other Countries	2.7%	48.0%	9.9%	6.0%	3.0%	36.0%	32.6%

## Investor Relations

The company provides fair and equal treatment to all minority shareholders, whether capital or other interested parties (stakeholders). It employs high standards of transparency in the disclosure of results in an effort to establish a climate of trust both internally and in its relations with third parties.

In 2022, Marcopolo held meetings with the Association of Analysts and Investment Professionals of the Capital Market (APIMEC), participated in multiple conferences and

non-deal roadshows promoted by financial institutions in Brazil and abroad, and maintained analyst and investor attendance. The company also held its investor day in-person, with a live broadcast through its Investor Relations page. The investor relations website contains current information for the benefit of the investing public. Go to: [ri.marcopolo.com.br](https://ri.marcopolo.com.br)

## Community Relations

Marcopolo is dedicated to fostering the growth of the communities in which it operates. All units in Brazil and abroad seek to carry out actions that can involve the people in their surroundings, such as: lectures in schools, encouragement of volunteering, donations to social institutions and support in emergency situations.



Daffodil Appeal Day (support program for people with cancer) - Australia



## The Marcopolo Foundation

Since 1988, the Marcopolo Foundation has contributed to the social development of communities in Brazil on the basis of five pillars: education, culture, sports, doing good and social synergy. The primary audience consists of students from public schools close to industrial plants and subsidiaries in Brazil. In 2023, the Foundation expanded its initiatives by introducing a fifth pillar, social synergy, with the aim of uniting partners with the same vocation, including other institutions, companies, government entities and initiatives dedicated to promoting a better world. Social synergy is present in the four other pillars.

### EDUCATION

The Marcopolo Foundation is dedicated to the formation of citizens through the development of programs for children and adolescents. In 2023, more than 25,000 students who attend public schools in Caxias do Sul were supported by its education programs. One of the highlights is “Projeto Escolas” (Schools Project), which has promoted refresher courses for teachers and principals on current relevant subjects for the past 20 years.

In addition, the Foundation carries out structural improvements and leisure activities for the schools involved. Participants of the Schools Project have the opportunity to join the Foundation’s sports schools, which include soccer, volleyball and basketball, and the Marcopolo School of Creativity. Psychological counseling is also provided to more than 1,800 students from Caxias do Sul, helping them to face the challenges of youth.

In 2023, the Schools Project was extended to the city of São Mateus (ES), starting with the Quilombo School of São Jorge, which received the donation of several items to improve the school environment. In addition, several lectures were given to teachers and students from four public schools in the city.



São Mateus Schools Project



Marcopolo School of Creativity (EMC)



Internal Championships



Donations to the community of Caxias do Sul

### CULTURE

The Foundation works to expand the cultural repertoire of local youth, with free access to culture as a driver. Workshops and activities in theatre, music, dance, crafts, creative writing, fashion and mathematics are offered, benefiting more than a thousand young people in ongoing activities in 2023.

Partnerships, such as the Cultura Hip Hop nas Escolas (Hip Hop Culture in Schools) project, winner of educational awards, impacted more than 8,000 students. Other projects were important, such as the Special Festival for PCDs (people with disabilities) and participation in the Caxias do Sul Book Fair.

### SPORTS

The Foundation offers a Recreational Country Club equipped with one of the best sports complexes in Rio Grande do Sul. Since 2022, the Recreational Country Club has generated its own power through a photovoltaic system, reducing consumption by more than 80%. Soccer School is a project formed with partners through sports incentive laws that provides 100 soccer training plans subscriptions for School Project and employees’ children.

In 2023, projects such as the Copinha Zona Norte and the Marcopolo Foundation Cup were launched, with 180 and 900 participants, respectively. The Foundation has also collaborated with other sporting events in partnership with institutions.

