



Annual Report 2022

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About this report

We are very pleased to present our Annual Report 2022. In this document we reaffirm our sustainability commitments, bringing the most significant initiatives and results for the period and how we have created value for our stakeholders – shareholders, investors, employees, customers, suppliers, partners, government and society. 2-3

Our guidelines are in line with the demands from the market and our stakeholders, the international and domestic scenarios and the management of our business risks and impacts. Based on these references, we updated our sustainability materiality matrix in 2022, and our Sustainability Plan – Agenda 30 BB, reflecting the connection of our business strategies with the global priorities of sustainable development.

In accordance with key global trends in transparency of accountability, this report was prepared based on the GRI Sustainability Reporting Standards 2021 and is assured by Deloitte Touche Tohmatsu Auditores Independentes Ltda. GRI contents can be viewed with bookmarks throughout the text and in more detail in the GRI Attachment. Another important reference is the principles of the Integrated Reporting methodology, by means of which we aim to address, in an integrated and non-competing manner, the creation of financial and non-financial value through our financial, environmental, social and climate performances. The business scenario and internal and external factors affecting our value creation are also addressed in this document.

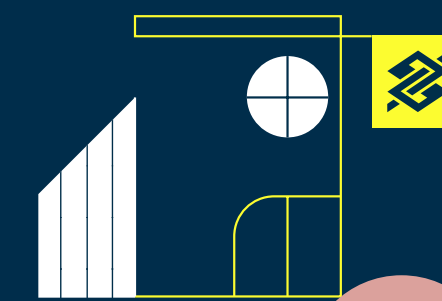
The content of this report is organized into six chapters to present the Bank's history and its main results and actions throughout 2022. Accordingly, we open this Report with our profile (About us), while the second chapter, A transformative role, is dedicated to the commitment we have taken on with sustainable performance, through our Sustainable Loan Portfolio and our ESG (environmental, social and governance) products and services. In chapter 3, we address how we create value for our stakeholders from a social, environmental and financial viewpoint. In the

following chapter the document addresses our commitments to governance, ethics and transparency. In the fifth chapter, we present the management of our business risks. Finally, chapter 6 is dedicated to supplementary content, containing appendices (GRI and TCU), summaries, the Letter of Assurance, among others. Throughout this document, we describe our principles and policies, followed by quantitative and qualitative performance indicators.

Our economic and financial data is in conformity with Brazilian Corporate Law and the standards issued by the Securities and Exchange Commission of Brazil (CVM) and the Central Bank of Brazil (BCB). Balances refer to BB Conglomerate performance, in accordance with the financial statements available on the Investor Relations website. All information on environmental and social (E&S) disclosures refers to Banco do Brasil, which accounted for 85.26% of BB Conglomerate's operating income in 2022.

The 2022 Annual Report makes us confident that we continue in our journey to share and set a constructive dialogue with our stakeholders. Among other aspects, we seek to highlight the improvement of our relationship with our clients and their experience in financial business, the construction of a sustainable result that adequately remunerates the capital allocated by our shareholders, the development of financial solutions related to the green economy, the improvement of our management of social, environmental and climate risks, the solidity of our corporate governance, and the cultivation of good people management practices. This effort aims to ensure the perpetuity of our business, while collaborating to guarantee a sustainable future for our country.

We thank you for your kind interest and wish you have a good reading experience.



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Message from the Board of Directors

Dear reader,

2022 was a milestone for Banco do Brasil, as we achieved a historic result built upon the pillars of proximity to the customer, efficiency, innovation and commitment to sustainability.

We closed the year with net income of R\$31.8 billion, a 51.3% growth on a year-on-year basis. Loan portfolio surpassed the historic mark of R\$1.0 trillion, as a result of customer relationship and customized solutions offered. Our sustainable loan portfolio reached R\$327.3 billion, a 12.3% growth in the twelve-month period, accounting for more than one-third of our total portfolio. This portfolio is composed of credit lines with high environmental, social or climate additionality that positively impact society and the environment.

Our sustainable performance is materialized in the Ten Long-Term Commitments in Sustainability and in the Sustainability Plan – Agenda 30 BB. This is reflected in our performance in the main sustainability indices, such as the Dow Jones Sustainability Index (DJSI), the Corporate Sustainability Index (ISE) of B3 and the FTSE4Good Index Series of the London Stock Exchange (LSE).

In 2022, we disclosed the Environmental, Social and Climate Responsibility Policy for the BB prudential conglomerate, in compliance with CMN Resolution No. 4,945/2021 and the BC# Sustainability Agenda, which have made significant headway towards the theme by including the climate perspective in the regulatory framework.

We started 2023 being recognized as the world’s most sustainable bank by the Corporate Knights’ Global 100 ranking. This recognition was disclosed at the World Economic Forum in Davos, Switzerland. BB is the only Brazilian company listed in this ranking, at 15th among companies in general.

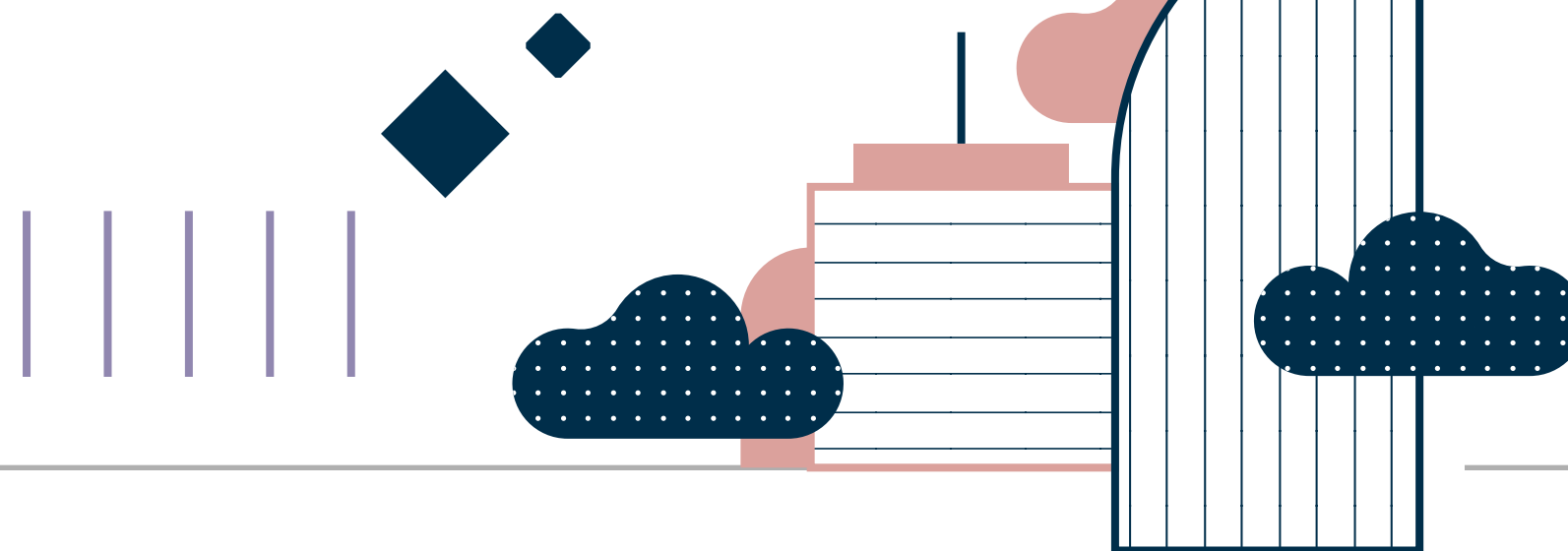
To wrap it up, I would like to thank all employees for the result achieved, which strengthens the Banco do Brasil brand and contributes to the development of Brazil, impacting positively on society and reinforcing our Country’s leading role in the international market. We are certain that 2023 will be a year of great opportunities and achievements for our Company. I am sure of the involvement and work that each member of this Banco do Brasil family will undertake to achieve another historic result, in line with our purpose of “be close and relevant in people’s lives at all times”.

Congratulations, Banco do Brasil!

Iêda Aparecida de Moura Cagni
Chairwoman of the Board of Directors
(Mandate 2021-2023)



Click here and watch the video



Message from the CEO

Hello dear readers,

I'm pleased to present the Annual Report of Banco do Brasil. In this document you will find the main initiatives developed by BB in 2022, which have driven us to the result of R\$31.8 billion.

Furthermore, we achieved R\$80.1 billion in value added to society, a 35.9% increase in one year, the result of initiatives that generated positive environmental and social externalities through our businesses, partnerships and the work of Fundação Banco do Brasil. The work carried out and the results achieved change lives and strengthen our Company's role as a driver of Brazil's sustainable development.

Our work is guided by sustainability, present in our strategy, practices, management and business. We reinforce our commitment to the 10 Principles of Global Compact and our Sustainability Plan - Agenda 30 BB, aligned with the Sustainable Development Goals (SDGs).

I take this opportunity to highlight my pride in belonging to this Company and being the first woman ever to hold the position of CEO at Banco do Brasil. I take on the extremely challenging mission of increasingly making BB contribute to the development of Brazil, of

being significant in people's lives, at all times, and to keep on delivering sustainable results for our shareholders.

Our strength has always been rooted in the diversity of our employees and customers. That is why talking about Banco do Brasil is talking about people who share dreams, challenges and opportunities.

Diversity will thus be present as a hallmark of our management. We have many opportunities to move forward on this agenda and live a full diversity experience at Banco do Brasil, through plenty of dialogue, understanding the reality of our workforce, debating ideas, proposing solutions and making decisions.

We also believe that we can have a "BB for each customer", as long as we are attentive to the needs of an ever changing society. We will deliver a tailor-made BB for each customer, whether an individual or a legal entity, offering the best experience in products and services.

We will continue to be the Brazilian agribusiness Bank, combining growth and sustainability in rural areas and promoting the use of good agricultural practices. We will remain focused on the transition

to a green and inclusive economy that, through our Sustainable Loan Portfolio, generates a positive impact on society and the environment.

We will make headway in the education and financial inclusion agendas in favor of productive development and entrepreneurship by offering simple and modern credit solutions aimed at specific audiences. [2-14](#)

We will reinforce actions to accelerate the digital transformation at BB. For that, we are already investing in training and encouraging a leading role of our employees.

I conclude by taking this opportunity to reaffirm our commitment to transparency and supply of information that is significant, reliable and that meets the needs of our stakeholders. [2-14](#)

Thank you and good reading for you all!

Tarciana Medeiros

Chief Executive Officer of Banco do Brasil



Click here and watch the video



Awards and recognition

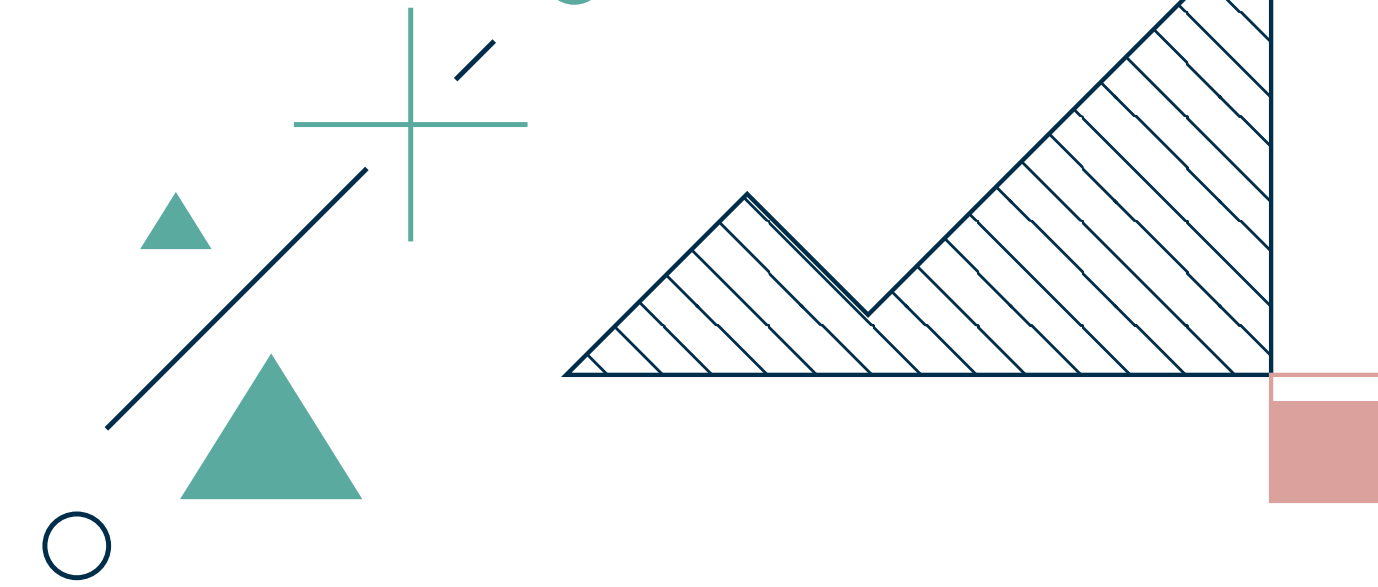
- Banco do Brasil was recognized as the **world's most sustainable bank** by Corporate Knights' Global 100 Ranking during the World Economic Forum in Davos, Switzerland. BB was also the only Brazilian company among the 100 most sustainable companies, placed at 15th in the overall ranking. More than 6,000 companies were evaluated.
- Banco do Brasil was listed on the New York Stock Exchange (NYSE)'s **Dow Jones Sustainability Index (DJSI)**, in the World and Emerging Markets portfolios; the **Corporate Sustainability Index (ISE)** of B3 – Brasil, Bolsa, Balcão (B3), São Paulo Stock Exchange, for the 18th consecutive year; and the London Stock Exchange (LSE)'s **FTSE4 Good Index Series**.



- **The Sustainability Yearbook 2022:** we integrate the Silver Class of this yearbook developed by S&P Global and RobecoSAM AG, one of the world's most comprehensive publications on corporate sustainability.
- **Banco do Brasil is one of the most transparent companies when it comes to sustainability information disclosure.** Alongside other 13 companies, the Bank joined the list of the first survey undertaken by Transparency Observatory, an initiative of the GRI Advisory Board in Brazil to recognize companies that showcased good adherence to the GRI Reporting Principles in their latest report.
- **South America's most sustainable bank:** we were recognized for the second consecutive year by Capital Finance Internacional – CFI.co.
- **Carbon Efficient Index (ICO2):** once again we integrate the ICO2 portfolio, of which we have been part since its launch in 2010.
- **Score B in CDP's Climate Change Program:** this is our best performance since joining the Program in 2010. We also matched our performance against top Brazilian retail banks.
- **Morgan Stanley Capital International (MSCI) ESG Rating:** rated "A", featuring prominently in access to finance, human capital development, data privacy and security, and consumer financial protection related topics.
- In January 2023, the Bank was awarded the **Sustainable Markets Initiative (SMI)'s Terra Carta Seal**. Spearheaded by King Charles III, this initiative is meant to recognize private

sector organizations that are leading the global acceleration towards a sustainable transition. In its 2022 edition, only 19 companies received the seal, and BB was the only company representing Latin America.

- **GHG Protocol:** for the 12th consecutive year we received the gold seal for our greenhouse gas (GHG) emissions inventory, awarded by Fundação Getúlio Vargas' Center for Sustainability Studies (FGVces).
- **Banco do Brasil reached Level 1, with maximum score (grade 10), for the sixth consecutive time in the Ministry of Economy's 6th Governance Indicator Cycle – IG-SEST.** BB Tecnologia e Serviços (BBTS) and BB were also certified with Level 1, with BB certified with Level 2 in this indicator. This assessment also covered Ativos S.A. and BB Asset. All BB Conglomerate companies improved their scores in relation to the previous cycle.
- **Women on Board (WOB):** BB is certified by WOB for gender diversity on the Board of Directors. BB Asset Management also received this seal. This initiative is meant to recognize, value and disclose the existence of corporate environments that have women sitting on boards of directors. The association grants the WOB seal to companies that have at least two effective female directors in their statutory staff.
- **We received the Abracam Conformity Seal,** which was designed with the mission of standardizing the best practices and procedures applied by foreign exchange market agents, thus providing greater transparency, strength and savings to institutions and their customers.



- **Ethos Indicators:** BB responded to the questionnaire regarding the Thematic Guide: Integrity, Prevention and Anti-Corruption, reaching an overall score of 9.7. Ethos Indicators is a management tool aimed at supporting companies to incorporate sustainability and corporate social responsibility (CSR) into their business strategies.
- **CIO 100 Awards 2022 (IDG Communications):** Banco do Brasil made up the ranking of the world's 100 most innovative companies for the third consecutive year, being the only Latin America bank to be included in this list. Companies that excel in driving the growth of digital business by using technological innovations were selected.
- **Internacional Latam Aloic Award 2022:** the "SIM – Solução Immediata" case won the Gold trophy in the Best Internal Operation category, which recognizes strategies impacting different key management indicators, customer satisfaction, increased competitiveness and the achievement of organizations' business results.
- **Banking Transformation 2022 Award:** Compliance Analytics was named the best project in the Innovation in Credit category, and the "My PFM Finances" case was awarded in the Customer/User Experience category.
- **2022 IT Executive Award (IT Midia):** BB was the winner of the IT Executive of the Year Award at the 11th edition of the IT Forum, an event that recognizes the work of IT executives in the most diverse categories.



- **Notáveis 2022 Award:** we were recognized in the Agribusiness and Food category with the initiative "Mappiá – Intelligent solutions to support the life of rural producers". This solution uses artificial intelligence to identify satellite image patterns for monitoring of soybean and corn crops financed by BB.
- In 2022 we were once again recognized by **Fundação Abrinq as a Child-Friendly Company**, based on the commitments made in defense of the rights of children and adolescents, with highlight to the programs developed by Fundação Banco do Brasil.
- **FIDInsiders:** Banco do Brasil was recognized in two categories: the "Open Banking Payment Initiator" case was

the winner in the Payment Solution for E-Commerce category, while the "Debt Renegotiation Virtual Assistant" was recognized in the Innovation for Debt Renegotiation category.

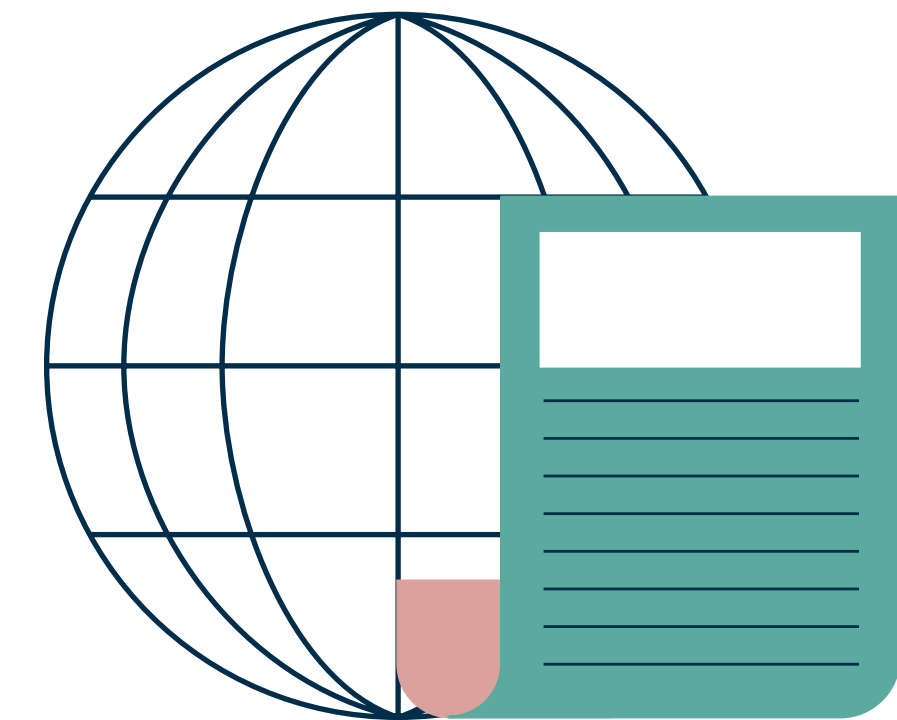
- **The Innovators 2022:** we were recognized as one of the five most innovative financial institutions in the world. For three consecutive years, BB has won this Award in different categories, including as the most innovative bank in Latin America.
- **Qorus-Accenture Banking Innovation Awards 2022:** we were chosen as Global Innovator GOLD for a number of innovations. We were also handpicked in the "Reimagining the Customer Experience" category, with the "Open Finance: consent on Whatsapp" case.



- **Open Summit Awards 2022:** Banco do Brasil was the winner in the following categories: Initiation of Payments with the “Investment in Multibank Funds – ITP Fundos de Investimentos” case; Individuals/financial management (PFM) with the “My Multibank Financials” case; and Case of the Year with the “Journey of Consent on WhatsApp BB” case. We also won in the Companies category with the “BB Pay” case. We were ranked second in the Company of the Year category and third in the Credit category with the “Review of card limits by using Open Finance data” case.
- **ABT (Brazilian Teleservice Association) Award:** we were recognized twice as winners in the Social Responsibility category, with the “BB in Libras – Extensive service with interpreters, because inclusion is taking care of what is valuable for all people” case, and in the Customer Service category, with the “BB Customer Service – Satisfaction, Value and Loyalty” case, which highlighted the experience of reversing customer dissatisfaction expressed in other services.
- **Clientes SA Award:** we were recognized with the Silver seal for the “Dynamic Monitoring – Understand & Attend” case in the Leader in Customer-Centric Project category.
- **ReclameAqui (complain here) Award:** we ranked second in the Banks category by popular vote.
- **The Global Economics Awards 2022:** Banco do Brasil was recognized as the best institution in Brazil for Wealth Advisory services.
- **PWM Wealth Tech Awards 2022:** for the second consecutive year, BB Private was recognized as the best in Latin America in Digital Portfolio Management. This Award is organized every year by specialized Professional Wealth Management – PWM magazine published by the Financial Times group.

- **International Business Magazine 2022:** we were recognized as the best Private Banking institution in Brazil.
- **Global Business Awards 2022:** BB was recognized as the Most Innovative Institution in Brazil. This Award is organized by British group AI Global Media’ Corporate Vision.
- **World Business Outlook:** we were recognized twice as the best Private Institution and the best Wealth Management company in Brazil.
- **Broadcast Analysts Ranking:** analysts from the BB Investimentos Research team were awarded for the eighth time in the awards ceremony held by Agência Estado, including first place achieved once again. Overall, three analysts (from a team of 12 professionals) were named among the top 10 market analysts.
- **Banco do Brasil’s Economic Advisory department made up the macroeconomic projections ranking,** being named in the TOP 5 ranking of BCB’s Focus Research in January (related to the 2021 annual result), February, March, April, May, June, August, September, October and December 2022.
- **Ombudsman Brazil 2021 awards (edition held in 2022):** BB Conglomerate was the winner in four categories: the Internal and External Ombudsman were awarded as Best Case in the Ombudsman and Innovation category. BB Ombudsman was awarded for the innovation of Direct Access, a service available to the customer service network that has the Ombudsman’s support and authority levels to settle customer demands, prioritizing the maintenance of customer relationships within the scope of branches and offices and avoiding complaints from being reported in other channels. BB’s Internal Ombudsman was also recognized for its OCDI – Guidance on Preventing Disrespect of Intimacy (#nomeansno) campaign, which aims at preventing and stopping sexual misconduct.

- **Best Performance 2022 Award:** Banco do Brasil won the Gold trophy in the “Customer Loyalty and Retention – focus on problem-solving” category, with the case Phygital Universe and our purpose: Taking care of what is valuable to people case, and was among the 39 finalists for presenting the work in a pitch for the judge panel. We also won first place in this Award.
- BB was one of five global companies recognized with the **FS-ISAC Global Leaders Award 2022** for its advanced commitment to collaborating and sharing cyber intelligence and tackling emerging threats. FS-ISAC is the only global cyber intelligence sharing community with a focus on financial services, with 16,000 member institutions in 70 countries.
- **Top of Mind:** Banco do Brasil was the most recalled brand in the Banks category.
- **International Conference on Computational Processing of Portuguese Language - PROPOR:** one of the world’s leading events on Natural Language Processing (NLP) selected the Regulatory Radar case for presentation and publication in its biannual event. This recognition is given to only about 30 works in the area of Natural Language Processing in the world and demonstrates the maturity of our solution within the AI market.



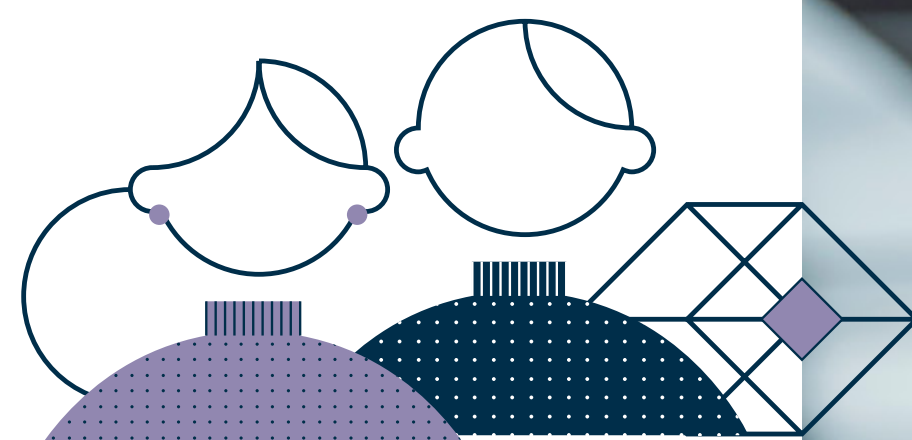
- It featured in the international publication **Shots** with the “Accessibility” campaign.
- **BandNews Award:** most admired brand in Brazil.
- **AMPRO Globes Awards 2022:** the Connection – Value Wifi Brazil case received the Silver seal in categories Creative Business Transformation, Best Brand Building, Best Integrated Communication Campaign, Best Brand Experience, Best In-Person, Virtual or Hybrid Event, and Best Use of Public Relations. The Courage case was awarded the Silver seal in categories Best Integrated Communication Campaign, Best Idea or Concept, and Best Solution/Action/Campaign or Event during the Pandemic. Furthermore, the Seu Carlinhos case won the Silver seal in the Best Branded Content, Social or Influencer Action category, and the POV BB case also won the Silver seal in the Best In-Person, Virtual or Hybrid Event category.
- It won the **Aberje Awards 2022** for Organizational Communication in the Ethics, Integrity and Compliance category, as the regional Minas Gerais and Midwest highlight, for the quality of disclosure of Banco do Brasil’s quarterly results. Actions in partnership with Wmccann and Brivia agencies were taken into account, in addition to the work made by BB’s press relations, internal communication and social networks.
- Ourocard was elected the favorite card among all issuers in a **Cardmonitor survey**.
- **Top Employers:** we were recognized by Top Employers Institute for the tenth consecutive year. We are the only

Brazilian company recognized in all survey editions. This certification is awarded by the Dutch independent research foundation Top Employers Institute and recognizes employers who develop talents at all levels of the organization and strive to continually optimize people management policies and practices.

- **Forbes’ World’s Best Employers:** for the third time in the last four years, BB is named among the world’s best employers according to the Forbes ranking. This survey was conducted with over 150,000 workers from 57 countries. The list has 800 companies.
- **LinkedIn Top Companies Brazil:** BB is on LinkedIn’s list of the 10 best companies to grow a career in 2022. This was the second edition of the LinkedIn Top Companies survey. Companies were evaluated in seven skills: ability to advance,

skills growth, company stability, external opportunity, company affinity, gender diversity and educational background.

- BB Asset resumed leadership in the **Top Asset ranking**, a survey published by Investidor Institucional magazine. In addition to the general ranking, BB Asset was also the winner in the Corporate, Retail, Exclusive Funds, Pension Funds, Government and Pension Funds categories.
- **Rated “Excellent” in investment management** by Fitch Ratings for the sixth consecutive time.
- Regarded as the **“Best Equity Manager”** by the FGV Guide to Investment Funds.



Highlights of the Year

1. Home
2. Governance
3. Social
4. Environmental
5. Sustainable Loan Portfolio
6. Financial Earnings

Governance



Tarciana Medeiros is the first woman to take on as the Bank's CEO.

We were recognized as the world's most sustainable bank according to Corporate Knight's 100 Most Sustainable Corporations in the World ranking in four of the last five editions, including that of 2023.



Social

In 2022, the **social investment** made by Fundação BB totaled R\$149.3 million. It concerned **256 projects supported** and 1.7 million people served.



We are the **first bank in Brazil to provide extensive services in Libras, the Brazilian sign language.** Since it was implemented in April 2022 we have recorded over 5,400 calls

We achieved R\$80.1 billion in **value added to society**, a 35.9% increase in one year.



Environmental

In 2022, 100% of the 509.46 GWh consumed were linked to **sustainable energy sources.**



We cut down **the consumption of printouts by 12.30%** compared to 2021.

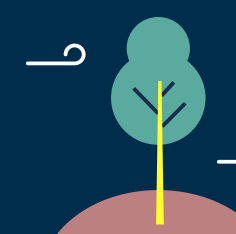


Sustainable Loan Portfolio

To contribute to a **low-carbon agriculture**, the Bank carried out operations worth **R\$8.7 billion in connection** with the ABC Program alone.



The amount of **R\$40.1 billion** was granted as lines of credit for Pronaf More Food program, backing **BB's good E&S practices.**



Financial Earnings



Adjusted Net Income of **R\$31.8 billion**

Expanded Loan Portfolio of **+ R\$1 trillion**



Common Equity Tier 1 (CET1) of **12.01%**



Net Interest Income (NII) of **R\$73.4 billion**



BIS Ratio of **16.65%**

Fee Income of **R\$32.3 billion**





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1. About Us





Profile

Founded 214 years ago, Banco do Brasil S.A. (BB)¹ is deemed to be the world's most sustainable bank by the Corporate Knights ranking. The 2023 edition of the 100 World's Most Sustainable Companies– Global 100 also recognizes BB as the Brazilian company best placed in this ranking, placed in 15th overall. We figured in this ranking in the last seven editions, being recognized as the world's most sustainable bank in 2019, 2021, 2022 and 2023. These results highlight and reinforce our commitment to, throughout our history, contribute to the sustainable development of our country. ²⁻¹

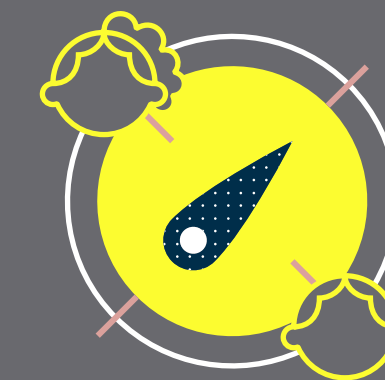
We are a publicly-traded company, governed by private law and controlled by the Federal Government, which holds 50%² of our capital. We have played a fundamental role in the development of Brazil with a sustainable business portfolio that exceeds R\$327.3 billion in balance (to December 2022). It comprises credit lines with high environmental and social (E&S) additionality or allocated to finance activities or segments with positive E&S impacts on sectors such as renewable energy, energy efficiency, construction, sustainable transport and tourism, water, fishing, forestry, sustainable agriculture, waste management, education, health and local and regional development, strengthening our transformative role in the development of Brazil. ²⁻¹

Banco do Brasil is a benchmark to other sustainability indexes in the financial market, such as the Dow Jones Sustainability Index (DJSI), the Corporate Sustainability Index (ISE), and the Financial Times Stock Exchange (FTSE).

We were the first company to carry out a public share offering in the Brazilian capital market and since 2006 we have been listed in the Novo Mercado segment of B3 S.A. – Brasil, Bolsa Balcão (B3) which calls for advanced corporate governance practices.

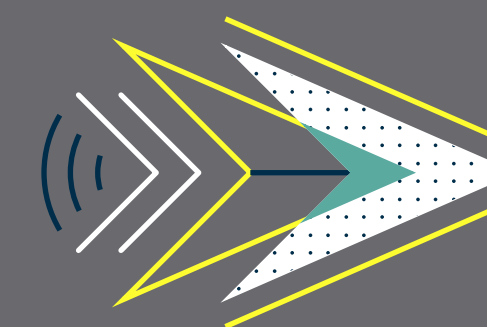
¹ Throughout this report, to avoid repetition, Banco do Brasil is also referred to as Bank or BB. The terms Organization or Company also refer to Banco do Brasil, except when the context makes it clear that it is another legal entity.

² The Federal Government controls BB with 50.0000011% of total shares.



Our guiding values

Proximity, Efficiency, Innovation, Commitment to society and Integrity. ²⁻¹²



Purpose

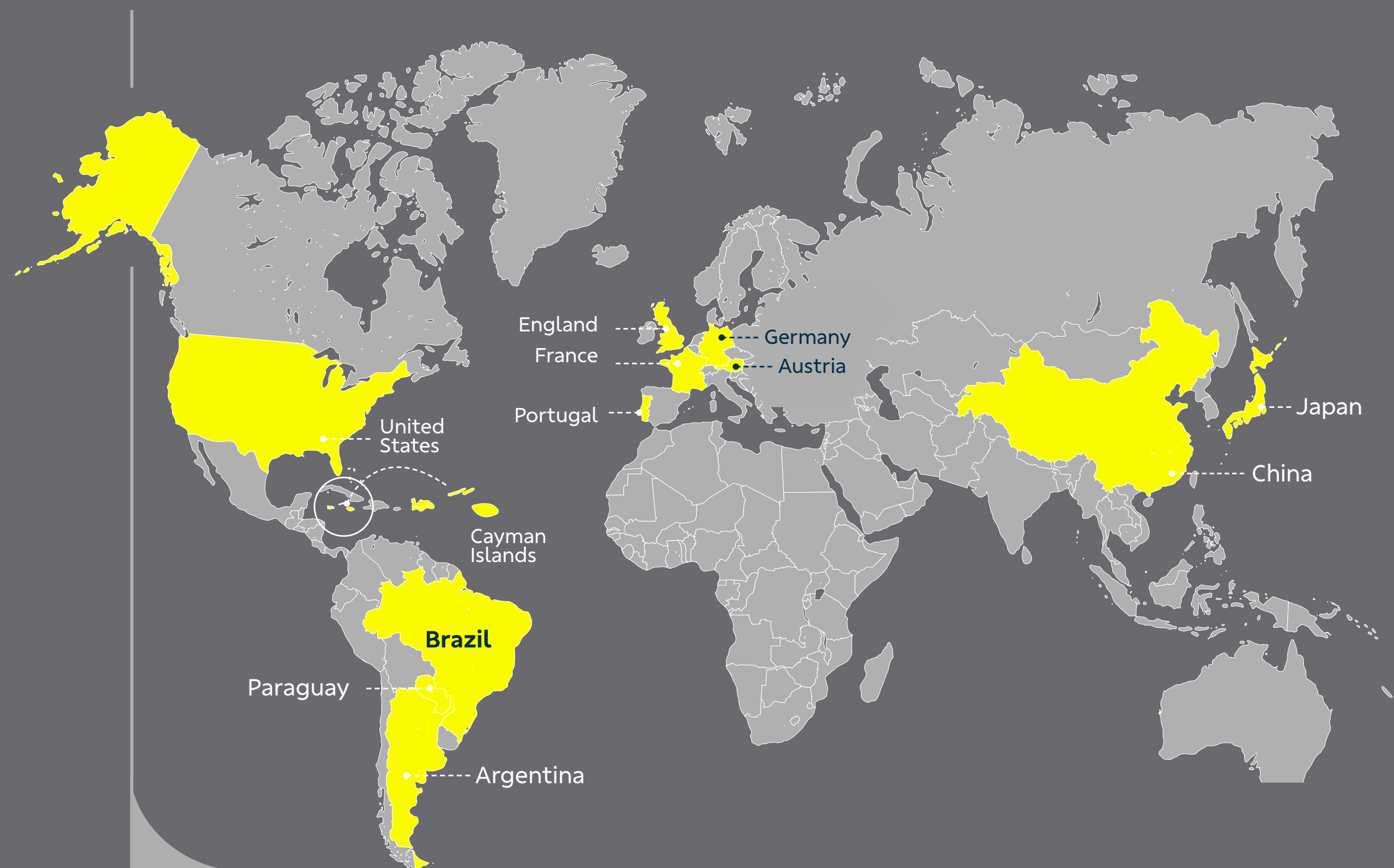
Be close and relevant in people's lives at all times.

Distribution and relationship network

We are present in 92.9% Brazilian municipalities with more than 55,867 service posts, among our own service network, partnerships with third parties, and correspondents.

Adjustments were performed throughout 2022 with a focus on efficiency and adaptation of our service network to the profile and behavior of customers. Accordingly, we were able to strengthen our relationship with agribusiness customers and invested in 53 new agribusiness relationship portfolios, making it possible to service over 8,000 customers in this segment, surpassing the 227,000 agribusiness managed customers mark.

Our foreign service network comprises 17 subsidiaries across 11 countries. In addition to this structure, we have agreements with other financial institutions abroad to serve our customers. At the end of 2022, 621 banks operated as BB correspondents in 119 countries. 2-1|2-6|



Domestic presence

Permanent employees, by region (unit) ^[2-7]

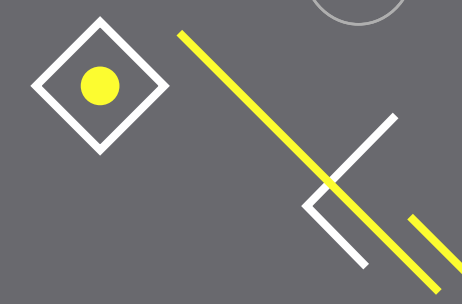
Region	2020	2021	2022
North	3,981	3,678	3,897
Northeast	15,106	13,919	14,025
Midwest	16,650	16,090	16,719
Southeast	39,800	35,894	36,100
South	16,117	14,997	15,193
Abroad	19	19	19
Total	91,673	84,597	85,953

Number of branches

Region	2020	2021	2022
North	290	254	254
Northeast	922	818	817
Midwest	431	394	396
Southeast	1,821	1,704	1,704
South	904	809	812
Total	4,368	3,979	3,983

Type of Service

Type of Service	2020	2021	2022
Own service network	12,083	11,360	11,115
Branches	4,368	3,979	3,983
Service posts	1,696	1,704	1,616
Automated Service Posts	6,019	5,677	5,516
MaisBB Network	12,998	19,860	19,710
Shared Network Channels	24,167	24,862	25,042
Banco24Horas	23,585	24,265	24,417
ATM: Partner Banks	582	597	625
Total	49,248	56,082	55,867



Business overview



World

Throughout 2022, the international scenario was at the core of the economic debate, especially marked by high inflation levels. The external risks associated with the pandemic and the Russia-Ukraine war, in addition to the start of a monetary squeeze in the main world economies, contributed to a slowdown in the global economic activities. Late in the year, even though preliminary data confirmed the European activity continued to slow down, there was the perception of a less severe recession, given the increase in gas stocks at above-expected levels. The consumption and labor market in the U.S. continued to showcase some resilience, which should prevent a more severe recession in spite of the Fed's signaling additional interest rate hikes. In China, meanwhile, the move to dismantle mass testing and ease quarantine measures have encouraged the markets, as it signaled a clear U-turn of the Chinese government's focus from a Covid-Zero policy to a program aimed at economic growth.



Brazil

In Brazil, the performance of the economic activity surprised recurrently and positively throughout 2022. The recovery of the service sector and the labor market, as well as the measures to increase income and encourage consumption implemented during the year, contributed to the economic growth recorded until the third quarter. However, recent indicators have suggested that domestic demand would fare worse given the rise in interest rates and tightening of financial conditions, which should be reflected in a slowdown in the economy. With regard to the National Financial System, 2022 was marked by a new significant increase in loan operations to companies and households (14%), even though it slowed down compared to 2021 (16.3%) as a result of the rise in the basic interest rate, and higher household indebtedness and delinquency levels.

Despite the strong drop in of the Consumer Price Index, in 2022 inflation exceeded the upper threshold of the target range for inflation. In spite of the fall in taxation on fuel, electricity and telecommunications, which resulted in deflation in July, August and September, other factors have driven inflation to reach 5.8%, according to Central Bank of Brazil (BCB), namely: i) inertial effects of last year's inflation; ii) rise in commodity prices; iii) imbalances between demand and supply of inputs and bottlenecks in global production chains; iv) food price shocks resulting from climate issues; and v) resumption of demand for services and jobs, driven by the sharp decline in Covid-19 cases and resulting increase in mobility. At last, throughout 2022, the uncertainties in the international scenario, the election process and discussions on the future of the fiscal framework in Brazil brought volatility to asset prices, notably to the foreign exchange rate, which closed 2022 at R\$/U\$ 5.22.



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Our main brands

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

The Banco do Brasil brand conveys to society our attributes and sense of purpose. As a result of our client-oriented approach, BB's brand value reached R\$ 24.5 billion in 2022, an 18.9% increase year over year.

In addition to a better customer evaluation in general, notably in the Retail - Individuals and Retail - Companies segments, our robust financial results every quarter directly impacted such growth.

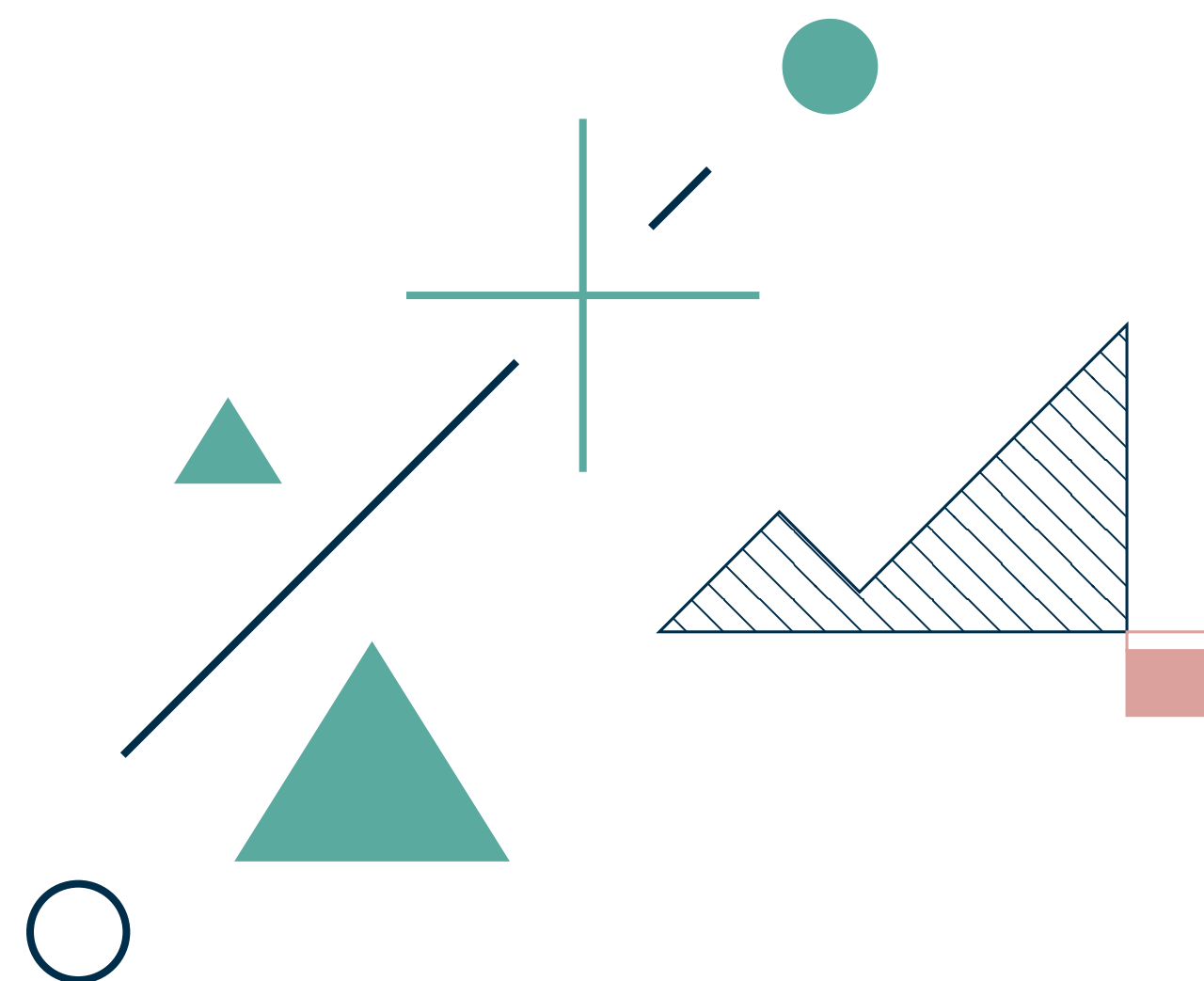
In December 2022, we held 514 trademarks registered and other 32 undergoing registration process in Brazil. Outside Brazil we also hold 72 registered trademarks in a number of countries in the Americas, Europe and Asia.

Valuing intangible assets, such as brands, is critical for stock exchange listed-companies, as it can affect their share price and risk rating. Intangible assets have the power to influence consumer loyalty and to push demand in sales channels, employee engagement and investors interest, thus boosting business performance and financial results.

The Banco do Brasil Conglomerate is composed of companies¹ that are classified according to the nature of their relationship with us, as subsidiaries, affiliates, immaterial interests, managed entities, sponsored entities and foundations. Among them, we highlight as follows²:

¹ Banco do Brasil is the owner of all conglomerate's brands, and their use by its subsidiaries and affiliates is made through licensing agreements.

² Considers the largest shareholdings and main entities. For further information access the complete organizational chart on the [Investor Relations website](#).



As a result of our client-oriented approach, BB's brand value reached R\$ 24.5 billion in 2022, an 18.9% increase year over year.

Subsidiaries



A consortium management company founded in 2003 with the purpose of being a benchmark for this segment.



A company specialized in managing third-party assets and investment funds for Banco do Brasil's customers, BB Asset was founded in 1986 and is the national leader in investment funds and managed portfolios, with over R\$1.4 trillion in assets under management (AuM)¹.

