The International Consortium for Organizational Resilience

29 November 2022

Ede Viani
Vice Presidente Executivo de Tecnologia & Operações
BANCO SANTANDER (BRASIL) S.A.
Avenida Presidente Juscelino Kubitschek, n° 2041 – CJ
281, Bloco A, Cond. Wtorre JK
São Paulo / SP - CEP 04543-011 - BRAZIL

Dear Mr. Viani,

It is our honor to recognize Santander's assessment score of EXCELLENCE in the Facility Operations Maturity Model Assessment for both **Data Center Norte and Sul.**
The onsite assessment of the following areas was conducted by Top Tier Infrastructure.

I. Environmental Health & Safety
II. Emergency Preparedness & Response
III. Maintenance Management
IV. Site Management

V. Operations Management
VI. Change Management
VII. Quality Management

On behalf of The International Consortium for Organizational Resilience, I would like to extend our congratulations on this significant achievement. Your official Certificate is included in this enclosure along with the ICOR Recognition Mark.

Santander may post the Recognition Certificate at all locations and may display the Mark as deemed appropriate. In addition, Santander's recognition is posted on our website: (https://www.build-resilience.org/FOMM-Recognition.php)

Congratulations!

Lynnda M. Nelson
ICOR President

Certificate Numbers:
FOMM291120221
FOMM291120222

The International Consortium for Organizational Resilience

Recognizes

FOR EXCELLENCE

SANTANDER DATA CENTER SUL

For their accomplishment in the
Facility Operations Maturity Model (FOMM) Assessment

Issued 29 November 2022
Certificate Number: FOMM291120222
Expiration: 30 November 2025

Lynnda M. Nelson

Lynnda M. Nelson
President

ICOR FACILITY OPERATIONS MATURITY ASSESSMENT — RECOGNIZED FOR EXCELLENCE

Resilience.
Education.
Credentialing.

ICOR
The International Consortium
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TOP TIER
Infrastructure

The International Consortium for Organizational Resilience

Recognizes

FOR EXCELLENCE

SANTANDER DATA CENTER NORTE

For their accomplishment in the
Facility Operations Maturity Model (FOMM) Assessment

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Lynnda M. Nelson

Lynnda M. Nelson
President

FACILITY OPERATIONS **ICOR** **MATURITY ASSESSMENT** — RECOGNIZED FOR EXCELLENCE

Resilience.
Education.
Credentialing.

ICOR
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TOP TIER Infrastructure