### TO DO GOOD

In 2023, the Marcopolo Foundation played a key role with the SOS Enchentes RS (“SOS Floods RS”) Steering Committee, managing and supervising financial collections of about R\$ 8 million. This action, carried out in partnership with other institutions in Rio Grande do Sul, provided assistance to areas affected by extreme weather events.

In addition, equipment, books, materials and computers were allocated to public schools in these regions. Campaigns to collect and distribute food, furniture, hygiene materials and clothing are also carried out, responding to emergencies in the cities near the company’s plants. Furthermore, the Foundation offered continuous psychological counseling to about 60 young people from the homes of Caxias do Sul.



## Awards and Recognitions

Marcopolo Brasil got multiple honors and recognitions for its performance in several spheres of society in 2023.

### FEBRUARY

#### Lotus Award 2023 - Editora Frota & Cia

Marcopolo/Volare Leadership in the Brazilian commercial vehicle market in the Road Body Brand and Mini Bus Brand categories.

### APRIL

#### Brand of the Decision Makers 2023 - Jornal do Comércio/Qualidata

1. Marcopolo Leader in the Bus Factory category
2. Marcopolo Among the Most Remembered and Preferred in the category Innovative Gaucho Brand
3. Among the Most Remembered and Preferred in the Gaúcha Big Brand category

### MAY

#### Railway Magazine Award - Revista Ferroviária

Marcopolo Rail one of the leading companies in the category Best Rolling Stock Manufacturer

### JULY

#### Innovation Champions Award - Grupo Amanhã

Marcopolo 18th among the 50 Most Innovative Companies in Southern Brazil and Top 5 in the Culture category

### AUGUST

#### Valor Brazil Innovation Award – Jornal Valor Econômico

Marcopolo Top 5 and Highlights of the Automotive Sector in the ranking 150 Most Innovative Companies in the country

### 51st Export Award RS – ADVB/RS

Marcopolo International Branding and Export Case

### SEPTEMBER

#### Ranking of the 1000 Largest Companies in the Country - Jornal Valor Econômico

Marcopolo 6th place in the Vehicles sector and 49th among the largest in the South Region

### OCTOBER

#### 500 Biggest Companies in the South Award - Grandes & Líderes - Revista Amanhã

Marcopolo 16th position among the Largest Companies in Rio Grande do Sul and 42nd among the 500 Largest Companies in the Southern Region

### ARH Serrana Award

Marcopolo Recognized in Strategic People Management

### NOVEMBER

#### Transparency Trophy - Associação Nacional de Executivos (Anefac)

Marcopolo Transparency Conduct Trophy that conveys credibility to the market

### AutoData Award

Marcopolo elected in the Bus Launch categories, with 100% electric Integral Attivi, and Expanded Automotive Chain

### Largest & Best in Transportation Award – Editora OTM

Marcopolo Best Bus Body Manufacturer







# Participation in Associations

Marcopolo participates in the following associations that contribute to its performance in the business in which it operates:

BRAZIL	
Association	Website
Associação Serrana de Recursos Humanos (ARH Serrana)	<a href="https://arhserrana.com.br">https://arhserrana.com.br</a>
Associação Nacional de Transportes Públicos (ANTP)	<a href="http://www.antp.org.br">http://www.antp.org.br</a>
Associação Brasileira da Indústria Ferroviária (Abifer)	<a href="http://abifer.org.br">http://abifer.org.br</a>
Associação dos analistas e profissionais de investimentos do mercado de capitais (Apimec)	<a href="http://www.apimec.com.br/Apimec/Default.aspx">http://www.apimec.com.br/Apimec/Default.aspx</a>
Câmara de Indústria, Comércio e Serviços de Caxias do Sul (CIC Caxias)	<a href="https://www.ciccaxias.org.br">https://www.ciccaxias.org.br</a>
Confederação Nacional da Indústria (CNI)	<a href="https://www.portaldaindustria.com.br/cni">https://www.portaldaindustria.com.br/cni</a>
Conselho Regional de Engenharia e Agronomia do Estado do Rio Grande do Sul (CREA-RS)	<a href="http://www.crea-rs.org.br/site">http://www.crea-rs.org.br/site</a>
Associação Nacional dos Fabricantes de Ônibus (FABUS)	<a href="https://www.fabus.com.br">https://www.fabus.com.br</a>
Instituto Fenacon	<a href="https://www.fenaconcd.com.br">https://www.fenaconcd.com.br</a>
Instituto Hélice	<a href="https://helice.network">https://helice.network</a>
Instituto Brasileiro de Executivos de Finanças (IBEF)	<a href="https://ibef.org.br">https://ibef.org.br</a>
Instituto Brasileiro de Governança Corporativa (IBGC)	<a href="https://www.ibgc.org.br">https://www.ibgc.org.br</a>
Sindicato das Indústrias Metalúrgicas e de Materiais Elétricos de Caxias do Sul (Simecs)	<a href="https://simecs.com.br">https://simecs.com.br</a>
Sindicato Interestadual da Indústria de Materiais e Equipamentos Ferroviários e Rodoviários (Simefre)	<a href="https://simefre.org.br">https://simefre.org.br</a>
Sindicato das Indústrias de Material de Plástico do Nordeste Gaúcho (Simplás)	<a href="https://www.simplas.com.br/home">https://www.simplas.com.br/home</a>
Sindicato das Indústrias Metalúrgicas e de Material Elétrico do Estado do Espírito Santo (Sindifer)	<a href="http://sindiferes.com.br">http://sindiferes.com.br</a>
Associação Empresarial do Litoral Norte do Espírito Santo (Assenor)	<a href="https://assenor.org.br">https://assenor.org.br</a>
Blog doTransforma RS	<a href="https://transformars.com.br">https://transformars.com.br</a>
ABVE - Associação Brasileira do Veículo Elétrico	<a href="http://www.abve.org.br">http://www.abve.org.br</a>

OVERSEAS	
South Africa	Website
MIOSA - Motor Industry Ombudsman of South Africa	<a href="http://www.miosa.co.za">http://www.miosa.co.za</a>
NAAMSA	<a href="http://www.naamsa.net">http://www.naamsa.net</a>
Mexico	
Cámara Nacional del Autotransporte de Pasaje y Turismo (CANAPAT)	<a href="https://antt.org.mx">https://antt.org.mx</a>
Alianza Nacional de Transportadoras Turisticas (ANTT)	<a href="http://www.canapat.org.mx">http://www.canapat.org.mx</a>
Argentina	
Asimra - Metalúrgicos	<a href="http://www.asimra.org.ar">http://www.asimra.org.ar</a>
Registros de la Propiedad Automotor	<a href="http://www.dnrpa.gov.ar">http://www.dnrpa.gov.ar</a>
Unión Obrera Metalúrgica	<a href="http://www.uom.org.ar">http://www.uom.org.ar</a>
Comisión Nacional de Regulación del Transporte	<a href="http://www.argentina.gob.ar/transporte/cnrt">http://www.argentina.gob.ar/transporte/cnrt</a>
Instituto Argentino de Normalización y Certificación (IRAM)	<a href="http://www.iram.org.ar">http://www.iram.org.ar</a>
Australia	
BusVIC	<a href="https://www.busvic.asn.au">https://www.busvic.asn.au</a>
BusNSW	<a href="https://busnsw.com.au">https://busnsw.com.au</a>
BusWA	<a href="https://buswa.com.au">https://buswa.com.au</a>
QBIC	<a href="https://www.qbic.com.au">https://www.qbic.com.au</a>
BusSA	<a href="https://www.bussa.asn.au">https://www.bussa.asn.au</a>
TasBus	<a href="https://tasbus.com.au">https://tasbus.com.au</a>
BIC - National Bus Association / Council Members	<a href="https://bic.asn.au">https://bic.asn.au</a>
PTAANZ - Public Transport Authorities Australia and New Zealand	<a href="https://ptaanz.org">https://ptaanz.org</a>
SEMMA - South East Melbourne Manufacturers Alliance	<a href="https://semma.com.au">https://semma.com.au</a>
ABCC - Australia-Brazil Commerce Chambers	<a href="https://www.australiabrazilchamber.com">https://www.australiabrazilchamber.com</a>
AMWU - Australian Manufacturing Workers' Union	<a href="https://www.amwu.org.au">https://www.amwu.org.au</a>