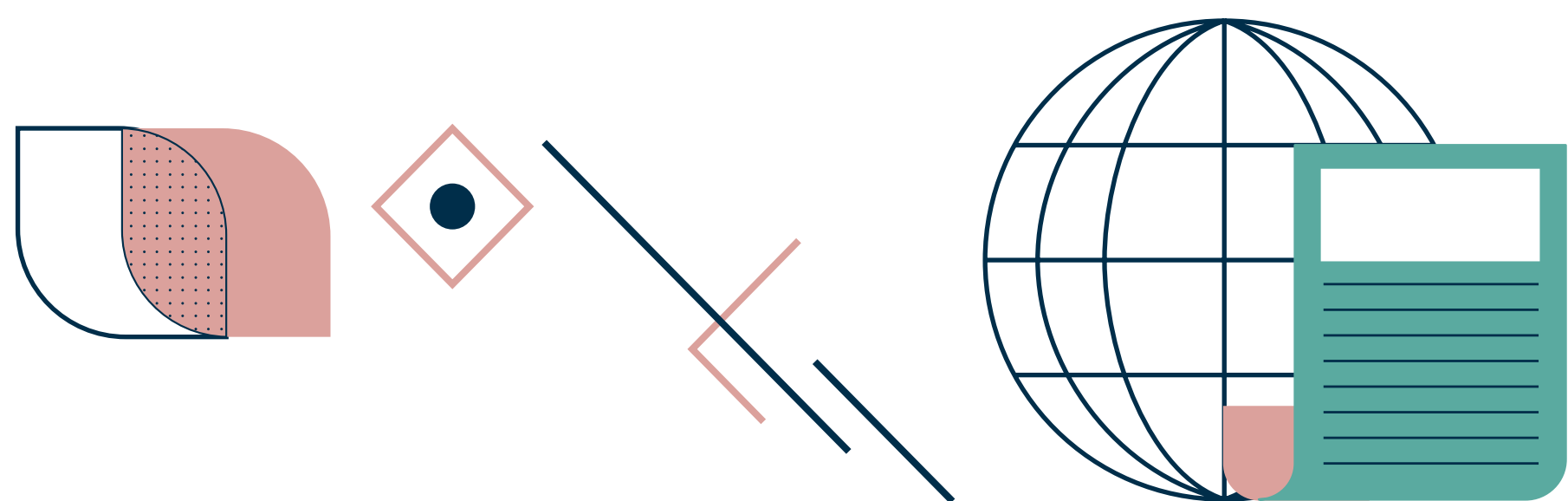


BB Seguridade Participações S.A. is a holding company founded in 2012 and controlled by Banco do Brasil S.A. It is engaged in insurance business with equity investments currently organized in two segments: insurance risk and accumulation and distribution business.



Founded in the 1970s, then named Cobra Computadores e Sistemas Brasileiros, it is engaged in corporate IT and security solutions in the Brazilian market.

¹ Ranking of the Brazilian Financial and Capital Markets Association (Anbima) in December 2022.



Affiliates and immaterial interests



A special savings bonds (capitalização) company with over R\$2.4 billion in redemption.



Brasilprev is the national leader in the private pension segment.



This company provides accreditation of commercial establishments for transactions made via credit and debit cards, as well as other electronic payment methods.



It operates in the benefit card market (meal, food, transportation) and other prepaid cards.



A provider of payment methods and solutions services, it is the owner of the Elo brand and currently the third largest brand in the domestic market.



Specialized in partnered loyalty, independent and open programs. It engages in partnerships with issuers of payment means, retailers and other customer loyalty programs.



A company engaged in creating technological solutions for the means of payment industry, such as management of debit and credit cards.

Managed and sponsored entities and foundations



Founded in 1994, BB Previdência is a multi-sponsored pension fund, administrator of benefit plans sponsored by public and private companies, government-controlled private companies and trade associations (trade unions, trade and other entities).



Founded in 1904, even before the launch of an Official Pension Plan in Brazil, Previ ranks among the largest pension funds in Latin America.



Founded 1985, Fundação BB is the social arm of Banco do Brasil, as it helps the social transformation of Brazilians and the sustainable development of the country.



Founded in 1944, Caixa de Assistência de Assistência dos Funcionários do Banco do Brasil (CASSI) is Brazil's largest self-managed health care operator and a benchmark, as it operates with a focus on health care promotion and disease prevention. In addition to the Associates Plan for Bank employees and their dependents, which is sponsored by BB, CASSI offers non-employer sponsored health care plans for family members of active and retired Banco do Brasil's professionals.

Corporate Strategy

3-3| Innovation and technology| Sustainable businesses| Sustainability culture| Customer relationship and satisfaction

2-12|2-22|2-29

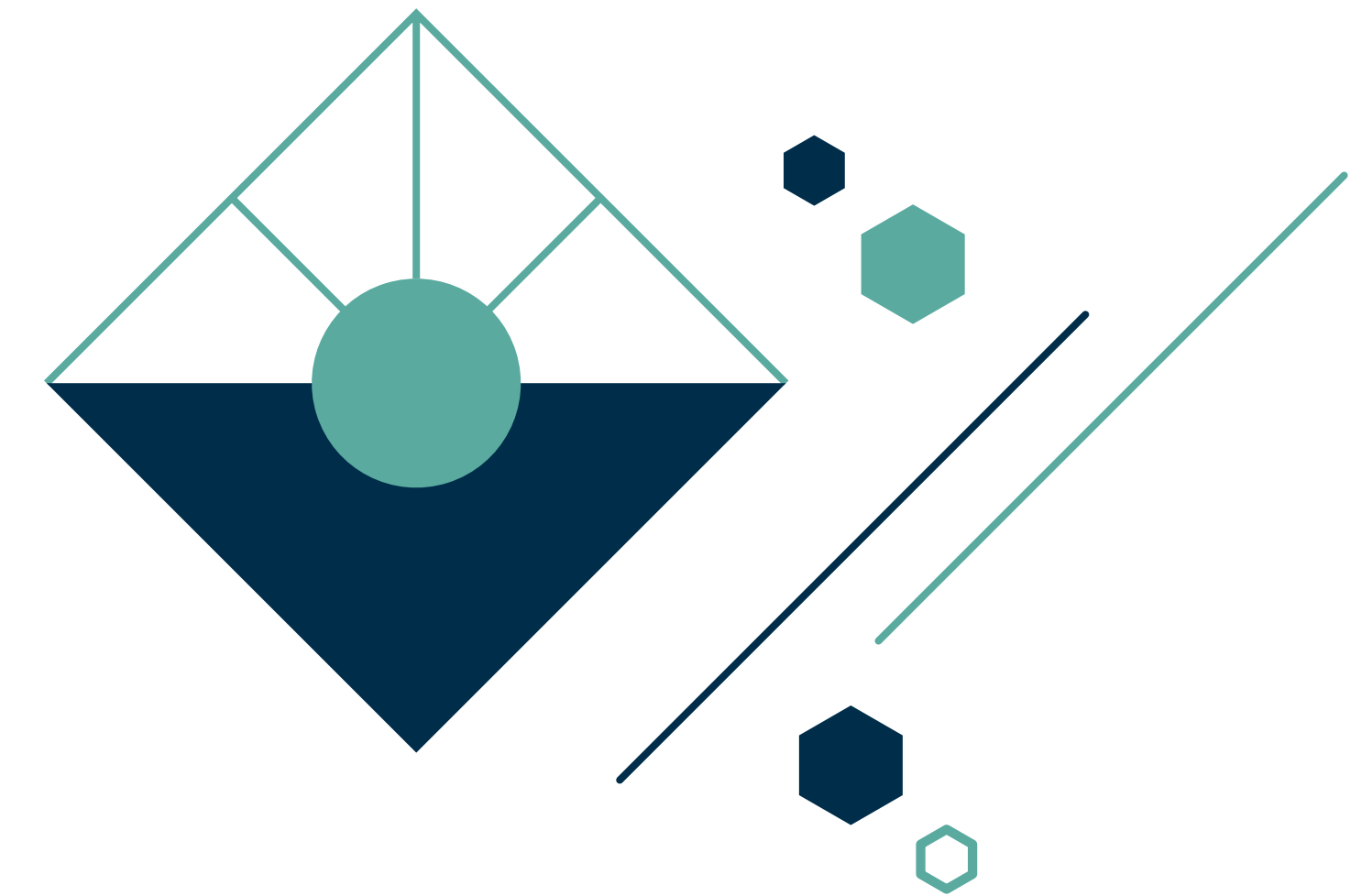
In 2022, the Corporate Strategy of Banco do Brasil (ECBB) was reviewed for the 2023–2027 period through a structured, inclusive process based on consolidated methodologies. Its approval is carried out by the Board of Directors (CA), which strengthens the decisions on the Company's performance for the coming years. The ECBB was prepared by applying a set of methodologies usually adopted in planning processes, in the market and at Banco do Brasil, notably scenario planning, SWOT matrix (strengths, weaknesses, opportunities and threats), Balanced Scorecard – BSC and SMART, with the main goal of ensuring that indicators and targets are specific (S), measurable (M), achievable (A), relevant (R) and time-bound (T).

Diagnosis, prioritization of uncertainties, scenario planning, survey of perceptions and guidance from the Bank's Senior Management, setting strategic objectives and corresponding indicators and targets were the steps considered in the preparation process, which was guided as follows:

- emphasis on end-to-end customer centricity, by strengthening the relationship with the Bank;
- sustainable growth of profitability, capital optimization, profitability and operational efficiency;
- reinforce the commitment to sustainability;
- accelerate digital transformation and innovation; and
- evolution of the organizational culture, customer-oriented, innovation and meritocracy.

In the discussions taking place during the preparation of the ECBB, actions have been mapped to enable the delivery of strategic objectives and customer value creation. These actions/initiatives involved:

- enhancement of products, services and the customer digital experience;
- transformation of processes impacting the customer journey, aimed at generating greater efficiency and reducing effort and response time;
- increasing analytical knowledge and methodologies for customer behavior analysis; and
- expanding partnerships with digital ecosystem companies by developing financial and non-financial solutions.





Uncertainties

The following uncertainties were identified during the review of our strategy:

Big techs strategy within the financial service ecosystem

How will global big techs perform in the Brazilian financial services market? Will big techs operate in niches and through partnerships with local banks or will they play a leading role and assume leadership in the financial services market?

New market entrants

What will be the role of fintechs in the financial services industry? Will banks have a leading and centralizing role in the financial ecosystem with fintechs orbiting this ecosystem or will fintechs have a leading role in the financial system, providing highly specialized solutions and operating in collaboration networks?

Behavior of Brazilian Banking Industry (SFN) regulators

How will the National Financial System regulators respond to new technologies and business models? Will regulators adopt a conservative stance, with strict rules to ensure more security and stability to the SFN or will they prioritize openness and innovation, with less requirements and lower compliance cost, especially for new market participants?

Privacy and data security

How important is privacy and personal data protection to consumers? Will consumers, fearful of having their privacy violated, react with distrust to have to share their personal data in exchange for receiving benefits and a more personalized offer of products

and services, according to their moment in life? Or will consumers trust organizations and be willing to share personal data in exchange for benefits and a more personalized offer of products and services, according to their moment in life, thus generating greater engagement and proximity?

Speed of update of the Brazilian technology infrastructure

How will technology infrastructure keep pace with the dynamics imposed by the digital transformation of organizations? Will a rapid large-scale deployment of 5G networks fail to take place, thus undermining the increase in speed and connectivity among devices, or will there be a rapid large-scale deployment of 5G networks to massively increase speed and high levels of connectivity among devices?

Speed of economic recovery

How fast will the economy and market dynamics recover? Will new global crises delay the recovery of economic activity and the balance of the labor market, or will they just partially affect the rebound of economic activity in Brazil, opening up opportunities for investments in the domestic production chain?

Changes in financial intermediation models

How will consumers and companies respond to different financial intermediation models? Will most consumers be unaware of or have little interest in decentralized finance (DeFi) solutions such as crypto currencies, P2P credit and Blockchain or will a significant number of consumers use such solutions?



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Organizational culture and professional skills

Considering economic, technology and social changes, such as robotization, digital transformation, use of artificial intelligence and new working models, how will the organizational culture and professional skills and abilities evolve at the Brazilian market? Will there be low investments in education and professional requalification, resulting in the slow renewal of workers' skills and abilities, or will greater investments in education and professional qualification be made, with high renewal of workers' skills and abilities and the development of new strategic skills?

ESG Agenda

How will financial institutions respond to the growing demand for ESG (Environmental, Social and Governance) issues? Will financial institutions fail to respond in time to make changes in their management models and opportunities in connection with the alignment with the ESG agenda, or will they make adjustments to their management models and explore opportunities for aligning themselves with the ESG agenda, taking on a leading role in structuring a system for inducing sustainability practices in the domestic production chain?

People's saving habits

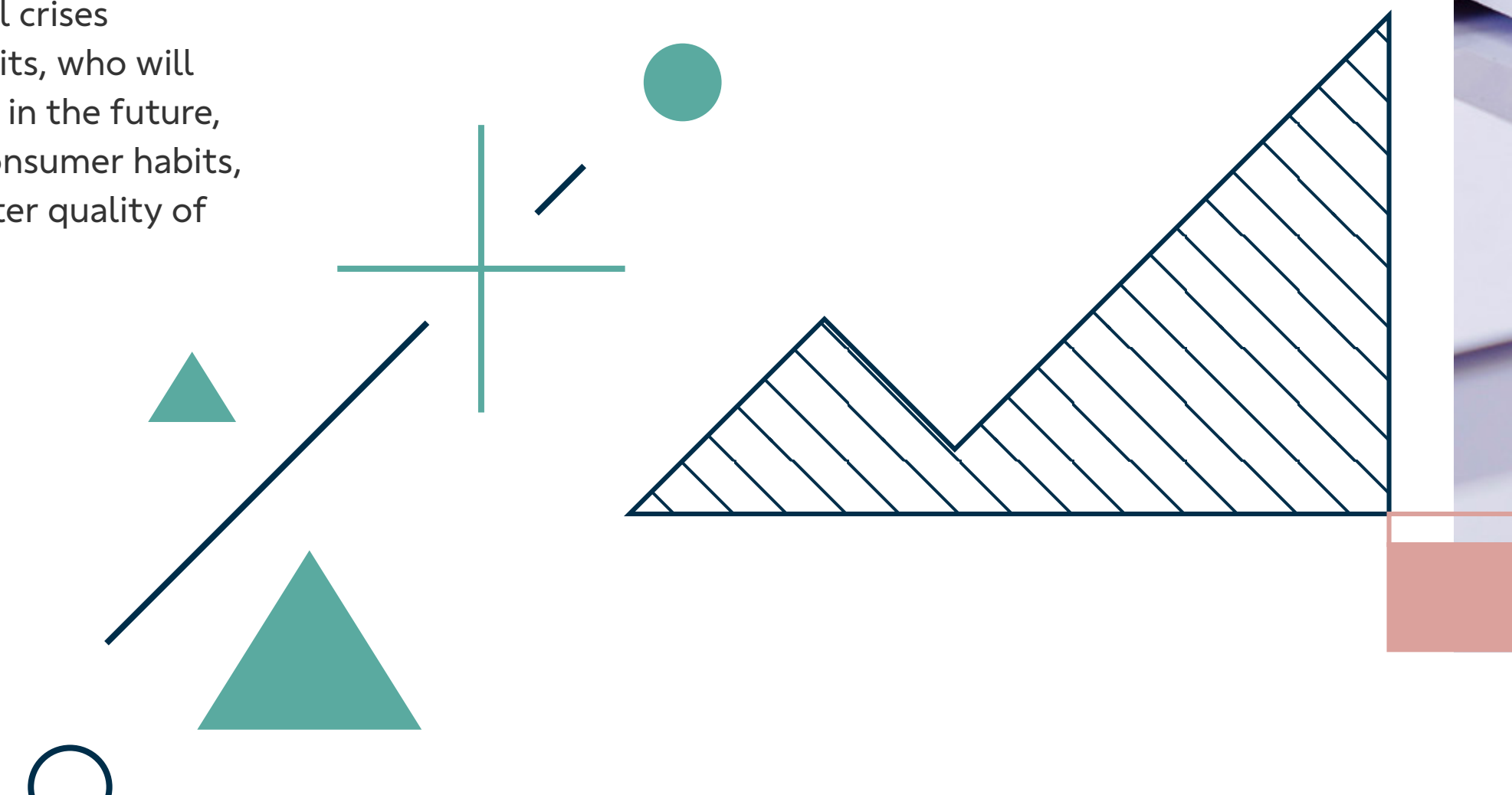
How will people respond to global crises? Will global crises generate uncertainties and changes in consumer habits, who will prioritize investments to have a better quality of life in the future, or will they generate uncertainties and changes in consumer habits, who will otherwise prioritize spending to have a better quality of life in the present?

Markets of operation

BB's operations are organized in the following markets: Retail - Individuals, Retail - Companies, Wholesale, Public Sector and Private.

During the preparation of strategies, discussions are held to define main market directions and ambitions, which generally reflect the loan portfolio growth in line with financial market expectations, strengthening operations in core business, such as personal loans, support to companies, agribusiness, third-party asset management, and capital markets, and non-core business prospecting, by using the Bank as a Platform (BaaP) and the Bank as a Service (BaaS) models.

Such directions and ambitions were submitted to the Bank's Senior Management and used to prepare the Risk Statement Appetite (RAS) and the General Budget, reflecting the expectations of each market and main business lines.



Strategic drivers

Drivers are materialized in the Strategic Objectives, which provide the Organization's guidelines for the coming five years, broken down into five fronts:



Customers

We offer solutions that provide the best customer experience.



Processes

We fast track digital transformation and innovation.



Sustainability

We act in the benefit of sustainability by engaging in ESG business and promoting the development of society.



Financial

We create value and generate sustainable results for the Bank.



People

We are a benchmark in attracting engaged professionals, with a focus on innovation, meritocracy and sustainable results.

Corporate strategy guidelines are expressed in our daily lives through other plans comprising the strategic architecture, the budget and tools to put in and evaluate performance.

Results are monitored by performance indicators, a strategy management tool, as well as regular reports submitted to governance bodies. [2-12](#)

Sustainability

2-16|2-23|2-24|2-25|

Corporate Sustainability is an aspect that cut across business and process management. We believe that it is possible to reconcile shareholders' interests with socially and environmentally sustainable businesses by means of ethical and responsible relationships with different stakeholders.

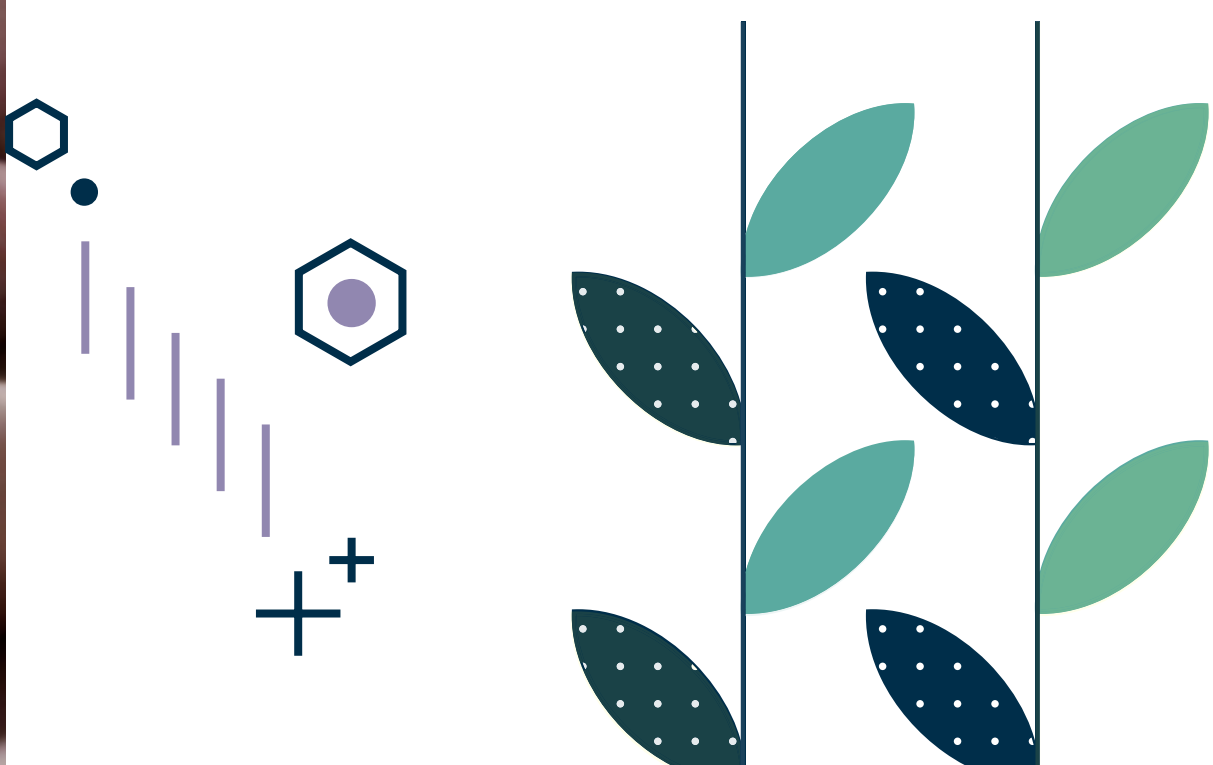
We share the importance of incorporating sustainability principles into the action planning and performance with the entire value chain. Aiming to create value for stakeholders and minimize any negative impacts, we have leaders committed to the challenge of reconciling business competitiveness with a fairer and inclusive society.

In 2022, Banco do Brasil approved its **Environmental, Social and Climate Responsibility Policy (PR SAC)** and the corresponding action plan, in compliance with CMN Resolution No. 4945/2021, which provided the requirements for the establishment of the PR SAC and procedures for its effective implementation by the financial system institutions.

Against this backdrop, PR SAC guides the conduct of Banco do Brasil and the Entities Affiliated to the Banco do Brasil (ELBB) that are part of BB Prudential Conglomerate and is guided by the principles of relevance, proportionality and efficiency. The principles and guidelines, as stated in BB PR SAC, are conveyed in the initiatives that comprise the Sustainability Plan – Agenda 30 BB and internal regulations. Accordingly, economic, environmental, social and climate variables are weighted in the design and development of processes, products and services. 3-1

Other policies cover environmental, social and climate aspects that are included in business and administrative practices, such as loan and investment operations and relationships with suppliers and employees. Due to their relevance, these guidelines are replicated in the **BB Sustainability Guidelines for Credit** and in the **BB Environmental and Social Guidelines – Restrictive List and Exclusion List**.

As a way of achieving these results, sustainability drivers are evaluated by using Corporate Strategy-defined indicators, ranging from the strategic to the operational level, covering all units.



The concern with environmental, social and climate issues is present in our administrative practices, in our business and in our relationship with our various stakeholders. We believe in Banco do Brasil as one of the Brazil's development vectors, both through its support and solutions for the public sector, and through its commitment to the transition to an increasingly greener, inclusive and sustainable world. In recent years, we have intensified this commitment, seen, for example, in a new Environmental, Social and Climate Responsibility Policy. The recognition of this effort was reflected again in the ranking of the world's 100 most sustainable companies, prepared by Corporate Knights and announced at the World Economic Forum in January 2023, when we were named the world's most sustainable financial institution for the fourth time."

José Ricardo Sasserón
Chief Government Affairs and Sustainability Officer

Materiality

In 2022, we carried out a process to define material sustainability topics to guide our management and reporting in the coming two years. Based on a broad survey with stakeholders conducted in 2020, the company's strategy and the updating of the national and international scenarios, this process led to the definition of 23 topics, of which 11 were considered material (priority) in the sustainability perspective. These topics meanwhile escalated into the sustainability challenges that make up the Sustainability Plan - Agenda 30 BB. These topics/challenges are revised every two years and 2022 brought the 9th update cycle of the Sustainability Plan - Agenda 30 BB, now for the 2023-2025 period.

Topics include social, economic, environmental, climate, governance and cultural aspects and are identified and prioritized based on the assessment of risks, opportunities and ESG trends; sectorial studies; benchmarking with national and international peers; analysis of indices, ratings and market rankings, in addition to the survey with our stakeholders carried out in 2020. Its definition also takes into account the impact of Banco do Brasil's business on the economy, society and the environment (materiality of impact or inside-out), as well how these issues affect its performance, position and development (financial materiality or outside-in). 2-26 | 3-1

Check out our materiality process in 2022 in the [GRI Attachment](#) to this report.



3-2

The 11 material topics:

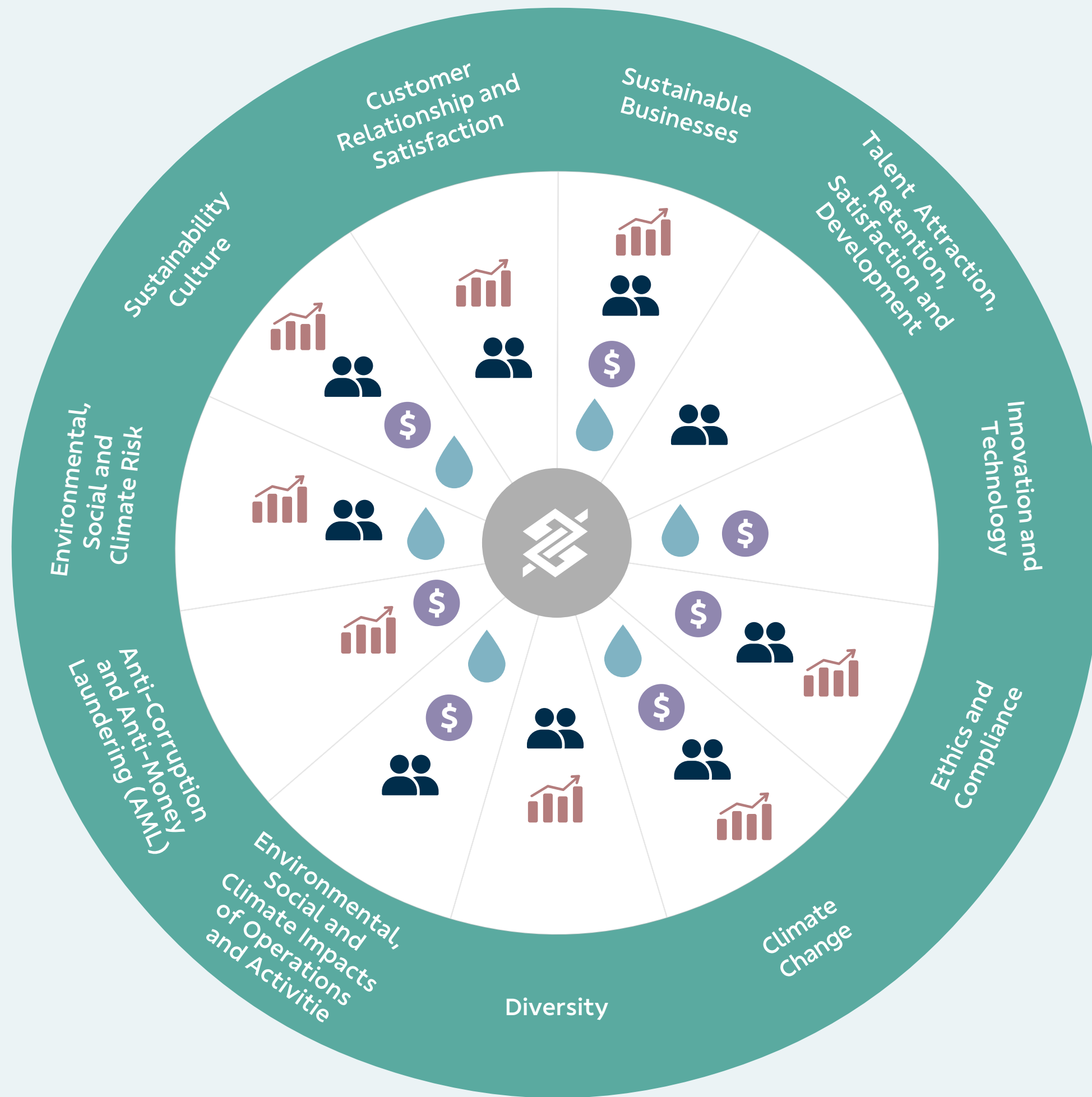
- 1 Sustainable Businesses
- 2 Talent Attraction, Retention, Satisfaction and Development
- 3 Innovation and Technology
- 4 Ethics and Compliance
- 5 Climate Change
- 6 Diversity
- 7 Environmental, Social and Climate Impacts of Operations and Activities
- 8 Anti-Corruption and Anti-Money Laundering (AML)
- 9 Environmental, Social and Climate Risk
- 10 Sustainability Culture
- 11 Customer Relationship and Satisfaction



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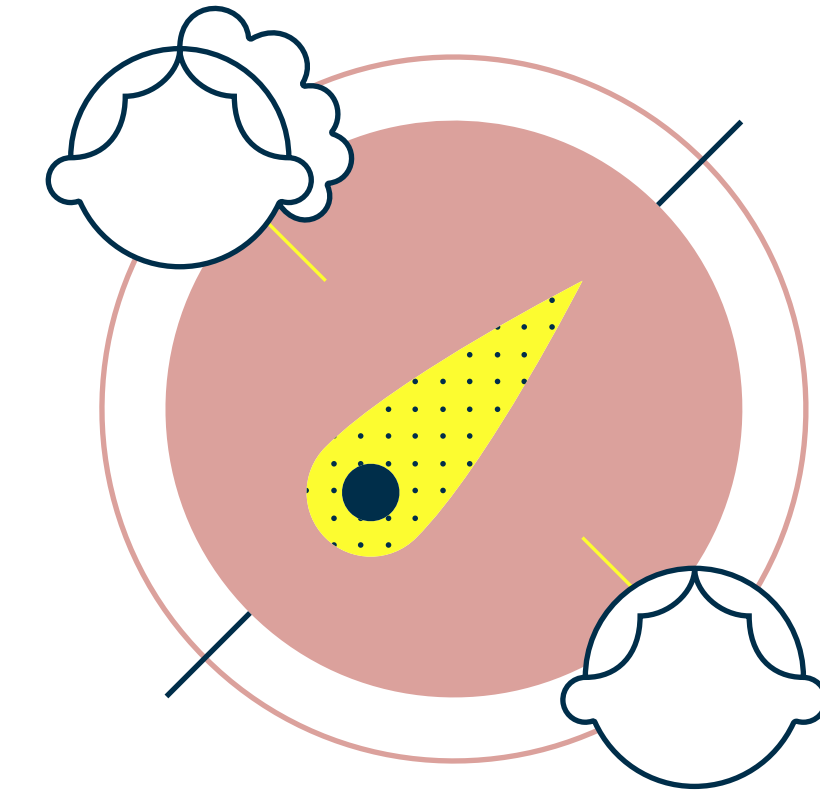


Materiality matrix



CAPTION

- Environment
- Economy
- People
- Businesses



Our stakeholders 2-29

The perceptions of the stakeholder groups with whom we interact bring major inputs into the process of identifying our challenges and opportunities. Aiming to address these perceptions, we made use of the process carried out in 2020, when the relevance of the stakeholder categories was reviewed – Senior Management, shareholders/investors, customers, entities linked to BB, government, suppliers, employees, press/media, regulators, civil society representatives, sustainability experts and competitors.

The contributions of each category were consolidated according to their weight in the influence and impact axes of the sustainability materiality matrix. Materiality was assigned according to the priority in the map of stakeholders, in compliance with the ISO26000 guidelines for stakeholder prioritization.

Sustainability Plan - Agenda 30 BB

3-3| Innovation and Technology| Diversity| Sustainable Businesses| Talent Attraction, Retention, Satisfaction and Development| Environmental, Social and Climate Impacts of Operations and Activities| Sustainability Culture| Environmental, Social and Climate Risk| Ethics and Compliance| Anti-Corruption and Anti-Money Laundering (AML)| Climate Change| Customer Relationship and Satisfaction

|2-29|3-1|

Since 2005 we have prepared our Sustainability Plan, a tool to boost business and ESG (Environmental, Social and Governance) practices that contribute to the achievement of sustainable results in the short, medium and long terms. More recently entitled Agenda 30 BB - in line with the United Nations Organization's Sustainable Development Goals (SDGs) - we seek to strengthen our transformative role in the offering of products and services, promoting the transition to a low-carbon and inclusive economy and expanding of operations with value creation.

Attentive to ESG trends and demands from the market and society, every two years we update the Plan through a broad and inclusive process, which translates into setting sustainability challenges and making commitments to ensure the interconnection of business, people and the environment. Therefore, broken down into sustainability challenges, our Sustainability Plan covers actions, indicators and goals for a three-year period.

Agenda 30 BB 2021-2023

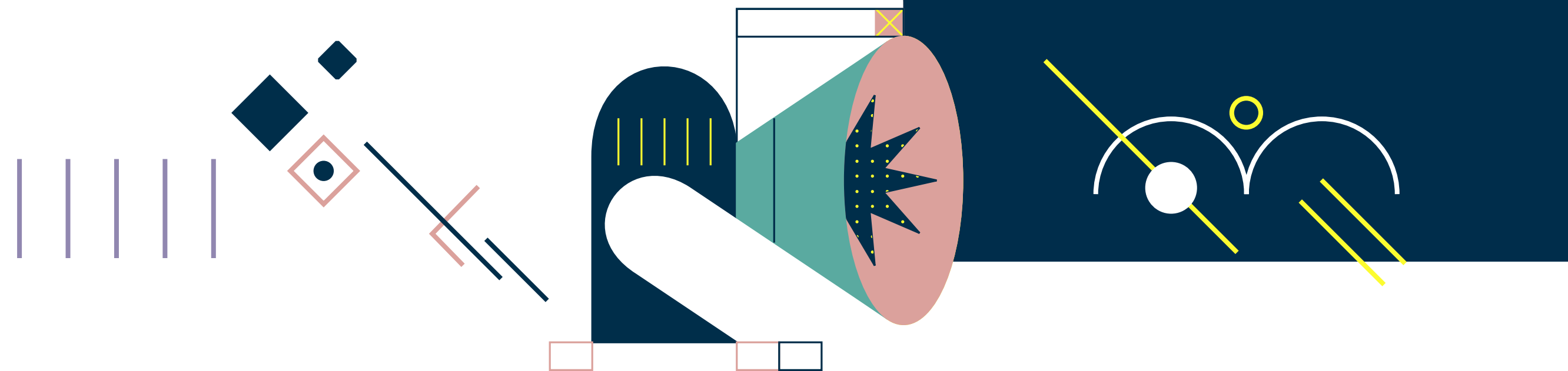
Between 2020 and 2021, Agenda 30 BB was updated in its eighth version, resulting in 40 actions and 110 indicators linked to 24 sustainability challenges. This edition, in addition to being based on the responses in the stakeholder survey, was revised according to the assessment of national and international ESG trends, market indices and sustainability ratings and industry benchmarking.

We also factored in the accurate assessment of the risks and opportunities in place in the current global scenario, within the ESG approach. Accordingly, the update of our Sustainability Plan - Agenda 30 BB is a result of the ongoing process of improving our performance and commitments.

The Agenda 30 BB 2021-2023 covers actions with indicators and targets aimed to enhance sustainability governance and the management of environmental, social and climate risks, develop and offer ESG-related financial solutions and business models, adopt sustainable projects and solutions, and evaluate and measure environmental, social, climate and economic impacts (externalities), among others.

At the end of 2022, we started the ninth cycle of update of our Sustainability Plan - Agenda 30 BB for the 2023-2025 period. The new Agenda 30 BB is expected to come into effect in the second half of 2023.

We present below the results of the initiatives implemented in 2022, and those scheduled for 2023, within the scope of the Agenda 30 BB 2021-2023.



Innovation and Technology



Challenge: Anticipate market trends and promote the innovation necessary so as to ensure the perpetuity of Banco do Brasil.

Action: Improve the people management process with the use Analytics applied to certain practices, such as: (i) employee performance measurement, (ii) strategic planning and identification of workforce skills gaps, (iii) recruitment and hiring, (iv) risk identification, (v) competitive intelligence, and professional networking analysis.

Indicator: Incorporate the use of Analytics in at least two processes of talent attraction, identification and retention by December 31, 2022, in line with best market practices.

Accountability: Four analytical models were developed to identify talents, taking into consideration the specificities of the managerial and non-managerial segments.

Diversity



Challenge: Promote diversity and combat any form of discrimination in the workplace and in the relationship with stakeholders."

Action: Promote diversity and combat any form of discrimination in the workplace and in the relationship with stakeholders.

Indicator: Reach 24% of women in leadership positions by December 31, 2022 so as to reflect the profile of BB's staff.

Accountability: Achievement of 23.7% of women in leadership positions.

Indicator: Reach 21% of black and brown people in senior leadership positions by December 31, 2022 so as to reflect the profile of BB's staff.

Accountability: Achievement of 22.8% of black and brown people in leadership positions

Accountability 2022

Agenda 30 BB 2021 – 2023




Sustainable Businesses

Challenge: Develop and offer financial solutions and business models that incorporate ESG (environmental, social and governance) aspects so as to foster the transition to an inclusive and low-carbon economy.

Action: Increase the assets under management covered by ESG assessment.


Indicator: Achieve 100% of applicable assets under management covered by ESG assessment by December 31, 2022.

Accountability: Achievement of 100% of the applicable assets (98.9%) of total assets.


Action: Increase the balance of funds managed with ESG aspects.

Indicator: Develop ESG investment solutions for clients from the retail and private segments by June 30, 2022.

Accountability: Launch of two new investment funds, the BB MM BRL Lyxos Bridgewater All Weather Sust IE and the BB MM Carbono.



Talent Attraction, Retention And Development



Challenge: Promote programs and initiatives related to attracting and retaining talent and developing human capital so as to increase business competitiveness and employee satisfaction.

Action: Increase the percentage of employees whose reward is impacted by the individual performance assessment.

Indicator: Have 90% of the employees covered by the systematic use of measurable targets agreed with the direct manager with an impact on remuneration by December 31, 2022.

Accountability: All employees started to be assessed by target indicators tied to the Rewarded Performance Program of Banco do Brasil and results and the employee is assessed on a multidimensional basis.

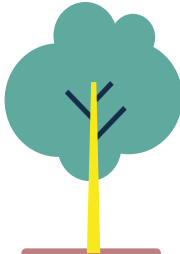
Indicator: Have 90% of employees covered by the multidimensional performance assessment with an impact on compensation by December 31, 2022.

Accountability: All employees started to be assessed by target indicators under the Professional Performance Management based on skills and results and the employee is assessed on a multidimensional basis.

Accountability 2022

Agenda 30 BB 2021 – 2023

Environmental And Social Impacts of Operations/Activities



Challenge: Assess and measure environmental, social and economic impacts (externalities) generated by BB's products, services and activities so as to maximize positive impacts and reduce negative impacts on the environment and society.

Action: Identify loan/financing operations aimed at reducing GHG emissions.

Indicator: Identify, by December 31, 2022, the loan/financing operations aimed at reducing GHG emissions (low-carbon products or products that avoid emissions) and quantify the emissions avoided and revenue generated.

Accountability: BB's total estimated avoided emissions in the renewable energy financing portfolio in 2022 are 20,450,472.07 tCO₂E.

Sustainability Culture



Challenge: Transform the organizational culture by implementing sustainability policies, programs, commitments and actions, fostering change in behavior and strengthening the management of this topic in the Banco do Brasil Conglomerate.

Action: Foster the sustainability culture by means of a greater involvement of senior management.

Indicator: Set sustainability targets with an impact on variable compensation for 100% of the employees by December 31, 2022.

Accountability: The activation and percentage of distribution of profit under the Statutory Profit Sharing (PRL) Program for employees is conditioned upon the achievement of the PRL Program indicators, which takes into consideration sustainability targets in the calculation.

Accountability 2022

Agenda 30 BB 2021 – 2023

Ethics and Compliance



Challenge: Strengthen Banco do Brasil’s performance with respect to ethics and compliance in its business and processes, with the adoption of increasingly efficient internal controls. SDG

Action: Develop initiatives on the ethics and compliance topic, seeking to strengthen the management and commitment of employees.

Indicator: Have 50% of employees, identified as target audience, trained on the tax evasion topic by December 31, 2022.

Accountability: Training of 54.47% of target employees on the tax evasion topic.

Customer Relationship and Satisfaction



Challenge: Improve customer relationship management and increase the satisfaction and retention indices.

Action: Strengthen the sustainability culture in customer relationship by engaging and training employees in ESG products/services.

Indicator: Structure so as to encourage the participation of customers in the assessment of the environmental and social impacts of BB's products, establishing a forum and its frequency by June 30, 2022.

Accountability: Inclusion, in the customer satisfaction and private experience surveys, which are conducted twice a year, of questions about the assessment of BB’s environmental and social products, and the result of which will guide possible actions to improve products, in addition to structuring communication actions for both internal and external stakeholders.

Indicator: Develop and implement, according to the need to be identified, training actions in the Sustainability Trail by June 30, 2022.

Accountability: New training courses were included in BB’s Sustainability Trail at our Corporate University that address the ESG investment topic.

Agenda 30 BB 2021 – 2023¹

Commitments for 2023

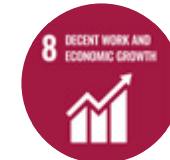
Innovation and Technology

Challenge: Anticipate market trends and promote the innovation necessary so as to ensure the perpetuity of Banco do Brasil.

Action: Innovate, with the help of new technologies, BB's business models, products and services.

Indicator: Have 10.6 million customers with high digital maturity by December 31, 2023.

Impacted SDGs:



Diversity

Challenge: Promote diversity and combat any form of discrimination in the workplace and in the relationship with stakeholders.

Action: Promote diversity and combat any form of discrimination in the workplace and in the relationship with stakeholders.

Indicator: Reach 26% of women in leadership positions by December 31, 2023 so as to reflect the profile of BB's staff.

Impacted SDGs:



¹We publish only non-confidential actions and indicators linked to material themes/challenges, since the plan is more comprehensive and considers the other sustainability themes and challenges identified in the materiality process and in the update of **Agenda 30 BB**.

Sustainable Businesses



Challenge: Develop and offer financial solutions and business models that incorporate ESG (environmental, social and governance) aspects so as to foster the transition to an inclusive and low-carbon economy.

Action: Issue and originate a sustainable bond.

Indicator: Originate R\$6.5 billion in sustainable bonds by December 31, 2023.

Action: Increase the balance of funds managed with ESG aspects.

Indicator: Reach the balance of R\$12 billion of funds managed with ESG aspects by December 31, 2023.

Action: Increase the volume of sustainable credit.

Indicators:

- Disburse, in 2023, R\$536 million for allocation to energy efficiency and renewable energy by December 31, 2023 – Agribusiness Market.
- Disburse, between 2021 and 2023, R\$548 million for allocation to energy efficiency and renewable energy by December 31, 2023 – Corporate Pillar/SME.
- Contract, in 2023, R\$1,499 million in Project Finance and/or Structured Operations of renewable energy and/or operations aimed at players from the renewable energy segment for investment in their activities by December 31, 2023.
- Disburse, in 2023, R\$200 million for allocation to energy efficiency and renewable energy by December 31, 2023 – Public Sector Market.
- Disburse, between 2021 and 2023, R\$590 million for allocation to energy efficiency and renewable energy by December 31, 2023 – Individuals Market.
- Increase the amount of the portfolio aimed at good agricultural practices and low-carbon agriculture to R\$113.0 billion by December 31, 2023.

Impacted SDGs:



Agenda 30 BB 2021 – 2023¹

Commitments for 2023

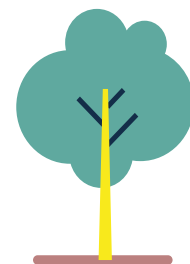
Talent Attraction, Retention and Development



Challenge: Promote programs and initiatives related to attracting and retaining talent and developing human capital so as to increase business competitiveness and employee satisfaction.

There are no actions/indicators related to this challenge to be completed in 2023.

Environmental and Social Impacts of Operations/Activities



Challenge: Assess and measure environmental, social and economic impacts (externalities) generated by BB's products, services and activities so as to maximize positive impacts and reduce negative impacts on the environment and society.

Action: Measure the environmental, social and economic impacts (externalities) of BB's products, services and activities.

Indicator: Measure the activities, products, services or projects by June 30, 2030.

Impacted SDGs:



Sustainability Culture



Challenge: Transform the organizational culture by implementing sustainability policies, programs, commitments and actions, fostering change in behavior and strengthening the management of this topic in the Banco do Brasil Conglomerate.

There are no actions/indicators related to this challenge to be completed in 2023.

Environmental and Social Risk



Challenge: Strengthen environmental and social risk management in Banco do Brasil's business, processes and commercial relations.

Action: Review BB's credit process from the environmental and social risk standpoint.

Indicator: Review and publish the BB Sustainability Guidelines for Credit and the Environmental and Social Guidelines – Restrictive List and Exclusion List by December 31, 2023.

Impacted SDGs:



Ethics and Compliance



Challenge: Strengthen Banco do Brasil's performance with respect to ethics and compliance in its business and processes, with the adoption of increasingly efficient internal controls.

There are no actions/indicators related to this challenge to be completed in 2023.

Agenda 30 BB 2021 – 2023¹

Commitments for 2023

Anti-Corruption, anti-Bribery and Anti-Money Laundering



Challenge: Improve and give transparency to the policies and processes related to the fight against corruption, illicit acts, money laundering and tax evasion.

There are no actions/indicators related to this challenge to be completed in 2023.

Climate Change



Challenge: Improve governance and the management of risks and opportunities related to climate issues, giving transparency to Banco do Brasil's commitments and practices with respect to this topic.

Action: Reinforce the management and transparency for climate issues.
Indicator: Improve climate-related information in financial reports by June 30, 2023.

Indicator: Improve climate-related information in financial reports by June 30, 2023.

Impacted SDGs:



Customer Relationship and Satisfaction



Challenge: Improve customer relationship management and increase the satisfaction and retention indices.

Action: Strengthen the sustainability culture in customer relationship by engaging and training employees in ESG products/services.

Indicator: Offer ESG products and services to customers who are prone to consume these products by December 31, 2023.

Impacted SDGs:



Contribution of Agenda 30 BB to the SDGs

By developing and improving business and administrative practices related to corporate sustainability, Banco do Brasil reaffirms its commitment to the global goals of society. A quantitative summary of the Agenda 30 BB actions that positively impact the SDGs is presented as follows:



Our ten commitments

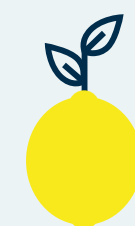
In 2021, Banco do Brasil launched its 10 Long-Term Sustainability Commitments, which have been helping guide BB's actions until 2030, in line with the demands from society and the Global Sustainable Development Goals (SDGs).

Structured based on axes Sustainable Businesses, Responsible Investment and ESG Management, these commitments aim to help our customers to transition into a more sustainable portfolio, in addition to helping investors allocate funds to companies that deliver positive social, environmental and climate externalities; and further improve the management of ESG practices at the Bank by increasing the clean energy matrix, supporting low-carbon agriculture, reducing GHG emissions, promoting diversity and adopting robust governance practices.

Sustainable Businesses



Renewable energy
R\$15 billion⁴
 by 2025
 (R\$11.3 billion Dec 2022)



Sustainable Agriculture
R\$125 billion⁴
 by 2025
 (R\$149.5 billion Dec 2022)



Entrepreneurship
1 million
 by 2025⁶
 (874,900 Dec 2022)



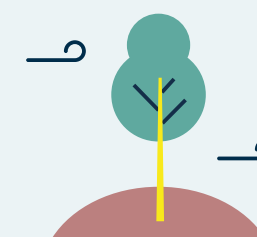
State and Municipal Efficiency⁷
R\$20 billion⁵
 by 2025
 (R\$8.9 billion Dec 2022)

Responsible Investment



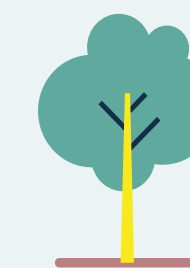
ESG investment portfolio
ESG Assessment of 100% of AuM⁸
 by 2022
 (100,0% Dec 2022)

R\$20 billion⁴
 by 2025
 (R\$7.8 billion Dec 2022)



Sustainable Resources
R\$30 billion⁵
 by 2030
 (R\$15.6 billion Dec 2022)

ESG Management



Direct GHG emissions⁹
Offset 100%
 as from 2021 (100.0% Dec 2021)

Reduce 30%
 by 2030 (69.0% Dec 2021)

Renewable energy¹⁰ 90%
 by 2024 (29.0% Dec 2022)



Diversity in leadership positions
23% black and brown people by 2025
 (22,8% Dec 2022)

30% women
 by 2025 (23.7% Dec 2022)



Digitally-mature customers
17 million by 2025
 (10.4 million Dec 2022)



Fundação BB
R\$1 billion by 2030
 (R\$222.7 million Dec 2022)¹¹

Check out the complete commitments on <https://ri.bb.com.br/en/corporate-governance-and-sustainability/sustainability/>

⁴ In Balance; ⁵ In disbursements; ⁶ From entrepreneurs; ⁷ Agriculture, culture, civil defense, education, energy efficiency and public lighting, sports and leisure, road infrastructure, public cleaning, environment, urban mobility, health, safety and health surveillance; ⁸ applicable AuM; ⁹ Scopes 1 and 2. Scope 2 has 100% reduction based on purchase choice (purchase of RECs); ¹⁰ Renewable energy purchased on the free market (ACL) and own production at the end of the period; ¹¹ According to the Budget Execution Summary: (2021) BRL 114.1 + (2022) BRL 108.6 = BRL 222.7 million.

Sustainability Governance

The main objective of sustainability governance is to manage the environmental, social and climate performance, based on the **Environmental, Social and Climate Responsibility Policy**. At Banco do Brasil, it conforms to the structure as follows:

2-9| 2-10|2-11|2-12|2-24|2-25|2-26|

○ Board of Directors

It monitors, half-yearly, the environmental, social and climate performance and initiatives in progress.

○ Board of Officers

It monitors, half-yearly, the environmental, social and climate performance and related initiatives in progress.

○ Corporate Sustainability Committee

This is a joint body aimed to advise the Board of Directors (CA) on topics related to sustainability and environmental, social and climate at Banco do Brasil.

○ Risks and Capital Committee

It advises the Board of Directors (CA) in the performance of its duties in connection with risk management, including environmental, social and climate and capital risks.

○ Executive Sustainability Committee

It reports to the Board of Officers (CA) and is composed of Chief Officers and officers. It is responsible for approving and monitoring the implementation of the Sustainability Plan – Agenda 30 BB, guiding the implementation of sustainability initiatives with potential impact on business and defining guidelines for this topic, in addition to providing a multidisciplinary perspective for the decision-making process.

○ BB Sustainability Forum

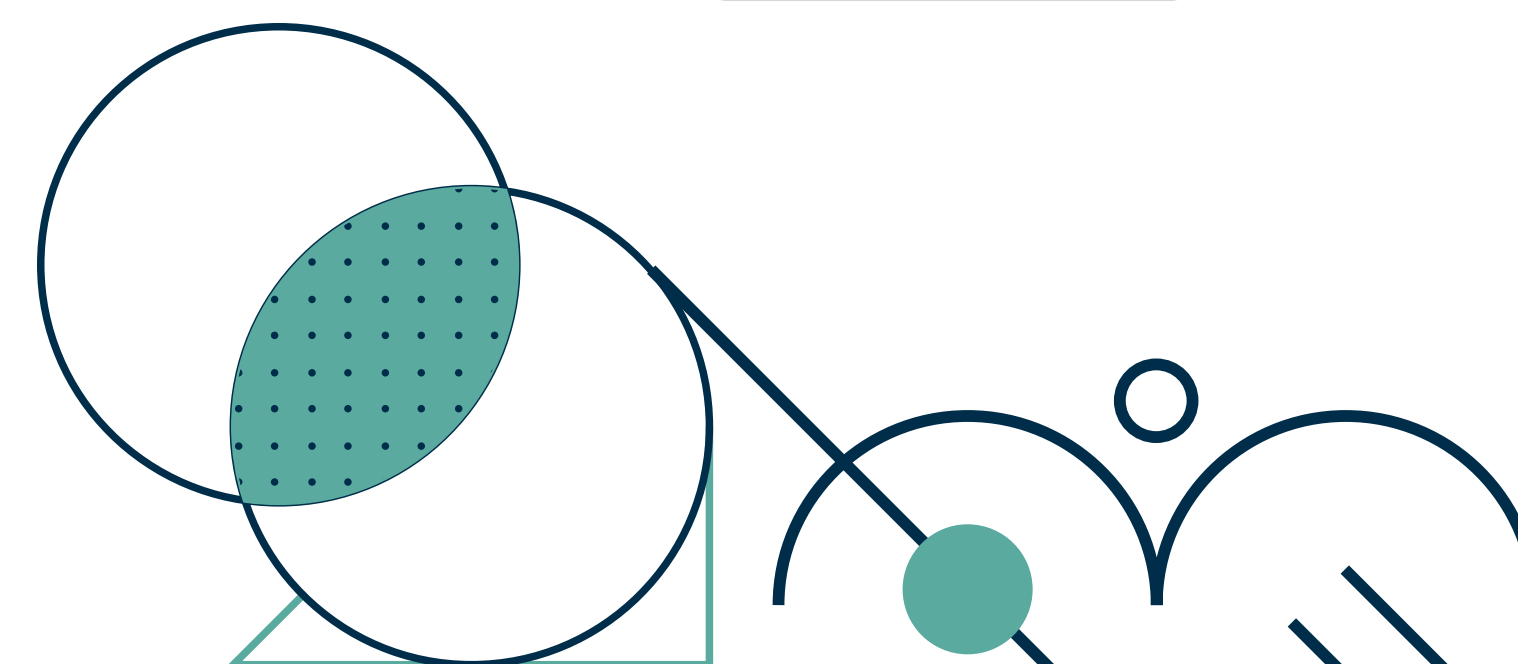
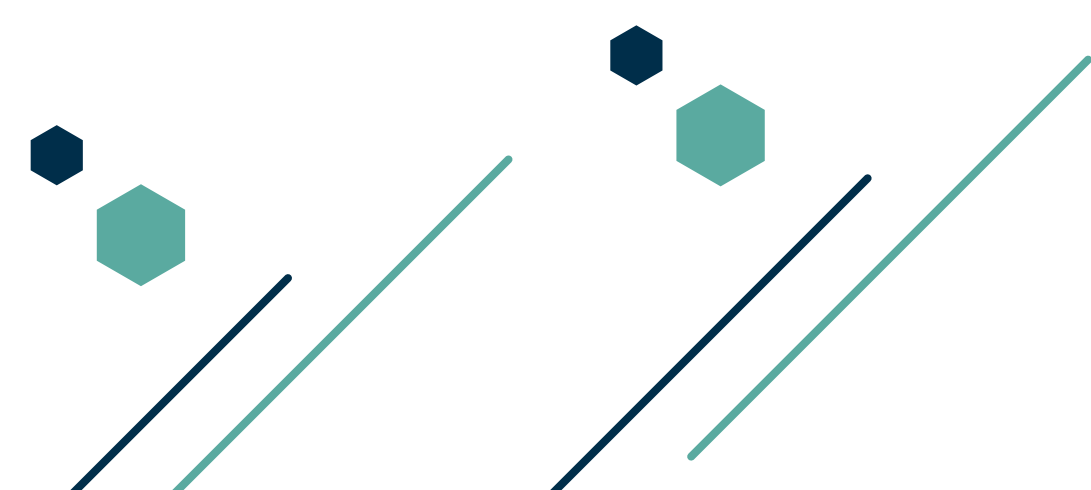
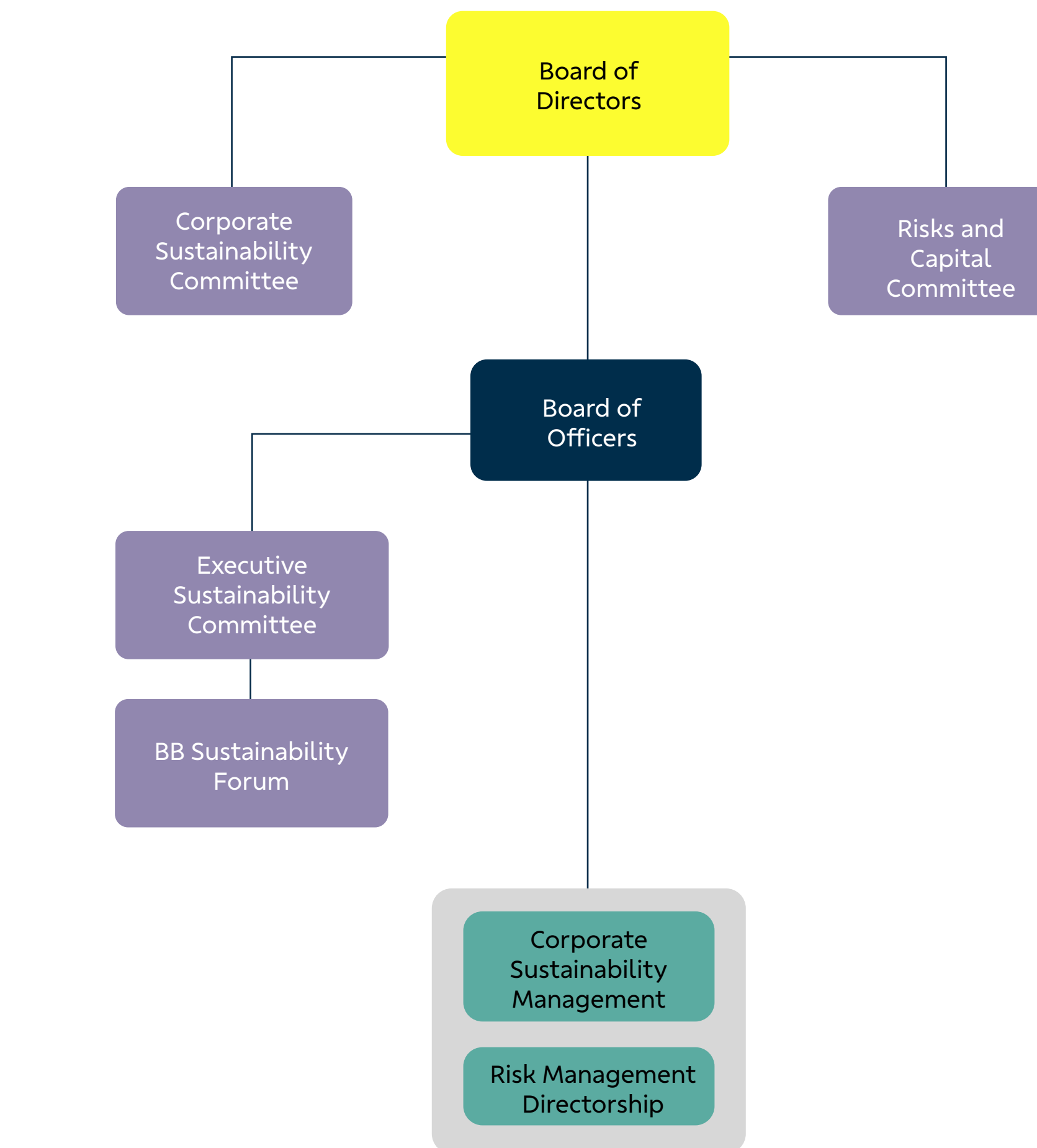
Instance composed of executive managers of the Bank and Fundação Banco do Brasil. The Forum supports the incorporation, alignment and sharing of sustainability precepts and practices, in addition to monitoring environmental, social and climate initiatives and the implementation of the Agenda 30 BB actions. It meets quarterly and reports to the Executive Sustainability Committee.

○ Corporate Sustainability Management

An autonomous management linked to the Chief Government Affairs and Sustainability Officer– it is responsible for guiding corporate sustainability issues by issuing strategic and awareness-raising guidelines..

○ Risk Management Directorship

Unit responsible for the corporate management of environmental, social and climate risks and for adjusting the management structure of these risks to regulatory changes (CMN Resolutions No. 4,943 and 4,945, BCB 139 and Regulatory Instruction No. 153).



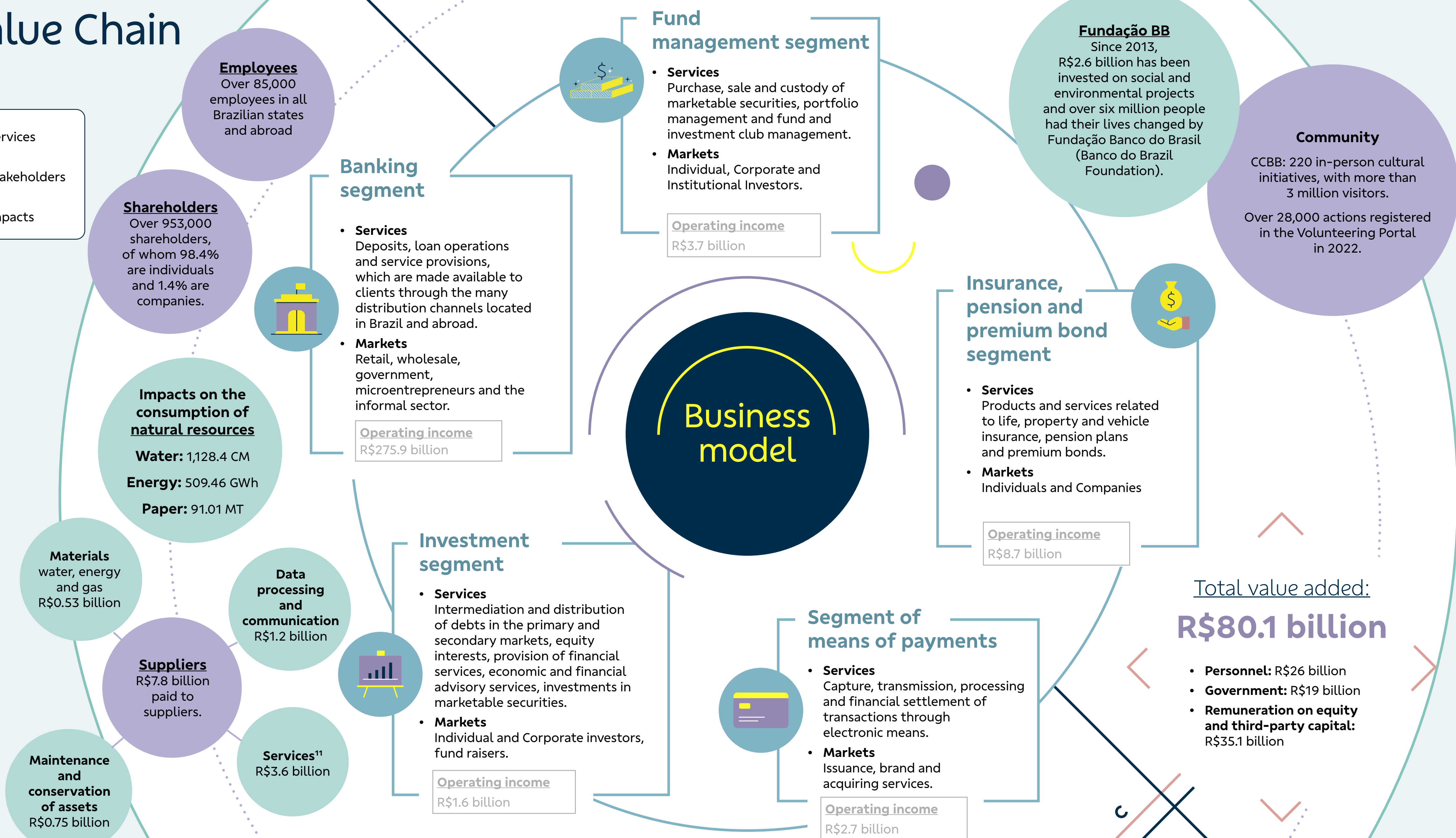
Our business model and value creation



Value Chain

2-6

- Services
- Stakeholders
- Impacts



¹¹ Third parties, surveillance, advertising and transportation

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2

A transformative
role



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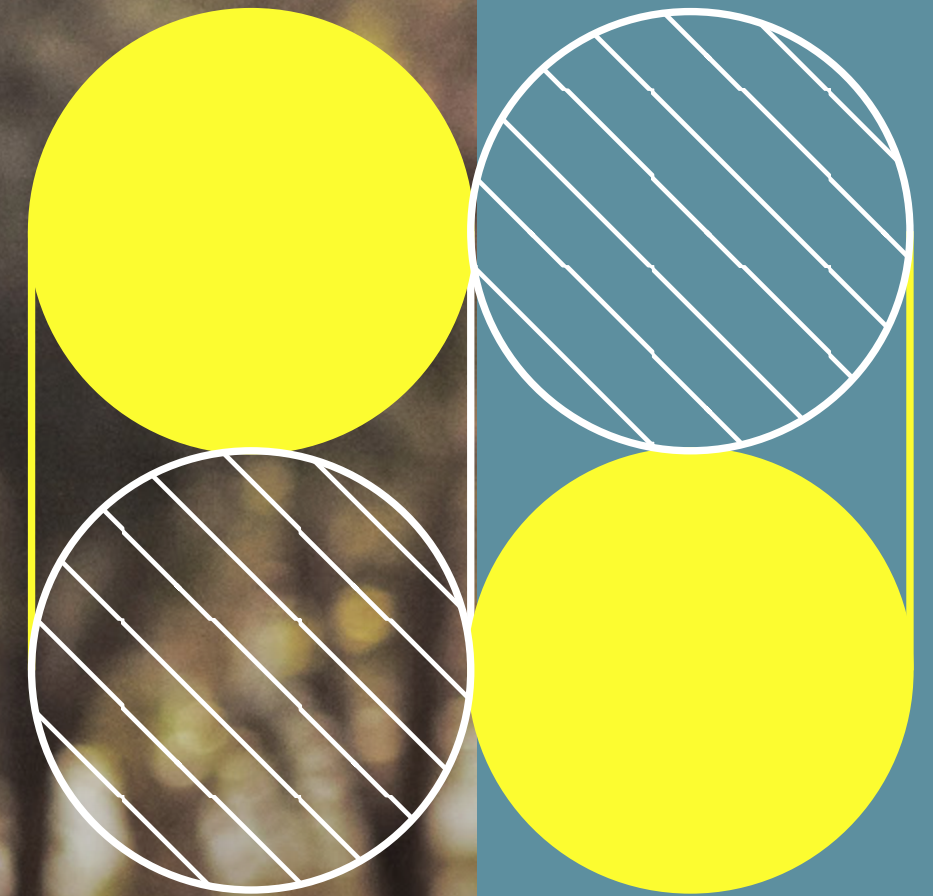
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Our contribution

We play a transformative role in society by offering loans and fostering entrepreneurship and sustainable production across all Brazilian regions. This ranges from microcredit operations to financial solutions for corporates, capital markets and governments, with an outstanding position in agribusiness lending.

As part of the financial system, we take on a crucial responsibility: direct the investment of funds and assist in the transition from a high impact economy into a sustainable economy, which is less intensive in carbon emissions and more inclusive, with proper risk management and development of innovative fundraising models.

We adopt the assumption of structuring sustainable financial solutions to allow the rational use of natural resources and the implementation of more efficient projects, by incorporating environmental, social and climate variables in project assessment processes. We thus contribute for society to have expeditious and facilitated access to new technologies, innovative production models and to generate growth and development for Brazil.

Major challenges include fostering sustainable economic growth nationwide, so that it encompasses production chains with lower environmental, social and climate risks and higher return levels. In the coming years, we will continue to focus on funding models for investments in sustainability-linked projects and opportunities to finance reforestation, urban infrastructure, mobility, decentralized energy generation, energy efficiency and sustainable production chains in agriculture and livestock activities.

How we supported Covid-19 relief efforts

Against the backdrop of uncertainties caused by the Covid-19 pandemic, we have acted on a number of fronts over this period to provide customers with reliable, agile and safe support, while strengthening our commitment to society by adopting actions aimed to support Brazil and minimize any adverse effects brought about by such scenario.

We have got closer to customers in this very challenging time, bringing new solutions and the possibility for customers to extend obligations and adjust their financial needs and cash flows in view of the impacts of the pandemic on people and companies.

We are working to maintain business operations and the long-term sustainability of our company and relationship with customers. We are reinforcing the commitment to having the required care for our employees' health and keeping on efforts to serve customers and population in general.

A good example of this responsible operation was the issuance of BB's first Social Bond in January 2022 in the international debt market. Worth US\$500 million, this funding aimed to promote positive social impact projects and, most importantly, help micro and small companies overcome the challenges imposed by the pandemic.



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Sustainable Loan Portfolio

Our Sustainable Loan Portfolio, formerly known as Green Portfolio, comprises loan operations/credit lines intended to fund activities and/or segments with positive environmental and social impact.

To ensure even more reliability and strength to this portfolio, we have reviewed its credit lines and operations by using the methodology developed by the Brazilian Federation of Banks, which addresses the measurement and identification of funds allocated to green economy sectors, and our sustainable finance framework. For the second time, we submitted this review to the independent evaluation of consulting firm Sitawi Finanças do Bem, which in November 2021 issued a second-party opinion (SPO) based on the alignment of loan operations with international standards for assessing sustainable projects and businesses, assigning a rating (from A to C) according to the environmental and social additionalities verified for each facility.

As a result, operations were mostly assigned high-additionally performance rating (rating A), evidencing their positive and transformative contribution for sustainable development and transition into an inclusive, low-carbon economy. 201-2

In December 2022, the portfolio totaled R\$327.3 billion in sustainable loan operations, up 12.2% in 12 months.

This portfolio comprises loan operations for the following sectors: renewable energy, energy efficiency, construction, sustainable transport and tourism, water, fisheries, forestry, sustainable agriculture and waste management. Additionally, to foster an inclusive economy, this portfolio includes loans to areas with social concerns such as education, health and local and regional development. Funds were allocated to customers in all segments, such as Individuals (Retail and Private), companies of different sizes (SME, Corporate, Wholesale) and the Public Sector. 201-2 203-2

This portfolio comprises loan operations for the following sectors: renewable energy, energy efficiency, construction, sustainable transport and tourism, water, fisheries, forestry, sustainable agriculture and waste management.



Sustainable Loan Portfolio

Total:

R\$ 327.3 billion

3.16 million operations

Mostly high/
transformative

Corporate
12%

R\$39.3 billion
146,000 operations

Low-carbon
agriculture
20.7%

R\$67.7 billion
156,000 operations

Good E&S
practices
26.6%

R\$87.1
billion
**1.27 million
operations**

Social Business
40.7%

R\$133.2
billion
**1.59
million
operations**

Check out the full
assessment¹:



Second-Party
Opinion
SITAWI
FINANÇAS do BEM

Social Business

Government	47.75	●
Fundo de Financiamento Estudantil (Fies)	43.06	●
Housing	19.99	●
Emergency Covid	22.14	●
Other	0.28	●

Good E&S Practices

Pronaf Mais Alimentos	40.15	●
Investments	16.49	●
PCA/ Moderagro	11.72	●
Pronaf Custeio	11.63	●
Infra and Regional Development	5.26	●
Pronaf Investimento	1.82	●

Low-carbon agriculture

Custeio Plantio Direto	59.04	●
ABC Program	8.69	●

Corporate

Corporate	39.26	●
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Additionality /
Contribution to
Sustainability

- High/Transformative
- Moderate/Effective
- Limited/Transitory

(R\$ billion)
Status – Dec 2022

¹ As of 2022, Sitawi has split into two operations. The sustainable finance assessment activities are now conducted by the commercial segment, under the new brand Nint - Natural Intelligence.

ESG-linked products and services

Our stance as an entity funding sustainable production chains reinforces the alignment with the provisions of the UN Environment Program focused on green economy and best corporate practices. This has a positive impact on our relationship with customers, employees and investors, increasing the reliability for domestic and foreign funding.

For customers, sustainable business models provide solutions that generate financial returns and bring social benefits, while help preserve the environment and reduce carbon emissions. These solutions foster energy efficiency actions, renewable energy generation, low-carbon agriculture, protection of natural resources, improvement in mobility and urban infrastructure, and cleaner and less harmful production practices as well.

The greatest demands for sustainable business solutions and models come from customers themselves, who increasingly seek to consume sustainable products and services and establish relationships with environmentally and socially responsible companies.

The commitment to developing E&S-linked business solutions is guided and declared in our **Environmental, Social and Climate Responsibility Policy**. It is also supported by the **BB Sustainable Guidelines for Credit**, which are in synergy with the international commitments assumed by the Federal Government, including those related to mitigation and adjustments to the effects of climate change.

With national prominence in financial solutions and business models for the transition into a sustainable and inclusive economy, we factor in climate change in planning and take advantage of business opportunities for a low-carbon economy, notably to fulfill the commitment made by Brazil in the Paris Agreement to reducing emissions.

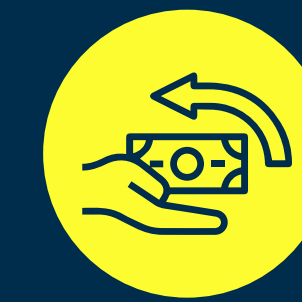
In 2022, we extended the maximum repayment term of the BB Crédito Energia Renovável (loans for renewable energy), launched back in 2021, to 96 months from 60 months, thus ramping up business opportunities. Since this credit line was launched, over R\$300 million has already been disbursed, contributing to the transition to clean energy in approximately 11,000 residential projects.

This change aims to adjust the product to conditions offered by competitors and provide customers with the opportunity to pay the product in smaller installments, suitable to their needs, including the possibility to replace the electricity bill amount by the loan installment, thus preventing their monthly household expenses from rising. This line also made it possible to finance the installation of photovoltaic systems in properties outside urban areas, such as cottages and small farms.

This initiative adds up to the BB Mobility Credit, a loan facility for mobility items, such as bicycles, scooters, electric or mechanical scooters and motorcycles under 125 cc, in addition to offering special rates for financing electric and hybrid vehicles.



Renewable energy initiatives



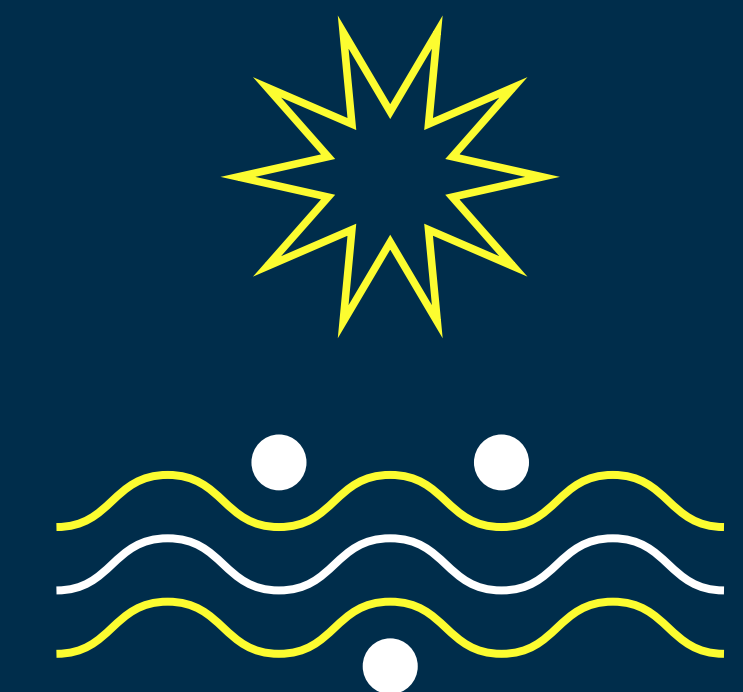
In 2022, loan operations worth **R\$3.65 billion** were taken out to finance and provide guarantees for 13 medium and large **renewable energy generation** projects – wind and solar power complexes and small hydroelectric power plants (SHPs).



In 2022, the **BB Crédito Energia Renovável** (loans for renewable energy), a specific credit line for purchase of solar power generation systems to households that benefits individual customers who can finance up to 100% of the purchase of photovoltaic systems, installation included, granted **R\$430.59 million to about 13,000 residential projects**.



Also in 2022, the partnership between BB and Echoenergia Group, which develops **renewable energy generation projects**, commissioned two operations worth **R\$1.02 billion**. UBS BB coordinated the issuance of incentivized debentures worth **R\$950 million** under the Cajuína project. This offer was certified as a green bond by Sitawi, ensuring that funds were allocated to sustainable initiatives, in this case, renewable energy generation.



Inclusive business

3-3 | Sustainable Businesses

SASB FN-CB-240a.1 | SASB FN-CB-410a.2

We work to boost production development, entrepreneurship and to foster social and financial inclusion through social business. We provide products for specific and strategic target groups, which provides for the renewal and loyalty of the customer portfolio while boosting Brazil's economic development.

All initiatives are in conformity with the commitments to the **Environmental, Social and Climate Responsibility Policy** and the **BB Sustainable Guidelines for Credit**.

The adoption of sustainable assumptions is in line with our strategy as it allocates funds to activities and/or production systems characterized by low environmental impact, low carbon and inclusive features, from mini to large producers across the entire value chain. Among major credit facilities, we highlight the Programa Nacional de Fortalecimento da Agricultura Familiar – Pronaf (National Program for Strengthening Family Agriculture) and the Programa de Agricultura de Baixo Carbono – ABC (Low-Carbon Agriculture Program).

The Guided Productive Microcredit (MPO) is a financial inclusion program and thus aimed towards the banking inclusion of a prominent niche of microentrepreneurs in Brazil, most of whom participates in the informal sector. Customers seek our financial institution to meet their needs to expand sales, notably the acquisition of inputs and/or raw-materials for sale or provision of services.

BB Accessibility Credit aims to include people with disabilities (PwD) in the labor market by financing assistive technology goods and services, with differential interest rate conditions ranging from 6% to 7.5% per year. This target group consists of individual account holders with monthly gross income of up to 10 minimum wages. In 2022, Banco do Brasil granted R\$111.8 million in approximately 10,000 credit granting operations for people with disabilities (PwD). Regulated by the

Federal Government since 2012, when this tool was set up, our investment has already reached R\$860.5 million benefitting over 100,000 people throughout Brazil. [\[SASB FN-CB-240a.4\]](#)

ESG investment portfolio

Banco do Brasil has been endeavoring to engage customers to invest in sustainable assets by offering diversified products that combine profitability and the best ESG practices. Responsible investment solutions totaled R\$7.8 billion at the end of 2022.

We offer in our portfolio the BB Ações ASG Brasil (BB ESG Shares Brazil) initiative, which invests in Brazilian companies committed to ESG criteria that make up the S&P/B3 Brazil ESG index and have signed up to the UN Global Compact.

Our customers have access to LCA Verde (Green Agricultural Time Deposits), with proceeds exclusively allocated to loan operations linked to low-carbon, renewable energy and other lines that meet the ESG criteria stated in BB Sustainable Finance Framework. In 2022 this product reached the mark of over R\$4.3 billion. [\[FS8\]](#)

In 2022, we started marketing the BB Multimercado ASG fund, a low-risk fund aimed at investors interested in ESG shares but who have a more conservative investment profile. This fund seeks a balanced exposure in equities and fixed-income assets, focused on the national and international financial and capital markets, which adopt good ESG practices. The features of this fund can be considered advantageous to investors as it offers the possibility of return while providing security, as the fund acquires up to 40% of its portfolio in equities and 60% in fixed income. In the period, the fund recorded a net worth of R\$190 million.

These products supplement our increasingly in-demand ESG investment portfolio, as investors seek strategies to diversify investments aligned with their values and market trends.



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Sustainable agriculture

As one of the main drivers of agribusiness in Brazil, we provide E&S-linked solutions for rural producers. Support for sustainable farming aims to obtain sustainable returns in the long term, going beyond traditional financial and risk analyses. Sustainable technologies are also associated with cost reduction and efficiency gains, contributing to the sustainability of production models in the long term. Operating with customers ranging from small producers to large agribusiness companies, we finance production costs and marketing of farming products, rural investments, such as construction and expansion of warehouses, acquisition and modernization of machinery and implements, as well as the processing and industrialization of farming products and helping rural properties to comply with environmental legislation. Accordingly, we support the Brazilian agribusiness at all stages of the production chain by allocating a 52% share of financing to this segment. Total balance of ESG-linked products and services in 2022 (R\$149.5 billion) accounts for 52% of our Classified Agribusiness Portfolio (R\$286.0 billion). SASB FN-CB-240a.4 | SASB FN-CB-000.A 203-2

To mitigate any climate change impacts, we use tools such as the Climate Risk Agricultural Zoning (Zarc), published by the Ministry of Agriculture, Livestock and Supply (Mapa), and the Agricultural Technical Reference System (RTA), developed in-house. The Zarc tool indicates the municipalities with climate and soil suitability for certain crops and the most adapted plant varieties.

RTA, on the other hand, keeps information on production costs, and a history of prices and productivity by crop and municipality. The system's productivity history is fed at each harvest period and directly affected by the occurrence of climate events. The historical series of productivity is sensitive to harmful events, which affect the degree of attractiveness of a crop in a given municipality, and it is essential for the analyses of financing crop costs.

Climate Risk Monitoring is carried out nationwide, based on Early Weather Warnings issued by the agribusiness advisors network, which are registered in the Crop Monitoring Panel system and observe the recurrence of extreme climate events and changes in the local weather regime. In the short term, in a harvest period, such early warnings also provide for the adoption of preventive measures to mitigate financial losses in terms of loan operations, such as triggering a crop insurance policy. Over 2022, 4,876 Early Weather Warnings were registered across 1,857 Brazilian municipalities for 47 activities.

Through the Crop Monitoring Tool, we identified early crop failure warnings and a reduction in the producer's ability to pay. In 2022, 4,876 warnings were issued for 47 different crops. 27,013 operations were impacted by extreme event warnings.

Initiatives aimed at reducing CO₂ emissions in farming activities and environmental conservation are supported and backed by the Low Carbon Agriculture Program (ABC Program). In 2022, we kept on our leading position in financing operations contracted, reaching a 60% market share with operations totaling R\$ 2.6 billion.

Support for sustainable farming aims to obtain sustainable returns in the long term, going beyond traditional financial and risk analyses.



We are one of the main partners of agriculture in Brazil, providing support to a range of producers, from family farmers, responsible for a large part of the food consumed by Brazilians, to agribusiness customers, that contribute to the national trade balance. We have a broad portfolio suited to all agribusiness needs, with solutions that add environmental and social responsibility, technological innovations, specialized services and proximity to customers in thousands of municipalities. About 50% of our credit for the sector has positive environmental and social externalities, which means that they contribute either to guaranteeing income in the countryside or to improving the environment. The results achieved and our performance demonstrate the Bank's leading role and commitment to contributing to the development of this sector, which is so important for the food security of Brazilians and for Brazil's economy."

Francisco Augusto Lassalvia
Chief Agribusiness Officer (acting)

Customers have at their disposal a product portfolio that includes Agricultural Insurance, Agricultural Insurance – Billing, Proagro (Farming Activity Guarantee Program) and Proagro Mais (Proagro Plus). In 2022, 59.3% of the total working capital for input purchase, in the amount of R\$43.3 billion, were covered by the Agricultural Insurance and Proagro to mitigate the crop loss risk in view of extreme climate events.

To encourage the use of renewable energies in rural areas, we offer lines of credit through the Agroenergia (Agri energy) Program. In 2022, we recorded a 71% growth, with R\$1.4 billion granted under this Program.

The National Program to Strengthen Family Farming (Pronaf), supported by teams specialized in rural credit, investment specialists and agronomists, is intended to serve mini and small rural producers, promoting income generation and strengthening of the activities developed by family producers. In 2022, approximately 200,000 family producers were served under the Pronaf program, totaling R\$21.3 billion and roughly 307,000 operations, with a share of 43% of market contracts in costing, investment and industrialization operations. These deals reached 82% of Brazilian municipalities, evidencing the wide scope of the program.

Mitigating policies and instruments

Among the documents and instruments that Banco do Brasil uses to review rural credit proposals with the aim to ensure the environmental and social compliance of financed projects, we mention: the environmental licensing, Environmental Impact Study (EIA) and Environmental Impact Report (Rima); Rural Environmental Registry; and Grant of Right to Use Water Resources (Water Grant).

We also highlight the following evaluations carried out and practices adopted for rural credit operations:

- **Verification of areas embargoed by IBAMA and indigenous lands:** the operations contracting system checks whether the reported plots of land correspond to any areas subject to any impediment, risk or potential environmental and/or social impact, such as indigenous lands (Brazil's indigenous affairs agency - Funai) and embargoed areas (Brazilian Institute of the Environment and Renewable Natural Resources - Ibama) nationwide (no matter the percentage of overlay). In this case, the operation is suspended.
- **Operations in the Amazon Biome – BCB Resolution No. 3545/2008:** at Banco do Brasil, operations that will benefit any undertaking located in the Amazon Biome has a different procedure. The analysis, approval and release of the operation is carried out by a specialized team. The following are mandatory: a document proving the land title regularization of the property or that regularization is in progress, according to the list of documents contained in the Rural Credit Manual; and proof of non-existence of embargoes in force (a Clearing Certificate on the Ibama website) – a new inquiry is to be made for each release/installment.

- **Rural Operations with mandatory land registration:** Banco do Brasil checks for any overlay between mapping databases and land linked to financing proposals. These databases are regarded as Open Data published by government entities, of the most varied classes ranging from hydrographic mapping to classification of soil types; from identifying the Biome to locating the area in districts; from checking compliance with areas embargoed by Ibama or Indigenous Lands to warning of overlapping in preservation areas. This solution, called 'Diagnóstico Geo Sócio Ambiental' (environmental and social geo diagnosis), ensures that the area to be financed is outside any legally restricted areas or areas subject to internal regulatory restrictions. The overlapping analysis of the geographic coordinates of the land on public databases is carried out before the operation if formalized. In the event of overlapping with areas that are restricted, such as embargoed areas (including those related to the Amazon Biome) or indigenous land, the credit granting process is halted until the project is adjusted accordingly.
- **Prohibition of financing soy production in deforested areas within the Amazon Biome:** Banco do Brasil has joined the Soy Moratorium Working Group (GTS). The studies prepared by GTS aim to reconcile environmental conservation with economic development through the responsible and sustainable use of Brazilian natural resources, therefore responding to the concerns of society.



Agribusiness agreements

Throughout 2022, we ramped up our efforts to boost the volume of business with companies accredited to Banco do Brasil's customers. This focus has enabled us to expand operations, reaching a rural loan portfolio worth R\$3 billion, with 40 companies supporting their suppliers. Agribusiness Agreements are crucial for backing production chains, providing benefits such as guaranteeing the supply of quality raw materials to partners and credit access opportunities, specialized technical assistance and new technologies for rural producers. 203-2

BB Convir

A business model formalized through an agreement between Banco do Brasil and integrating companies or cooperatives that develop their activities in a vertical production system to support the rural integration system of farming chains through credit lines granted to integrated rural producers or cooperative members. Convir ended up 2022 with a balance of R\$3 billion.

Agri-Energy Program

This program aims to encourage the use of renewable energy in rural areas by funding micro and/or mini-generator plants of alternative energy. In 2022, R\$1.4 billion was allocated to investments under this program, up 71% from 2021. 203-2

Pronaf Correspondents 3-3| Sustainable Businesses

As a way to encourage and expand business to family farmers served by the Pronaf scheme, formalizing agreements with correspondents allows for our service network expansion. In 2022, R\$13.8 billion was released in Pronaf operations through this channel, compared to R\$11.7 billion in 2021.

Electronic Rural Product Notes (Digital CPR)

3-3| Customer Relationship and Satisfaction

Rural Product Notes enable customers to raise funds backed by pending or harvested farming production, to meet the needs of the production process of activities, as well as fund other links of the production chain. It is a tool that has been making headway in the market. In August 2018, BB issued its Digital CPRs for individual rural producers. Customers are able to issue this note on their mobiles, getting access to credit immediately and directly into their checking accounts.

The implementation of the Digital CPR contributed to the evolution of the CPR portfolio from R\$919.9 million in 2018 to R\$14.3 billion in 2022, totalling 31,532 operations, of which 82% were contracted digitally.





Risk mitigation

Customers have at their disposal a product portfolio that includes Agricultural Insurance, Agricultural Insurance – Billing, Proagro (Farming Activity Guarantee Program) and Proagro Mais (Proagro Plus). In 2022, 59.3% of all agricultural costs, amounting to R\$43.3 billion, were covered by the Agricultural Insurance or Proagro to mitigate the risk of loss of production due to extreme climate events.



CPR Preservação

CPR Preservação (CPR Preservation)'s target customers are rural producers, individuals and companies that own legal reserves, permanent preservation areas, and surplus native vegetation areas. To issue this product, a third-party certification attesting to the ecosystem benefits generated in the area is required, in addition to the Rural Environmental Registry, so as to check the areas that will be subject to the issuance of the note.

To monetize this operation, BB has created an area valuation methodology by taking into consideration the land value in relation to the benefits generated therein.

With the data informed in the Certification and the Rural Environmental Registry, producers can finance their area maintenance, preservation and conservation expenses through our product.

The first CPR Preservação note traded by Banco do Brasil was related to a rural property producing coffee, sugar cane and soybean in 2,374 hectares, in the city of Santa Lúcia (São Paulo state). The producer adopts sustainable practices and preserves 47% of the property, a 1,099 hectare area, used to back the CPRs issued.

The issuance of the CPR Preservação was third-party certified by the Global Certification System, based on the Sustainability Audit Report issued by CS Ambiental.

Net Zero BB Asset

The Net Zero BB Asset project aims to cover BB Asset's 2020 emissions of 55.60 tCO_{2e} and also create an estimated coverage of 515 tCO_{2e} for future emissions.

Its main benefits are planting seedlings and supporting farmers through forest restoration, carbon offsetting, promoting bio economy and generating income for family farmers. This initiative strengthens BB Asset's positioning in terms of ESG practices and

expand the visibility of the BB Asset's brand and its alignment with ESG principles with current and potential customers.

Find out more about our commitment to climate change on [page 148](#).

Low-income housing

[203-2] SASB FN-CB-240a.1 | SASB FN-CB-000.A

We are financial agents for the Federal Government's measures aimed to ease the purchase of houses by low-income families, especially through the Minha Casa Minha Vida - MCMV (Government Low-Income Housing Project) and the Casa Verde e Amarela - PCVA (Green and Yellow House) programs. Through funds allocated to mortgages, both the Brazilian economy and society benefit from the reduction in housing shortage, growth in civil construction chain and population's improved quality of life.

In 2022, 14 building projects were completed, totaling 2,269 new housing units, of which three were MCMV-linked undertakings, with the delivery of 609 housing units. In the Individuals segment, 123 operations were taken out under the PCVA.

Overall, in the 2019 – 2022 period, 167 building projects were completed, totaling 24,363 new housing units, of which, 73 were MCMV-linked undertakings, with the delivery of 10,363 new housing units.

BB also operates in the completion of building projections in connection with the Range 1 of the MCMV program (undertakings contracted up to 2018). This is a type of service provided to the Federal Government which, although does not constitute a loan operation, reinforces the Bank's efforts to reduce the housing shortage for families with monthly incomes of up to R\$1,800.00.



Productive development and entrepreneurship support

| 203-2| SASB FN-CB-240a.1 |SASB FN-CB-410a.2

We offer solutions suitable to support the development of micro and small companies and encourage the entrepreneurial culture in Brazil, such as Conta PJ Digital (digital account for companies) and the Ourocard Empreendedor (Ourocard Entrepreneur) credit card.

In the last years, BB has underlined its role as a partner for micro and small companies, monitoring them closely over this challenging stage. Against this backdrop, we ensure that credit is fairly and reasonably granted by acting on the extension of installment payments, emergency facilities and preventive monitoring of customers.

It was likewise in 2022: R\$91.6 billion were granted to micro and small companies (SME), among new loans, extensions, renegotiations and emergency lines, benefiting 359,000 companies.

As for emergency lines, in 2022 there was a new edition of the Programa Nacional de Apoio às Microempresas e Empresas de Pequeno Porte – Pronampe (National Program for Support to Micro and Small Companies). R\$12 billion were granted, benefiting 128,000 companies.

Aimed at supporting and financing productive activities of entrepreneurs and meeting the capital needs of the productive activity of individuals and companies, we offer the Guided Productive Microcredit (MPO), using a guidance and monitoring-based methodology. We ended up 2022 totaling over 14,000 active customers and surpassing the mark of over 9,000 loan operations taken out.

Pronampe – SME

Banco do Brasil was the first financial institution to grant operations for its customers under the new stage of Pronampe. Right from the start, the Bank broke a record by granting loans worth R\$ 2.5 billion to over 23,000 customers on the first day of operations of this credit line. The largest daily amount granted was R\$2.1 billion in 2021.

In 2022, in the new stage of the program, BB reached R\$12 billion in operations granted (33% of total funds made available), benefiting 128,000 micro and small companies across Brazil. Of this total, 41% were women-led companies.

For granting this credit line, metrics such as product suitable to companies and the use of credit that is fairly and reasonably granted were considered, with credit risk and suitability models used to select target audience to secure credit assertiveness and sustainability. Additionally, BB's entire specialized structure was mobilized to serve companies whether in person or digitally or remotely.

Considering the 2020 and 2022 editions, Pronampe at BB totaled R\$27.2 billion in loans granted, backing the ongoing operation of 261,000 companies.

In the last years, BB has underlined its role as a partner for micro and small companies, monitoring them closely over this challenging stage.



Credit Stimulus Program

Since August 2022 Banco do Brasil has also operated with the Credit Stimulus Program through which we grant tax on financial transactions (IOF)-free loans to entrepreneurs with terms beginning at 24 months. In 2022, we granted over R\$4.5 billion worth in operations under this Program.

Agro MPE (SME Agribusiness)

In order to ramp up the support to micro and small rural producers, funds were made available through agricultural costing lines for covering ordinary expenses on production cycles, thus financing cultivated crops and extraction of plant products. This initiative totaled a balance of R\$107 million, up 197% on a year-on-year basis.

Foreign Trade for SMEs

We provide customers operating with foreign trade with specialized business service and a complete portfolio of solutions to leverage business. We even offer special conditions for the purchase of courses focused on supporting the internationalization efforts of these companies.

This strategy resulted in a 41% increase (over US\$246.2 million) in foreign trade operations, with over 7,500 SME customers starting or resuming trade operations with BB in 2022.

BB Franchise

Banco do Brasil supports the franchising sector through the BB Franquia (BB Franchise) Program by offering solutions to modernize and expand business, special rates, special grace period for working capital repayment, discount on rates, a dedicated team to serve franchises, managed customer service and special benefits for franchisees being implemented.

To encourage entrepreneurship, the Bank has a broad strategy to support customers in the Entrepreneur segment by offering services from financial solutions in digital channels – microfinance portfolio, competitive prices aligned with the segment’s customer profile – to initiatives to support financial education and increase the visibility of entrepreneur business.

BB reached 284 accredited brands and over 7,700 small and medium franchise account holders, totaling R\$556 million worth in loans in December 2022, up 11.8% on a year-on-year basis.