06

## ENVIRONMENTAL MANAGEMENT



Sustainability  
Report  
**2023**



# Overview

**GRI** 301-1, 301-2, 302-1, 302-3, 303-1, 303-2, 303-3, 303-4, 303-5, 305-1, 305-2, 305-4, 306-1, 306-2, 306-3, 306-4, 306-5, 307-1

Marcopolo’s commitment to preserving and protecting the environment is permanent and part of its Sustainability Value. The Company has established and maintains the necessary controls to minimize the impact of its activities, in accordance with applicable laws in each country and in a constant search for best practices. Employee awareness is continuously raised through the work of support teams and reinforced by internal means of communication with information and guidelines on the correct disposal of waste, the reduction of material waste and the main precautions in the use of natural resources, water and electricity.

In Brazil, the environmental management system in all industrial units is certified to ISO 14001, which allows for formal periodic evaluation of its effectiveness. In 2023, the company monitored the selective waste collection compliance indicator to demonstrate its environmental performance in terms of sending materials for recycling,



Environment Week – Brazil

reverse logistics, circular economy and minimizing final disposal costs. This indicator is representative of the company as it is based on a selective collection of more than one hundred items and is aligned with the most relevant topic in our last materiality matrix.

Investments in environmental management initiatives in Brazil and abroad in 2023 totaled R\$ 10,180,542.60\*, distributed as follows:

INVESTMENT IN ENVIRONMENTAL MANAGEMENT INITIATIVES 2023*		
Items	BRAZIL	ABROAD
Waste treatment and transportation	R\$ 8,049,557.27	R\$ 2,130,985.37
Wastewater treatment		
Analysis/monitoring (wastewater, waste, emissions, fauna, flora, water and soil)		
Fees (taxes, annuities...)		
Investments in the environment		
TOTAL	R\$ 10,180,542.60	

\*Conversion into U\$ dollar as of 12.31.2023

# Emissions

In 2023, an inventory of greenhouse gas emissions was conducted at all plants in Brazil. The following chart shows the data of the historical series since the first inventory in 2019, in a comparative way, for the units of Marcopolo Brasil.

## Absolut Emissions of GEE - Scope 1 and 2 (ton CO<sub>2</sub>e)



There were no changes in the production processes and energy matrices used by the company during the period under review. There is a better use of energy, made possible by an increase in production volume and a better use of productive resources, accompanied by a significant reduction in emissions.





# Energy

Marcopolo’s units in Brazil remain in the Free Energy Market and, since 2014, have been part of the Sustainable Profile Program, which accounts for the amount of greenhouse gases (GHG) that are no longer emitted due to the purchase of renewable energy in the Free Contracting Environment (ACL).

In 2023, Marcopolo stopped emitting 2,436.30 tons of CO2e into the atmosphere, being certified for this result. By consuming energy from renewable sources, the company

invests in its future and also contributes to the preservation of the environment.

Marcopolo South Africa (Masa) and the Recreational Headquarters of the Marcopolo Foundation installed solar panels for electricity generation. With this project, Masa avoids the emission of 451.76 tons of CO2e per year. The use of solar energy not only contributes to environmental sustainability, but also offers significant long-term economic benefits.

The other international units use electricity provided by local concessionaires, which represents 14% of the total consumption.

ENERGY CONSUMED IN 2023 - Gigajoules (Gj)	
BRAZIL	227,429
ABROAD	37,310
TOTAL	264,739

The company also uses other types of energy, 63.8% from renewable sources and 36.2% from non-renewable sources, as shown in the table below.