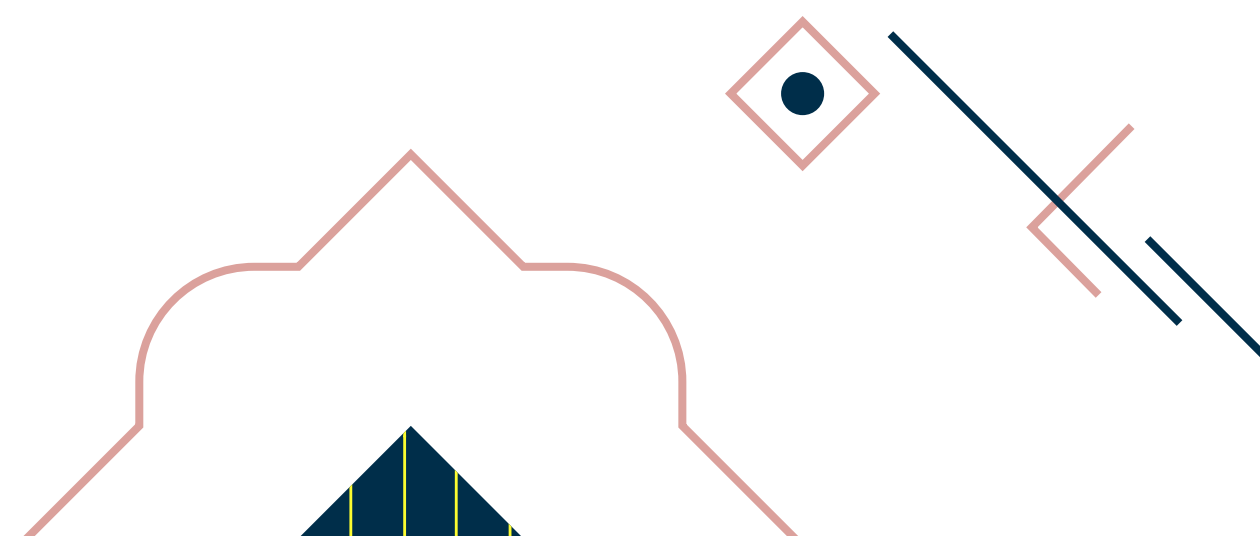
SME customers are also backed by the BB and Sebrae Partnership, mainly aimed to support companies with sustainability and business efficiency plans through online courses focused on financial orientation.

Imagina Sua Empresa

In 2022 Banco do Brasil launched the web series named *Imagina Sua Empresa*, (Imagine your Company) featuring inspiring stories of female entrepreneurs backed by the Bank. Its purpose is to strengthen BB's position as the top partner of SMEs and underline the importance of the relationship with our customers, female entrepreneurs in particular.

Each episode posted on social media (*YouTube, Instagram, Facebook and LinkedIn*) features a customer sharing her entrepreneurship journey and the partnership she has with the Bank. This proposal makes businesses gain visibility and boosts entrepreneurship in Brazil through real-life inspiring stories.

In 2022, five episodes of the female entrepreneurship-focused web series were released, totaling overall over 38 million views.



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2022 SME Week

MPE Week is an event in which micro and small entrepreneurs who are customers of Banco do Brasil can register and advertise products and services on digital platforms at no cost. The initiative broke a record of participants, with more than 91,000 micro and small companies from all over Brazil.

The number of participants just showcases the importance of this movement as a strategic action focused on customer centricity and underlines SME Week as one of the key events for Brazilian SMEs. In addition to the SMEs' offers for individuals, we offer individualized discounts on BB solutions and services such as special credit rates, discounts on proprietary solutions and services, insurance, consortia, double bonus miles in loyalty programs for companies, and discounts in partners' offers.

BB disclosed the offers registered to over 14 million individual customers, who were directly approached through the Bank's digital channels, and to over 35 million consumers via social media, Internet and partner websites, with over 10 million views on *YouTube* alone.

Support for female entrepreneurship

BB serves over 1.2 million women-led companies, which account for more than 42% of our customer portfolio. These companies account for 37% of our loan portfolio balance.

To improve the support for female entrepreneurship, Banco do Brasil has BB pra Elas (BB for women), an initiative that offers financial solutions, entrepreneurial education, and health and well-being products. Among the program's various actions, an exclusive platform was developed (bb.com.br/bbpraelas) with special content and benefits for all women. This initiative was also included in the Agribusiness Circuit, encouraging the participation of and supporting female entrepreneurs in every region and municipality visited by our so-called agribusiness trailer.

Painel PJ

The so-called Painel PJ (companies panel) has reached the mark of R\$180 million in estimated revenue, arising from approximately 13,000 SMEs. This solution showcases all consolidated information, in a user-friendly and visual way, on payments to and receivables from micro and small company customers from the several means used by customers. This platform provides entrepreneurs with a financial viewpoint that is more objective about their current position, contributing to the undertaking's organization, health and sustainability, in addition to supporting the company's future decision-making. This solution facilitates business management and has a specialized smart alert advisory solution in BB channels.

Liga PJ

Another important initiative undertaken by BB in 2022 to expand its operations in the micro and small companies ecosystem is the so-called Liga PJ (companies league) platform, available at ligapi.bb.com.br. Reaching over one million users and accounting for more than 11,000 views of the showcase promoting our partners, this solution is a space for sharing information, experiences and engaging in business networking for entrepreneurs and players of this market segment. This information hub brings about solutions and opportunities, with content and partners acting on the entrepreneurs' major needs, regardless of the point or level of their entrepreneurial journeys. Diverse content, such as leadership tips, people management and best practices in financial management, can be found on this platform, as well as facilitators to create digital presence with top trends and entrepreneurship news.

BB serves over 1.2 million women-led companies, which account for more than 42% of our customer portfolio. These companies account for 37% of our loan portfolio balance.



Sustainable finance model

In October 2020, we approved our sustainable finance model to set parameters and management for funding sustainable projects in the global market. This type of funding can be used to finance projects capable of offering financial and ESG benefits.

Unprecedented in the Brazilian financial system, this model considers emissions classified as sustainable, green and social according to the **Sustainable Finance framework**, and also the likely issuance of green debts, such as Sustainability-Linked Loans (SLLP) and Sustainability-Linked Bonds (SLLB). These two standards link interests paid on emissions to the performance of ESG indicators, such as reducing the company's carbon footprint, increasing diversity in its staff and reducing the risk of loan portfolios with a high environmental and social impact.

In 2021, we updated our **framework**, by incorporating new sustainability trends and the 10 long-term sustainability commitments. We once again had Sitawi's backing to prepare this document. This document was eventually submitted to **independent second-party opinion (SPO)** of Sustainalytics and was approved at the end of December.

These measures adhere to the UN Sustainable Development Goals (SDGs) and are in line with our **Environmental and Social Responsibility Policy** and BB Corporate Strategy 2021-2025 (ECBB). Sustainable funding require the commitment to advanced ESG standards, with monitoring through performance indicators related to sustainability, transparency and disclosure of funding results. Issuances can be categorized as green, social and sustainable, depending on the project to be financed, and are intended to foster our E&S performance by linking the finance costs of the operation to specific predefined ESG performance indicators.

Funding in sustainable categories

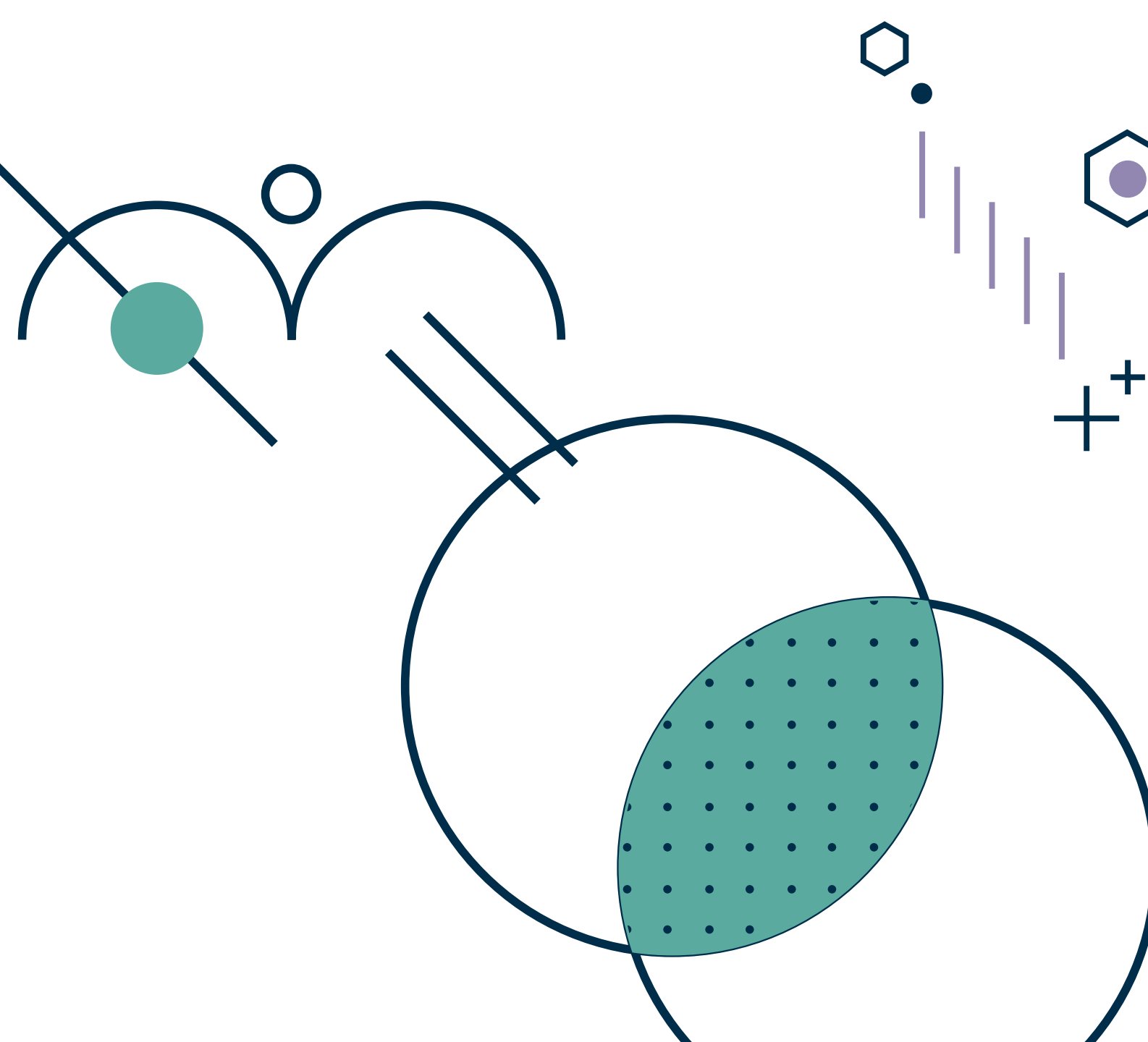
Based on our sustainable finance model, in 2022 we carried out three funding operations with proceeds to be specifically allocated to ESG projects.

In January 2022, we issued our first Social Bond in capital markets. US\$ 500 million were raised for a seven-year period, with proceeds allocated to micro and small companies just 30 days after the issuance, securing the maintenance and generation of jobs and income. Such funding is in line with the Sustainable Finance framework and Social Bond Principles, and was recognized internationally by *The Banker*.

Aimed at promoting an increasingly green and inclusive economy and offering differentiated conditions to our customers, we have entered into several partnerships with multilateral organizations. The French Development Agency (AFD) will help raise a loan of € 100 million to finance projects in the renewable energy sector for individuals and retail companies with an overall 10-year term. Teamed up with the World Bank, we structured a US\$ 500 million credit facility aimed at reducing emissions and removing greenhouse gases (GHG) by encouraging the private sector to have a greater engagement in carbon credit markets. We also formalized an agreement with the BRICS Development Bank (NDB), through which US\$200 million will be granted to expand our ESG portfolio, as well as to set up a cooperation plan to select sustainable projects.

In 2022, Banco do Brasil raised sustainable funding worth US\$240 million through Sustainable Time Deposits. Proceeds were allocated to refinance operations in the agribusiness chain of companies committed to E&S sustainability.

All these funding initiatives are in line with BB's commitment to raising R\$30 billion by 2030 to be invested in sustainable projects, and to promoting the transition into a green, inclusive economy.



Assets management

BB Asset Management (BB Asset), manages and distributes funds and managed portfolios. According to the third-party asset management ranking disclosed by the Brazilian Financial and Capital Markets Association (Anbima), BB Asset stands out as the largest asset manager in Brazil, recording a total volume of R\$ 1,399.0 billion and market share of 19.51% in December 2022, representing a growth of 2.5% in the volume of third-party resources managed in relation to 2021 (R\$ 1,364.3 billion). In addition to the resources computed for the ranking among institutions participating in the market, R\$ 74.5 billion in off-market funds are managed and administered.

BB Asset, by strategic direction, performs extensive asset screening by taking into account environmental, social, climate and corporate governance aspects. Through its proprietary ESG methodology for asset analysis - the ESG integrated framework -, BB Asset ended 2022 with R\$1.383 billion in assets covered by this methodology, representing 100% of the assets eligible for ESG analysis. FS11

This third-party asset manager administers and distributes, to different investor segments, 28 E&S-linked investment funds that totaled R\$3.5 billion in net worth in December 2022.

In order to comply with the Central Bank of Brazil (BCB) and the guidelines of the Principles for Responsible Investment (PRI) and the **Brazilian Stewardship Code**¹, a combination of financial returns and corporate governance is taken into account to screen invested assets from third-party funds, according to ESG principles.

To achieve out an in-depth analysis of ESG aspects, BB Asset has developed a proprietary methodology for assessing the sustainability of companies covered by its framework, structured products and the ESG Sovereign Rating methodology (MRS-ASG).

¹ Launched in May 2021 by the CFA Society Brazil and the Association of Capital Market Investors (Amec), the Brazilian Stewardship Code represents an update of the Amec Code of Principles and Duties of Institutional Investors - Stewardship, originally created in 2016

This methodology for analysis of actions and corporate credit – ESG Rating encompasses general indicators, such as governance structure, environmental, social and climate aspects, ranking in sustainability indices, transparency and alignment with GRI standards, in addition to specific indicators according to the segment where the company under analysis operates. The build-up of the ESG Rating process takes into account the materiality of ESG aspects that are significant for each of the pre-defined sectors, based on the sectorial classification of companies and in accordance with the materiality map of the Sustainability Accounting Standards Board (SASB).

For private loan operations, the ESG Rating makes up a benchmark that influences the decision-making process and may imply the objection to, reduction or increase of credit limits. For equities assets, a ranking is prepared with the best-placed companies with influence in a number of share allocation strategies. Assessments are provided for managers so that they adopt practices that favor the integration of ESG topics.

To assign the ESG Sovereign Rating (MRS-ASG), an independent matrix of ESG scores and country-specific scenario analysis is prepared, including E&S risks. The rating seeks to reflect a government's ability and willingness to honor its financial obligations influenced by policy, governance, social issues, natural disasters and the long-term impact of environmental factors.

SASB FN-CB-410a.2

BB Asset performs extensive asset screening by taking into account environmental, social, climate and corporate governance aspects.



A proprietary methodology is in place to qualify candidates nominated for the Board of Directors (CA) and the Supervisory Board, actively influencing the improvement of corporate governance.

To learn more about this topic, please access the Responsible Investment Guideline and the Environmental, Social and Climate Responsibility Policy available on BB Asset's website, in addition to other documents and policies.

Throughout 2022, the risk rating agencies Moody's and Fitch Ratings reaffirmed their ratings for BB Asset's asset management, rated excellent by both agencies. According to Moody's, BB Asset has a disciplined and well-established investment management process, strong market position and franchise value, strong financial fundamentals, strong fiduciary culture of risk management and control, and robust risk-adjusted performance of its funds. Fitch Ratings meanwhile highlighted the investment capacity and very strong operating characteristics, the robust and well-disciplined investment process, and strong generation of revenue and profitability, in addition to the well-segregated and segmented organizational structure, experienced team and robust risk framework and controls.

Private Equity Investment Funds (FIP)

The Private Equity and Venture Capital Investment Program is going under divestiture process. In 2022, six divestitures were made in assets of FIPs invested by BB-BI. During the period, BB-BI received R\$39.9 million among divestitures and earnings from these funds.

The FIPs regulations, of which we are a member as an investor, value the adoption of best governance and E&S management practices. Among them, we highlight as follows:

- Set a term of office of up to two years for all members of the Board of Directors (CA);
- Provide shareholders with their business-related information;
- Sign up to the court of arbitration for corporate conflict resolution;

- Provide annual audit of their financial statements by independent auditors registered at Securities and Exchange Commission of Brazil (CVM);
- Implement a policy to minimize harmful effects to the environment;
- Implement social action plans for surroundings communities;
- Act on in compliance with the best human resource management practices, making headway in this capital;
- Adopt environmental and social responsibility standards;
- Implement a policy to comply with regulatory corporate governance standards;
- Refrain from using child or forced or compulsory labor; and

- Conduct and provide equal treatment to its stakeholders.

FIP investment opportunities must fall under the Investment Program limits, rules and parameters, in order to mitigate our legal and image risks and add value to investees. The fund regulations set corporate governance rules and standards to be complied with by managers so that these are adopted by investees prior to the investment decision-making process, as well as carried out during the period the FIP acts as a shareholder.

We monitor compliance through a due diligence process carried out previously to the investment by the manager who, during the entire FIP cycle, holds regular meetings to disclose updates on the investee monitoring.



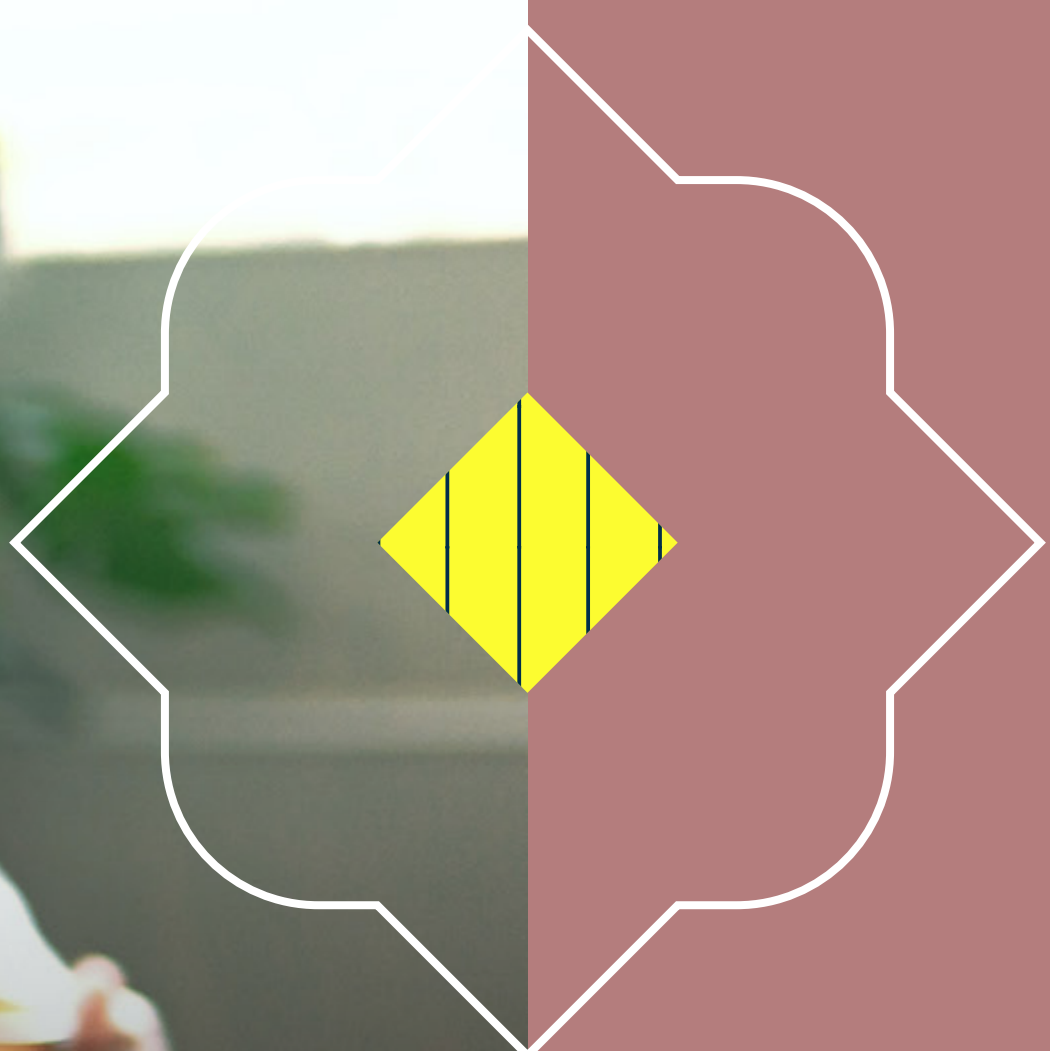
Private Equity Investment Funds (FIP) invested by BB-BI (a wholly owned subsidiary of BB)

Product	% BB-BI's Interest	Type of attributes	Description (purpose, product description and, when applicable, the target environmental/social aspect)	Fund's net worth in 2020 (R\$ million)	Fund's net worth in 2021 (R\$ million)	Fund's net worth in 2022 (R\$ million)
Brasil Sustentabilidade FIP – Multiestratégia	9.50%	<ul style="list-style-type: none"> Environmental Social Governance 	Intended for purchase of interest in companies whose activities are associated with projects with potential carbon credit generation, with incorporation of sustainability principles into the investment decision-making process.	268.5	126.3	142.0
Brasil Agronegócios FIP – Multiestratégia	19.05%	<ul style="list-style-type: none"> Environmental Governance 	Intended for purchase of interest in Brazilian companies with sound worth fundamentals that can benefit from capital contributions so that they become listed companies. The fund's investment focus will cover the entire agribusiness production chain.	381.7	592.0	551.8
Fundo Brasil de Internacionalização de Empresas FIP – Multiestratégia	24.44%	<ul style="list-style-type: none"> Social Governance 	Intended for purchase of interest in Brazilian medium companies already operating in foreign trade or with the potential for internationalization (such as high added value sectors, leading companies in domestic sectors and sectors in which Brazil is competitive). Investees must comply with environmental and social responsibility standards (to minimize any harmful effects of their activities on the environment) and adopt good corporate governance practices.	396.9	336.1	204.4
Brasil Portos e Ativos Logísticos FIP	18.81%	<ul style="list-style-type: none"> Governance 	Intended for purchase of companies in different logistics sectors, including port, backport and storage assets, distribution centers and cargo handling and transportation assets. Investees must comply with environmental and social responsibility standards (to minimize any harmful effects of their activities on the environment) and adopt good corporate governance practices.	132.7	216.0	176.3
FIP Brasil Internacionalização de Empresas II	21.45%	<ul style="list-style-type: none"> Social Governance 	Intended for purchase of interest in Brazilian medium companies already operating in foreign trade or with the potential for internationalization (such as high added value sectors, leading companies in domestic sectors and sectors in which Brazil is competitive). Investees must comply with environmental and social responsibility standards (to minimize any harmful effects of their activities on the environment) and adopt good corporate governance practices.	1,097.0	781.5	580.0

¹ BB - Banco de Investimentos



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3. Value Creation



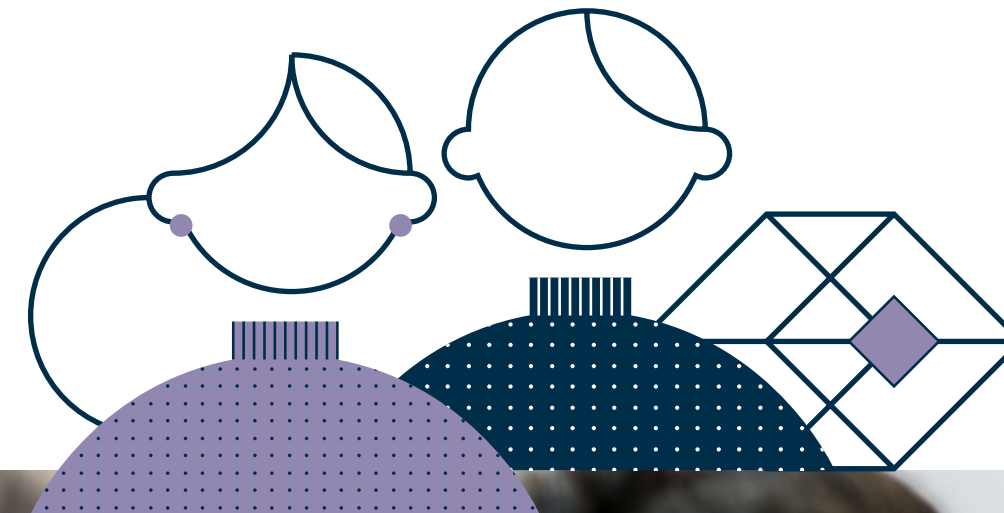
Social

Employees

We believe that our digital transformation will be consolidated by the ongoing training and our employees' leading role. We seek to prepare our teams to be flexible and to adapt to market dynamics, ensuring the delivery of operational efficiency and high performance.

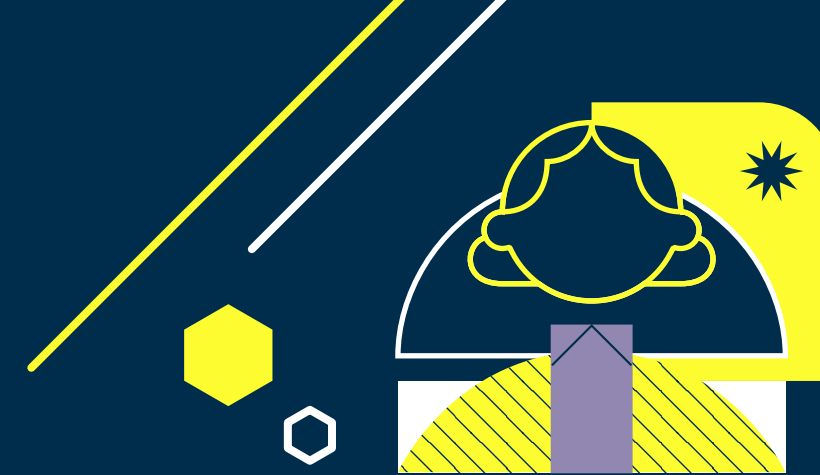
We encourage an organizational culture that promotes the pride of belonging, leadership, the capacity to innovate and the fair recognition for results achieved.

Aimed at talent retention, we also invest in the employees' quality of life, health and safety, through compliance with Brazilian legal requirements, conformity with international policies, such as those issued by the International Labor Organization (ILO), good practices and global standards.



We believe that the development of people, at all hierarchical levels, effectively contributes to building a company that learns and adapts quickly, seeking to anticipate challenges. We believe in people, in the possibility of joint creation from different perspectives, in expanding our culture of innovation, technological transformation and sustainability. Our performance, as a public and market bank, is focused on the development of Brazilian society and business, generating a positive environmental and social impact. The efficient use of natural resources guides our management, which is demonstrated in our practices, such as the use of renewable energy sources and also the requirement that suppliers observe and adopt good environmental and social and climate practices. For us, sustainability must always guide our relations with all stakeholders.”

Ana Cristina Rosa Garcia
Chief Corporate Officer



BB Public Contest

In 2022, all applicants approved at BB's most recent public contest, in which over 1.6 million had enrolled to participate, were called. A total 3,717 new employees took office, of whom 3,352 as commercial agents to work at the business units, and 365 as technology agents to work at the strategic units.

For the first time ever in its history, all call and qualification procedures were carried out by the Bank on a digital platform. Another novelty that benefited those new hires coming from the public contest was their participation in the so-called "Tô on no BB" (I'm on BB) Program, developed by UniBB in partnership with a number of Strategic Units that manage content and hosted on an interactive platform. Carried out entirely in digital format, this Program aims to welcome these new colleagues according to BB's best practices, developing the basic skills for carrying out the banking activities.

During the Probationary employment period, new hires were evaluated in their commercial/technology agent roles. The following skills were monitored: Customer Oriented, Adaptability, Innovation, Sense of Ownership, Collaboration, and Reliability Inspired. Of the total new hires evaluated, 78.7% showcased high potential in all skills assessed, 81.6% showcased high potential in Customer Oriented, 81.8% showcased high potential in Adaptability, 84.4% of applicants showcased high potential in Innovation, 85.8% showcased high potential in Sense of Ownership, 85.5% showed high potential in Collaboration and 84.3% showcased high potential in Reliability Inspired.

Employee profile

3-3| Talent Attraction, Retention, Satisfaction and Development

External selection and hiring through the public service entrance exam system take place according to the Bank's needs of human resources identified for each region. Qualification varies depending on the position requirements, although it also factors in social inclusion aspects.

Number of own and statutory employees by employment contract and gender¹ 2-7

		Male	Female	Total
2020	CLT ²	53,028	38,645	91,673
	Statutory	28	6	34
	Interns	336	490	826
2021	CLT ²	48,670	35,927	84,597
	Statutory	28	4	32
	Interns ³	16	17	33
2022	CLT ²	49,951	36,002	85,953
	Statutory	29	4	33
	Interns ³	38	157	195

¹ The staff of own employees does not include temporary employees.

² Individual employment contract governed by the Consolidation of Labor Laws (CLT).

³ Hiring of interns has been suspended during the pandemic, mainly driven by in-person distancing rules and unavailability of VPN, Office and equipment for interns to carry out their duties remotely. This figure refers to interns with active employment contracts, in addition to interns at affiliates (BB Seguros, BB DTVM, and BB Consórcios). These data include all interns registered at the systems at the Bank and at affiliates that also register interns in our system.

Employee diversity 3-3 | Diversity | 405-1

In addition to promoting the improvement of labor relations, our Diversity initiatives create value and reputation for the company and are a differential for us to be listed as one of the companies with the best HR practices by international institute Top Employers. These initiatives also boost the Bank's stance as a sustainable company, recognized both nationally and internationally.

Diversity is one of the priority themes of the Sustainability Plan – Agenda 30 BB, which are developed into actions for the entire organization. We have taken on the challenge of “promoting diversity and fighting any form of discrimination in the workplace and in the relationship with stakeholders”.

As well as other Agenda 30 BB initiatives, our Diversity Program is aligned with the UN Sustainable Development Goals; more specifically, goals 5 – Gender Equality; 8 – Decent Work and Economic Growth; and 10 – Reduced Inequalities.

We have structured a Diversity Program with broad challenges for the entire Organization. Its purpose is to promote a collaborative and inclusive workplace, sharing a culture of inclusion through dialogue and provide greater satisfaction to stakeholders.

Accordingly, we ensure that BB holds on to its corporate reputation, being recognized for its good People Management practices.

Actions to promote staff diversity are backed by our general policies and the Code of Ethics. We have also made headway in gender equity devices and actions, by addressing awareness-raising, accountability and the organic construction of internal representation. According to the Bank's internal regulations, no criteria based on discrimination or prejudice, such as: age, gender, race, length of service at the bank, among others, are to be adopted.

We have specific goals for the following five groups: Women; Black People, here also being attentive to include other races and ethnicities that require affirmative actions; People with Disabilities (PwD); different Generations, to attract and retain young people



while respecting and recognizing the contribution of older employees; and LGBTQIAPN+.

Among the actions promoted in favor of Diversity in BB, we highlight the advances in the Female Leadership Program, created with the aim of increasing the number of women in senior leadership positions. In five years (2017-2022), there was an increase from 18% to 23.7% in the percentage of women in these positions. Considering all the managerial functions, women represent 37.2% (this percentage is very close to the total number of female employees in BB, which is 41.9%). At BB, people who perform the same function are paid equally, regardless of gender.

The second edition of the Capacitação de Liderança Feminina (Women's Leadership Training) program, launched in 2020, aims to

have more women registering for company's professional growth opportunities and to spread this gender equity culture throughout the Bank. Under this new version of the program, all employees can access the educational actions available at the Women's Leadership Space, at UniBB Portal or the UniBB Mobile App.

BB promotes diversity at all hierarchical levels. Awareness raising and training actions have been collaborating towards this objective. In the race pillar, we observed an increase from 20% to 22.8% in senior leadership in the last five years. We have also recorded advances in managerial positions. The percentage of Afro-Brazilians in these positions is practically equivalent to the number of black employees overall: 23.5% and 24.5%, respectively. Regarding the People with Disabilities (PwD), we recorded an increase in the of almost 10% between 2021-2022.

We are investing in the access to assistive technologies for our employees in the People with Disabilities group. We have acquired OrCam glasses, notebooks and furniture listed by the group participants that can improve both their working conditions and personal lives.¹

We were the first Brazilian bank to sign up to the Standards of Conduct for Business, developed by the United Nations to promote equal rights and the fair treatment of the LGBTQIAPN+ community. This commitment translates into respecting our employees by streamlining procedures to include dependents of same-sex relationships; special service in the Internal Ombudsman when requested; adoption leave of up to 120 days for employees in a same-sex stable union equivalent to the leave granted for female employees; guidance for physicians upon the request of periodic health check-ups for transgender employees; toilet use consistent with employee gender identity; possibility for transgender employees to use their social name on badges, business cards, stamps and email.

¹ OrCam glasses, a state-of-the-art artificial intelligence technology that allows people to identify faces of people, objects, read printed or digital texts, identify banknotes, distinguish colors and other visual information.

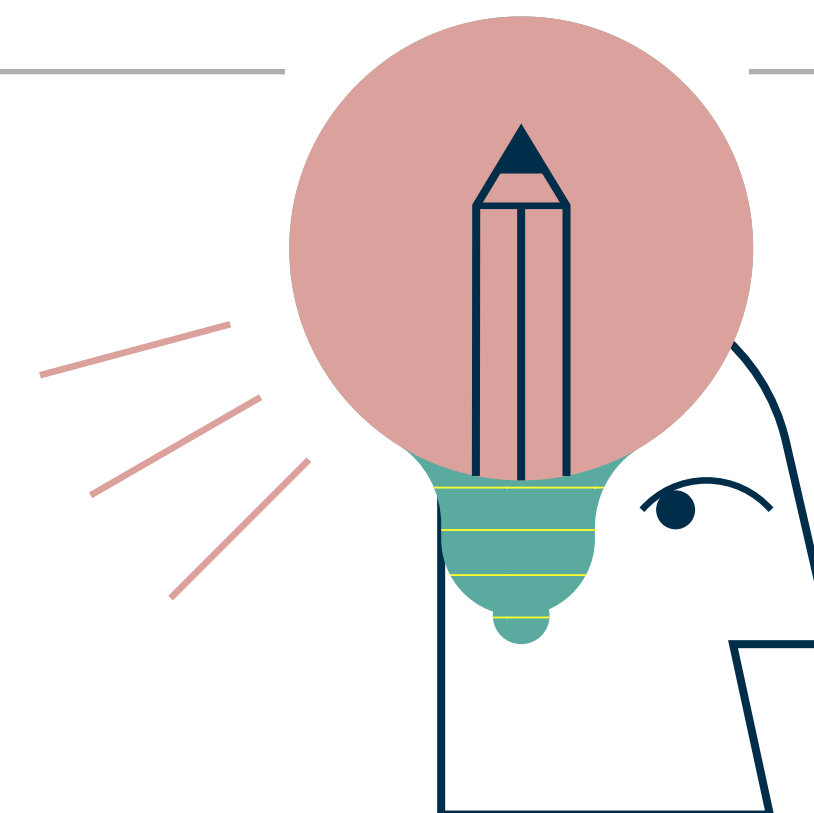
Diversity (number of employees) 405-1

Groups	2020	2021	2022		Change 2021-2022
	Number	Number	Number	% of total	
Black people	2,732	2,600	2,894	3.37	11.31%
Brown people	18,606	17,444	18,128	21.09	3.92%
Indigenous people	166	144	139	0.16	-3.47%
People with disabilities ¹	1,640	1,567	1,709	1.97	9.06%
Total	23,144	21,755	22,870	26.59	5.12%

Diversity in managerial positions 405-1

Groups	2020	2021	2022		Change 2020-2022
	Number	Number	Number	% to total/leadership positions	
Black, brown and indigenous people	7,145	7,284	7,390	23.56	1.45%
People with disabilities ¹	337	370	391	1.22	5.67%
Total	7,482	7,654	7,781	24.78	1.65%

¹ The number of people with disabilities may include other members of the diversity groups: black, brown or indigenous people.



Employee satisfaction

3-3 | Customer Relationship and Satisfaction

We have improved the employee survey process in order to assess the quality of the relationships in the workplace so that we can better understand turnover, absenteeism, lack of motivation, reduced productivity and talent retention, among other issues. In 2022, we discontinued the Organizational Climate survey but held on to the BB Engagement Survey, with the aim of giving more focus and depth to the analysis of results. In 2021, the Organizational Climate survey was taken by 80.51% of total employees and by 82.37% in 2020.

The Engagement Survey is carried out by an external company (Gallup Institute), with a proprietary evaluation and calculation methodology. It compares the Bank's engagement results with other financial and nonfinancial companies in the market, representing a valuable input in connection with people management practices for the decision-making process.

By monitoring data and identifying critical action points, throughout 2022 we developed actions to improve engagement rates, among which we highlight:

- meetings with Officers and Executives, in which the engagement survey results by department were detailed for the preparation of specific action plans;
- feedback workshops for managers;
- non-violent communication workshops; and
- roundtable conversations – psychological safety.

The increase in Engagement rates involves behavioral and cultural issues. As the impacts of actions that effectively change behavior patterns and change culture tend to be felt in the medium and long terms, we strengthen our commitment to keep investing in actions aimed at improving people management practices.

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Engagement Survey

	2021 ¹	2022	2022 target	2023 target
BB engagement ratio	66.11	63.84	66.00	68.00
Female	62.93	65.00		
Male	60.58	63.00		
Managerial	73.34	63.86		
Advisory	76.63	70.44		
Technical	75.69	82.95		
Operational	71.08	60.74		
Clerks and Executive Cashiers	66.21	63.27		

¹ We replaced the average survey scores in 2021 with the engagement rate by applying the formula



Careers and succession

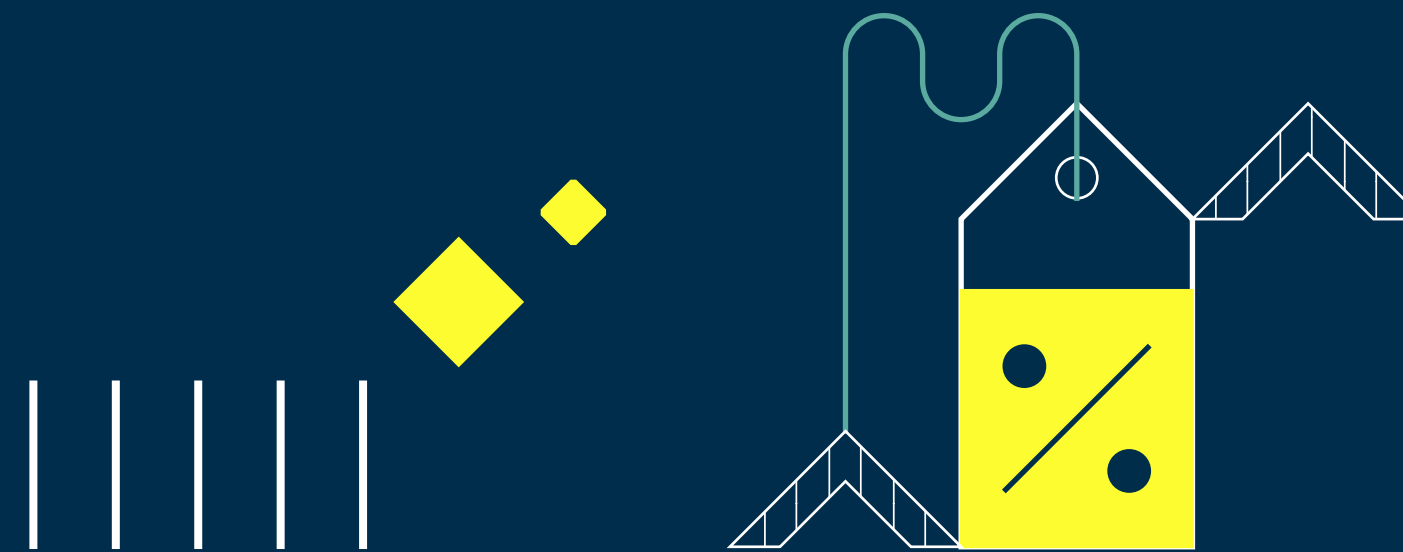
Corporate education is a strategic tool for achieving our purpose and goals, as well as underlining the organization's values. For our educational solutions to effectively contribute to employee development, our corporate education system is broken down into four interrelated sub systems: Training Needs Diagnosis and Assessment, Educational Planning, Implementation, and Evaluation of Results of Educational Actions.

In 2022, in light of a restructuring of the Training Needs Diagnosis and Assessment, and Development and Corporate Educational process, as well as of the implementation of the Trilhas (Trail) Project, which proactively proposes educational solutions mapped based on the needs of the departments, there was no analysis of demands to develop new educational solutions.

The training results were evaluated through the Integrated Training, Development and Education Programs Evaluation System, aimed to provide comprehensive and reliable information for the decision-making process and improvement of actions, performance of educators and trained employees, organizational results, and allocation of funds.

The most recent assessment of a training program took place in 2022, in connection with the "Desenvolve Setor Público" (Develop public sector) program aimed at making employees working in the public sector ready to set up relationship strategies focused on the best experience and build up solutions to deliver customer value, factoring in the impact of their performance on the development of society. The target audience of the Program was Relationship Managers of the Public Sector network, who reached an average trail progression of 98.98%. 404-2

We provide employees with a Careers Map, a career guidance environment to help employees build a development and career plan, available on the UniBB Portal, which has already surpassed 37,000 hits since its creation. Over 11,000 employees have designed their own career plans, with approximately 25,900 maps drawn up. 404-2



Corporate education

Initiative	2020	2021	2022 ¹	Change 2021-2022
Number of requests for training initiatives	30	38	0	N/A
Total requests identified as in compliance with the Corporate Strategy	17	21	0	N/A

¹ In view of the restructuring of the training need analysis diagnosis process and the implementation of the Trail Project, no analysis was conducted on the requests for development of educational solutions

N/A - Not applicable.

The UniBB also offers the BB Mentorship Portal, an online environment that supports professional guidance processes aimed at sharing knowledge and exchanging experiences among employees towards the management of knowledge corporate and the development of key skills for the professional growth of participants. In 2022, 53 mentoring programs were held with the participation of 2,516 mentees.



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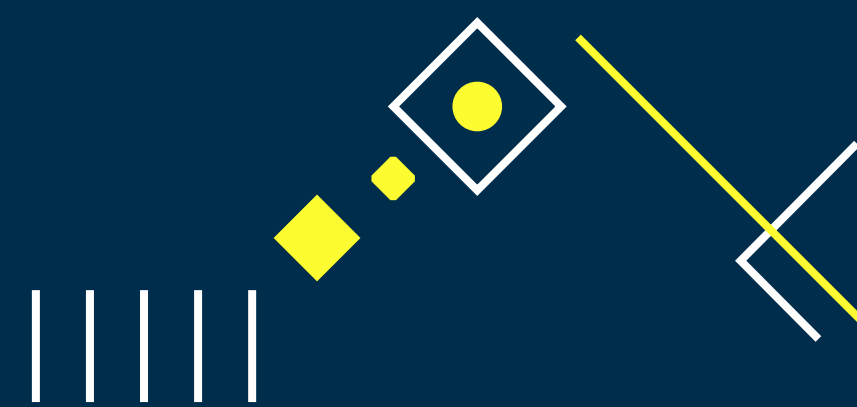
Training program assessment

Description	2020		2021	2022
Program assessed	Exclusive Workshop	Super Journey	Debt Payment Management Training	Develop Public Sector
Number of employees/profile of the program assessed	3,262	159	68,000	1,018
Investment made in the program assessed	R\$1,221 thousand	R\$1,399 thousand	R\$182,000	R\$401,000
Return on investment made in the program assessed	3,760%	546%	200%	218%
Increase in contribution margin	R\$47.13 million	R\$9.04 million	R\$7.84 million	R\$1.27 million

Scholarships

Type of scholarship granted	2020 ²	2021 ¹	2022
BB MBA Hired Group	0	257	292
Specialization	0	437	423
Graduation	0	257	146
Languages	267	229	405
Master's Degree/Doctorate	27	63	38
Grand total	294	1,243	1,304
Total number of scholarships in progress as of December 31	4,306	4,492	1,893

¹The 2020-2021 change was due to the fact that, as part of a number of measures adopted to safeguard employees' health and wellbeing against the backdrop of the Covid-19 pandemic – such as the adoption of home working arrangements in a broad scale and discontinuing business trip –, the selection scholarships processes was not carried out.



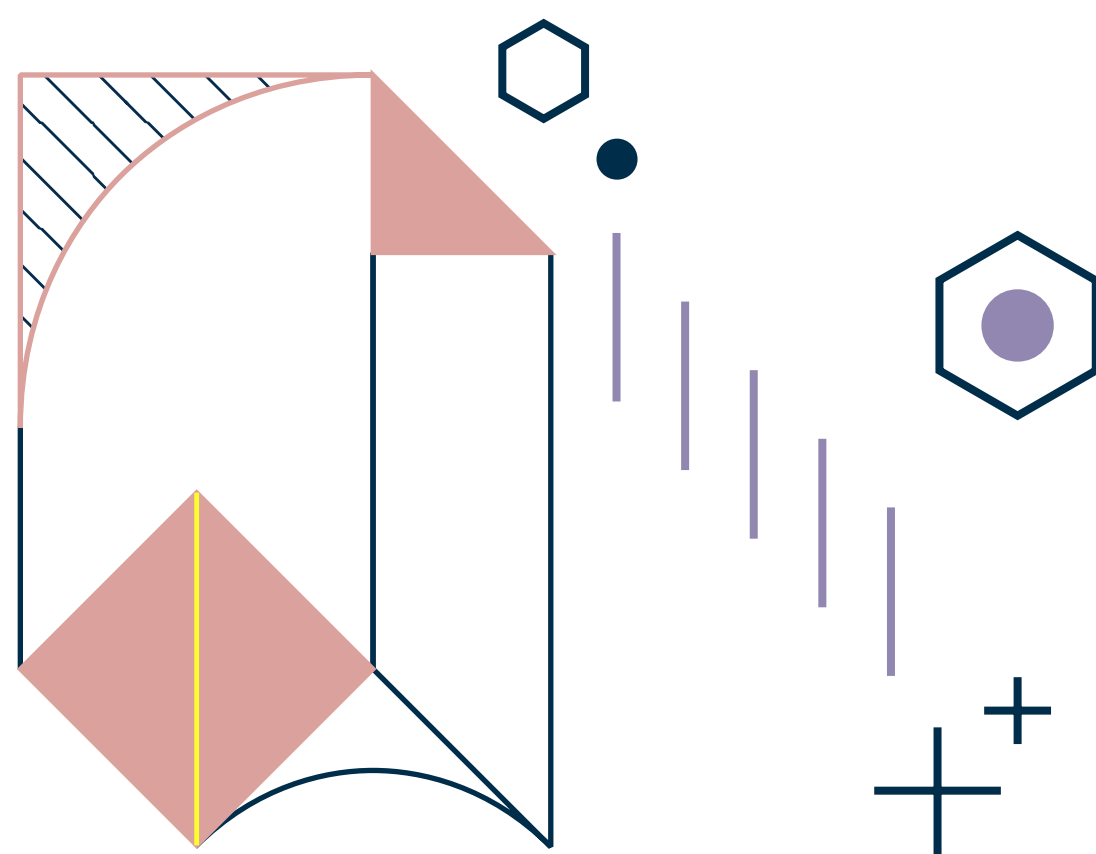
BB Corporate University – UniBB

UniBB, commemorating 20 years of existence in 2022, carry out actions that are in line with the Corporate Strategy and help accomplish our vision of the future, achieve strategic goals and strengthen beliefs and values, therefore consolidating the company’s commitment to stakeholders. Educational actions are offered both online and in-person in a number of Brazilian locations.

In 2022, more than 9.8 million training hours and more than 2.7 million courses were carried out. Furthermore, nearly 55,000 certifications were in effect, and over 2,100 graduation, post-graduation and language scholarships were offered.

Training programs were also launched for the advancement of different target audiences, such as Grow Agribusiness, Customer Connection Journey and Acceleration – Vinet. A Solutions Manager selection process was also carried out.

For leadership positions, we launched two editions of Pit+, a program aimed at identifying, developing and retaining the talents most aligned with the bank’s strategy, by cross-referencing different indicators of results and behaviors. We mapped out approximately 5,000 talents with the potential to



rise to leadership roles in the company, combining education background, experience and training with the development of skills, turning them into day-to-day results.

Considering the need to identify and develop leaders who have leading roles in BB’s cultural and digital transformation process, in the first half of 2022 we carried out a Solutions Manager career advancement program at strategic units. 173 professionals were trained, with the mission to reconcile the current challenges of this role with the build-up of the Bank of the future. This was a structured and innovative process, with over 2,000 applications in the recruitment stage and 1,063 evaluations at management committees.

The Sustainability Trail, made up of 28 training solutions, brings together every training theme-related piece of content in one single environment. In 2022, over 1,000 trail courses, covering Credit, Environmental and Social Risk, Human Rights, Green and Inclusive Economy, Volunteering, and Climate Change, among other topics, were completed.

Description	2020	2021	2022
Number of courses in the online catalog	642	2,036	2,040
Number of courses completed in the year	3.59 million	3.54 million	2.8 million
Number of courses completed since 2013 – overall since UniBB Portal was launched	+ 22.09 million	+ 25.63 million	+ 28.56 million
Number of courses completed in the year via UniBB Mobile	221,700	79,430	52,300
Number of courses completed since 2013 – overall since UniBB Mobile was launched	+ 2.71 million	+ 2.78 million	+ 2.8 million

Talent attraction and retention

3-3| Talent Attraction, Retention, Satisfaction and Development

	2020	2021	2022
Minimum number of annual training hours per employee	30	30	40 ¹
Percentage of employees who fulfilled the minimum number of annual training hours	98.36	99.16	98.51
Annual target for employees who should meet the minimum number of annual training hours, in percentage points	90.00	90.00	90.00

¹These 40 training hours include both in-person and online educational solutions available in the UniBB and Alura catalog. Employees are advised to use some of these hours to attend courses, along the year, regarded as strategic for their area of activity.



Leadership training

The training of our senior management is based on three pillars: annual lectures given by professionals with reputed knowledge on the subjects covered; internal training given through the UniBB Portal; and availability of a catalog of open-class courses, covering strategically content significant to the Bank, in addition to those legally imposed.

All management members and members of the Supervisory Board of Banco do Brasil have access to the UniBB Portal, the UniBB Mobile app and their respective course portfolios, so they can carry out online training with courses of their free choice, without the need of prior authorization.

Available on the Portal since 2018, the Senior Management Trail currently has 15 solutions. This trail is updated every year, incorporating new topics or delving into past covered ones. In 2022, a course was included to address Inclusive Leadership, with the aim of guiding management towards inclusion and diversity.

Evolution Movement

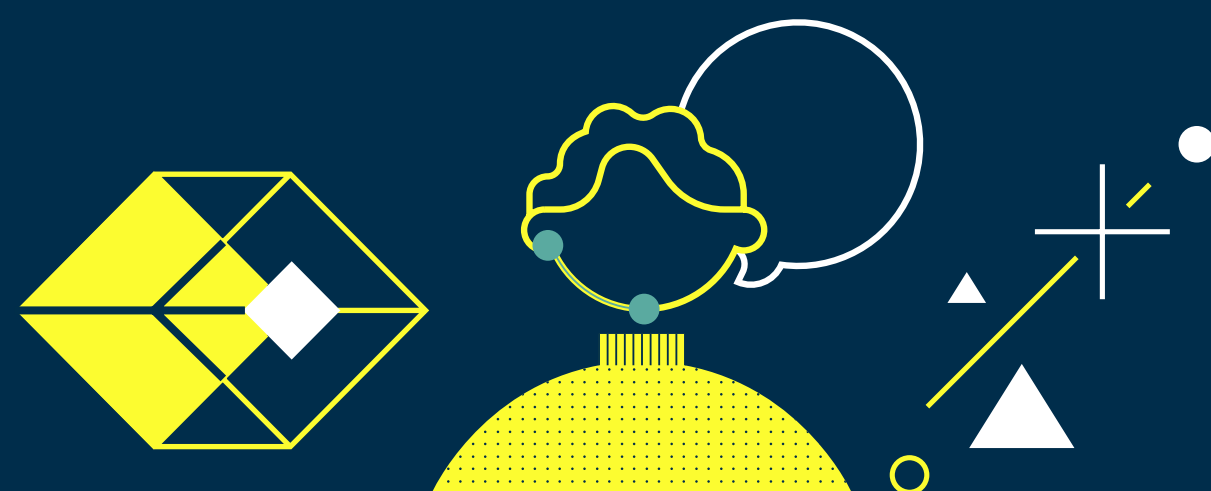
In May 2021, UniBB launched the Evolution Movement, with a number of opportunities for professional requalification focused on digital skills development. The purpose of the Evolution Movement is to accelerate the digital transformation and change the culture of the organization.

In 2022, it carried out a number of initiatives to boost digital acceleration at BB, as follows:

- renewal of the agreement with platform Alura for another five years;
- offer of up to 1,500 scholarships for graduation and *latu sensu* post-graduation courses in 2022 in Computer Sciences knowledge areas;
- availability of two editions of PIT+, the Talent Identification Program aimed at identifying and developing talents who adhere to the company's strategy, based on a methodology that combines the cross-referencing of performance and behavior indicators and the use of people analytics. These are more than 5,000 talents

with the potential to rise to leadership roles in the company that combine education, experience and training with skills development, thereby bringing about results in everyday life;

- launch of the Academy of Educators– UniBB Lovers trail, a suite of courses selected to refine educational skills in the context of BB's digital and cultural transformation, in line with the Evolution Movement;
- redesign of the UniBB Portal and the UniBB Mobile app towards a more modern and intuitive layout;
- engagement of 80 places available for the MBA Digital Business course via USP–Esalq;
- refunding of IT certifications;
- sponsorship of technology events, such as the BB Data Week and BB Data Challenge; and
- organization of the Bootcamp that featured a UniBB's immersive metaverse experience.



Investment in Corporate Talent Development and Retention Programs (R\$ million)

	2020	2021	2022	Change 2021-2022	% of target achieved
Amounts invested	50.40	62.40	80.40	28.8%	92.00



Talent management

With a focus on the development for all strategic unit advisors, talent management aims to steer development actions, assess and mitigate succession risks and support the succession decision-making process. To this end, it is based on three pillars: identification (what is the desired profile for the advisor?), mapping (who are the advisors in my unit? What are their interests and potential?) and development (what are their development needs and how do we develop them?).

Approximately 2,000 employees were evaluated with the backing of an external consultancy firm and one BB recruitment and selection professional (employees graduated in Psychology). Applicants' immediate managers and the Strategic Unit committees were able to address the potential of each applicant, their strongest points, points for improvement and specific development actions. They were subsequently provided with individual feedback, contributing to the spread of the feedback culture, in which leaders effectively put the "develop talents" skill in practice and prepare and monitor, together with their subordinates, individual development plans.

Advisors I who took part in the process at that first moment and the target group will be later expanded to include other advisory levels at the strategic units.

Performance evaluation

3-3| Talent Attraction, Retention, Satisfaction and Development

BB's employee performance is carried out every six months through the Professional Performance Management by Skills and Results (GDP), taking into account the dimensions as follows: Skills and Results.

The Skills dimension covers behaviors observable in the workplace that operate as patterns or references for employees' professional work or performance. This evaluation is carried out from multiple perspectives, including self-evaluation and evaluation by

superiors, peers and subordinates (if any). The Results dimension covers deliveries made and compliance with deadlines previously agreed. Performance evaluation is therefore adopted to underline other people management programs and sub systems.

Performance evaluation ¹ 404-3

	2020	2021	2022
Number of employees eligible for evaluation ^{2,3}	88,890	84,315	85,164
Number of employees evaluated ⁴	88,874	83,203	84,419
Percentage of employees evaluated	99.98	98.68	99.12

¹ Fluctuations occur due to possible absences longer than 90 days in each evaluation cycle, as well as changes in the overall number of employees.

² Number of employees eligible for evaluation: number of employees who have worked at least 90 days in the half-year period, excluding those absent due to leaves of absence of any nature, or assigned employees, employees with probationary employment contracts, etc.

³ The selection / definition criteria for evaluations prevent the use of the same target groups used in content 405-1.

⁴ Number of employees evaluated: number of employees who were given scores in the overall performance evaluation and who were considered eligible for evaluation at any time during the cycle, even if they became "not eligible for evaluation" at a later time (within the cycle).

Evaluation results allow measuring individual performance through the manifestation of professional skills and how they help achieve expected goals, in addition to guiding the professional development process, facilitating the achievement of organizational goals and contributing to career planning.

Employees with gaps in skills identified in the evaluation results are instructed to voluntarily prepare a Skills Development Plan (SDP) available on the UniBB Portal. Employees

given a below-expectation score in the previous half-year must design an individualized Development Agreement together with their manager, with the drawn-up of actions required to overcome the performance gap identified.

Last but not least, these results also underlie other people management sub systems and programs, such as UniBB Scholarships, Performance-Bonus Program, Recruitment and Internal Selection, Professional Growth, and Automatic System of Competition for Transfer (SACR).

Compensation 2-19| 2-20|

To provide compensation consistent with that provided by the Bank's main competitors and other financial institutions, we make use of an internal and external salary balance study. The internal balance takes into account the compensation scale for functions and positions that are part of the organizational structure. Furthermore, activities, responsibilities, scope of command and other factors linked to functions, positions and commissions are also considered. A salary survey carried out by a specialized consultancy firm is used for external balance assessment purposes.

Employee compensation consists of the sum of their function-related payment amounts and personal payment amounts. Function-related payment amounts are set according to duties, hierarchical level, complexity, location, grouping and other factors linked to each function/ commission. Therefore, they may be extinguished or altered at any time. Personal payment amounts are calculated individually and once triggered become irrevocable, varying from one employee to another based on career history, duties/ commissions and start date on the job. 2-20

All rewards (salaries, statutory profit sharing and bonus) undergo an ongoing improvement process, according to the scenario and strategy for the period, and must be in conformity with federal legislation at all times.



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Performance-Related Bonus Program – PDG [2-19|2-20]

The Performance-Related Bonus Program (PDG) is linked to the participants' results and to a performance better than that usually expected from participants according to management and results indicators aligned with strategic goals. 100% of employees are currently eligible to the program.

In the first half of 2022, this Program benefitted over 35,000 employees, who were granted bonus ranging from 25% to 200% of the basic salary assigned to the function assessed in the period. The amounts due to eligible participants in the second half of 2022 will be paid in the first half of 2023.

Statutory Profit Sharing [2-19|2-20]

The Statutory Profit Sharing program encourages the search for the best results at the Bank by providing employees with a share of the profit achieved each period. Among its main goals, we highlight as follows:

- a) strengthen the partnership between employees and the Bank;
- b) recognize the efforts of both individual participants and the team to build up the result;
- c) boost the employees' interest in the Bank's management and destiny;
- d) pay out profits to the Bank's employees; and
- e) leverage the Bank's business and profits.

The Statutory Profit Sharing program provides for the payment of fixed and variable installments, the latter being conditioned on the performance of the units in which the employees have worked during the period in question.

As required by law, we have ratified the Collective Agreement on Statutory Profit Sharing with employee representation entities, which addresses eligibility criteria for the program and defines how it will be triggered, distributed and paid.

The performance of the unit is measured through corporate tools, including the Work Agreement (ATB) – a performance evaluation model, based on Corporate Strategy-proposed goals. Variable compensation of Strategic, Tactical and Operational Units employees is also linked to the Work Agreement and is based on indicators linked to the efficient use of resources (water, energy and paper), the compliance with the Sustainability Plan, sustainable finance, increase in financing to sustainable solutions, such as renewable energy and the increased engagement in volunteering and social causes.



Health, safety and wellbeing

Our People Management Policy has specific occupational health and safety (OHS) sub items and provides for the ongoing improvement of OSH Management systems. We regard occupational health and safety as a key institutional pillar, as we adopt quality of life in the workplace practices that provide healthy, safe working conditions that bring wellbeing for all.

To learn more on our performance with respect to this topic, see our [ESG Databook](#).

Quality of life 403-10

We rely on a comprehensive strategy to promote the wellbeing of our employees, aiming to keep them healthy, motivated and productive. This strategy covers occupational health, safety and quality of life actions.

Observing the external scenario, in addition to epidemiological evidence in BB, in September 2021 we launched the Mental Health Program, based on five pillars (Healthy Habits, Education, Ergonomics, Psychological Support, and Care). This initiative involves different actions and levels of prevention, focusing on the person's integral health. Over 2022, we ramped up the program actions by introducing new initiatives:

Health Habits Pillar: over 9,200 employees active on the fitness platform Gympass. Over 6,000 employees engaged in the "Move with BB" game in its three rounds in 2022. In partnership with the Albert Einstein Hospital, the "Health on a Plate" pilot project encourages changes in eating habits. At least 612 employees have already made the first health appointment.

Absenteeism rate (%) ¹ 403-9	2020	2021	2022
Total absenteeism due to health reasons	3.30	3.65	4.76
Absenteeism due to occupational health and safety reasons	0.19	0.20	0.22
Absenteeism due to non-health reasons ²	3.11	3.45	4.54

2022 target: 3.36

¹ Absenteeism rate = (scheduled days lost/scheduled days) x 100

Absenteeism excludes paid absences such as holidays, sabbatical study leaves, maternity leave, paternity leave and compassionate leave.

² Rise in absenteeism due to non-occupational health issues was hardly hit due to the Covid-19 pandemic in 2020 and continued in 2021. In 2022, we had the highest peak of cases between January and February, with a significant impact on absenteeism for the year.

Education Pillar: over 220,000 courses completed in the Mental Health educational trail, provided by Banco do Brasil Corporate University (UniBB). The three roundtable conversations on Mental Health, led by BB leaders, were engaged by approximately 5,700 employees. The 52 expert videos published in 2022 had over 52,000 views.

Ergonomics Pillar: over 1,500 surveys conducted in 2022, with average satisfaction score of 9.82 (maximum score 10).

Psychological Support Pillar: over 8,300 active employees and approximately 65,000 appointments made at the free online psychological assistance program in 2022.

Care Pillar: the Reintegration Program has been developed aimed at employees away from work for over six months. A filing number is registered with the Internal Ombudsman for addressing cases involving mental disorders, thus making it possible to have effective actions to settle any reported situations.

Lost days – absolute numbers	2020	2021	2022
	764,390	771,929	1,022,371

Lost days include sick leave due to occupational and non-occupational causes.

Rate of lost days (%) ¹	2020	2021	2022 ²
	0.2	0.2	0.2

¹ Scheduled work days lost/scheduled work days. The rate of lost days takes into account the ratio of total scheduled work days lost due to injury and occupational disease to the total scheduled work days.

² 2022 = (2,376+45,695) * 100/21,483,500= 0.2



Benefits and programs

401-2

3-3| Talent Attraction, Retention, Satisfaction and Development

Benefit/ Program	Description	Gains for/ effects on employees	Monitoring indicators
Stress management 403-10	Follow up data on occupational or non-occupational stress.	Early detection and intervention in cases of stress-related illnesses tend to fend off the worsening of cases, preventing prolonged absences from work.	<ul style="list-style-type: none"> • Absenteeism rate; • Outcome of specific test (Lipp).
Ergonomics at the workplace 403-10	Ergonomic Workplace Analysis (EWA) to adapt working conditions and the employee's psychophysiological characteristics by addressing, at least, workstation furniture and equipment related issues; environmental conditions, such as noise, temperature, air speed, relative humidity, lighting; and work organization.	Prevention of illnesses caused or worsened by occupational conditions.	<ul style="list-style-type: none"> • Organizational engagement; • Absenteeism rate.
Quality of Life at Workplace Program (QLW) 403-10	Promotes actions supplementary to occupational health and safety	A healthy lifestyle, including sports activities and emotional health, tend to reduce illness risks, increase production capacity and improve general wellbeing.	<ul style="list-style-type: none"> • Organizational engagement; • Absenteeism rate; • RHC indicators; • Ergonomic consulting.
Food allowance card	Amount made available via electronic card, used to purchase food in grocery stores or supermarkets.	Help with expenses on food items.	
Meal allowance assistance	Amount made available via electronic card, used to purchase food in restaurants and snack bars.	Help with expenses on food items.	
Flexible working hours	Adoption of a compensatory time off (CTO) arrangement providing for any required reduction in working hours to be compensated in up to six months.	Personal and professional balance.	
Remote working	Implemented in 2022, this is the institutional remote working scheme for units with processes that can be carried out remotely. Over the year the program will be assessed with a view to its improvement.	Flexible work alternatives, aligning the interests of the company with those of employees.	
Day-care allowance	Financial support to reimburse expenses incurred with freely chosen childcare and preschool institutions, including, under the same conditions and amounts, expenses incurred to pay maids/nannies. The amount is defined by the Collective Bargaining Agreement.	Help with dependent care expenses in daycare centers and preschool institutions.	



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Benefit/ Program	Description	Gains for/ effects on employees	Monitoring indicators
Financial support if you have a disabled child	Financial support to partially meet the needs of employees with children with disabilities, with no age limit. The amount is defined by the Collective Bargaining Agreement.	Help with expenses on care of direct-line dependents with disabilities – children, stepchildren, foster children, wards, or minors under care during an adoption process.	
Benefit for Employees Parents of a Disabled Child	Provides for the reduction of working hours for employees who have children with disabilities, and who have a high degree of dependence.	Balancing the work routine and monitoring therapeutic treatments.	
Benefits for employees who breastfeed	One hour reduction from usual working hours for mothers who breastfeed until the child is one year old.	Longer time spent with the child, favoring breastfeeding and/or the child's development.	
Paid maternity leave above the minimum legal requirement	Possibility of extending paid maternity leave for another 60 days, in addition to the 120 days provided for in legislation; Empresa Cidadã (corporate citizen) Program.	Longer time spent with the child, favoring breastfeeding and/or the child's development.	
Paid paternity leave above the minimum legal requirements.	A 15-day extension to paternity leave, as set forth in the Empresa Cidadã (corporate citizen) program.	Longer time spent with the child, strengthening paternal responsibility bonds.	
Support for Robbery and Kidnapping Victims (Pavas) 403-10	Provides medical, psychological, legal and security support to victims of property crimes, such as robbery or kidnapping for ransom.	Psychological, social support helps prevent potentially serious psychiatric illness. It covers expenses on the treatment of event-related injuries.	<ul style="list-style-type: none"> • Absenteeism rate; • Occupational diseases rate.
Leave to Care for Sick Family Member	Partial paid leave (70% of pay) granted to employees who prove the need to care for a sick spouse/partner, child or parents.	Possibility of being present during the treatment/recovery of sick relatives while being eligible to have a portion of compensation.	
Social Assistance Program	A type of financial support that partially meets specific needs of employees. It complements the coverage of health procedures offered by Cassi Associates Plan.	Partially meets the specific needs of employees, as provided for in the program.	



Customers

The customer is at the core of our strategy. More than just getting to know our customers, we aim to act proactively, based on their goals and needs, preserving our historic partnership with and support for individuals, companies, the public sector and rural producers. We underline the use of digital channels to provide customer service with convenience and safety.

Customer satisfaction: NPS and experience survey

3-3 | Customer relationship and satisfaction

The Banco do Brasil Corporate Strategy (ECBB) puts the customer at the center and takes on the challenge of providing them with valuable experiences in all relationship channels. Segmentation-wise, we set value propositions and specific strategies by prioritizing actions to expand business and favor increased satisfaction, retention and attraction of new customers.

Key customer experience indicators are Customer Satisfaction and Net Promoter Score (NPS). The historical data of our customer satisfaction, measured in a 0-100 scale, showcases the change in results in recent years. In spite of the drop in the satisfaction level in 2020 driven by the Covid-19 pandemic, the figures show a remarkable recovery and, in the end of 2022, satisfaction level was higher on a year-on-year basis.



To preserve impartiality and independence of the satisfaction and NPS assessment process, we have hired renowned market research institutes, affiliated with the Brazilian Association of Research Companies (ABEP) and/or the European Society for Opinion and Marketing Research (ESOMAR).

The quality of the service is key for customer satisfaction as it contributes to enhance confidence, generate business opportunities and increase profitability.

The analysis of the form of contact with customers enables us to use the information obtained to develop and/or improve products and services: each interaction can be used to generate business opportunities and deepen relationships.

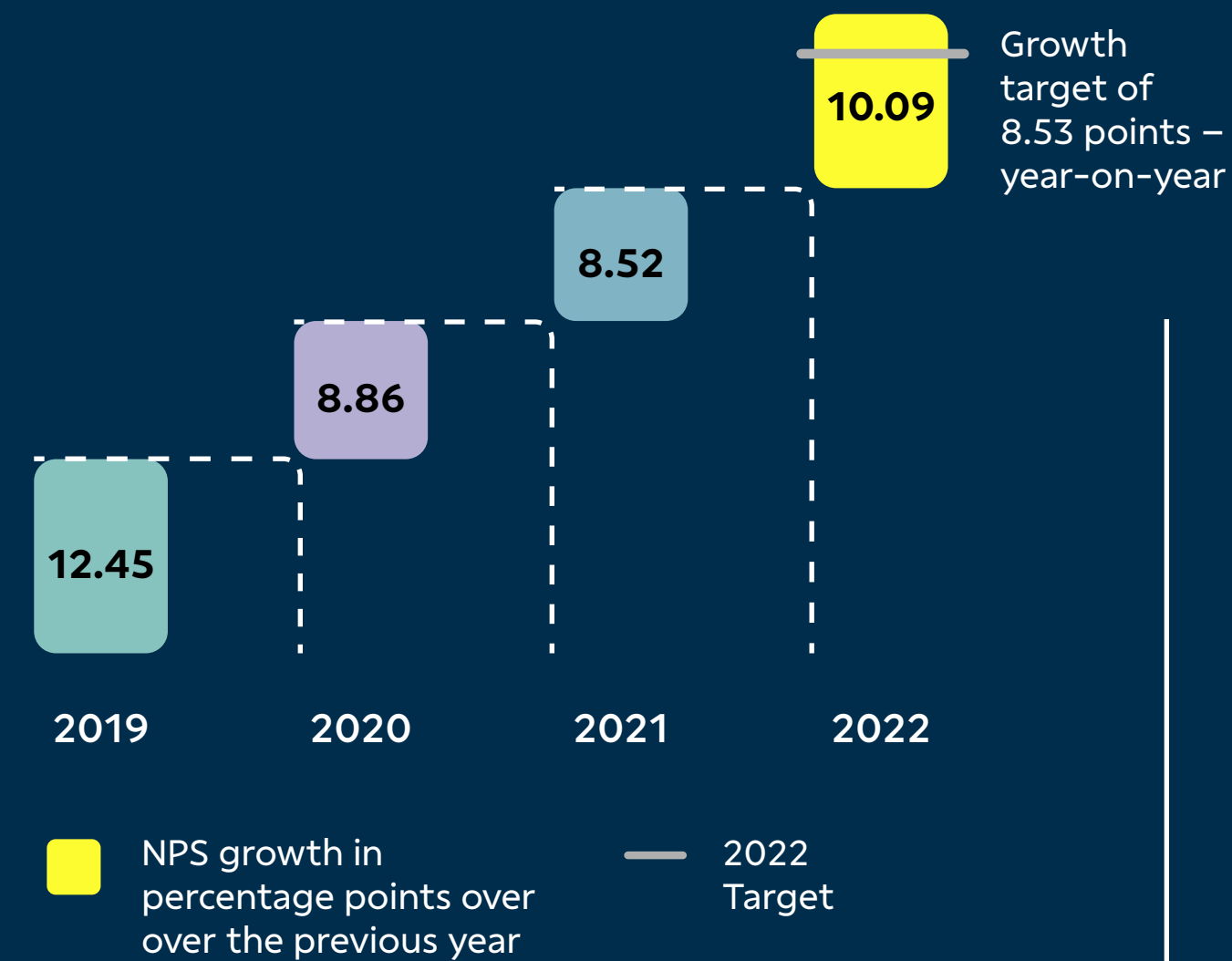
Focused on the real needs and satisfaction of our customers, essential for the success and sustainability of our results, the search for excellence in the NPS is a permanent goal that, throughout 2022, has shown significant improvement and reached an all-time high with an over 20% increase.



“We believe in the strength of retail trade in Brazil as one of the foundations for creating jobs and generating income and strengthening the national economy, always attentive to the needs and specificities of customers. With this focus, our strategy seeks to provide valuable experiences in all relationship channels, always respecting the preferred channel chosen by the customer. To improve the experience and meet the needs of our stakeholders, we use analytical intelligence to personalize actions, communication and benefits, reaching a level of hyperpersonalization that allows us to offer continuous improvement in the relationship and deliver a bank to each customer.”

Carla Nesi
Chief Retail Business Officer

Net Promoter Score (NPS) Annual Growth



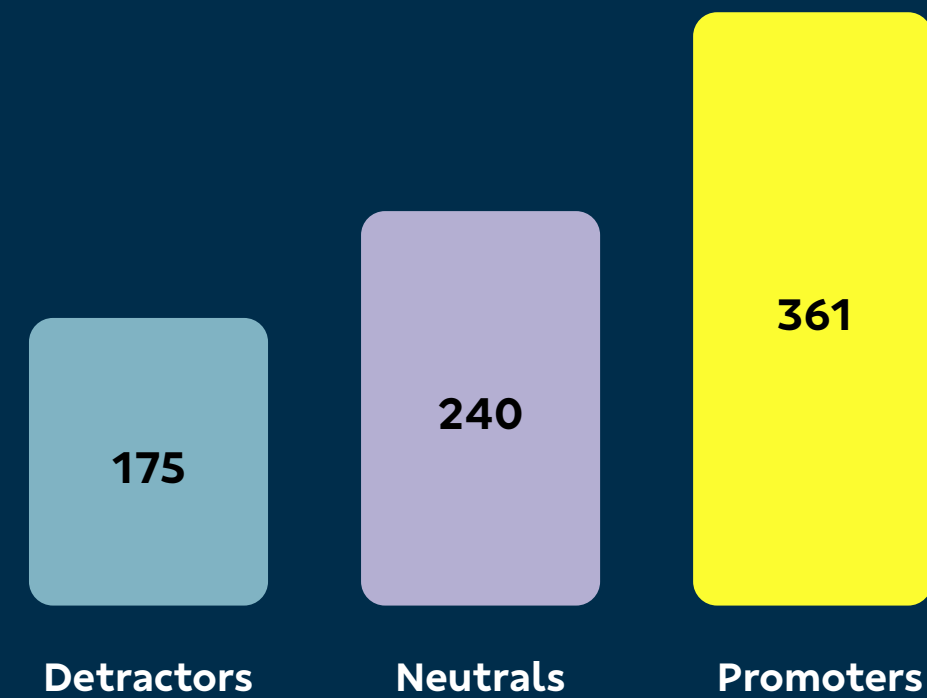
NPS was up 22.21%, a 10.09 point-increase from the NPS in 2021.

The markets where BB operates posted significant increases on a year-on-year basis: 15.06 points in Micro and Small Companies; 13.17 points in Private; 10.01 points in Wholesale; 9.93 points in Public Sector; and 9.65 points in Individuals.

For 2023, the target is to increase by 6 points from the NPS of 2022.

Satisfaction to Financial Earnings Ratio

Average Contribution Margin – Individuals Retail (in R\$)



The analysis of the relationship between NPS and financial earnings shows that in December 2022 the average contribution margin generated by promoters (Individuals Retail) is more than double that of detractors.



We were the first financial institution in Brazil to approve and publish the Customer and User Relationship Policy, a requirement of the Brazilian Securities and Exchange Commission (CVM), which strengthens the commitment to improving customer relationship. This policy steers the behavior and conduct of the activities in compliance with ethics, responsibility, transparency and diligence principles, providing a convergence of interests and the consolidation of an institutional image of credibility, security and competence.

Customer relationship management (CRM) is also guided by other internal tools, such as the regulation on Related-Party Transactions and the Code of Ethics. It is also in line with the general rules of the Central Bank of Brazil (BCB) and federal legislation, notably the Consumer Defense Code.

When measuring customer satisfaction, we check whether the materialization of the value proposal is perceived, aimed to adopt management measures, improve processes, products and services and adjust performance strategies.

We also closely monitor the CES (Customer Effort Score) and EES (Employee Effort Score) to constantly improve our processes.

We assess each service provided by Banco do Brasil. The score given is linked to our employees' half-yearly performance assessment, to ensure that achieving quality and getting customer satisfaction is a common goal for everyone.

In 2022, we received 13.2 million reviews from individual customers and the average score was 4.77 on a 1 to 5 scale.

Management of our satisfaction indicators is constantly evolving, providing feedback to our customer relationship strategies and contributing to the implementation of the improvements and solutions offered by us.

Using Analytical Intelligence to improve our customer relationship and engagement

We have made robust investments in analytical knowledge and adopted the best technologies available to provide our customers with the best experience, recognizing that we all have different life journeys.

We continue to working on more suitable and personalized offers for each of the customer's desires and moments of life, thus making real our so-called "segment of one".

Accordingly, we expanded the knowledge about our customers by using analytics intelligence to understand and personalize: actions, communication, benefits and relationship based on 46 Propensity Models and external variables. The daily processing of the analytic

models is currently applied to over 103 million customers, with hyper-personalization of rates, propensity to consumption of products, efficiency in price decision-making, sophisticated risk and anti-money laundering models, among other solutions.

Our offers and approaches are carried out based on recommendations from our CRM, through which data on over 104 million customers and prospects are analyzed daily, giving rise to more than two billion possibilities for offers, broken down into more than 36 categories of business suggestions.

After fine-tuning and prioritizing each customer's propensity to suggestions and the offer suitability to their moment of life, we monthly deliver over 480 million business indications and opportunities that fit the customer profile through our physical and online channels.

In 2022, we started the acquisition process for a market tool to manage the CRM of the Bank, opening up a range of new potential forms of relationship and engagement, notably in the development of intelligent communication journeys, using Artificial Intelligence to compete in a highly competitive market to generate new business opportunities. This tool will place Banco do Brasil at the forefront of customer relationship management by providing a 360° vision of customers and enabling a new level of data and information integration to create value to customers, on an omnichannel basis.

Model Validation – Algorithmic Bias

In line with the digital transformation and the Sustainability Perspective of the Banco do Brasil Corporate Strategy (ECBB), the outstanding initiative in the period was the inclusion of ESG aspects in the model validation process through the incorporation of tests aimed to mitigate the risk of algorithmic biases, mainly adopted in the assessment of people analytics models.

The work adopted for model validation in Banco do Brasil follows the movements and advances observed in the modeling areas, reducing risks arising from the use of new technologies. This materializes Banco do Brasil's motivation to reflect on how to contribute to make analytical models to be, in addition to increasingly more effective and assertive, socially responsible and compliant with ethical standards.

Implementing Speech Analytics

The engagement of Speech Analytics and Service Quality services enabled us to use a tool that analyzes the voice customer service (based on recordings) and, therefore, to reach scale monitoring. The contract provided for that 30% of phone calls via BB Customer Service Center (CRBB), Customer Service Department and Telephone Call Management System (ATA) would be analyzed, that is, nearly 690,000 calls, with 62,000 hours of analysis per month, enough to obtain significant feedback about the customer service. Additionally, case studies enabled improving the processes and the behavior of the attendants at the customer service centers.



This extraction is carried in accordance with parameters defined by Banco do Brasil, based on previously defined sessions, and may change in accordance with demand.

Product Certification

The “Product Certification” indicator was developed to monitor the quality of Banco do Brasil’s products and services. In this process, over 400 products and services are assessed aimed to induce managers to focus on continuous improvement, ensuring the alignment with the principles of the Customer and User Relationship Policy and contributing to reduce complaints, mitigate losses from legal claims and improve the experience of customers and employees.

In the scope of ESG practices, a specific component was developed to the indicator to monitor the products that make up the Sustainable Loan Portfolio (CCS) of Banco do Brasil in the operation stage, allowing better portfolio compliance management.

Vulnerable audience group

Throughout 2022, Banco do Brasil has adopted several actions aimed to improve experience, mitigate risks and promote sustainable business with the vulnerable audience.

Strengthening its commitment to a fair and equitable treatment of its customers, Banco do Brasil has pushed to prioritize responding to complaints from more critical vulnerable customers, as it implemented a specialized interpreting service for simultaneous translation using Brazilian sign language (Libras) for in-person and online services, and carried out financial education actions and staff training, so as to provide customers with a better journey.

Benefits Platform

We launched a new benefits platform that is the evolution of our ecosystem in an integrated benefits environment of the BB Relationship Program – Individuals, with personalized and suitable offers to each customer profile.

The Vantagens BB (BB Advantages) platform, an environment that centralizes the disclosure of the advantages provided to customers, was fully redesigned and now it is possible to filter the offers by category and location. Additionally, the main coupons are highlighted in the campaigns, thus facilitating the user’s journey. We published over 270 offers in the last quarter, including BB products, actions on how to accumulate, redeem and donate points, in addition to promotions at partner companies, including cashback from purchases.

Cashback with Points is a pioneering and exclusive solution in the financial market, which allows customers to use points earned from the program to pay bills (water, electricity, telephone, BB services, etc.) or to receive amounts paid in the last 30 days back. In October 2022, we made headway in the delivery of the Partial Cashback with Points. Over R\$145 million was paid to our customers in Cashback with Points in the year.

Our Subscription Club of the Relationship Program – Individuals delivers Points, Digital Rewards, Protection Benefits, exclusive Advantages in BB Products and much more. In February 2022, we launched the partnership with Insurtech Ciclic to include telemedicine and protection benefits, among others, making the Club and its rewards more attractive to our customers. Currently, we have over 1.2 million active customers and generate gross revenue in excess of R\$35 million per month.

Customer Council - Individuals

3-3| Customer relationship and satisfaction

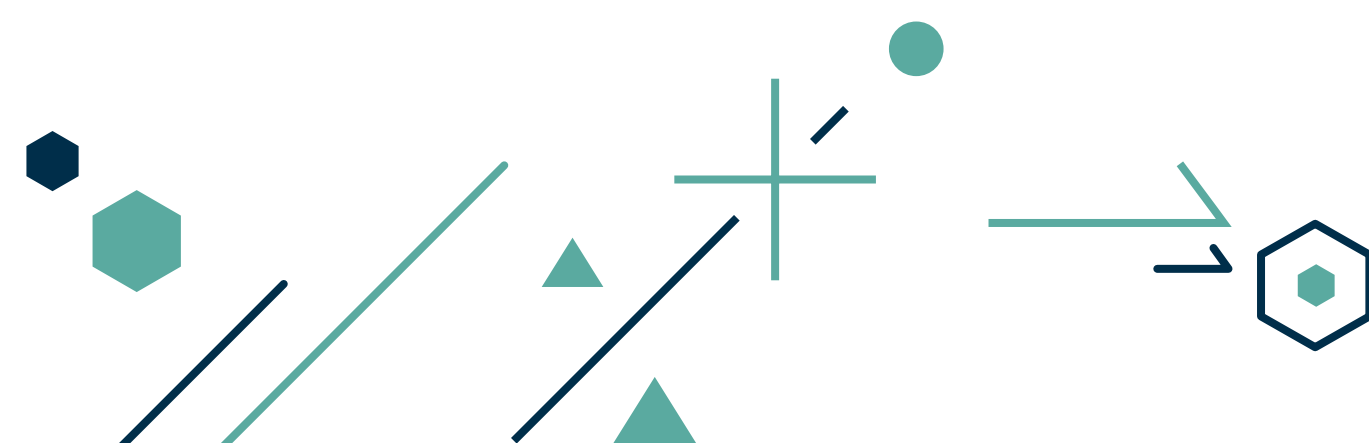
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In 2022, meetings of the Customer Council – Individuals were held in the cities of Brasília, São Paulo, Curitiba, Goiânia and Fortaleza, which were attended by customers and representatives of Banco

do Brasil’s senior management. These meetings were focused on specific audiences, such as the Strategic Professionals, Style and Exclusive group customers, served by the Light Office, Agribusiness and Retail departments.

These meetings work as discussion groups to capture our customers’ perceptions, expectations and experiences to deepen the positive and negative points and identify elements that affect the perception of the quality of service.

This initiative is another step in the strategy for strengthening and consolidating the culture of customer centricity. Our purpose is to amplify the customer’s voice in the different levels of the bank and bring it to the center of our decision-making process, towards the ongoing relationship improvement and the best delivery of the Value Proposal to the different profiles of customers.



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Relationship Strategy

3-3| Customer relationship and satisfaction |SASB FN-CB-000.A|

Banco do Brasil has the customer at the core of its strategy and builds a long-term customer relationship by delivering an excellence experience. To this end, BB acts on four fronts of action: (i) engagement and profitability, by offering human and digital advisory service and designing solution offerings based on individual customer preferences through its hyper-personalization strategy; (ii) customer loyalty and retention, with close relationships and personalized communication to improve customer satisfaction; (iii) acting on ecosystems, bringing in the value chain, and going beyond traditional banking services; and (iv) expand and revitalize the customer base, optimizing journeys and attracting new customers.

Banco do Brasil looks at the customer in a thorough way and uses analytical intelligence applied to knowledge about customers, breaking traditional segmentation barriers and getting to know the customers' interests, consumption habits, lifestyles, values and rapport.

Corporate tools periodically update and analyze the information on more than 104 million customers and potential customers, which gives rise to over two billion possibilities of offers and over 480 million business indications that fit the customer profile. These business offers and indications are made available on service channels, giving rise to more suitable interactions with hyper-personalization of communication.

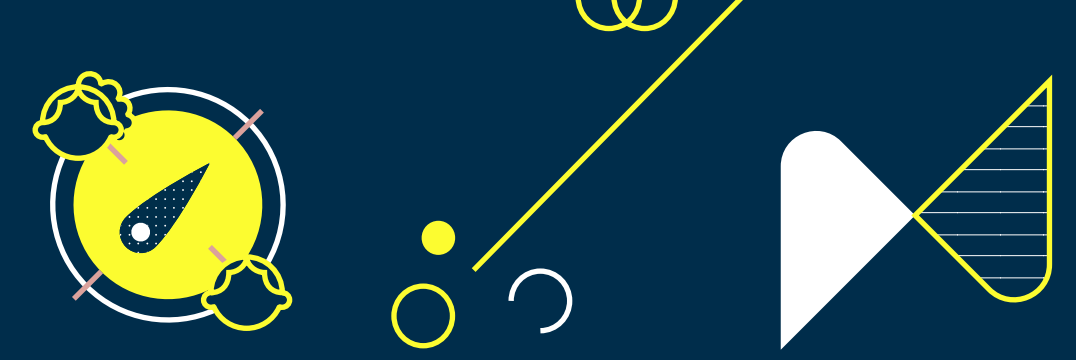
Banco do Brasil was the first financial institution in Brazil to approve and publish its Customer and User Relationship Policy, a document that steers the company's behavior in its relationship with customers and users of solutions, complying with ethics, responsibility and transparency principles.

We have reviewed the suitability index, including variables to translate customers' needs and interests, with the goal of improving its management. The marking of the customer's vulnerability stage, previously available in the systems used by employees, has a new edition that highlights information to secure the correct

identification of the customer aimed at providing an assertive service that fits the suitability principles and features.

In 2022, we approved the revision of the Strategic Service and Channels Plan, based on eight guidelines:

Eight Guidelines



Channel and Service Modeling	Develop and revise by promoting digital transformation	Ambience in Physical and Digital Channels	Organize the structure, respect and enhance the integration of ambience to provide a smooth brand experience
Business in Third-Party Channels and New Business	Improve the business model in network of third-party channels and test new business in these channels	Artificial Intelligence	Promote the best experience, optimize processes, be resolute and perform churn and business leverage predictions
Distribution of Service Channels	Position channels and continually assess operational efficiency	Channel Integration	Organize the structure and enhance the integration of systems, tools and strategies to make the value proposal feasible to customers and create business opportunities
Analytical Intelligence	Use analytical intelligence to offer products and services and operationalize service network to support the decision-making process	Service Management	Encourage ongoing service improvement through customer feedback

Respecting the channels vocation and the user's choice, in an efficient and innovative way, factoring in technology developments, new market entrants and customer experience.

Communication actions

To ensure business sustainability and strengthen the company's image in the current scenario, communication actions in 2022 were customer-centric, seeking to highlight the advantages and benefits of Banco do Brasil's solutions.

The better perception of the Bank's brand and stance toward stakeholders, combined with the good performance of these actions, supported the business objectives. As a highlight, we can mention the move to encourage the use of the cashback solution with points, worked on in the first mass campaign, which contributed to a record premium payment and was highlighted in *Exame* magazine news report.

With respect to agribusiness, promotional actions for carrying out the Circuit of Agribusiness brought the so-called travelling trailers to serve Brazil's five regions, providing opportunities for the identification of investments worth R\$3.8 billion, which generated R\$1.4 billion in deals closed.

Another highlight was the campaign to launch the BB Cash account, which helped open 42,000 checking accounts among an audience aged 13 to 17 years old in the October–December 2022 period alone. This advertising campaign featured Rayssa Leal, an Olympic medal winner and a member of the Squad BB.

Furthermore, the Banco do Brasil's imaginary friends, characters featuring in communication actions throughout the year, came to life and became exclusive toy arts for new BB Cash customers. The Bank's team in a toy art version was inspired in the characters of Rayssa Leal, Tati Weston-Webb, Isaquias Queiroz, Ana Xisdê, Marotahh and the Gargoyle. Therefore, young people aged 13 to 17 who opened BB Cash, a digital account exclusive for this age group, received one of these toy figures.

In addition to the expressive number of account openings, the launch of the BB Cash account enabled the Bank to top the ranking in the checking account market search share, as it reached a 17.2% share and led the top 10 competitive brands ranking in November

2022. In the same period, the expression "BB Cash" topped the checking account searches on Google.

It is also important to highlight the Investment campaign with a focus on Financial Education, helping us reach out to 83% of new investors, based on the defined target to be acted on. More than 90% of investment simulations were carried out, in excess of more than 45% in volume invested on a year-on-year basis.

Social network highlights

In 2022, we surpassed the mark of 6.5 million followers on our media profiles, notably on **TikTok** with a 55.88% growth. This further reinforces the importance of the brand for social media users through relevant content, giving rise to a closer relationship with the young and digital native audience in addition to other stakeholders.

With respect to the views of the content posted in the year, we stood out on the **YouTube** profile with a total of 1.5 billion views, up 223% from the previous year.

Blog BB reached over two million single users, with 150 posts published.

The better perception of the Bank's brand and stance toward stakeholders, combined with the good performance of these actions, supported the business objectives.



Individuals

○ Remote service

With the consolidation of remote service as a way of taking BB to where customers are, the availability of this type of service (text and voice) eligible for 100% of customers continued to be backed by a number of actions:

- Implementation of Active WhatsApp, with over 200,000 contacts/month: availability of functionality to activate individual customers actively via BB's official WhatsApp (61 4004-0001) through the Fale Com tool. Therefore, it is possible to call customers on WhatsApp through Fale Com, institutionally and with the talk recorded on BB's corporate databases. Accordingly, the network gets even closer to its customers, boosting the close of business deals. Security in customer communication is also improved, as an official Bank channel is used.
- Expanding the Fale Com service: implementation of the Hórus service solution, to allow the parameterization of first-level bot service; service in levels (Bot >> CRBB >> Specialists); selection of customers regardless of serving customers by portfolio (REL); selection of service teams regardless of UOR. Accordingly, it will be possible to expand the manners of remote text service to adapt them to strategies and relationship models. With actions implemented, we made a chat service available to all BB customers both in logged-in areas (internet and mobile) and on the BB portal.
- Hiring a Contact Center Solution: Designing a number of artifacts for hiring a Contact Center as a Service (CCaaS) solution to provide BB customers with an omnichannel service.

- Implementing Speech Analytics: this tool enables service improvement by analyzing up to 100% of phone interactions via BB Customer Service Center, Customer Service Department and Telephone Call Management System, for a better understanding of customer needs.

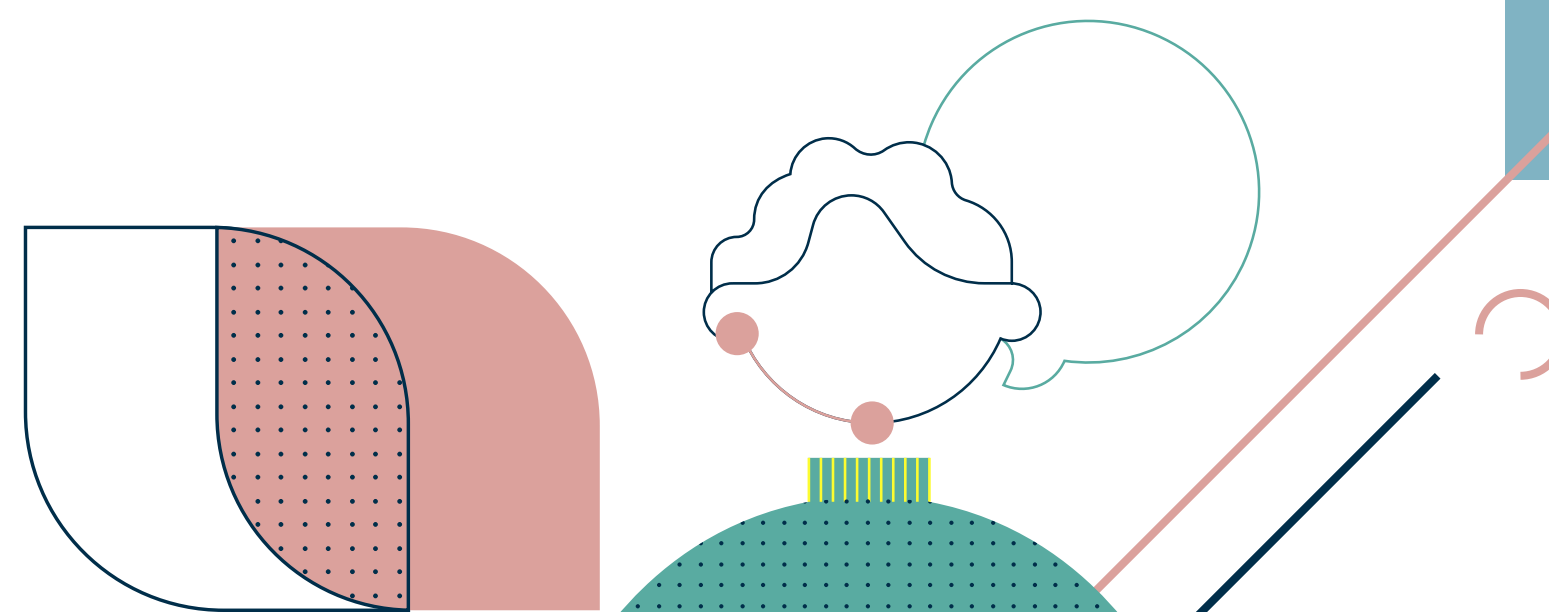
○ Business expanded in banking correspondents

The credit lines sold by these correspondents totaled R\$61.7 billion, including Individual Loans (R\$10.4 billion), Agribusiness Loans (R\$50.5 billion) and Mortgage (R\$0.9 billion), up 37.6% from the R\$49.2 billion disbursed in 2021.