FUELS FROM NON-RENEWABLE SOURCES CONSUMPTION 2023 - Gigajoules (Gj)	BRAZIL	ABROAD
Natural Gas	112,818	21,540
LPG	22,533	14,920
Diesel Oil	50,028	83,090
Gasoline	440	163
TOTAL	185,819	119,714

FUELS FROM RENEWABLE SOURCES CONSUMPTION 2023 - Gigajoules (Gj)	BRAZIL	ABROAD
Biodiesel	-	7,816
Renewable electricity	227,429	1
TOTAL	227,429	7,817
GRAND TOTAL	413,248	127,531

Solar Energy Capture  
Panels – South Africa





# Water and Wastewater

The water for human consumption in the units of Caxias do Sul (RS) comes from the local concessionaire. At the Ana Rech Unit, part of the water used in the industrial processes is obtained from two artesian wells, duly registered with the Department of Water Resources (DRH). In the São Mateus (ES) Unit, the water supply comes only from an artesian well. In international units, water comes from local utility companies.

In 2023, the total water consumption of Marcopolo units was 274 megaliters.

**Marcopolo treats all wastewater generated. In units where there is no internal wastewater treatment system, they are sent for external treatment.**

TOTAL VOLUME OF WATER WITHDRAWN BY SOURCE 2023 - MEGALITERS		
	BRAZIL	ABROAD
Groundwater	129	0
Third Party Waters	126	19
TOTAL WATER WITHDRAWN	274	

DISCHARGED WATER VOLUME 2023 - MEGALITERS	
BRAZIL	101
ABROAD	205
TOTAL WATER DISCHARGED	306

In order to minimize the impact of water consumption, the Marcopolo units maintain reuse/recirculation systems in the “Rain Test” processes, with a low level of loss.

In addition, in the processes for the treatment of metallic surfaces, there are Water Recovery Units (URA) and reuse for the intermediate washing phases between baths, in order to increase the service life before sending to the Wastewater Treatment Plant (WWTP).



Effluent Treatment Station (ETS) - Brazil



Water Recovery Unit (URA) – Brazil





Wastewater Treatment Plant (WWTP) – Brazil

## Materials and Waste

### Production Process

More than nine thousand items are used in the bus body manufacturing process. They are manufactured from a wide variety of raw materials, ranging from metal alloys to the finest engineering plastics. This includes all types of coatings on fabrics, plastics, formica, fiberglass laminates, wood, glass, rubber, foams, electronics, paints, solvents and adhesives. The company works with a high degree of body customization, which has a significant impact on material loss in the production process.

Marcopolo uses a selective collection system for more than a hundred different materials or groups of materials that require a large structure for handling, temporary storage and proper final disposal.

At the Caxias do Sul units, solid waste is subject to a continuous management process that includes a Waste Processing Unit (WPU). In the WPU, improvements are made in sorting, compacting, weighing, processing, and transferring discarded materials for recycling or return

to the company for reuse or even return to suppliers. In 2023, the construction of new facilities for the WPU with 2,480m<sup>2</sup> was completed. This provides better control of discarded materials, enabling greater waste efficiency and rationalization of consumption. The main objective of the WPU is to add value to recyclable materials, minimize process losses and recover costs.

The Company also has a Class II - Non-Hazardous Industrial Solid Waste Landfill licensed for the final disposal of non-recyclable waste from the Caxias units. Hazardous waste is destined for destruction through co-processing in clinker kilns in the cement industry, specific decontamination or recycling where possible.

For international units, the technological alternatives available at each site are used. Whenever possible and economically feasible, priority is given to disposal through recycling, thermal reuse or total destruction, thereby avoiding landfill disposal.





## Reuse and Recycling

In 2023, 71.9% of the total waste generated in Brazil and 65.5% abroad were recycled or reused.