○ Citizen Platform

Over 2022, Banco do Brasil developed a Platform of public services and utilities for citizens. The environment is fully digital, available at www.bb.com.br/cidadao, and starting in November 2022 it includes inquiries and payment of taxes, fees and utility bills via BBpay/Pix; inquiries into social benefits paid by the new benefit management and payment system; release of salary allowance; inquiries on labor information via Dataprev and making images of the national driver's license image available via API with Brazilian Traffic Department (Senatran).

The "Serviços para o Cidadão" (services for citizens) suite of solutions is accessible by creating an "IDBB" login (exclusive for non-customers) or by logging in through the gov.br portal (customers or non-customers). The website www.bb.com.br/cidadao is activated and will be disclosed over 2023.



Service in the Brazilian sign language

We are the first bank in Brazil to provide extensive services in Libras, the Brazilian sign language. According to the IBGE, approximately 5% of the Brazilian population (10 million people) is deaf or has some hearing and/or speech impairment. Accordingly, chats are not sufficient for communication, as a great part is not fluent in Portuguese, having Libras as an own language.

Since the implementation of the Brazilian sign language Service, in April 2022 more than 5,400 calls were made with broad repercussion nationwide, reinforcing BB's commitment to social responsibility and accessibility.

Service is offered at branches, through the BB Customer Service Center, Customer Service Department and Ombudsman, in person or through the customer's call via the BB app, website or WhatsApp. Translation is performed by an interpreter from a partner company (Icom) via video call, who intermediates the talk and translates the Bank's service.

In the in-person service, as soon as the employee identifies the customer's need for a service in Brazilian sign language, they call the interpreter through a video call with the partner company that performs the simultaneous translation of the service.

Remote service meanwhile takes place via video call with the Brazilian Sign Language Center, initiated by the customer/user via the link available on website bb.com.br.



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○ INSS beneficiaries

In recent years, BB has expanded its digital solutions, such as the possibility of having life certificate and portability of benefits received through the BB App, which have improved the INSS (Brazilian Social Security Institute) beneficiary customer experience, providing more convenience and increasingly reducing the need of these customers traveling to and from branches.

The solutions implemented in the INSS payroll loan modality in recent years have facilitated the purchase of this product even for beneficiaries who are not BB account holders and, currently, also for those who receive the Continuous Cash Benefit.

○ Financial Education

Banco do Brasil invests in financial education actions, as it believes in its power to contribute to improving the quality of life and strengthening the financial health of the Brazilian population. That is why financial education increasingly features on its social media profiles and the **BB Blog**. On the official **YouTube BB channel**, the *Aprende que rende* (learn that it will pay) series was launched to address financial education in a light and relaxed way, in everyday situations of a family that faces together the challenges of managing money.

Throughout 2022, BB worked on refining analytical intelligence to identify the customer's financial profile and provide more personalized interactions.

Furthermore, BB is integrated into Febraban's Meu Bolso em Dia Financial Education Platform, which offers content to help citizens improve their financial habits according to each person's profile and the financial challenges they face. These features are available on website plataforma.meubolsoemdia.com.br.

○ Over-indebted customers

To foster an environment in which consuming credit products is more responsible and customers receive clear enough information to make more well-informed decisions, over-indebtedness has gained prominence in rules and regulations. This is the case of Febraban's self-regulatory rule SARB No. 10/2013, designed to set out guidelines and procedures to offer credit products and tackle consumer indebtedness; the BCB Instruction No. 34,201/2019 to guide financial institutions on financial education practices, which may even contribute to the quality of life of Brazilian citizens and, more recently, Law No. 14,181 of July 1, 2021, which sets out measures to prevent over-indebtedness.

Over-indebted customers are covered by our credit strategies and are addressed, in addition to continuous monitoring, with actions to encourage and guide them on how better plan their personal financial budget. These customers are also included in credit limit methodologies addressing a preventive behavior and as a target group in debt profiling campaigns, as well as in strategies to preventively approach indebtedness and the responsible use of credit.

○ InvesTalk

Looking for the best ways to serve our investing customers at all times, we match the offer of sustainable investments with financial education. We offer complete and safe digital advisory services, including information and knowledge actions on digital media. Available on **BB YouTube channel** since 2019, the InvesTalk playlist features, among others, investment suggestions, information on the economic scenario, market analysis, tips and chats, sharing quality information focused on each investor's prior experience, in an unbiased and simplified way.

The Deseconomês (economics for dummies) program, a series of videos that explain expressions used in the financial market for first-time investors, is our main financial education front on this topic and reached the mark of 12.9 million views in 2022. We also provide digital advisory via daily podcasts on Spotify.

Any customer can also access investment suggestions, reports and market analyses prepared by Banco do Brasil specialists on bb.com.br/carteirasugerida, including a recommended portfolio of companies adhering to the highest sustainability standards and with upside potential. To learn more about BB's ESG investment products, please access bb.com.br/asg.

In 2022, we launched No BB, todo mundo pode ser investidor (everyone can be an investor at BB) advertising campaign, aimed at part of the population who thinks investing is complicated or that one needs plenty of money to invest.



○ Private Banking

Private Banking customers have a demanding and critical profile in their assets management, as they appreciate secrecy and discretion in the banking relationship, which is generally not restricted to a single financial institution.

This segment appreciates partnership, closeness and agility in business, as well as expert advice to preserve and grows its portfolio. Like other countries, Private Banking customers have increasingly incorporated features such as altruism and philanthropy in their financial agenda, in addition to ESG issues. Great concern also exists about wealth succession planning.

Relationship differentials go beyond delivering the value proposed to customers. They are also based on solutions specifically designed for every customer, through the personal knowledge of the bankers themselves, Customer Relationship Management (CRM), consumer behavior analysis, satisfaction and NPS survey and Customer Council.

In 2022, we increased the portfolio of sustainable investment products at BB Private. Among these products, we highlight:

- BB Multimercado BRL Lyxor Bridgewater All Weather Sustainability IE, an open architecture fund, the strategy of which is to seek capital appreciation in the medium- and long-terms and achieve financial and sustainability targets, using assets aligned with the United Nations Sustainable Development Goals (SDG).
- Brasilprev JGP ESG 100 FIC FI em Ações, a long-only share fund with an ESG mandate, aimed at companies committed to sustainability in their operations

Learn more about this topic in [GRI Attachment](#) FS7/FS8

○ Private Talks

We held 48 BB Private Talks during 2022: live sessions with relevant content for BB Private customers, focused on Investment Strategy, in addition to other talks with topics of relevance to customers, such as fund performance, scenarios and prospects.

○ Megaprodutor (Rural Mega Producer)

To follow up the progress of the agribusiness market, BB Private has created the Mega Producer Intelligence Management, a tool offering broader derivative instruments and insurance solutions, monitoring scenarios and developing structured operations in capital markets. The Intelligence team develops the thematic live streaming event “Forum Megaprodutor”, in addition to the Private Agribusiness Circuit, with the participation of experts from the Agribusiness Market and hedge rationales for Cattle, Coffee, Corn and Soybean targeted at customers.

○ Legacy and succession

To strengthen our purpose of going far beyond the provision of financial advisory and acting as a life partner for our customers, BB Private’s Generations program consists of a so-called academy of successors whose main purpose is adding value at all phases of the families advised by us. This program has helped to train and develop new leaders in topics such as family succession, asset management, innovation, digital transformation, human behavior, sustainability and legacy.

We focused on expanding our Successors Academy and held new editions of this event based on exchange of experiences. We promote immersive reflections on the future, individual purpose and responsibility of our customers as citizens of the world, with themes linked to legacy and sustainability, economic scenario and investments, global panorama and agribusiness and technological innovation.

○ Using sustainable gifts in customer relationship actions

We now use sustainable gifts in our relationship actions with Private Banking and Wholesale customers.

Suppliers are mapped out by promotion agencies hired by the Bank and the gifts are selected according to sustainability pillar criteria: environmental (development designed to preserve the planet and future generations), economic (improved use of natural resources to promote new business opportunities and optimized manufacturing and sales), and social (income distribution by reducing social gaps and improving the population’s quality of life).

To boost the production chain, NGOs, family farmers and artisans supported by BB also make up the list of suppliers. This enriches sustainable practices, since it encourages handcraft production, with added value to the source and origin of products.

○ Exclusive Foreign Trade Office

We established the Exclusive Foreign Trade Office for priority individual audiences, notably agribusiness, and strengthened strategies to approach markets, expanding business, diversifying results and providing a better experience to Foreign Trade customers.

○ CrediAgro: analytical intelligence in credit limit and Agiliza Agro

With a focus on agribusiness, which is a strategic market for BB, analytical methodologies with data-intensive use have been created. CrediAgro, Analytical Intelligence in the Credit Limit, analyzes limit requests for rural producers, reducing human interactions in the process and customer response time. Agiliza Agro meanwhile assesses in real time the ability to pay in connection with investment proposals for the agribusiness audience.



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Since its implementation in March 2022, CrediAgro has already established R\$55 billion in limits, and Agiliza Agro, whose implementation was completed in November, approved over R\$272 million in credit lines aimed at modernizing and expanding the Brazilian agribusiness. Aligned with the strategic goal of digital transformation and innovation acceleration, solutions provide instant credit, improving our customer experience.

○ Retired public servant customers

The profitability strategy focused on retired public servant customers who receive benefit payments through the bank continues to be an important pillar for Banco do Brasil. Throughout 2022, we increased the number of these customers by focusing on high-end customers and priority niches. Communication with these customers is personalized, focusing on benefits and journeys, aimed at strengthening their perception of BB as the best bank to relate to and be the repository of their remuneration.

○ Agribusiness Stakeholders – Specialization expanded and Agribusiness Family

Banco do Brasil has been increasingly enhancing its customer relation expertise. Worth mentioning is the implementation of the Agribusiness Family, a program for business continuity aimed at commencing and running the relationship with successors, alongside the lead customer, integrating the new generation into **BB Agribusiness** solutions, products and services, and offering the same business conditions granted to the former original customer.

○ Self-employed professionals and business partners

With a close relationship focus on specialized service, personal planning and financial advisory services, self-employed professionals and business partners continue enjoying special and exclusive conditions in 2022.

In addition to being entitled to a credit limit analysis based on a differentiated methodology, this audience enjoyed credit fees, mainly in lines with non-payroll debit, aimed at customers from

different professional occupations: doctors, partners, lawyers, nurses, engineers, dental professionals, among others.

In the year, the customer base under this strategy increased by 5%, and noteworthy was the 20% growth in the loan portfolio for this audience.

○ New customers

Over 2022, we acted on to improve the experience of new BB customers by constantly improving digital gateways, which have been delivering a friendlier, safer and 100% digital journey on BB App. These improvements provide more independence to users and have contributed to the increase in the number of new customers in the Bank.

Strategies to win customers are designed based on predictive models, Open Finance, and offering top benefits and solutions that help attract new individual and companies customers.

Young Customers

○ Customer revitalization platform

In 2022, BB implemented a series of novelties to get even closer to young customers, both in terms of the language and channels used by this target group, aimed at delivering experiences that increasingly meet the demands of this customer niche.

Engaging young customers, and increasing their share in the Company's results, was one of the main strategic drivers for BB's operations in 2022. We aim at adapting our products and services to this moment in life, in addition to promoting experiences that make sense for this audience as one of the essential measures to secure BB's sustainability.

○ BB Cash – BB gateway to minors customers

In October 2022 we launched BB Cash, a free digital checking account aimed at young customers from 13 to

17 years old. Launched with the purpose of providing an experience that is closer to young customers, BB Cash is a modern solution, both in terms of look and the products it provides to its audience. Young customers who open a BB Cash account receive a card to purchase online, access Pix (instant electronic payment solution), investments and pension products, among other customized features. The launch of BB Cash has also increased the number of checking accounts opened at the branch, as even children aged 8 to 12 may also have their own accounts.

Accordingly, Banco do Brasil strengthens its presence with this audience, evidencing that it can be the partners of customers at all moments of their lives. The purpose is to consciously support the customer's financial life since the very beginning through a full digital journey, by providing new solutions such as access to payment methods, planning for the future and other benefits. We have a clear opportunity to improve the engagement of these customers – including with solutions that go beyond banking – such as the offer of gift cards at BB Store that can be used to consume online games. It must be clear that all these solutions are subject to parent consent and supervision.

42,000 accounts were opened, of which 23,000 via App and 19,000 at physical branches, from October to December 2022.

○ Brablox – BB in the metaverse

In October 2022, BB launched Brablox, its proprietary game on Roblox platform. It was launched at the Brazil Game Show (BGS), the largest game fair in Latin America, which has been sponsored by BB since 2018.

Developed for kids and teens, it works as a game that guides players through a map full of puzzles that deliver financial intelligence guidance and help sort out real-life economic and planning issues. To help with the challenges, we have inserted BB Imaginary Friends, who star in the bank's advertising campaigns, onto the game map. These characters guide participants



throughout the virtual environment, helping them overcome challenges that directly reflect real-life financial issues. In the end, participants get a “skin”, that is like a customized look for the game. In practice, BB is investing in innovative experiences in extended reality, financial planning, remodeled products, such as the recent launch of BB Cash account for young customers and new payment method solutions.

With this project, BB was shortlisted at important awards in two categories of the International Qorus-Accenture Award – Banking Innovation Awards: Reimagining the Customer Experience and Digital Marketing & Sales. Furthermore, BraBlox was honored with a special recognition at the Cantarino Brasileiro Awards ceremony, during the Banking Transformation award.

○ Yours Bank

As part of the strategy to invest in and boost tech startups with a focus on fintechs, agritechs, govtechs and startups with solutions to improve BB customer digital experience, we invested R\$5 million in Yours Bank, a Brazilian fintech with the purpose of transforming lives through financial intelligence focused on young customers. This investment in this Rio Grande do Sul-based company was the first one made through BB Ventures I fund.

This startup’s main mission is to teach under-18s to live a healthy financial life and learn what it takes to save and invest money. Therefore, it enables young people to learn about finance from real-life experiences, set out challenges and financial goals and provide gamified content.

This partnership is in line with our customer base revitalization strategy, as a complement to the value proposition of products directly offered by BB.

○ University student customers

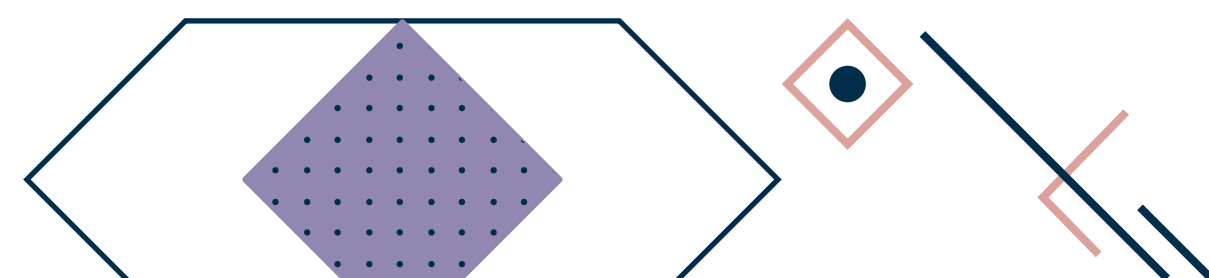
The university student segment is one of the gateways for young people to join the banking system. This requires increasingly daring strategies for attracting and adapting to the desires and needs of the new generations. In 2022, we reached the milestone of 1.75 million university student customers. Support for young university students goes beyond banking services, as we have created customized and attractive projects to deliver awesome experiences, such as Futuro do Trampo (future of the work), #POVBB, and sponsoring the PitStop in Enem action.

BB offers the following to university student customers: free digital account; international credit card with a credit limit of R\$1,500 (proof of income not required), zero annuity, contactless payment, virtual card for online purchases, in addition to card customization with a photo of the customer’s preference; access to Ourocard card benefits, with special benefits at concerts, sports and cultural events; customer service via WhatsApp, where it is possible to carry out banking transactions and still have chatbots and operators ready every day from 8:00 am to 6:00 pm, weekends and holidays included; discounts and special benefits in products and services, as well as at online and physical partner stores.

○ Positioning Actions: POV

In early July, we held the first edition of #POVBB (point of view) in São Paulo, an event aimed to get the bank closer to new audiences, delving into their cultural, sports, technology, innovative and sustainable world to understand their Point of View, how they look at things, the world and business.

In November 2022, we held the second edition of the #POVBB event. More than 2,000 people who visited Marina da Glória, Rio de Janeiro, took part in a number of simultaneous actions, such as GameBox, a surfing, skateboard and Formula 1 simulator, a mini-race track, and a test to find out at what height one manages to jump to simulate a volleyball attack move, in addition to a digital experience in the virtual exhibition “OSGEMEOS: Nossos Segredos”, held at CCBB-RJ hall.



○ Partnership to prepare young people for ENEM: Pitstop Enem

In 2022, BB was the exclusive sponsor of Pitstop Enem, a trivia game involving students from public schools across Brazil, providing young students with dynamics and interactions throughout stages, accelerating learning and preparing them to take the ENEM (Brazilian High School Exam, similar to the SAT in the U.S.) university entrance exam.

This event is part of the Acelere no Enem (speed up for Enem) platform, which offers free online resources to get students ready for the entrance exam, with live classes with renowned teachers, interactive and pedagogical monitoring, mock exams, musical gigs, dynamics and interactions with special guests.



Companies

We have increasingly invested in the specialization of our customer service. We expanded the managed service, improving customer satisfaction and their results, optimizing our resources, gaining scale and generating more efficiency.

We expanded our customer base by more than 3.5 million, totaling nearly eight million customers in Individual and SME portfolios and providing managers to serve all high-end retail customers. More than 60% of these new portfolio customers became profitable.

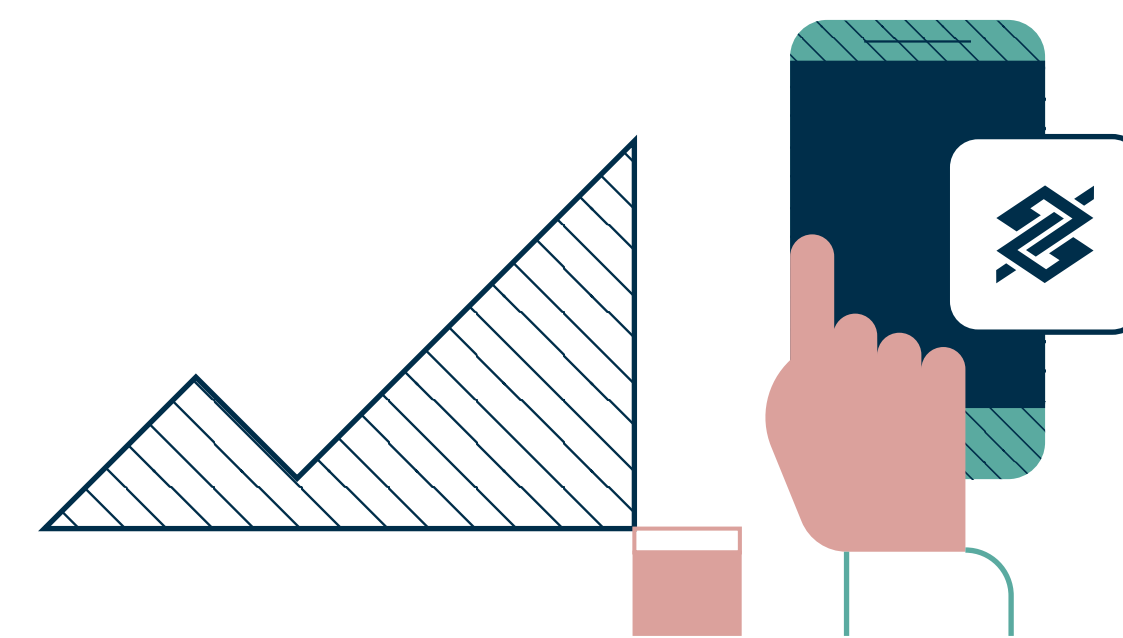
With this move, we are expanding specialization when it comes to serving customer segments and niches, such as rural producers, investors and micro and small companies.

For example, we have over 7,200 professionals dedicated exclusively to serve micro and small companies. These professionals receive specific training focused on getting to know the business of each company and providing advisory services to help them advance towards their goals, under the Empreenda MPE (Entrepreneurial SME) project. Supported by our technology solutions and customer knowledge, this dedicated team has been ensuring a faster and more assertive performance in the delivery of cash flows, working capital, investments and even payment management solutions.

In the specialization of Agribusiness, BB reinforces its role and partnership with the agribusiness sector, with service focused on proximity, business and technical knowledge and nationwide reach. Branches with agribusiness concentration have specialized employees trained in the sector, who are able to fully serve the 1.7 million agribusiness customers. Specialization is distributed among agencies, portfolios and specialized groups, which operate throughout the Agribusiness Ecosystem, from small to large producers, including cooperatives and agribusinesses. There are approximately 277,000 customers served in 968 specialized portfolios across 679 municipalities in 22 states.

○ Foreign Exchange Center

This is a self-service platform so that companies can quote, contract, consult, analyze, follow up, monitor and carry out international payment operations and foreign trade credit operations in a digital way. Accordingly, we expanded the portfolio of products and services available and the number of customers operating in this channel increased to 82,628 customers in 2022 from 25,500 in 2021.



○ Corporate Wholesale (Middle and Upper Middle)

The Corporate Wholesale relationship model is aimed at Middle and Upper-Middle customers with annual gross revenues from R\$30 to 800 million. The relationship model with this audience aims at consolidating BB as the bank for medium companies in Brazil, with a focus on customer satisfaction and sustainable business generation.

For the relationship with Corporate Wholesale customers, the model has 356 Managers, supported by experts in cash management, foreign trade, investments, insurance, HR benefits and capital markets, in addition to a team specialized in ESG-linked structured operations, so as to offer qualified financial advisory and company management support services.

These professionals are present in more than 100 municipalities, deployed in 65 offices and 54 business platforms. The model also has three service offices located in São Paulo (SP), Belo Horizonte (MG) and Curitiba (PR) to support daily demands and enable timely business completion.

One of the strategic drivers is growing the companies as a way to ramp up the share of customers who make up the business volume, diversifying results. As a result, in 2022 the Contribution Margin without Risk increased 41% in relation to the total Corporate Wholesale market, and the 10% growth in the number of profitable customers.

Increase in profitability is linked to business fronts performed by the market, such as intensifying activities in value chains through partnerships developed with customers and optimizing business in other BB markets, such as Retail.

Among these partnerships, we highlight our new Payroll accounts, which revitalized the Bank's Individuals customer base with over 200,000 new customers, and the presence of approximately 200 Corporate Wholesale companies in the Broto virtual ecosystem, a platform that gathers together rural producers, suppliers and resellers of agribusiness market solutions.

In addition to investing in value chains, in 2022 the market sought to ramp up commercial activity by observing the consumption and relationship profile of certain customer groups to offer solutions more suited to their unique features and value propositions more suited to the needs of target customer segments, such as Agribusiness.

More than 25 portfolios were granted specialization, totaling 28 managers with expertise dedicated to the Agribusiness sector across 24 municipalities, reaching 700 Corporate customers and with over R\$8 billion in credit balance and monthly contribution margin of R\$56 million.

Bearing in mind the importance of credit to boost the economy, the market has reinforced the sustainable growth of its portfolio with profitability and asset quality, and kept delinquency under control. In 2022, total expanded loan portfolio increased 15% and closed the year surpassing the mark of R\$60 billion.

In order to diversify its results, the market also sought to increase fee income. In 2022, Contribution Margin increased approximately 9% as a result of that solution.

We have increasingly invested in the specialization of our customer service. We expanded the managed service, improving customer satisfaction and their results, optimizing our resources, gaining scale and generating more efficiency.



We have increasingly positioned ourselves as the bank for medium and large companies in Brazil. Having a culture of “customer-centrism” and the establishment of sustainable businesses, we support our customers in creating a virtuous circle in the economy, creating opportunities for new jobs and improving the income of their employees. To this end, we have a multidisciplinary service model of financial advice and management support for our customers, based on principles of governance, and environmental and social responsibility. We also support the agribusiness value chain, creating a specific virtual platform for the sector, offering solutions that are more in line with its singularities and boosting new businesses. Through a closer relationship centered on their specificities, we have been able to impact our customers' experience and contribute to the advancement of their businesses and Brazil.”

Francisco Augusto Lassalvia
Chief Wholesale Officer

In line with ESG assumptions, the market has fostered business that are in line with BB's sustainability procedures, such as the record issuance of green debentures for an IT player, the first release of Green Rural Product Notes (CPR) backed by decarbonization credits (CBIO), and the three unprecedented Direct Financial Loans raised with funds from the New Development Bank (NBD). These operations totaled approximately R\$400 million in loans and contributed to BB's sustainability excellence.

Given the customer centricity in its strategies, one of the market drivers is the ongoing search for improved customer satisfaction. Accordingly, in 2022 we implemented the Excellence Program, consisting of over 50 structuring initiatives acting on the main factors and attributes that impact our customer experience. As a result of the initiative, the segment's assessment result grew 18%, reaching NPS Zone of Excellence in December 2022.

○ Corporate and Large Corporate

The Wholesale Pillar is responsible for the management of corporate clients of the Corporate and Large Corporate segment with consolidated gross annual revenues from R\$ 800 million. There are 211 employees who serve 1,436 groups, distributed among 20 offices and 18 service platforms. Aimed at strengthening even more the relationship with corporate customers, focusing on the attributes of closeness, integration and efficiency, the Bank expanded its corporate and large corporate service model by opening service platforms in various state capitals. The Bank also reinforced its service structures in strategic locations with a strong vocation for agribusiness.

We continue to act in a customer-centered way, with business proposals that best meet their needs. We have been advising corporate and large corporate clients, among other initiatives, in green bonds, in project finance operations, in renewable energy generation and in the carbon market, collaborating with the transition to a low carbon economy, through the structuring and monetization of solutions that reduce greenhouse gas emissions.

Strengthening integration between the Bank's different areas that work with the ecosystem generated by the relationship with these large companies, has also been an important focus of action and generation of complementary opportunities. Such as, for example, Shopping BB, an affiliate marketplace that makes it possible to offer products from partners through the Bank's channels. Of the 93 companies taking part in the project, almost 70% belong to the corporate and large corporate segments. Through these partnerships, BB expands the engagement of its individual customers in its App and generates new sources of revenue.

○ Digital Companies Account

The Digital Companies Account is opened by customers themselves on the BB App, and has all the benefits of a company checking account, expanding opportunities for new business. The customer credit limit is calculated soon after the account is approved, enabling the offer of other BB solutions, such as credit, working capital, payment methods, investments, and insurance.

The solution was launched in June 2021 and initially serves individual entrepreneurs, individual microentrepreneurs, individual companies, and single-member limited liability companies.

○ Companies Loyalty Program

The Companies Loyalty Program aims to enhance the relationship of companies with the Bank, by generating points that can be redeemed and exchanged for products and services or converted into a number of benefits. It currently has over 589,000 participants, with a balance of over four billion points that can be converted into rewards.

Over 2022, the Pix solution was included in the list of products that generate points. Furthermore, a new method of exchanging points for cashback was made available on the mobile channel. These solutions helped improve the program performance, which increased 38% in number of participants and 34% in exchange customers.

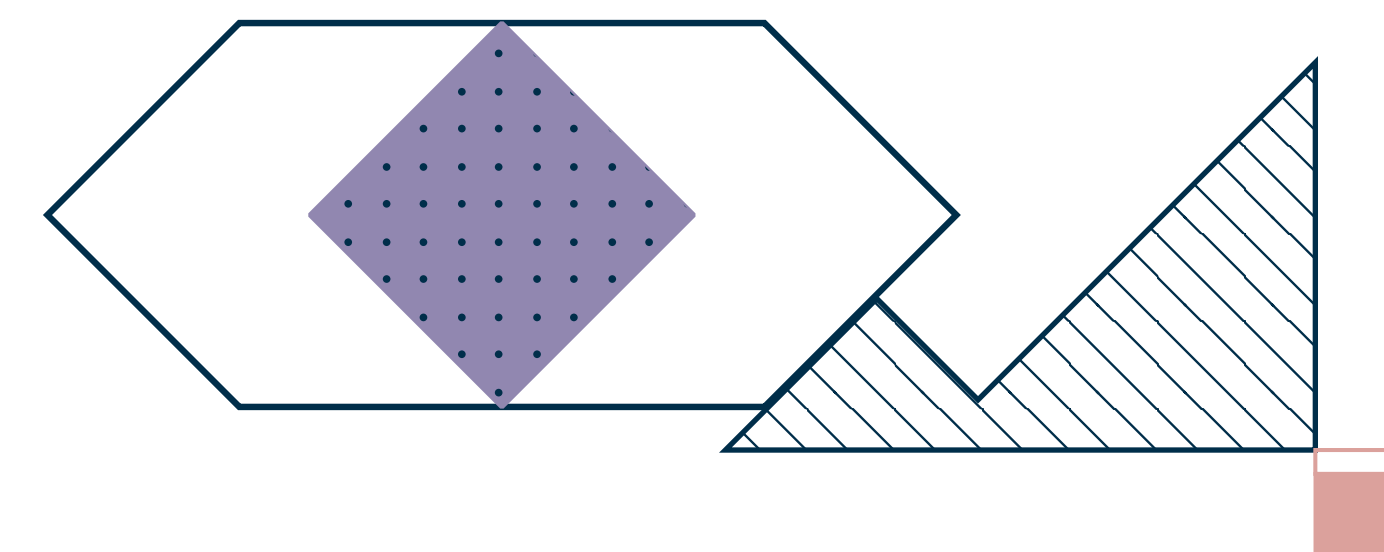
The inclusion of the Pix solution as a point generator is a BB differential in this segment and contributes to the Bank's customer cash flow strategy. Since the solution was introduced in July 2022, approximately 293 million points have already been credited, benefiting 322,000 participating customers. The availability of the cashback use modality on mobile contributed to the 29% increase in the number of customers who use this benefit.

New solutions are planned for 2023 to improve the Companies loyalty program with new options for exchanging relevant points for the customer, aiming to increase the companies' perception of value of the program and increasingly value their relationship with BB.

Customers abroad

○ BB Americas Easy Account

We have developed a solution integrated with the BB app for customers to open a foreign currency-denominated account at BB Americas in a 100% digital and simplified way. This solution is fee-free and requires a minimum deposit of US\$100.



○ Review of bankers services

We review partnerships with foreign bankers aimed at improving our customer experience by offering more efficient solutions.

○ Electronic signature

We provide digital signature of documents for operations carried out at foreign branches in the United States and Japan.

○ Migrating accounts to BB Miami

With the aim at improving the customer's international journey, by offering an expanded portfolio of products and services, BB has invited customers who hold accounts at BB Miami foreign branch to migrate their banking relationship to BB Americas, our wholly-owned subsidiary in the United States.

○ Foreign Trade Events

We hold in-person, online and hybrid events to promote the Brazilian Foreign Trade, supporting entrepreneurs to expand their international business. Among the events held, we had the participation of Foreign Trade experts in Brazil and from our branches abroad.

○ International Business Unit established

In 2022, we established the International Business Unit, the main drivers of which were the leadership and protagonist role in Foreign Trade, the Integration of the Foreign Network and the Brazil Network, and the support for the business strategies of Entities Affiliated to BB (ELBB) abroad, such as BB Americas, BB Securities LLC, Banco Patagonia and BB AG, with a focus on digital transformation and the best customer experience in their international journey.

Public Sector

This proximity is reflected in the specialization of customer service to the Public Sector, with moves that improved the digital relationship with this segment, in addition to expanding the service provided by Specialized Investment Managers for customers of the Proprietary Social Security System and creating the Specialized Advisory for cash solutions.

Implemented in 2021 in all Brazilian municipalities, this specialized service model was consolidated in 2022. For a specialized service, Public Sector managers rely on BB's digital channels to provide agile and resolute service, in addition to offering the most suitable solutions to the reality of each municipality, to support the efficient management of public funds and the implementation of public policies. With respect to public procurement processes, the Licitações-e tool has established itself as a solution for

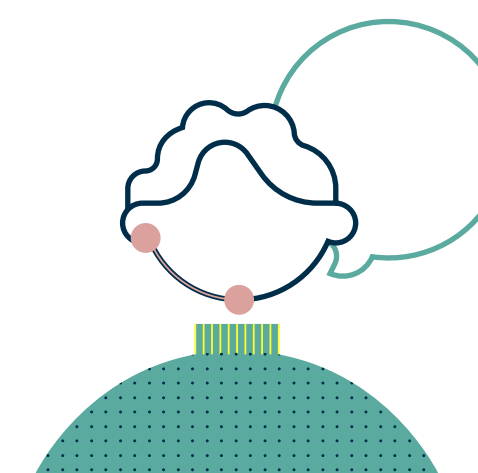
electronic auctions. This tool was used alongside the public sector in 54,363 electronic procurement processes, handling R\$79.5 billion in procurement, ensuring transparency and efficiency in the allocation of public funds.

We advanced the interconnection to integrate our Judicial Deposits Control System (Siscon DJ) into those of the Maranhão State Appellate Court, the Regional Labor Court of the 14th Region (Rondônia/Acre) and the Regional Labor Court of the 11th Region (Amazonas/Roraima). We installed the Siscon DJ system in the appellate courts of Rio de Janeiro and Mato Grosso do Sul.

Currently, 30 appellate courts, among labor and state courts, are integrated into BB's systems via Siscon DJ, issuing online judicial deposit redemptions without the need for manually operating procedures by either Bank employees or the beneficiaries of these funds.



For a specialized service, Public Sector managers rely on BB's digital channels to provide agile and resolute service, in addition to offering the most suitable solutions to the reality of each municipality.



We continue the elimination of print-out paper permits within the courts that have already started working with the Siscon DJ system. The expansion of this process is in progress at the new appellate courts that have installed the system.

Automated procedures for receiving and withdrawing judicial deposits resulted in savings of 38,81 metric tons of paper in 2022, reaching a 63.2% share of the total electronic withdrawals in the year, a 10.2% increase compared to 2021.

In the October 2022 elections, 1.2 million polling station workers from 22 states received online food allowances, totaling 2.5 million payments and a volume of approximately R\$128 million in the election first and second rounds.

○ **Supporting states and municipalities** 203-2

In 2022, we disbursed approximately R\$4.8 billion in loan operations granted to states and municipalities to carry out investment programs included in the multi-annual plans of public entities.

○ **Restructuring of the Public Sector Network**

In early 2022, we created additional 11 Public Sector specialized offices, expanding the service to over 1,800 municipalities, that is, to all 5,569 municipalities in Brazil. The specialized Public Sector Network currently has 41 offices in all capital cities, and in the municipalities of Ribeirão Preto and Campinas.

○ **Expanding the GCash specialized network**

At the end of 2022, the expansion of the GCash network was approved with the implementation of a new hotline specifically dedicated to serve Public Sector customers. Created in December, this hotline will be used for customer service at the federal, state and municipal levels, respectively.

○ **New payroll loan limit criteria**

After the publication of Decree 11,150 of July 26, 2022, the criteria for providing a limit for taking out payroll loans were revised. Against this backdrop, according to the new criteria, Banco do Brasil provides the limit value based on the assignable margin of the Employer Body, regardless of the customer's indebtedness in the Financial System, subject to the percentage defined in the agreement between the Bank and the Body. This solution enabled the increase of R\$183 billion in the payroll loan limit, covering all target customers of the credit line.

Amendment to Agreed-Upon Conditions

Banco do Brasil has mechanisms that provide for modifications to be made in operations contracted by its customers, through the Amendment to Agreed-Upon Conditions tool, which has the purpose of rectifying, modifying and/or adapting agreed-upon conditions of a contracted operation.

This tool allows in an automated way the fulfillment of customer requests to adjust originally agreed-upon conditions, such as the need to replace guarantees, changes in the payment schedule, reduction or increase in discount ceilings.

Some operations with operational ceilings are subject to automatic renewal when general credit conditions and the specific conditions of the credit line are met. This process allows the automated renewal for a period of up to 360 days, if favorable conditions are identified.

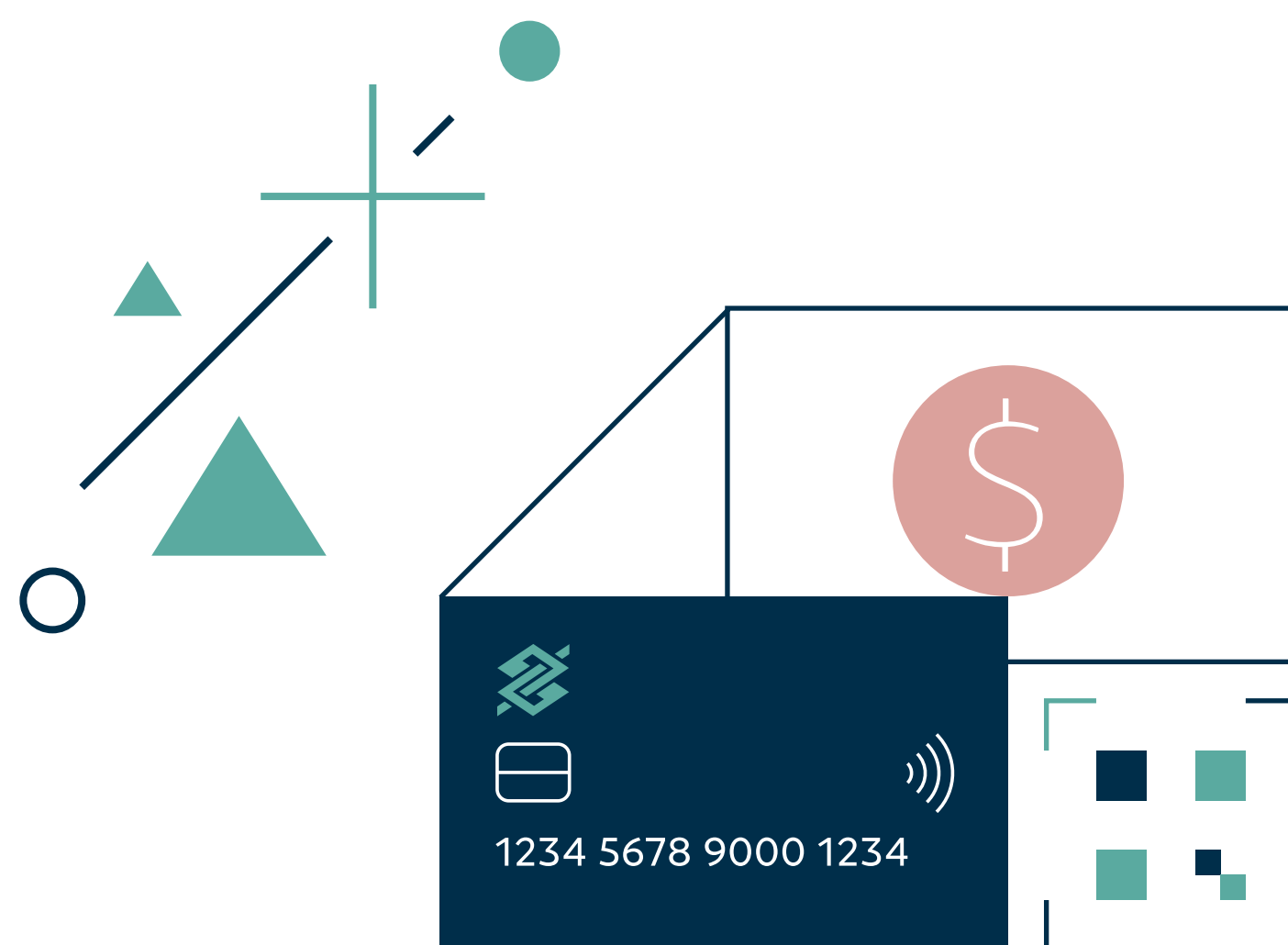


Service channels

We have recently updated and modernized our apps, internet banking, portal and virtual assistants. We have introduced our new BB App, Ourocard App and BB Website. These changes resulted in a lighter interface, new browsing and more safety, among other improvements.

BB App remained one of the best-rated apps of the financial sector, with a 4.6 score in Google Play (rated by over 5.5 million users) and 4.7 in Apple Store (with 2.6 million reviews), on a scale with a maximum five star score.

There was an increase in the number of organic users in the portal, driven by the work of SEO (Search Engine Optimization) and, consequently, an increase in users at the top of the product purchase funnel. A SEO maturity index (SEO-MI) was developed with four pillars, with assigned model and structured metrics, with these actions giving rise to impacts on results. We closed the 2022 cycle with over 49% of the strategy priority words being placed in the top three search positions, generating a 36.1% increase from prior periods.



In 2022, we reached a 44.7% increase in organic traffic at bb.com.br, resulting in an increase in the number of potentially qualified customers at the top of the funnel of the focus products we have assigned. This was a project that consolidated 85% of user views on approximately 220 pages, reducing the volume of portal pages by 96.2% and thus generating more operational efficiency.

With respect to Virtual Assistants, in the fourth quarter of 2022 we recorded a 29.5% increase in single users on a year-on-year basis. We maintained the transfer rate for human agents at 5.7%, the same level recorded at the end of 2021, with evaluation score increasing by 8.8%, to 4.04 from 3.71.

We launched innovative solutions on our WhatsApp, such as renegotiation of overdue mortgage, transfer of funds from other banks to BB – Pix via open finance, taking out payroll personal loans (CDC), comprising over 5,000 agreements, settlement of purchases challenged due to commercial disagreement, and the possibility for customers to request a change in their credit card type.

At the end of 2022, we carried out active approaches on safety tips and held agribusiness seminars on topics such as costing, photovoltaic calculator and Broto, our digital agribusiness platform.

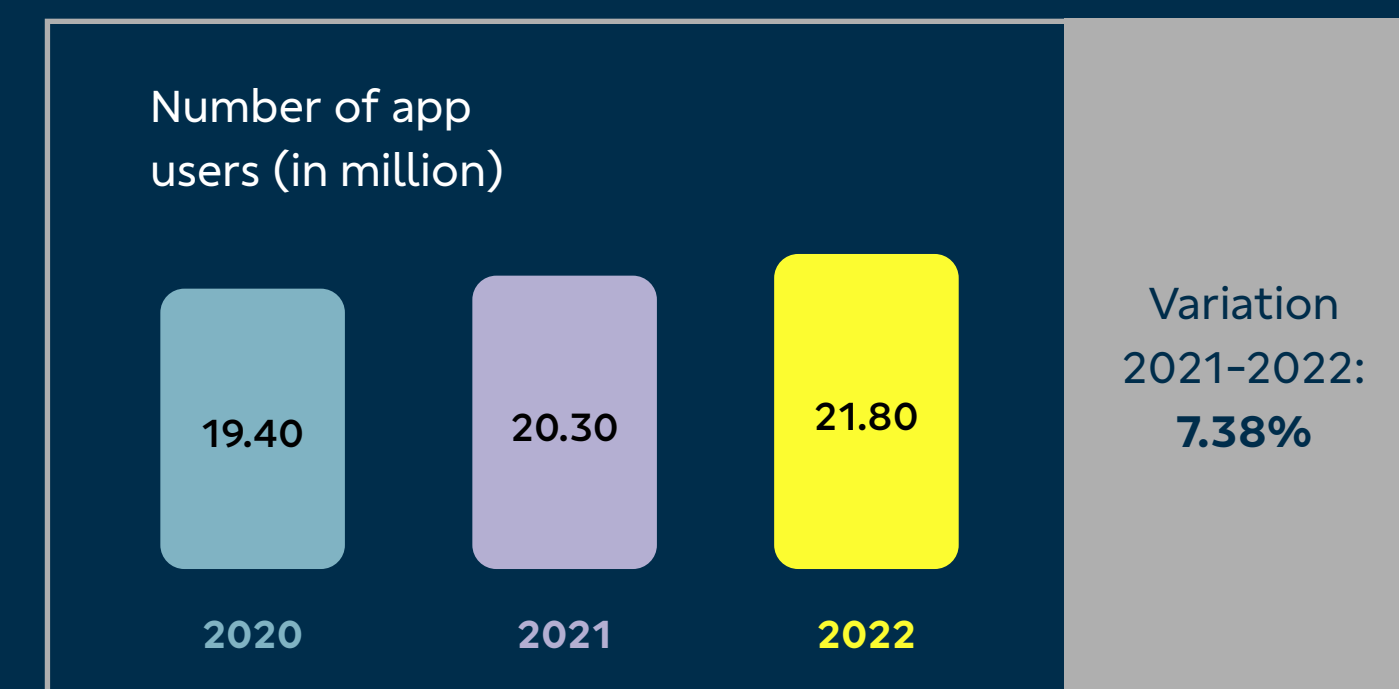
Digital Channels Survey Outcome

In 2022, digital channels reached an 85.99% satisfaction score. Among app users, satisfaction reached 87.98%, while on the internet it was 84.00%.

Accordingly, the share of transactions in BB's physical channels keeps on a sharp downward trend, likewise in the 2020-2019 comparison.

	2020	2021	2022	Change 2021-2022
% of total transactions on App	68.40%	79.47%	81.80%	2.93 p.p.
Customers who access the app monthly *	+ 16.7 million	+ 18.4 million	+ 19.7 million	7.06%
Assessment of tool by app stores	4.6 for Android 4.7 for iOS	4.6 for Android 4.7 for iOS	4,6 for Android 4.7 for iOS	- %

* Mobile users are regarded as active customers who have accessed the App in the last three months (closed quarters).



Transactions by type (%)	2020	2021	2022	Change 2021-2022
Mobile + Internet	86.50	91.70	92.50	0.87%
Others (Cash, POS, Correspondents – domestic and CABB)	7.90	5.40	5.00	-7.40%
ATM	5.60	2.90	2.60	-10.34%



Suppliers

3-3| Environmental, Social and Climate Risk

In 2022, we approved the review of the **Specific Supplier Relationship Policy**, including an adjustment to bring it in line with the climate issue approach arising from the update of the **Environmental, Social and Climate Responsibility Policy**. The updated policy is available on BB's website and on the Supplier Portal, a supplier relationship channel of BB.

We adopt unbiased and transparent selection, hiring and assessment criteria to provide plurality and competition between suppliers. These prerogatives include the right to exercise freedom of association and collective bargaining by suppliers' employees. Our Code of Ethics has a specific section on supplier relationships that provides for compliance with labor, social security and tax laws - including the ban on using child or compulsory labor. The Supplier Relationship Policy also addresses these aspects. [408-1| 409-1](#)

The fulfillment of labor and social security obligations is a contractual and legal duty. Therefore, prior to the payment, we check the supplier's compliance with these provisions, in addition to analyzing indications or complaints of possible infractions and non-compliance. [202-1](#) All contracts include contractual clauses and obligations related to Human Rights in which the supplier represents and undertakes to:

- perform their activities in accordance with current legislation (labor, social security and tax); [202-1](#)
- not use, directly or indirectly, through their suppliers of products and services, illegal labor and/or compulsory labor; [408-1| 409-1](#)
- not employ, directly or indirectly, through their suppliers of products and services, minors under 16 years of age, except

as apprentices, starting at the age of 14; In this case, the work may not be hazardous or unhealthy, take place at night and/or interfere with school attendance;

- not adopt negative and restrictive discrimination practices for accessing and maintaining the job; and
- not use corrupt and/or unethical practices aimed at obtaining or granting undue advantage, directly or indirectly, among others.

The Bank's draft contracts include a contractual clause in which the supplier declares to be familiar with and respect BB's Code of Ethics and Compliance Program, the Rules of Conduct and the Contracting Party's Specific Supplier Relationship Policy, as well as the Specific Prevention and Combat of Money Laundering, Terrorism Financing and Corruption Policy available on **BB's website**. [205-2](#)

A contract inspector, a service inspector, and the Internal Ombudsman's Office are at the disposal of outsourced employees for them to register any complaints related to their employment contracts.

Taking into consideration the preventive and inhibitory measures adopted in the procurement and hiring processes and in the suppliers' contracts maintained in the corporate systems in 2022, no operations or suppliers with a significant risk of occurrence of forced or compulsory labor were identified nor were any complaints involving the exploitation of work in degrading conditions or slave labor registered with the Internal Ombudsman's Office. The Company had no knowledge of operations and/or suppliers in which the right to freedom of association and collective bargaining was at risk either. [409-1| 414-2|](#)

During the performance of the contract, if it is verified that the supplier has breached provisions or legislation related to its performance, an administrative proceeding is open that may lead to an administrative penalty or, as a last resort, unilateral termination.



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In 2022, 356 supplier sanctioning processes were completed out of a total of 15,680 contracts in force, representing a 2.27% rate of contractual non-compliance. A total of 459 administrative sanctions were applied in the 356 sanctioning proceedings, of which 386 consisted of fines (84.09%), 17 warnings (3.70%), 54 temporary suspensions of the right to bid and enter into contracts with BB (11.77%) and 2 (0.44%) contract terminations, after duly initiating and instructing the sanctioning proceedings to suppliers, according to the legal and contractual terms, ensuring the right to adversary hearing and full defense.

Based on the fact that we engage services rather than workers, these contracted companies have full responsibility for complying with all labor, tax and social security obligations, including those arising from accidents, indemnities, fines, insurance, payments and other obligations. The main infractions that were verified refer to the failure to pay salaries, provide transportation vouchers and meal vouchers, settle severance pay and pay the Government Pay Fund (FGTS) and social security obligations. [403-9](#)

We adopt segmented management to control and monitor the provision of services and the quality of delivered products. Therefore, we use criteria such as cost-benefit, operational capacity, quality, trustworthiness, environmental and social responsibility, safety and risk, and compliance with legal, mainly labor, requirements and those associated with going concern.

Suppliers are selected by means of a bidding process, in accordance with the State-Owned Company Law and the Bidding and Contracts Regulation of Banco do Brasil. Among the legal aspects for choosing the most advantageous proposal are: lowest price, highest discount, best technique or best combination of technique and price, best artistic content, highest price offer, highest economic return and best allocation of the sold goods.

The supply chain covers a series of sectors and activities related to the supply of goods and services. In 2022, the Bank had 4,611 suppliers with 15,680 contracts in force, distributed by the following types of supply:

For all procurement processes, the supervisors must formally comment on any environmental criteria or justify their inapplicability. The Internal Charter includes specific rules for sustainable contracts, which includes the Sustainable Procurement and Disposal Standard document available for consultation on BB Portal, therefore meeting the legal requirements and environmental and social commitments assumed. We included in the Reference Term a document in which the suppliers formalize their intention, further details on the environmental criteria, as well as a note on this item. We also developed a tool for the management of this information/these intentions. [308-1](#)

The contractual clauses include environmental and social responsibility and present the supplier's commitment to environmental preservation and social development practices, as well as compliance with labor and social security laws and combat of corruption. Another condition for the signing of the contract is the presentation by the selected company of a statement that no minor under the age of 18 is employed among its staff. [308-1](#) [408-1](#) [414-1](#)

Of total suppliers with contracts in force in 2022, 591 refer to new suppliers, which is equivalent to 12.82% of the total. [2-6](#)

Of the R\$9.9 billion paid to suppliers, R\$28.3 million was paid to five suppliers domiciled abroad – in connection with five contracts – in other words, 0.29% of the payments released. [2-6](#)

Information on contracts by type of supply [2-6](#)

Type of Supply	Number of Contracts in 2002	Number of Suppliers ¹ in 2022	Contracted amount (R\$ million)	Amount paid (R\$ million)
Services	11,561	4,181	32,954.20	8,569.48
Buildings	3,076	289	3,196.52	745.52
Equipment	445	152	4,568.10	492.19
Furniture	396	51	2,523.76	44.44
Consumables	58	38	39.90	3.03
Fixtures	99	38	85.41	4.97
Software	45	27	335.80	40.07
Total	15,680	4,611	43,703.72	9,899.73

¹ A supplier can provide more than one type of supply.

Leases and loans for use

If there is no available space in our portfolio, we may contract areas to house any of the Bank's premises. The occupation of third-party properties can be done free of charge (loans for use) or at a cost (leases).

Both the leasing and the loan for use processes must be carried out in strict compliance with Banco do Brasil's Code of Ethics and rules of conduct, as well as Corruption Prevention Rules. It is also recommended that the rule on the prevention and combat of

money laundering and Terrorism financing should be observed. Lessors are also required to provide:

- a statement that they do not employ people under 18 years of age for the night shift, hazardous or unhealthy work, and people under 16 years of age, except as apprentices, starting at the age of 14;
- a statement that they are familiar with the Bank’s Code of Ethics, available on the Internet and this document is not required if the lessor is a legal entity and has its own code of ethics; and
- a Politically Exposed Person statement.

Finally, the effective contracting takes place after the verification that there is no record or occurrence on the list of people who are prevented from entering into a contract with Banco do Brasil and in the National Registry of Inapt and Suspended Companies (CEIS) and in the Single Suppliers Registration System (SICAF).

Existing suppliers in the period between January and December 2022 ²⁻⁶

Base year 2022	Number	Amount paid
Lessors	3,226	R\$ 1,277,671,622.18
Lenders	1,142	
Total	4,368	R\$ 1,277,671,622.18

Integrated due diligence

308-2| 3-3| Environmental, Social and Climate Risk

In order to improve the document due diligence carried out when engaging and paying suppliers, in 2022 we held, as an integral part of the Supplier Risk Management Program, the 4th Integrated BB Supplier Due Diligence year, which includes the Environmental, Human Rights and Integrity dimensions.

The focus of this post-contracting assessment are the suppliers classified as strategic or critical, suppliers with new contracts at amounts estimated above R\$5 million, including direct contracts, as well as suppliers of new purchases and contracts related to Information Technology. In the period, 342 due diligence processes were carried out in 316 suppliers of goods, materials and services of different sizes and from different segments that were contracted through public tenders. These assessed stakeholders correspond to approximately 61% of the total amount engaged by BB (December 2022 position).

During this cycle, we reached 77% of the supplier base considered Strategic or Critical. In terms of potential negative environmental and social impact of the suppliers assessed, 177 presented a high risk in the Social dimension (Human Rights) and 183 presented a high risk in the Environmental dimension, of which 124 presented a high risk in both dimensions.

Results of the due diligence processes by dimensions:

	High Risk Scores	Medium Risk Scores	Low Risk Scores
Social (Human Rights)	177 (52%)	116 (34%)	49 (14%)
Environmental	183 (54%)	116 (34%)	43 (12%)
Integrity	156 (46%)	110 (32%)	76 (22%)

In terms of negative environmental and social impact, 0.6% of the suppliers assessed in the due diligence are or have been subject to legal or administrative proceedings as a result of practices involving forced or compulsory labor and/or child

labor in the past three years. Also, 3.8% present environment liabilities, whereas 1.75% received tax deficiency notices, fines or notifications in the past 10 years for crime or non-compliance with environmental legislation. Meanwhile, 9% of the suppliers do not have structured reverse logistics procedures in accordance with Law No. 12,305/2010, and 57% of them do not have a selective garbage collection program in place.

The segments with higher incidence of high risk in the Social dimension (Human Rights) were services in general, civil construction works and specialized technical services.

The suppliers identified as having a high risk in any of the dimensions assessed – Environmental, Human Rights and Integrity – received feedback containing guidance and recommendations for improving their processes and management related to the assessed topics. We provide courses and sources for consultation on topics aimed at disseminating BB’s Code of Ethics, in addition to holding meetings with some suppliers to raise awareness of the importance of implementing ESG measures in their operations and organizational management.

It is worth noting that the Bank does not contract companies that use forced or compulsory labor and/or child labor, inspects the provision of services in its facilities and units and penalizes the suppliers that commits such illegal acts via administrative proceedings that provide for the application of an administrative punishment or, as a last resort, unilateral termination. ^[408-1| 409-1| 414-2]

The improvement of the environmental and social due diligence process started in 2016 when we joined the Carbon Disclosure Program (CDP) through the Supply Chain Program. Therefore, in 2020, 495 suppliers selected as priority (those that carry out activities with the greatest climate impacts), in accordance with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) of the Financial Stability Board (FSB), and with the strongest commercial relationship with BB, were invited for an environmental assessment on climate change and water management. According to the established schedule, we achieved a response rate of 20% regarding climate and 13% regarding water.



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CDP Supply Chain Program

308-2 | 3-3 | Environmental, Social and Climate Risk

By joining the CDP Supply Chain in 2016, we have been able to better monitor suppliers with respect to their impacts on the environment and their reflections on climate change and water management. Accordingly, we have guided our performance towards fighting the climate emergency by encouraging behavioral changes in the supply chain, a fact that can be perceived in the results achieved in the 2022 CDP Cycle.

Still under the influence of a post Covid-19 pandemic scenario, of the total suppliers assessed in the year, 62% report the emissions from their operations, whereas 23% report their scope 3 emissions. Additionally, 35% of the suppliers reported that they have active emissions targets, whereas 15% have validated short-term SBTi¹ targets. Also, with respect to emission reduction, 41% of the suppliers reported projects to reduce emissions and estimated annual savings of 3 million metric tons of CO₂, whereas 40% of the suppliers reported the use of renewable energy. Also, 44% of the suppliers work to engage their own suppliers and 32% of the suppliers require from their own suppliers compliance with climate-related requirements. As part of the result, 24% of the suppliers report that they have a transition plan in line with the targets to limit the increase of global temperature to 1.5oC, whereas 41% of the suppliers reported that they have risk assessment procedures.

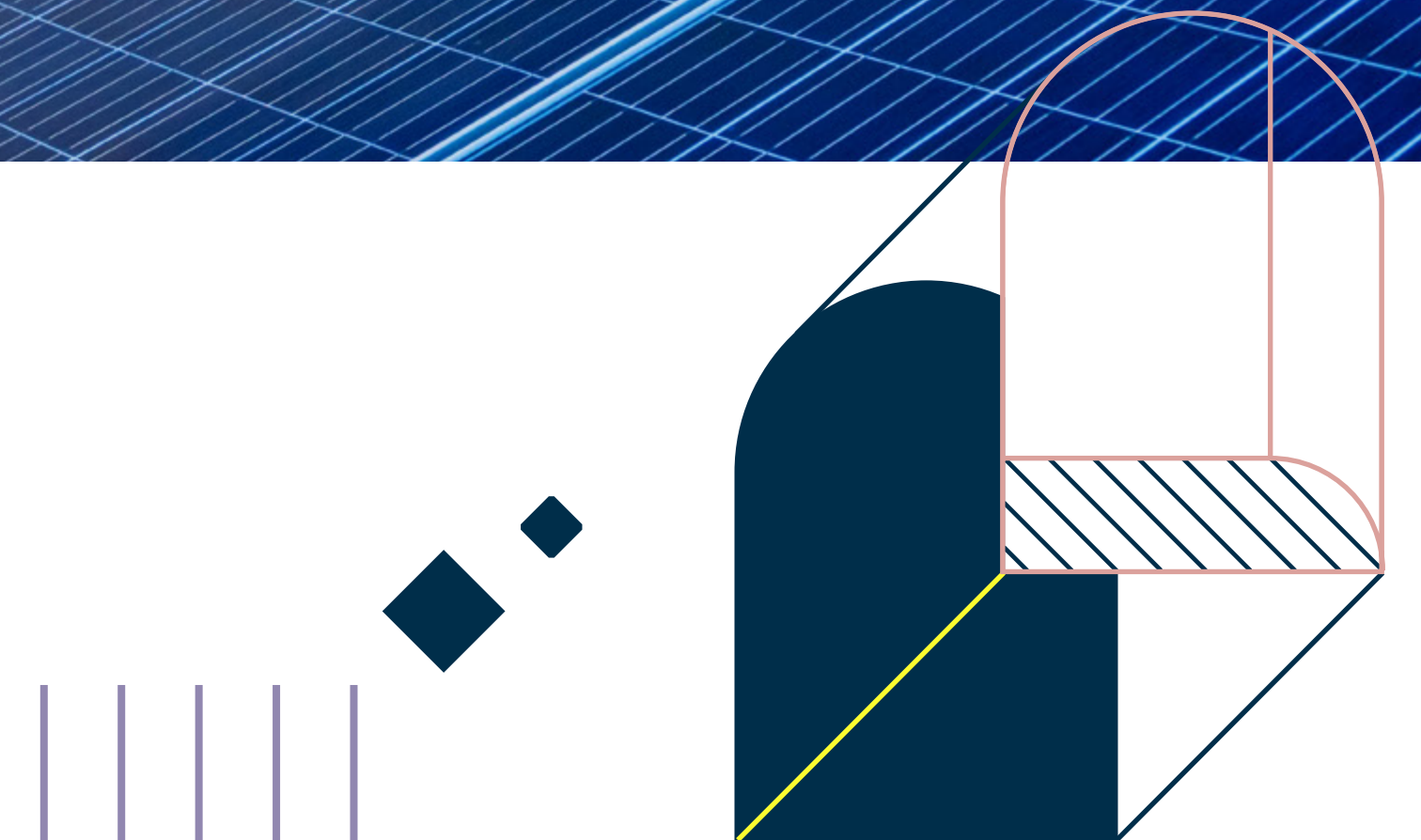
With respect to Water Resources, of the total 62 respondents, 21% included water issues in their long-term strategies. Those who intend to address this issue in the next two years total 32%, whereas 35% do not provide for any actions, 10% reported that water is not a strategic asset for their operations and 2% have not expressed an opinion on the issue.

The results obtained in the Climate questionnaire represented an evolution in the management of suppliers regarding climate change. Meanwhile, the results concerning water

¹ Science Based Targets Initiative.



management indicated that this topic should be more closely monitored by BB. We also note that, every year, the list of respondent suppliers has been enhanced in order to improve the representativeness and understand the complexity of our supply chain. With these actions, we seek to improve the monitoring of emissions and mobilize our supply chain to achieve an increasingly lower carbon economy. 12-23



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Private social investment

Private social investment (PSI) comprises the voluntary, monitored and systematic transfer of private resources to environmental, social and cultural public interest initiatives. PSI may be leveraged through tax incentives and the allocation of non-financial and intangible resources.

Fundação Banco do Brasil (Banco do Brasil Foundation – Fundação BB)

Fundação Banco do Brasil – Fundação BB was established in 1985. It is the social arm of Banco do Brasil, contributing to the social transformation of Brazilians and the sustainable development of Brazil. Its main range of action is Social Technology, performing since 2001 the role of certifier of innovative solutions for environmental and social challenges and promoting the dissemination of the topic and the reapplication of recognized methodologies.

In almost 40 years of history, Fundação BB works for the social transformation of the most vulnerable segments of society, contributing to Brazil's sustainable development. The broad scope of the programs, actions and projects all over Brazil is enhanced by the mobilization of partnerships with the private sector, public sector and third sector, which drive the positive impact on communities. Over the past 10 years, R\$2.6 billion¹ has been invested in environmental and social actions in more than 10,000 initiatives that served 6.6 million people. Approximately 2,700 Brazilian municipalities were served in all Brazilian states and the Federal District.

¹ Accumulated value from 2013 to 2022, updated by Selic.

² Total Social Investment (direct and indirect) 2022.

³ 256 projects formalized in 2022.

In line with the ESG criteria and the SDGs, Fundação BB is a leading player in Banco do Brasil's sustainability journey, creating value for clients and society in general. For the purpose of valuing lives to change realities, Fundação BB is underpinned by values like social sensitivity and respect for diversity, governance principles and integrity. Accordingly, Fundação BB established itself as a benchmark in the third sector.

Social Technology is the main arm of its operation that feeds the reapplication of solutions for environmental and social challenges. Recognized as a promoter and multiplier of Social Technology, the

structured programs of Fundação BB are: Social Technology (on a cross-cutting basis), Education for the Future, Environment and Income, Health and Well-Being, Voluntary Work and Humanitarian Aid.

Value creation for society

In 2022, the Social Investment made by Fundação BB was R\$149.3 million.² A total of 256 projects were supported³ in more than a thousand Brazilian municipalities. From Northern to Southern Brazil, 1.7 million people were served in the period.

Contributions of the BB Conglomerate to Fundação Banco do Brasil by Source (R\$ million)

Sources of Funds	2020	2021	2022
Banco do Brasil S.A.	81.9	69.9	116.4
BB Asset Management	1.2	2.8	0.5
Federação Nacional de Associações Atléticas Banco do Brasil (National Federation of Athletic Associations Banco do Brasil) – FENABB	20.9	22.8	22.9
BB Administradora de Consórcios S.A.	0.0	1.5	2.0
Ativos S.A.	1.0	1.0	0.0
Cielo S.A.	0.0	0.5	0.0
Elo Serviços S.A.	0.0	0.1	0.0
BB Tecnologia e Serviços S.A.	0.0	0.0	0.1
BB Seguridade	40.0	0.0	0.0
Banco Votorantim	15.7	0.4	0.0
Livelo S.A.	0.1	0.0	0.2
Brasilprev	0.0	0.0	0.1

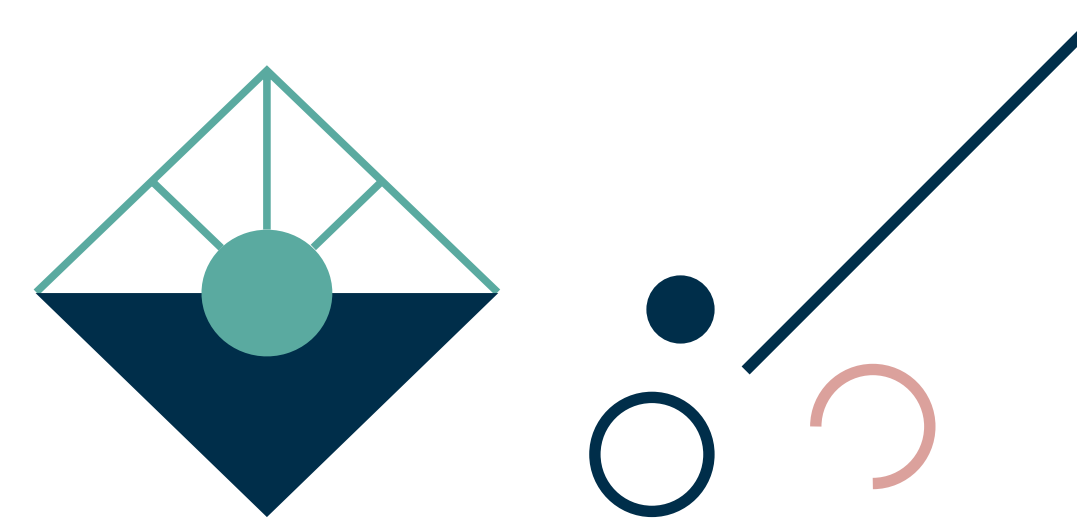
Learn more about the projects of Fundação Banco do Brasil in [ESG Databook](#).

Tax incentives (R\$ million)

	2020	2021	2022 ²
Rouanet Law to Support Culture	18.22	3.80	4.0
Funds of the Rights of Children and Adolescents ¹	0	0	5.0
Funds of the Elderly ¹	0	0	5.0
Total Donations	24.28	3.8	14.0

¹ In 2020 and 2021, no funds were transferred to the Childhood and Adolescence Fund (FIA), National Fund for the Elderly, National Program for Cancer Care (Pronon) and National Program for Health Care for People with Disabilities (Pronas/PWD). Until the donations were made, Law No. 5307/2020, which provides for the extension of Pronon and Pronas/PCD, awaited presidential sanction and this is why there were no transfers in donations to these mechanisms although there was a tax base for such.

² After a period of gradual recovery of cultural activities in 2021 due to the Covid-19 pandemic, in 2022, face-to-face programming have been taken over in the four units of the Banco do Brasil Cultural Centre (CCBB) in the cities of Belo Horizonte (MG), Brasília (DF), Rio de Janeiro (RJ) and São Paulo (SP). The BB Conglomerate invested R\$ 25.4 million in the cultural programming of the venues, of which R\$ 6.3 million in amounts encouraged by the Incentive to Culture Law.



Information, Complaint and Whistleblowing Channels

2-26 | SASB FN-CB-510a.2

We provide stakeholders with channels to respond to cases and address specific issues, breaches of the Code of Ethics, and any reported misconduct, included alleged corruption.

Customers have two whistleblowing channels: the BB Relationship Center (CRBB) and the Customer Service Call Center (SAC). The first one is an inbound phone answering service channel focused on customer relations and resolving claims reported by consumers of banking services, by proving agile quality solutions with convenience and safety, contributing to results and supporting the branch network in connection with customer service and doing business.

The Customer Service Call Center (SAC) is a multichannel (telephone, Internet and mobile) aimed to resolve consumers' calls related to information, questions, complaints, suspension or cancellation of contracts and services. SAC covers calls related to consumer relations, regardless of whether the complainant is a customer or not. SAC receives and seeks to resolve reported calls at first contact already, or First Call Resolution (FCR), which happens in 95%+ cases.

It should be noted that the SAC is not the most suitable channel for registering and handling complaints. If called upon to do so, the customer will be instructed to register the filing number at www.bb.com.br/canaldedenunciasbb. If the customer insists on registering the complaint via SAC, the operator will proceed with the service, but will inform that SAC will arrange for the registration to be handled at the BB Whistleblowing channel.

The BB Whistleblowing Channel addresses concerns involving suspected misconduct or irregularities of any nature reported. Complaints may be reported anonymously or the complainant may be named, with guaranteed confidential treatment of information and identity protection for the complainant.

If the case is forwarded to the Bank through SAC, CRBB or External Ombudsman and addresses any breaches of the Code of Ethics, Rules of Conduct or other Bank's policies or any irregularity, then a filing number may be registered in the Whistleblowing channel for possible analysis and response through the proper process flow.

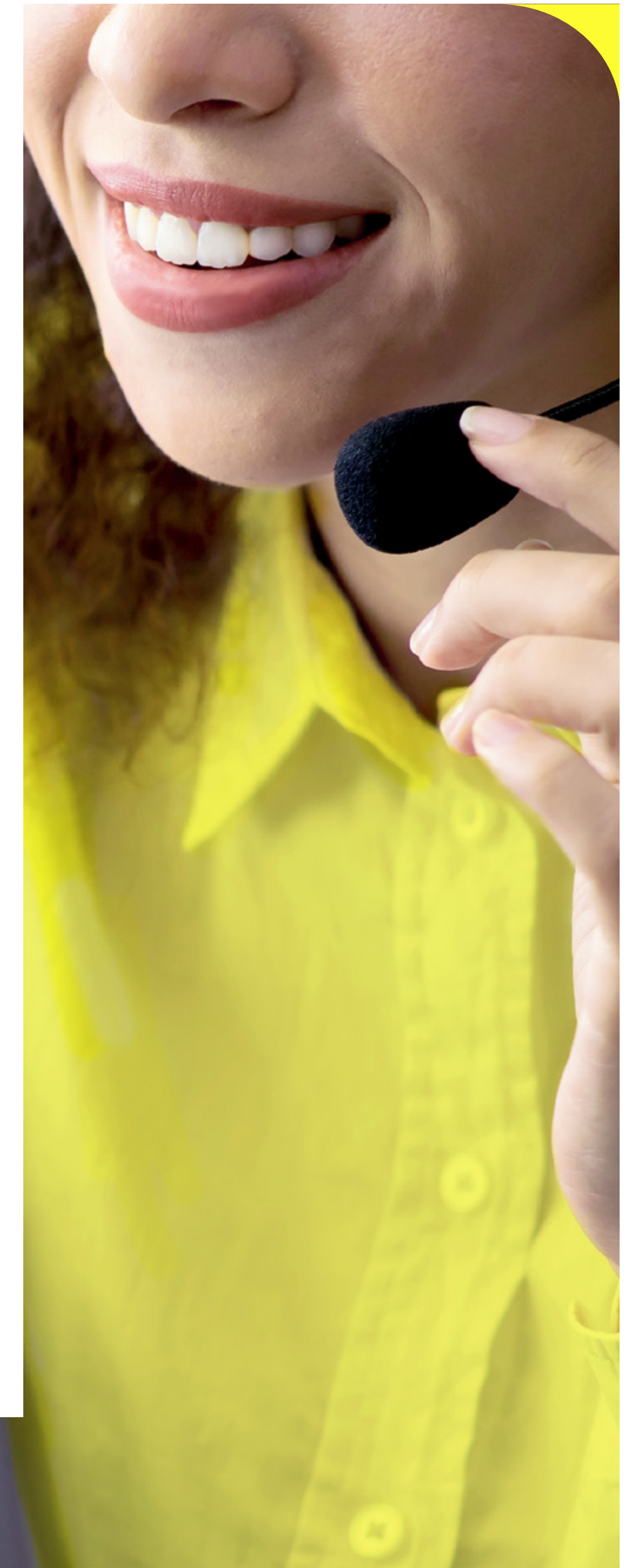
If the case is not resolved by these primary service channels, customers may escalate it to the External Ombudsman. In 2022, 99.36% of complainants sought our internal channels, such as SAC and the Ombudsman, and 0.35% escalating the case to the Central Bank of Brazil (BCB).

Aimed at employees, interns, apprentices and contractors, the Internal Ombudsman receives questions, compliments and suggestions on internal practices and processes, as well as complaints about conflicts in the workplace, misconduct, noncompliance with internal rules and complaints regarding human resources management issues and other BB's departments. Furthermore, it acts as an intermediary in conflict resolution and assesses any suspected reproachable behavior, aimed to settle any cases through restorative practices with a focus on repositioning of employees.

When the involvement of a current or former employee in a misconduct subject to inquiry via Disciplinary Control is identified (proven action or non-action, carried out in nonconformity with laws, the Code of Ethics or internal regulations, causing damage to the Bank or exposing it to risk), the case is forwarded to be handled by the departments in charge. The Disciplinary Control determines the involvement, assigns responsibilities, and defines the treatment to be granted and consequences for those involved in any cases of misconduct.

Relationship between internal and external stakeholders and service channels

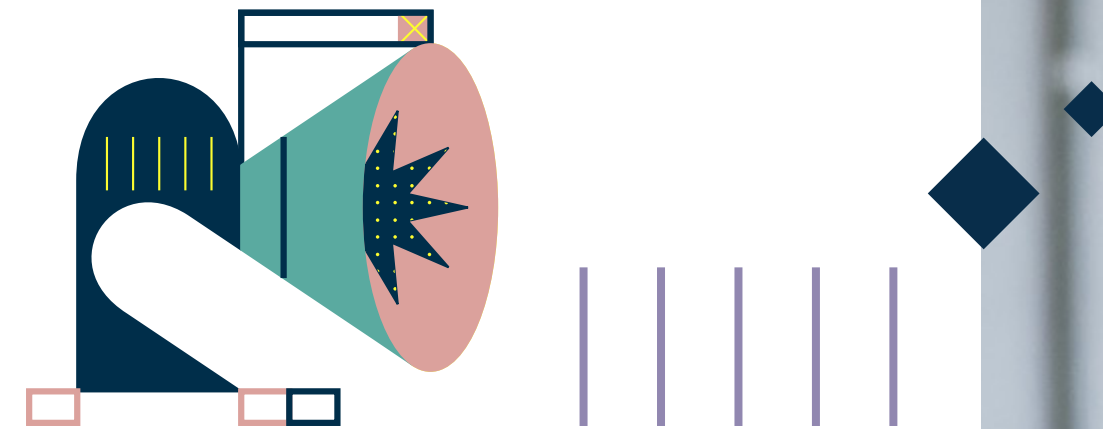
Channel	Type of service	Claimants	Issues addressed	Timeframe	Solution
Internal Ombudsman	Complaints and Human Resources Management Processes.	Employees, interns, apprentices, and contractors.	Possibility of improving the human resources management process.	10 business days	If it is possible to improve the human management process, the claim is forwarded to the managing department as a recommendation.
	Restorative mediation	Employees	Personal conflicts	20 business days	Compensating damage and recovering interpersonal relations after a meeting is held by a mediator aimed to identify and converging and diverging issues and cooperatively developing proposals to settle the controversy, under secrecy and confidential conditions.
	Conciliation	Employees	Personal conflicts	20 business days	
	Restorative talk	Employees	Personal conflicts	20 business days	
	Ombudsman's case studies	Employees	Reproachable behavior	30 business days	Action plan (when applicable): behavior reeducation. The person is barred over a certain period from ascending in the career or taking part in recognition and award programs.
	AGN comment	Employees	Reproachable behavior	10 business days	Structured feedback.
	Guidance on Intimacy-breaching behavior (OCDI)	Employees	Reproachable behavior	10 business days	Structured feedback + Action plan skewed to behavioral reeducation.
	Ethics inquiry	Employees	Replying to questions about the Code of Ethics	10 business days	Clarifications.
	Compliment	Employees	Acknowledging an action	5 business days	Forwarding a compliment to a superior with guidance to register recognition in the GDP.
	Suggestion	Employees	Possible process improvement	15 business days	Forwarding a suggestion to the involved area and reply to the claimant.



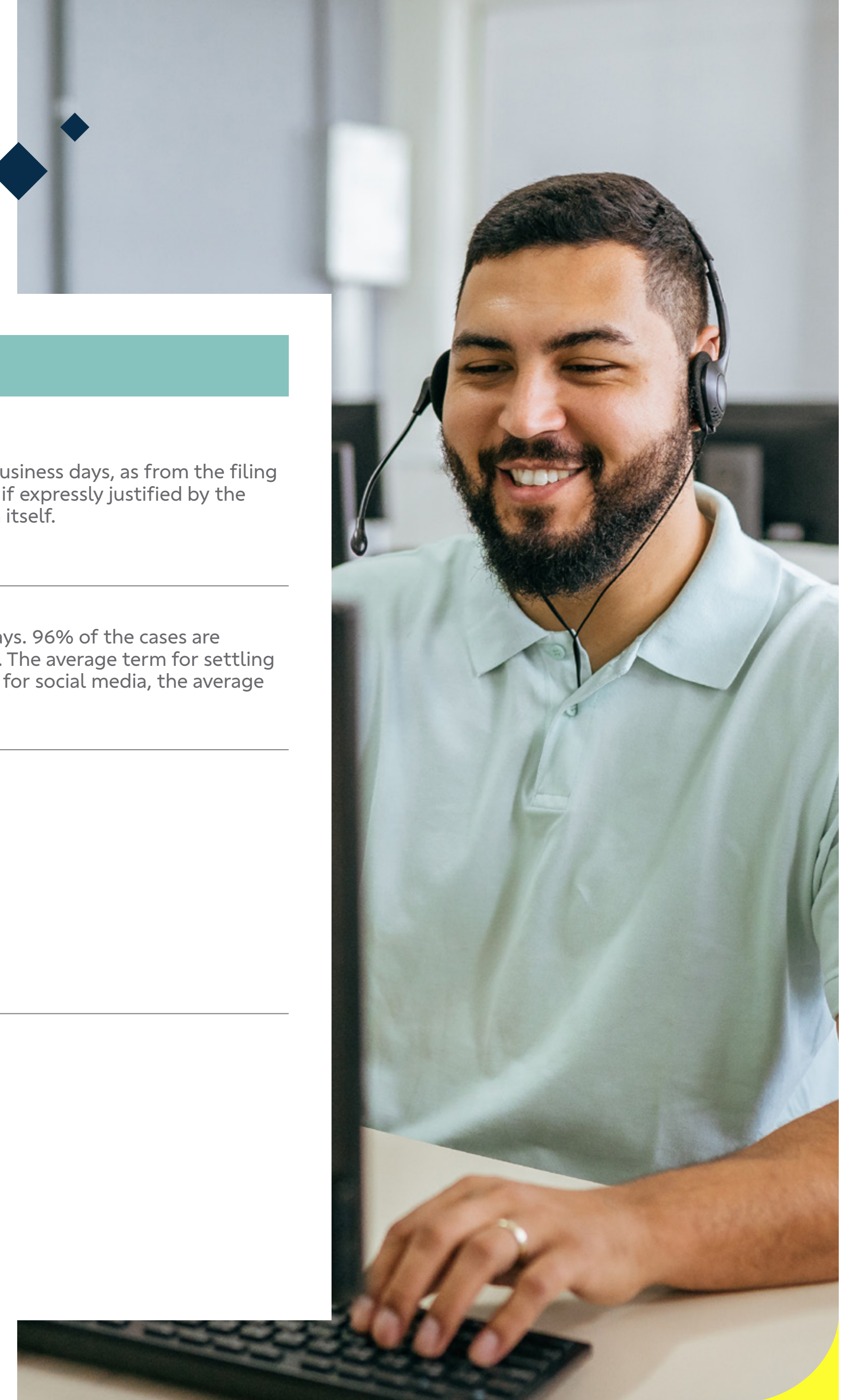
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Relationship between internal and external stakeholders and service channels



Channel	Type of service	Claimants	Issues addressed	Timeframe
Complaints against Banco do Brasil	Filling out a Form on Banco do Brasil's website.	Customers, users, partners or suppliers of Banco do Brasil.	Reporting criminal misconduct of any nature, including corruption and unsustainable transactions related to management, business or service practices.	Reports must be resolved within 20 business days, as from the filing date, extendable for the same period if expressly justified by the Unit in charge of the case, in the form itself.
Customer Service Call Center (SAC)	Multichannel services (toll free calls, APF Internet, Social media, consumidor.gov, ReclameAQUI, CNJ, Talk to US on the BB Portal).	BB Conglomerate customers and other consumers.	Consumers asking for information and reporting questions, complaints, disputes, suspension or cancellation of contracts and services.	Legal term of up to seven calendar days. 96% of the cases are settled via First Call Resolution (FCR). The average term for settling other cases is less than three days. As for social media, the average resolution time is less than 24 hours.
Customer Relationship Center (CRBB)	Phone answering service through either Audible Response Unit (ARU) or provided by people. Inbound and proactive service.	Account holders and consumers of banking services.	CRBB is an inbound phone channel focused on customer relations that addresses cases reported by consumers of banking services. Services include checking account balances, bank transactions and providing technical guidance on the use of self-service channels.	Immediate reply.
BB External Ombudsman	Toll free calls made via SAC or the Internet.	Complaints from BB Conglomerate customers not resolved by the primary customer service channels or that require a revision of the initial resolution.	BB Ombudsman is a channel dedicated to handle complaints from customers and users who have called SAC, Branches or other service centers but were not satisfied with the solution provided.	10 business days.



SAC Results

Average monthly calls in 2022:

646,000 which

96%

were resolved via First call resolution (FCR);

The average resolution time for other claims not immediately resolved was

2.47 business days;

Average resolution time in 2022:

0.17

business days, including claims resolved VIA First call resolution (FCR);

With respect to cases handled via social media, there were

22,874

claims resolved monthly.

Description	2022	2021	2022
Average monthly calls	614,000	743,000	646,000
First call resolution % (FCR)	94.40	95.00	96.00
Average resolution time	0.18 business days	0.18 business days	0.17 business days
Average time for other claims not resolved immediately	1.93 business days	2.29 business days	2.47 business days
Monthly calls resolved via social media	33,779	39,846	22,874

External Ombudsman Results ²⁻²⁶

Description	2020	2021	2022	Change 2020-2021
Reports received	134,513	123,435	105,045	14.90%
Average time (Ombudsman)	3.60 days	4.03 days	4.05 days	0.50%
First Call Resolution – SAC	6,958,296	8,466,173	7,443,915	-12.07%
SAC Reports	516,743	566,678	444,414	-21.58%
Ombudsman Reports (reopened External Ombudsman cases)	89,264	70,272	53,674	-23.62%
Claimants who sought internal channels (SAC and Ombudsman)	99.41%	99.42%	99.36%	-0.06%
Claimants who filed reports with the Central Bank of Brazil (BCB)	0.43% ¹	0.37% ¹	0.35%	- 5.41%

¹ The difference, in percentage, of total number of customers who sought internal channels and those who filed complaints with the BCB refers to claims filed by customers with customer protection bodies, such as Procons, Nudecons or other bodies, totaling 0.29%.

BB Whistleblowing channel Results¹ ^{2-26|406-1|417-2| SASB FN-CB-510a.2}

	2020	2021	2022	
			Number	% of total
Complaints received (total)	1,762	1,971	2,661	100.00%
Fraud, identity fraud, scamming, document forgery, etc.	75.09%	64.80%	1,194	44.80%
Other complaints	3.69%	13.10%	745	28.00%
Corruption 205-1 205-3	6.58%	3.90%	203	7.60%
Crimes against National or Foreign Public Administration	8.80%	2.60%	87	3.30%
Crimes against the National Financial System	— ²	— ²	181	6.80%
Money laundering	— ²	— ²	55	2.10%
Breach of secrecy	1.48%	4.40%	108	4.10%
Harassment, discrimination, crimes against honor	0.51%	4.00%	61	2.30%
Robbery, burglary, theft, and kidnapping	1.31%	0.20%	27	1.00%
Consumer relations	2.55%	7.00%	— ³	— ³

¹ The classification/nature of the result of the BB Whistleblowing Channel was adjusted during 2022, alongside other improvements in the tool.

² item with no track record. The new classification/nature was implemented over the course of 2022.

³ Classification/Nature discontinued over the course of 2022.

We manage, monitor, and screen the claims received via BB Whistleblowing Channel. Every six months, as of June 30 and December 31, a report is prepared, in accordance with CMN Resolution No. 4,859/20, which is then submitted for approval by the Board of Directors and must be kept at the disposal of the Central Bank of Brazil (BCB) for a five-year period.

Complaints are registered on the **BB Portal** and received by the screening team, who assess the sufficiency of information provided, identifies and forwards the complaints to the managing departments in charge of handling them.

The managing departments are responsible for the complaint review stage. Each complaint is addressed according to the procedural rules suitable to the reported case. These reviews must be carried out by employees who have no link or are related to the claimant or any other person mentioned in the complaint.

Complaints lacking sufficient information are not accepted, but otherwise responded with due instructions. Out of those accepted, a complaint will be considered legitimate whenever it is evidenced that the Bank or its employees is responsible for any irregularity or weakness. Or also whenever complaints will give rise to an internal investigation that lasts more than the timeframe set by the Channel.

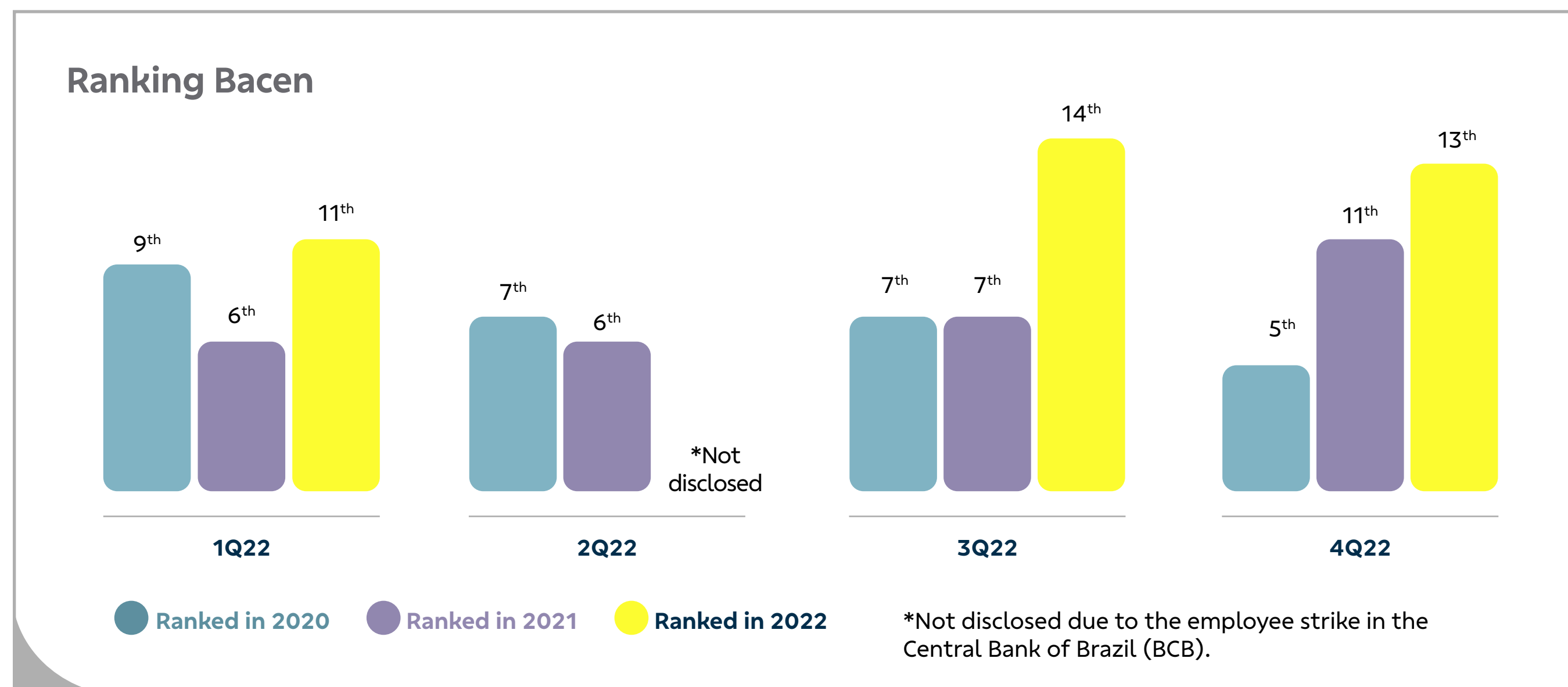
The complaint will be considered illegitimate when the alleged misconduct is not supported by sufficient information for its review.

BCB complaints indicators

Every quarter, the Central Bank of Brazil (BCB) prepares a ranking of the most complained-about financial institutions. In this ranking, the lower the position, the better the placement. In 2022, we improved our position, as we did not appear among the top ten in the ranking but were rather ranked in historical places in the third and fourth quarters of 2022, as follows:

In 2022, we ranked 11th among the 15 banks that made up the ranking. In the second quarter of 2022, the Central Bank of Brazil did not release the ranking due to the impact of the strike on the Institution that took place between April and July. In the third quarter of 2022, we were ranked 14th, a historical place for Banco do Brasil. We ended 2022 in 13th place.

BCB complaints	2020	2021	2022	Change 2021-2022
Complaints received	32,589	33,719	28,035	-16.85%
Complaints considered legitimate	6,229	5,133	2,669	-48.00%



Environmental

3-3| Environmental, Social and Climate Impacts of Operations and Activities | Sustainability Culture | Environmental, Social and Climate Risk | Climate Change

In line with our **Environmental, Social and Climate Responsibility Policy**, Banco do Brasil's Environmental Management (GABBi) follows the specifications of the 2015 Brazilian Standard ABNT NBR ISO 14001 regarding the definition of objectives, assumptions, requirements, responsibilities, programs, initiatives and standards for the implementation of environmental guidelines. Covering all units in Brazil, the system organizes and monitors all actions to control environmental impacts.

Climate change and greenhouse gases (GHG)

We are founding members of the Empresas pelo Clima – EPC (Businesses for the Climate) Initiative and the Programa Brasileiro GHG Protocol (Brazilian GHG Protocol Program), both aimed at reflecting on and proposing actions to combat climate change. We are members of the Thematic Chamber on Climate Change (Weather Chamber), coordinated by the Brazilian Business Council for Sustainable Development (CEBDS), and the Carbon Efficient Index (ICO2) of B3 S.A. – Brasil, Bolsa, Balcão.

As in previous years, we aim to achieve a wider and reliable GHG Emissions Inventory by hiring an environmental audit expert company for external verification of this document, in accordance with the ISO 14064 standard and the GHG Protocol methodology. In 2022 we took home the Gold Seal of the Brazilian GHG Protocol Program for the quality and reliability of the inventory.

In addition to changes in our energy matrix, we are committed to reducing by 30% our GHG emissions by 2030, for Scopes 1 and 2. In 2021 we started to offset 100% of our direct emissions from fuel

consumption, air conditioning and security by purchasing carbon credits and linking our electricity consumption to Renewable Energy Certificates (RECs). 305-5

Participation at COP-27 Climate Summit

We supported Brazil's participation in the 27th United Nations Climate Change Conference (COP-27), with the presentation of videos featuring "sustainable cases" of BB customers and partners which addressed topics such as renewable energy, sustainable agriculture, sustainable use of land and sustainable industrial processes. The representatives of Banco do Brasil at COP 27 attended meetings with development banks, companies developing GHG emissions reduction and offset projects, representatives of industries interested in reducing and neutralizing their emissions, with projects for conservation, recovery and regenerative agriculture.

ICO2 Internal Pricing

Based on the average prices of qualified projects to compose the portfolio to offset our emissions, at the end of 2019 we approved the internal carbon pricing, with the adoption of R\$18.00/tCO₂e (or

In addition to changes in our energy matrix, we are committed to reducing by 30% our GHG emissions.

US\$4.50/tCO₂e), obtained by calculating the ton of carbon average price registered in Brazil's captive and regulated markets.

The definition of the internal carbon pricing methodology and the internal carbon price is aimed to offset our Scopes 1 and 2 emissions, in accordance with our commitment to tackle climate change, and to evaluate investments in the institution's proprietary structure. Accordingly, we aim to support investment stress testing, as well as to foster low carbon investments, supply chain/suppliers and employees.