Targets for selective collection have been incorporated into the Brazilian UNITS (SOMAR) profit-sharing program, which encourages employees to properly segregate waste at source to maximize recycling.

PERCENTAGE OF WASTE DESTINED (AVERAGE IN %)		
Type	BRAZIL	ABROAD
External Recycling	63.0%	61.6%
Co-processing	6.4%	3.2%
Landfill	12.2%	30.5%
Decontamination	2.0%	0.2%
Composting	0.2%	0.0%
Recycling for internal use	0.5%	0.0%
Incineration	0.0%	0.5%
Energy Reuse	16.0%	0.0%
Safety Cell	0.0%	3.8%
Confinement	0.0%	0.2%

Selective Waste  
Collection – Brazil

## Life Cycle

Marcopolo is constantly searching for solutions to reduce waste, recycle products and ensure greater efficiency in its processes, contributing to the well-being of its employees and the communities where its factories are located. Whenever possible, the life cycle of the product and materials are considered in the decision-making process. The results for the final disposal of the production process residues in 2023 are as follows:

DESTINATION OF WASTE GENERATED 2023 - TONS (T)		
HAZARDOUS WASTE	BRAZIL	ABROAD
External Recycling	729	82
Internal Recycling	148	0
Co-processing	967	79
Decontamination	472	7
Incineration	0	41
Autoclave	1	0
Landfill	267	0
External Reuse	0	2
Safety Cell	0	137
Confinement	0	11
Physical-Chemical Treatment	0	0
TOTAL	2,584	359

NON-HAZARDOUS WASTE	BRAZIL	ABROAD
External Recycling	16,263	2,961
Internal Recycling	22	0
Co-processing	1,440	212
Composting	68	0
Landfill	2,317	444
External Reuse	0	0
Wastewater Treatment	202	0
Decontamination	0	0
Energy Reuse	0	338
Landfill	0	743,963
TOTAL	20,312	487,642



GRI	DESCRIPTION	PAGE OR INFORMATION
2-1	Information about the organization: name, products, brands, operations, markets	Marcopolo S.A. - 14 to 33; 36 to 55
2-2	Entities included in the sustainability report	14 to 33
2-3	Period and frequency of the report and contact information	Annual, 7 and 97
2-6	Activities, value chain and relationship with stakeholders	14 to 33; 70 to 81
2-7	Employees: profile and other information	58 to 67
2-9	Governance: structure and composition	14 to 33
2-10	Governance: appointment and selection of the highest governance body	14 to 33
2-11	Governance: Chairman of the highest governance body	14 to 33
2-12	Governance: role of the highest governance body in overseeing the management of impacts	14 to 33
2-13	Governance: delegation of responsibility for managing impacts	14 to 33
2-14	Governance: role of the highest governance body in the sustainability reports	7 to 11
2-15	Governance: conflicts of interest	14 to 33
2-17	Governance: collective knowledge of the highest governance body	14 to 33
2-19	Governance: remuneration policies	14 to 33
2-20	Governance: process to determine remuneration policies	14 to 33
2-22	Statement on sustainable development strategies	7 to 11
2-23	Policy and commitments: Purpose, Vision, Values, Integrated Business Management, Human Rights Policy	14 to 33
2-26	Mechanisms for seeking advice and raising concerns	14 to 33
2-27	Compliance with laws and regulations	14 to 33
2-28	Participation in class associations	80 and 81

2-29	Stakeholder engagement	7 to 9
2-30	Collective bargaining agreements	62
3-1	Process to determine material topics	7 to 9
3-2	List of material topics	7 to 9
3-3	Management of material topics	7 to 9
201-1	Direct economic value generated and distributed	49
204-1	Proportion of spending on local suppliers	74
205-2	Communication and trainings about anti-corruption policies and procedures	14 to 33
205-3	Confirmed incidents of corruption and actions taken	There were no confirmed cases of corruption
301-1	Materials used by weight or volume	84 to 93
301-2	Percentage of materials used originating on recycling	84 to 93
302-1	Energy consumption within the organization	84 to 93
302-3	Energy Intensity	84 to 93
303-1	Interactions with water as a shared resource	84 to 93
303-2	Management of water discharge-related impacts	84 to 93
303-3	Breakdown of total water withdrawal by type of source, including areas under water stress	84 a 93
303-4	Breakdown of total water disposal by type of source, including areas under water stress	84 to 93
303-5	Total water consumption	84 to 93
305-1	Direct greenhouse gas emissions (GGE)	84 to 93
305-2	Direct greenhouse gas emissions (GGE) originated from energy acquisition	84 to 93
305-4	Greenhouse gas emissions (GGE) intensity	84 to 93



GRI	DESCRIPTION	PAGE OR INFORMATION
306-1	Waste generation and significant impact related to waste	84 to 93
306-2	Management of significant waste-related impacts	84 to 93
306-3	Waste generated	84 to 93
306-4	Waste not directed to final disposal	84 to 93
306-5	Waste directed to final disposal	84 to 93
307-1	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and/or regulations	Did not receive any fine resulting from non-compliance with environmental laws or regulations
401-2	Benefits provided to full-time employees	58 to 67
401-3	Parental leave	58 to 67
403-1	Implemented occupational health and safety management system	58 to 67
403-2	Hazard identification, risk assessment, and incident investigation	58 to 67
403-4	Workers participation, consultation, and communication on occupational health and safety	58 to 67
403-5	Workers training on occupational health and safety	58 to 67
403-6	Promotion of workers health	58 to 67
403-8	Workers covered by the occupational health and safety management system	58 to 67
403-9	Number and rate of work-related deaths and injuries	58 to 67
403-10	Number and death rate and work-related health problems	58 to 67
404-1	Average hours of training per year, per employee, separated by gender and function	58 to 67
405-1	Diversity and equity	58 to 67
413-1	Percentage of operations with implemented programs of total community engagement, impact assessments, and/or local development	75 to 77
418-1	Total number of substantiated complaints concerning breaches of customer privacy and losses of customer data	No fines received resulting from non-compliance with the General Data Protection Law (LGPD) in Brazil or equivalent abroad

\*For this report, the GRI 2016, 2020 and 2021 standards were used as a basis.



# Credits

## Marcopolo Companies 2023 Sustainability Report

**CHAIRMAN OF THE BOARD OF DIRECTORS**  
James Bellini

**CHIEF EXECUTIVE OFFICER (CEO)**  
André V. Armaganijan

**PRODUCTION**  
Sustainability Committee  
Communication and Engagement Department  
Environmental Engineering and Standards Center  
Marketing Department  
Investor Relations Department

**GRAPHIC DESIGN**  
Cyclop Agência de Comunicação

**TRANSLATION/REVISION**  
Translation Center/Growth Ltda.

**PHOTOGRAPHY**  
Internal Communication Archive,  
Marketing Marcopolo Brasil and Marcopolo Foundation,  
Archives Marcopolo South Africa (Masa),  
Marcopolo Argentina (METALSUR),  
Marcopolo Australia (VOLGREN),  
Marcopolo China (MAC),  
Marcopolo Mexico (POLOMEX),  
Marcopolo Colombia (SUPERPOLO) and  
DC Multimedia

**CONTACT**  
Marcopolo S.A.  
Av. Rio Branco, 4889 – Bairro Ana Rech  
95.060-145 – Caxias do Sul – RS  
Phone: +55 (54) 2101-4000  
Open Channel: [www.marcopolo.com.br](http://www.marcopolo.com.br)  
Investor Relations: [ri@marcopolo.com.br](mailto:ri@marcopolo.com.br)

**ACKNOWLEDGEMENTS**  
We thank all the employees who contributed to the preparation of this report.

This publication is the responsibility of Marcopolo S.A.