Carbon pricing makes it possible to allocate investments to less carbon-intensive solutions by internalizing part of the externalities represented by emissions, so that companies can incorporate these external costs into their business decision-making process and seek alternatives to minimize their effects.

3-2| Environmental, Social and Climate Impacts of Operations and Activities |201-2|

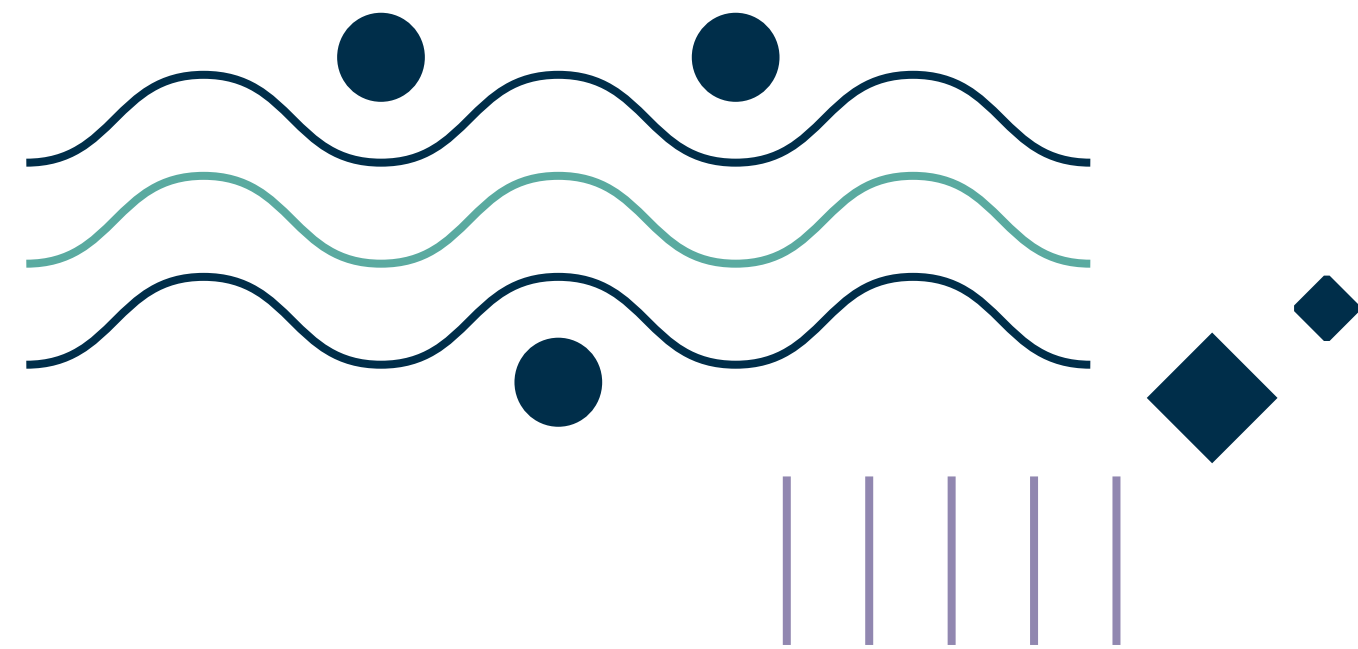
Learn more about BB's environmental performance in the **ESG Databook**.



Ecoefficiency

Eco-efficiency management reduces the consumption of natural resources, such as water and energy, minimizing impacts, besides expenses with the acquisition of these inputs. With the same objective, GHG emissions and the consumption of materials such as paper, toner and fuel were rationalised, reducing the generation of solid waste.

Efforts are systematically coordinated for ongoing performance improvement, ecoefficiency-oriented, aimed to minimize the consumption of natural resources, waste generation and GHG emissions. Assumptions include the ongoing improvement of GABBi; recognizing and considering stakeholders' expectations and priorities in environmental management; sharing concepts and practices for the efficient consumption of natural resources and preventing pollution, aiming at the engagement and strengthening of Environmental, Social and Climate Responsibility culture, in addition to training internal and external stakeholders to improve their environmental management skills.



Energy

Global goal	- 9.29% of consumption in 5 years, compared to 2022 (2023-2027)				
Annual goals	2023	2024	2025	2026	2027
	1.46%	1.80%	1.95%	2.08%	2.00%
Energy consumption (GWh) ^{1 302-4}	2020	2021	2022	Change 2021-2022	
	532.84	516.99	509.46	-1.48%	
Reduction target set % change year-on-yea		-5.00%	-3.00%	-2.50%	
Target achieved in the year		<input checked="" type="checkbox"/> (achieved - 6.68%)	<input type="checkbox"/> (not achieved - 2.97%)	<input type="checkbox"/> (not achieved -1.46%)	
Energy consumption - Details (GWh)					
Energy consumption (GWh)	2020	2021	2022	Change 2021-2022	
National Interconnected System (SIN) ²	449.30	423.59	412.57	-2.60%	
Free Contracting Environment (ACL)	74.86	80.57	81.18	0.76%	
Distributed Generation (solar power plants)	8.68	12.83	15.71	22.45%	
Total energy expenses					
Amount in the year (R\$ million)	2020	2021	2022	Change 2021-2022	
National Interconnected System (SIN) ²	422.00	444.80	449.80	1.12%	

¹ Since 2020 we have purchased RECs to offset 100% of emissions from electrical energy consumption.

² **According to the ONS** (National Electric System Operator), at the end of 2022, 76.7% of SIN energy matrix was provided by renewable energy sources.

Water

Global Goal	- 5.00% of consumption in 5 years, compared to 2022 (2023-2027)				
Annual goals ¹	2023	2024	2025	2026	2027
	-1.00%	-1.00%	-1.00%	-1.00%	-1.00%
Water consumption (thousand m ³) <small>303-5^{2 3 4}</small>	2020	2021	2022	Change 2021-2022	
	955.70	1,139.33	1,128.40	-0.96%	
Reduction target set % change year-on-year ¹	-3.00%	-5.00%	-5.00%		
Meta atendida	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	(achieved -15.87%)	(not achieved +19.21%)	(not achieved -0.96%)		
Total water expenses					Change 2021-2022
Amount in the year (R\$ million)	2020	2021	2022		
	28.60	29.70	28.20	-5.05%	

¹ Due to the change in scenario, during and after the pandemic, the Bank decided to extend the water reduction indicator from 2022 to 2023, change the base year from 2020 to 2022 and, subsequently, revisit the 2023 target.

² Recycled water is not used at units. Water is supplied by concessionaires. Data on water consumption in 2022 was obtained based on water bill expenses. The model used estimated the percentage of buildings served by wastewater network based on 16,000 water bills recorded by a third-party company. Then, the consumption was estimated based on the tariff of each State most representative concessionaire.

³ Due to the nature of the industry, we have not yet measured the total water consumption in all areas with water stress in mega liters.

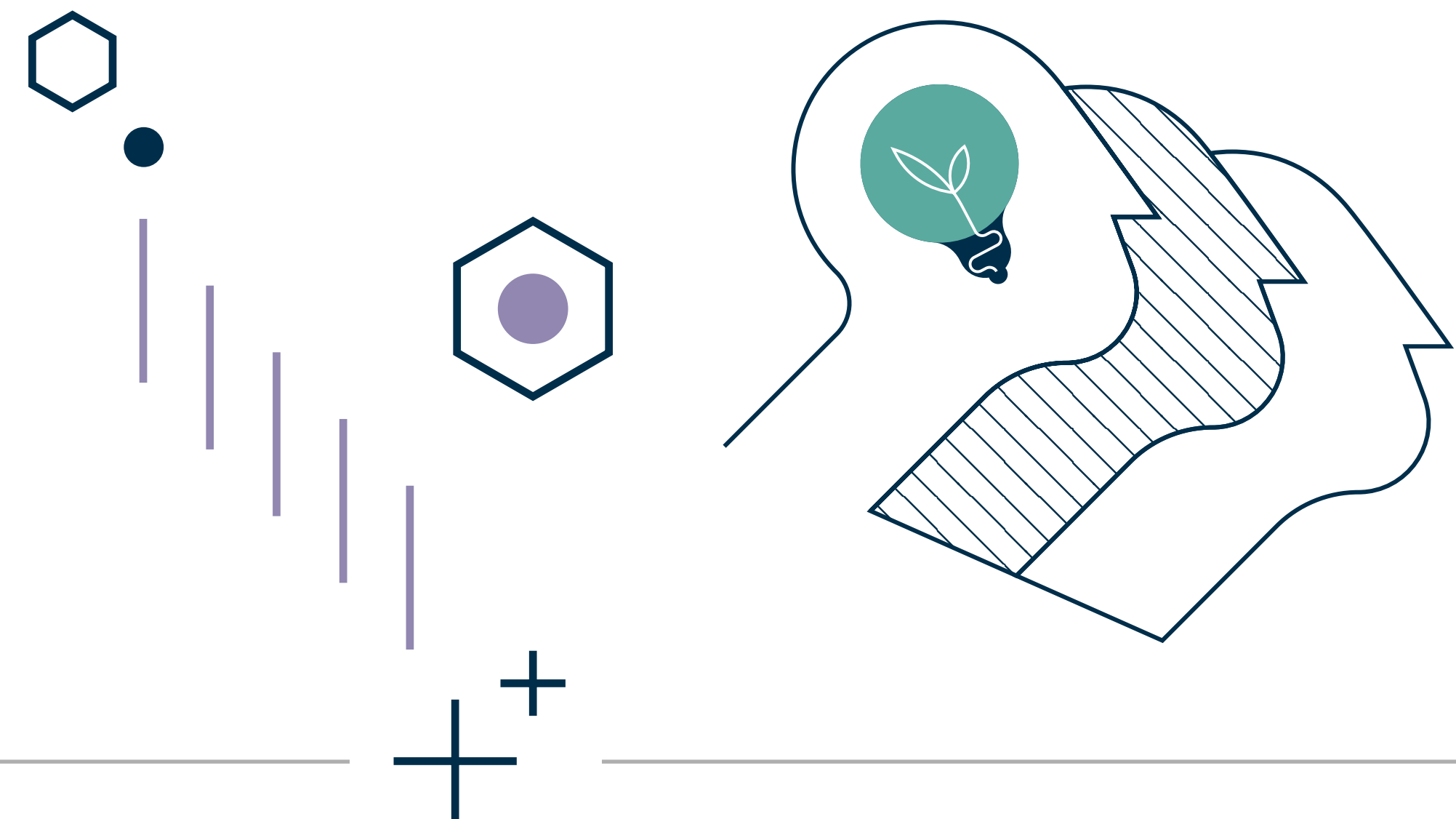
⁴ We monitor the need for facilities to purchase mineral water from sources other than local water concessionaires. In the case the water supplied is not suitable for consumption or there is no water supply whatsoever, mineral water will be purchased by the facility as follows: either from a water truck, to supply the facility as a whole (water tank) or bottled mineral water, to be consumed by employees and customers.

Paper

Global Goal	-70.00% of printed matter, by 2028, compared to 2017				
Annual goals, compared to the previous year	2023	2024	2025	2026	2027
	-4.00%	-4.25%	-4.50%	-5.50%	-5.75%
Paper consumption					Change 2021-2022
Number of print-outs (million) <small>301-1</small>	2020	2021	2022		
	112.82	103.76	91.01	-12.29%	
Effective reduction ¹	-50%	-20%	-12.29%		
Target achieved	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	not setted	
	(not achieved -49.68%) ²	(not achieved -8.03%)	(achieved -12.29%)		

¹ In 2020, the target established was a 50% reduction in the volume of impressions, based on the year 2017 (224.22 million impressions). For the following years, the target is a reduction in relation to the previous year. [\[2-4\]](#)

² Data rectified with respect to that published in the previous year. [\[2-4\]](#)



Waste generated 306-3

Weight of non-hazardous waste, broken down by type of disposal	2020	2021	2022	Change 2021-2022
Reuse – donation (unit)	1,475.00	12,755.00 ⁶	0 ⁸	-100%
Reuse – internal (unit)	19,401.00	42,157.00	35,236.00	-16%
Recycling (metric tons)	2,689.50	4,258.39 ⁵	2,715.04	-36%
On-site storage ¹	-	-	-	-
Public collection (mixed or nonrecyclable waste generated by facilities taking part in the selective collection program) (metric ton) ^{2, 3, 4}	318.90	128.90	220.34	71% ⁷

¹ The process for asset disposal was restructured, and since 2019 this service has been continuously carried out with no previous analysis to quantify useless assets stored in the premises. Accordingly, waste of assets is reported and collected by a hired company.

² Data related to facilities that, without a defined frequency and on a voluntary basis, record the estimated quantities of waste disposed of for recycling in the Bank's internal system. Records are compared to average quantities of waste generated per employee located at Edifício BB Brasília (BB's Building at Brasília), where the Environmental Management System is ISO 14001 certified. Highly discrepant data is disregarded, since recording is voluntary and refers to estimated quantities.

³ Banco do Brasil does not dispose of waste generated in its facilities to incineration. Mixed or non-recyclable waste generated by the facilities taking part in the Selective Collection Program is forwarded to public collection and, therefore, is managed like all waste generated in the municipality in which the Bank's facility is located, in accordance with local legislation and the waste management program of the municipality.

⁴ Regarding waste recycling targets, this was a need identified in the reformulation of the current Selective Collection Program. Recent studies for the implementation of the BB Lixo Zero Programme estimate a target of reducing the waste sent for public collection by 20% by 2030 (base year: 2020), giving a better destination to waste that is currently dumped in landfills in order to redirect it to recycling.

⁵ In 2020, due to the pandemic, requests for collection of assets for recycling were not fulfilled, which led to an increase in figures for 2021.

⁶ Number rectified in relation to those presented in the 2021 report because they refer to donation processes approved in 2021, with disposal of the assets in BB's estate in 2022.

⁷ The increase in the amount of waste for public collection refers to a higher waste generation due to the return of employees to the offices after the critical phase of the Covid-19 pandemic. Note that the amount for 2022 compared to 2020 (start of the pandemic) is lower, with a negative variation (reduction) of -31%.

⁸ In 2022, because it is an election year, the Bank is prohibited by law from donating goods.

Non-hazardous waste ¹ (metric ton)	2020	2021	2022	Change 2021-2022 ^{2,3}
Plastic	67.90	32.90	50.30	53%
Metal	14.20	11.50	9.05	-21%
Glass	12.50	3.80	12.12	219%
Paper	889.60	257.70	229.20	-11%

¹ Data related to facilities that, without a defined frequency and on a voluntary basis, record estimated quantities of waste disposed of for recycling in the Bank's internal system. Records are compared to average quantities of waste generated per employee located at Edifício BB Brasília (BB's Building at Brasília), where the Environmental Management System is ISO 14001 certified. Highly discrepant data is disregarded, since recording is voluntary and refers to estimated quantities.

² The increase in the amount of non-hazardous waste destined for recycling refers to a higher waste generation due to the return of employees to the office after the normalization of activities, past the critical phase of the Covid-19 pandemic.

³ If compared to the year 2020, when the pandemic began, the quantities of non-hazardous waste are all lower. The variation of the quantities calculated in 2022, if compared to 2020, represent a reduction of -26% for plastic, -36% for metal, -3% for glass, and -74% for paper.

Weight of hazardous waste, broken down by type of disposal (bulbs, batteries and electronic boards) ^{1, 2}	2020	2021	2022	Change 2021-2022
Other (chemical reaction and decontamination) (metric ton)	65.10	67.97	19.06 ³	-71,95%

¹ Data relating to bulbs and batteries refers to items collected and disposed of by a contract for recycling of movables.

² Sustainable collection and disposal service, which includes disposal of bulbs, batteries and other hazardous items, was reformulated in 2019, leading to the intensification of collection in 2020.

³ In 2022, the data of electronic boards were not included due to the change of supplier, whose contract provides for waste separation in a different way from the previous one, without specification of electronic boards.



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Financial

Results

Adjusted Net Income of R\$31.8 billion

We posted adjusted net income of R\$31.8 billion in 2022, up 51.3% on a year-on-year basis, and a ROE of 21.1%. The result was influenced by the 23.8% increase in net interest income, 10.2% growth in fee income, and the 69.1% increase in results of investments in subsidiaries, affiliates and joint ventures. Additionally, ALL Expanded View increased 27.8% and administrative expenses grew 5.6%.

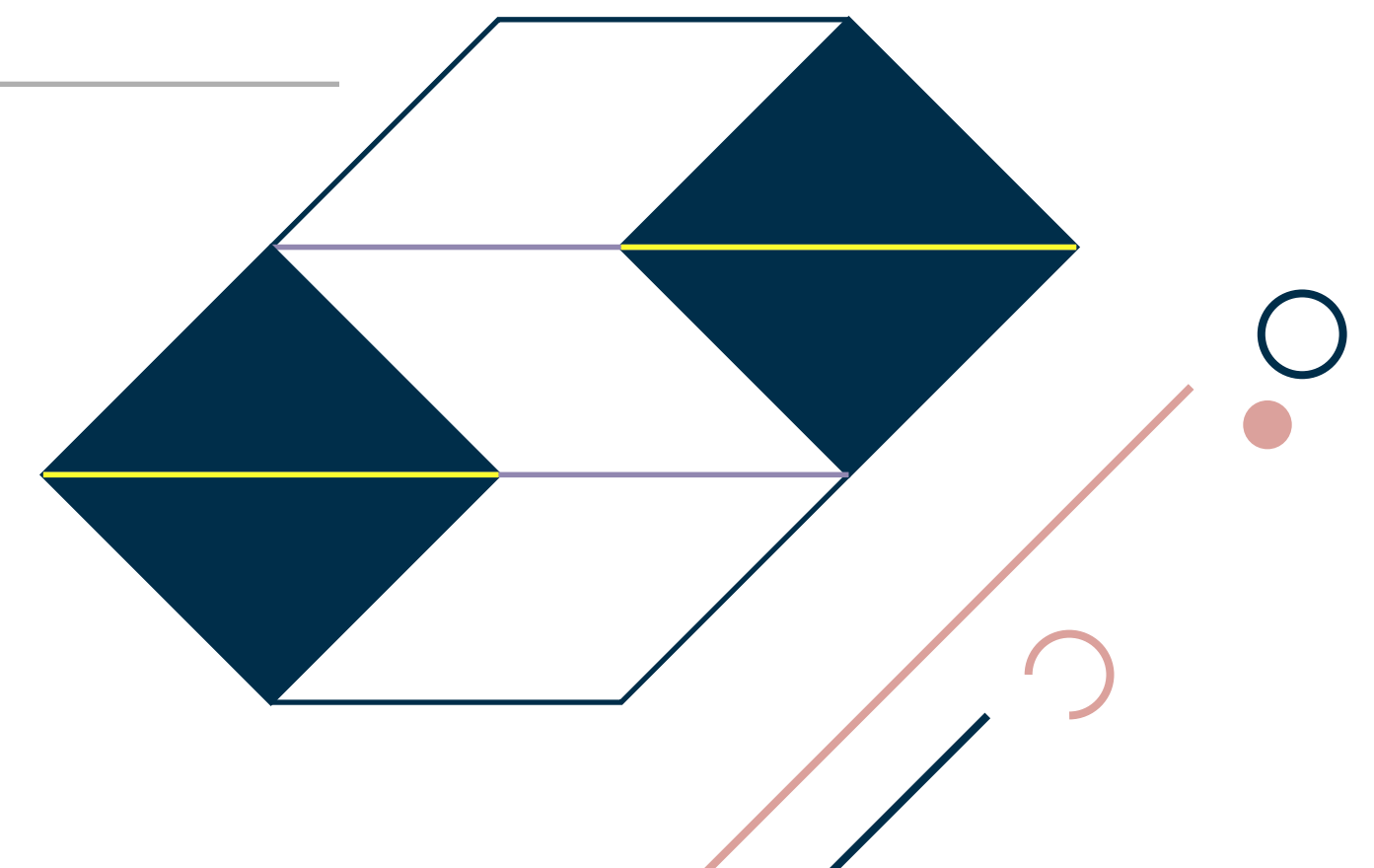
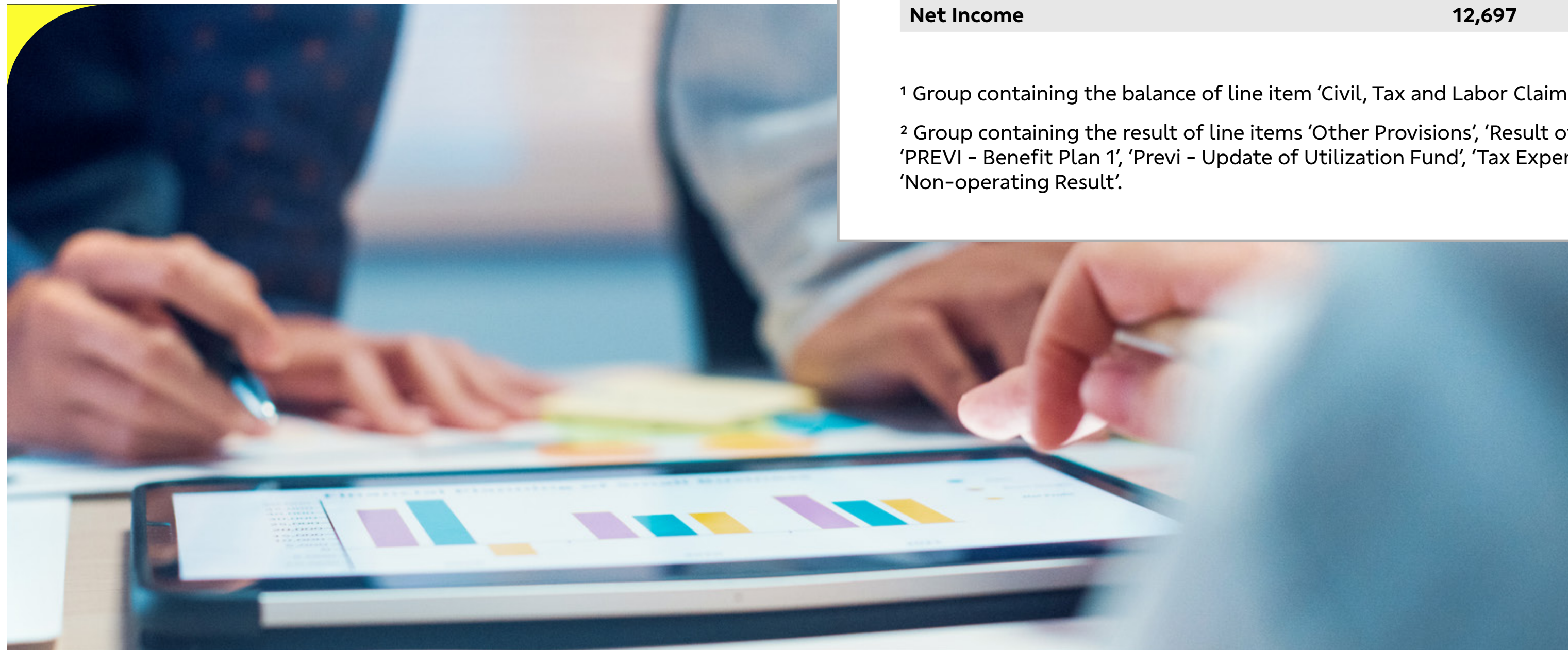
In 2022, we distributed R\$11.8 billion in interest on own capital/ dividends to our shareholders, a 57.3% year-on-year increase. The amount per share allocated to shareholders was R\$4,138.

Summarized Income Statement – R\$ million

Sources	2020	2021	2022	Change 2021-2022
Net interest income	56,539	59,305	73,397	23.8
ALL Expanded View	(21,923)	(13,108)	(16,747)	27.8
ALL – Credit Risk	(25,561)	(17,884)	(23,547)	31.7
ALL – Credit Recovery	7,359	7,808	8,771	12.3
ALL – Discounts Granted	(1,086)	(2,135)	(1,176)	(44.9)
ALL – Impairment Losses	(2,635)	(897)	(795)	(11.4)
Net Financial Margin	34,616	46,198	56,650	22.6
Fee income	28,702	29,343	32,333	10.2
Administrative Expenses	(31,583)	(32,026)	(33,828)	5.6
Legal Risk ¹	(4,207)	(6,264)	(6,033)	(3.7)
Other Components of Income ²	(7,272)	(5,898)	(422)	(92.8)
Income before Taxes	20,256	31,352	48,700	55.3
Income and Social Contribution Taxes	(3,093)	(6,080)	(10,195)	67.7
Corporate Profit Sharing	(1,702)	(2,645)	(4,059)	53.5
Adjusted Net Income	13,884	21,021	31,815	51.3
One-off Items	(1,186)	(1,311)	(803)	(38.7)
Net Income	12,697	19,710	31,011	57.3

¹ Group containing the balance of line item 'Civil, Tax and Labor Claims';

² Group containing the result of line items 'Other Provisions', 'Result of Investments in Subsidiaries, Affiliates and JV', 'PREVI - Benefit Plan 1', 'Previ - Update of Utilization Fund', 'Tax Expenses', 'Other Operating Income/Expenses', and 'Non-operating Result'.



Net Interest Income grows 23.8%

Net Interest income (NII) consists of finance income from loan operations, funding expenses and financial expenses for institutional financing, and treasury income.

NII totaled R\$73.4 billion, an increase of 23.8%, explained by the 43.7% increase in income from loan operations, and the 116.0% increase in treasury income, driven by growth in the loan and securities portfolio. On the other hand, funding costs incurred in loan operations increased 158.4%, which had an adverse impact on the NII. In the year, finance income and finance costs were also influenced by the higher average Selic rate – 12.39% in 2022 from 4.42% in 2021.

Net Interest Income and Spread – R\$ million

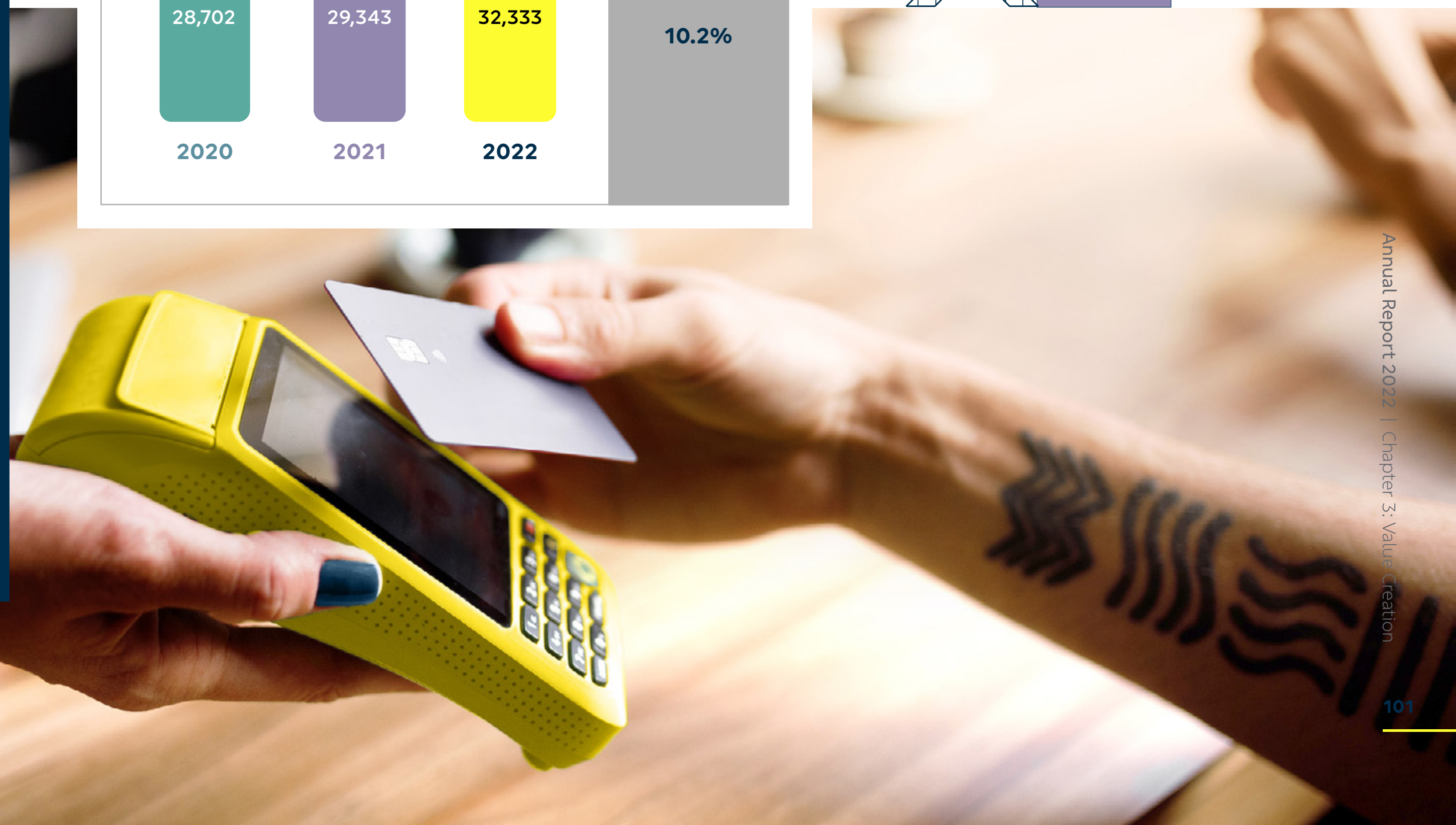
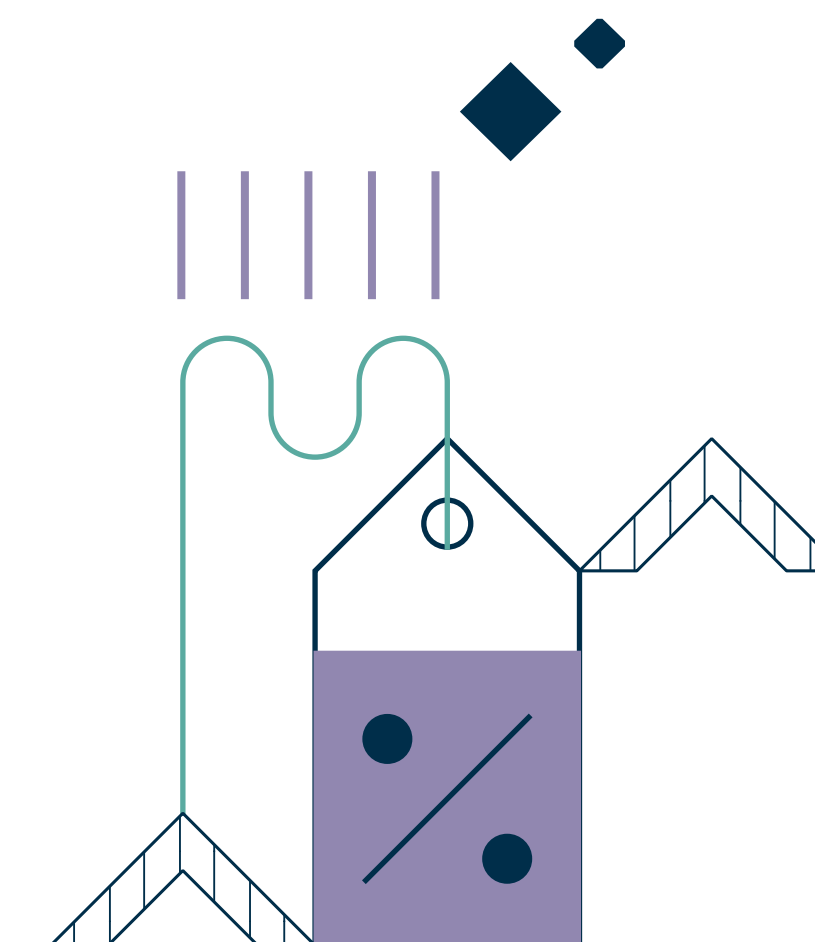
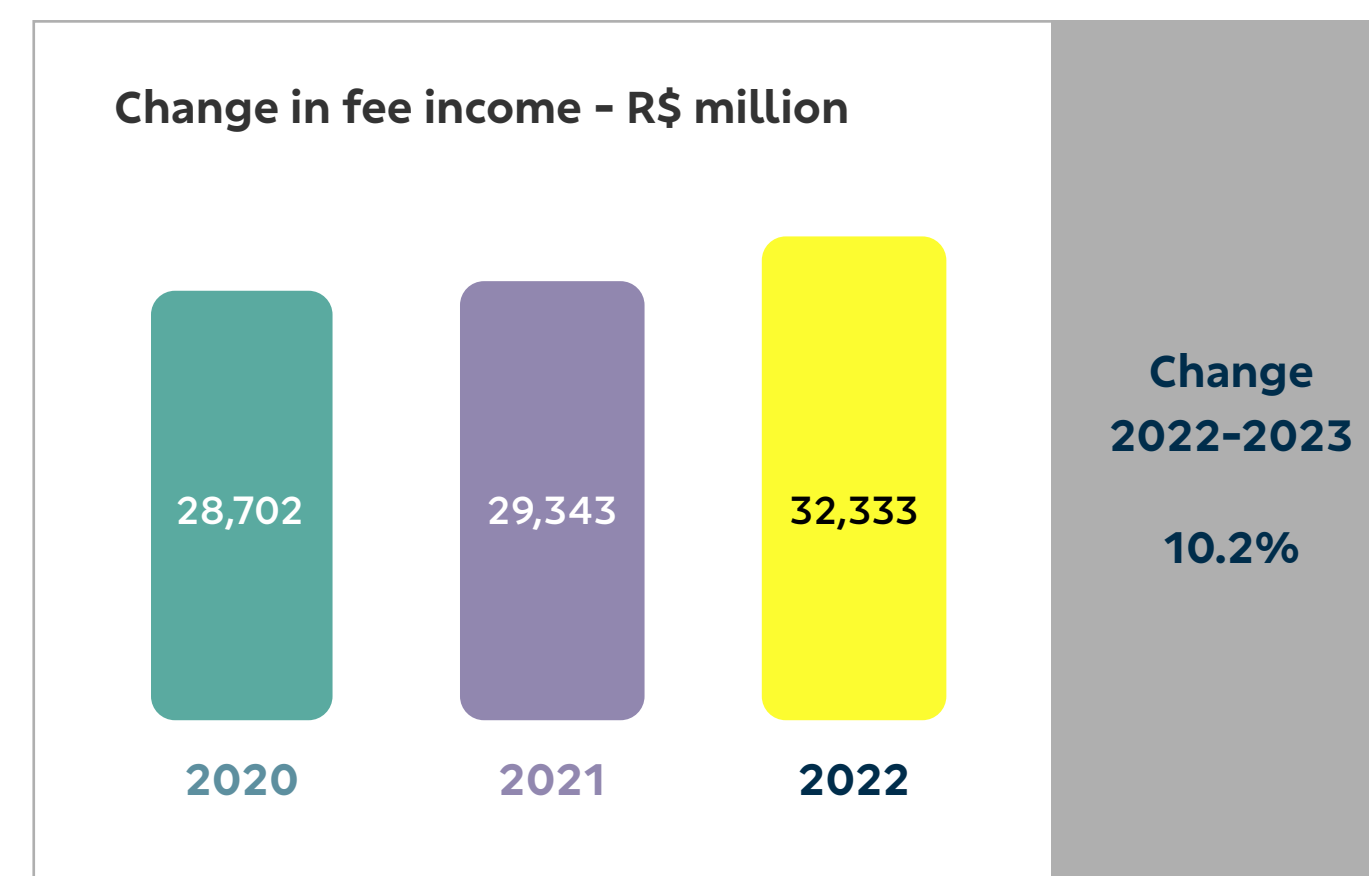
	2020	2021	2022	Change 2021-2022
Net interest income	56,539	59,305	73,397	23.8%
Finance income from loan operations	69,221	76,479	109,863	43.70%
Finance costs on loan operations	(14,340)	(23,224)	(59,985)	158.29%
Finance costs on institutional funding ¹	(10,463)	(9,889)	(10,886)	10.10%
Treasury income ²	12,120	15,940	34,404	115.83%

¹ It includes senior bonds, subordinated debt, and Hybrid Instruments in Brazil and abroad.

² It includes the result from interest, tax hedging, derivatives, and other financial instruments that offset the effects of the foreign exchange differences on net income.

Fee Income grew 10.2%

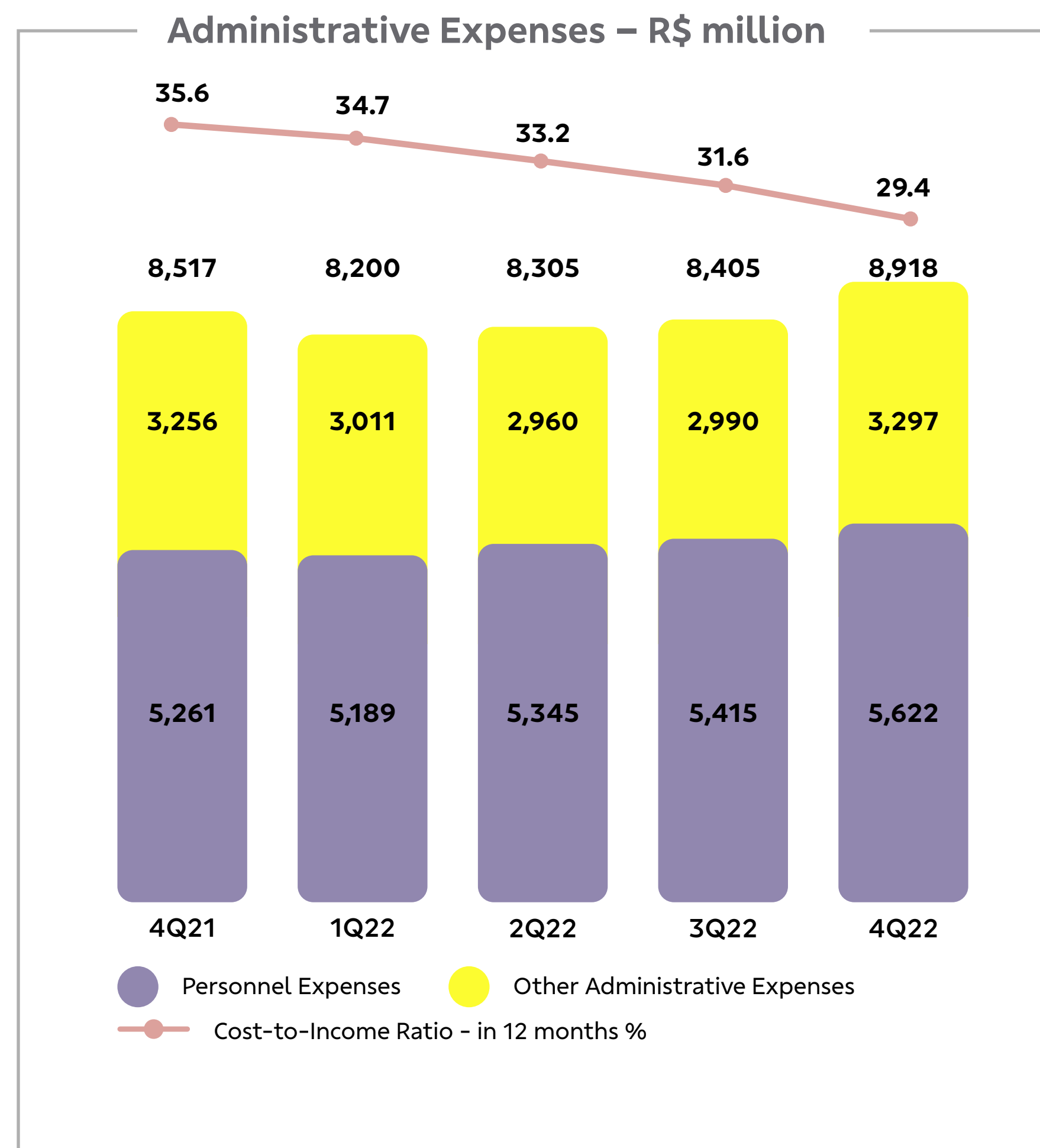
In 2020, fee income totaled R\$32.3 billion, a year-on-year growth of 10.2%. The growth is mostly explained by the performance of the fund management (+11.8%), pension funds (+14.6%), and loan operations and guarantees (+27.2%) segments



Administrative Expenses and Efficiency Ratio

Administrative expenses increased 5.6%, remaining within the corporate projections and lower than inflation in the 12-month period (5.79%).

The twelve-month cumulative efficiency ratio reached 29.4%, the best in the historical series.



We constantly seek to improve operational efficiency and productivity, by controlling our administrative and personnel expenses, while bringing sustainable and diversified increases to our revenue base.

Loan portfolio

The expanded loan portfolio, which includes in addition to the classified loan portfolio, private securities and guarantees, totaled R\$1.0 trillion in December 2022, up 14.8% year-on-year.

The individual portfolio grew 19.0% year-on-year, due to the positive performance in payroll loans (7.8%) and credit card operations (14.5%).

Loans to companies grew 12.8% year-on-year with a focus on operations with receivables (20.4%) and private securities and guarantees (21.4%). The highlights were the disbursements for the Pronampe program, which totaled R\$12 billion from July to December.

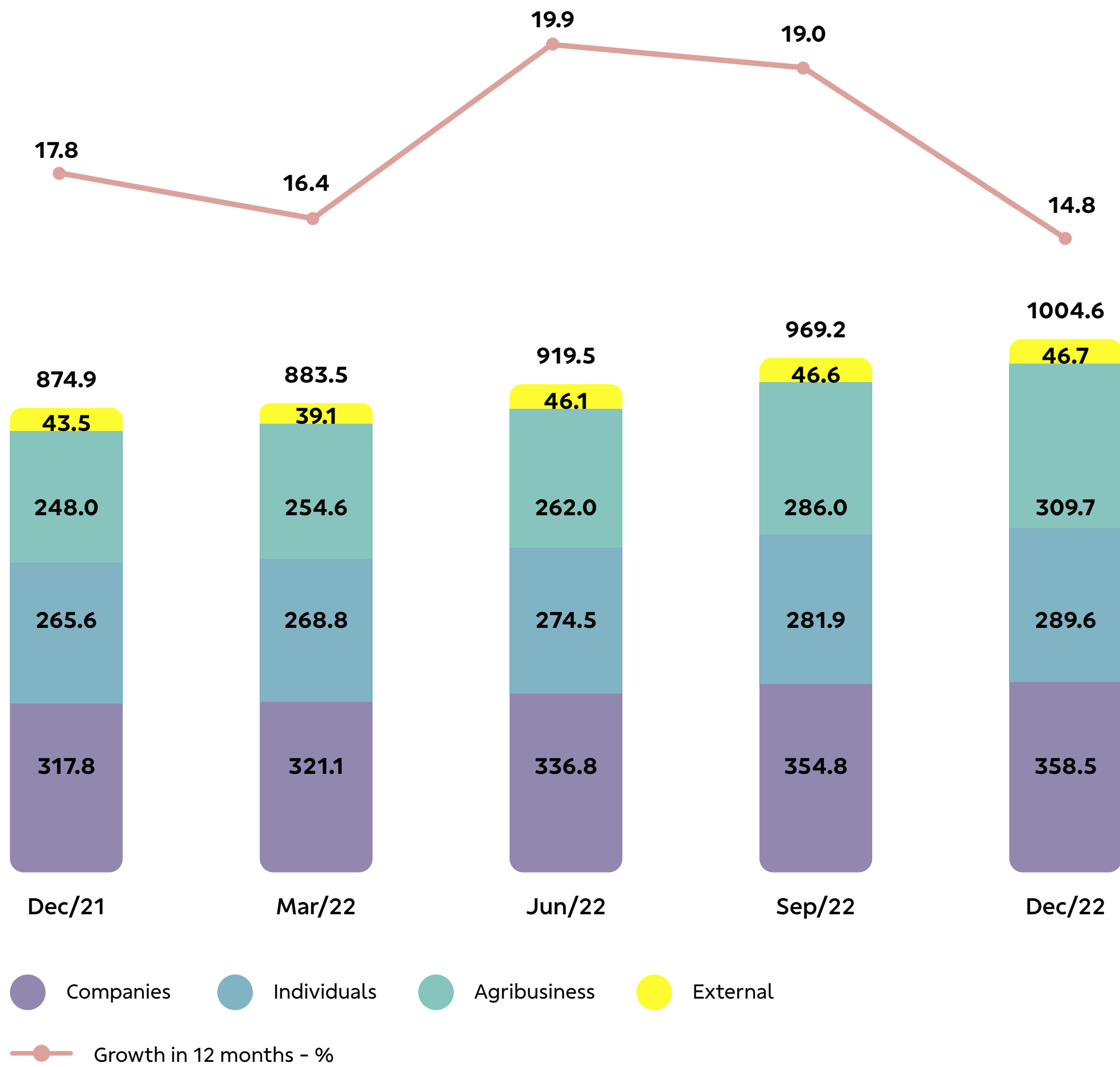
In agribusiness, the year-on-year increase of the portfolio was 24.9%, from which we highlight agriculture cost financing (46.5%), agricultural investment lines (54.6%), and agro-industrial credit (109.1%).



The Bank's expressive result in the last year demonstrates the strength and commitment of each of our employees with the organization's challenges and its role as one of the leading players in the Brazilian market and a benchmark for the financial system. Our solid performance is the result of customer focus, the offering of solutions for different types of profiles and demands, specialized employees and a management team focused on cost control. We maintain a close relationship with our stakeholders through different channels, without neglecting the environmental, social and climate aspects of our operations. All of this creates value for our stakeholders and contributes to ever-improving results, always focusing on our purpose of being close and relevant in people's lives at all times."

Marco Geovanne Tobias da Silva
Chief Financial Officer (CFO) and Investor Relations (IRO)

Expanded loan portfolio expanded view – in R\$ billion and %



Allowance for loan losses (ALL) increased 27.8%

In 2022, the ALL expanded view totaled R\$16,7 billion, a year-on-year increase of 27.8%.

ALL Expanded View - R\$ million

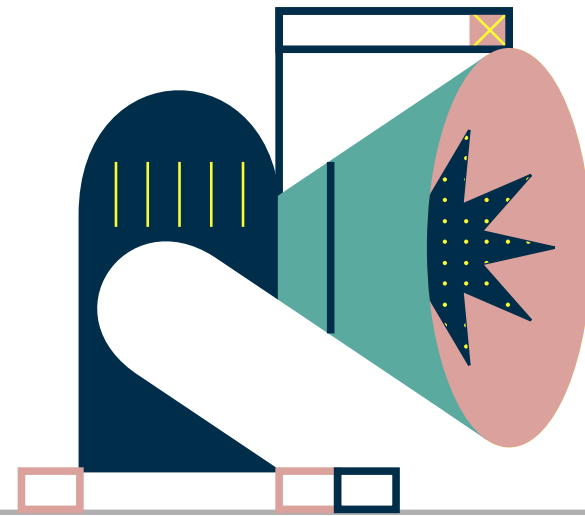
	2021	2022	Change %
ALL Expanded View	(13,108)	(16,747)	27.8
ALL – Credit Risk	(17,884)	(23,547)	(31.7)
ALL – Credit Recovery	7,808	8,771	12.3
ALL – Discounts Granted	(2,135)	(1,176)	(44.9)
ALL – Impairment Losses	(897)	(795)	(11.4)



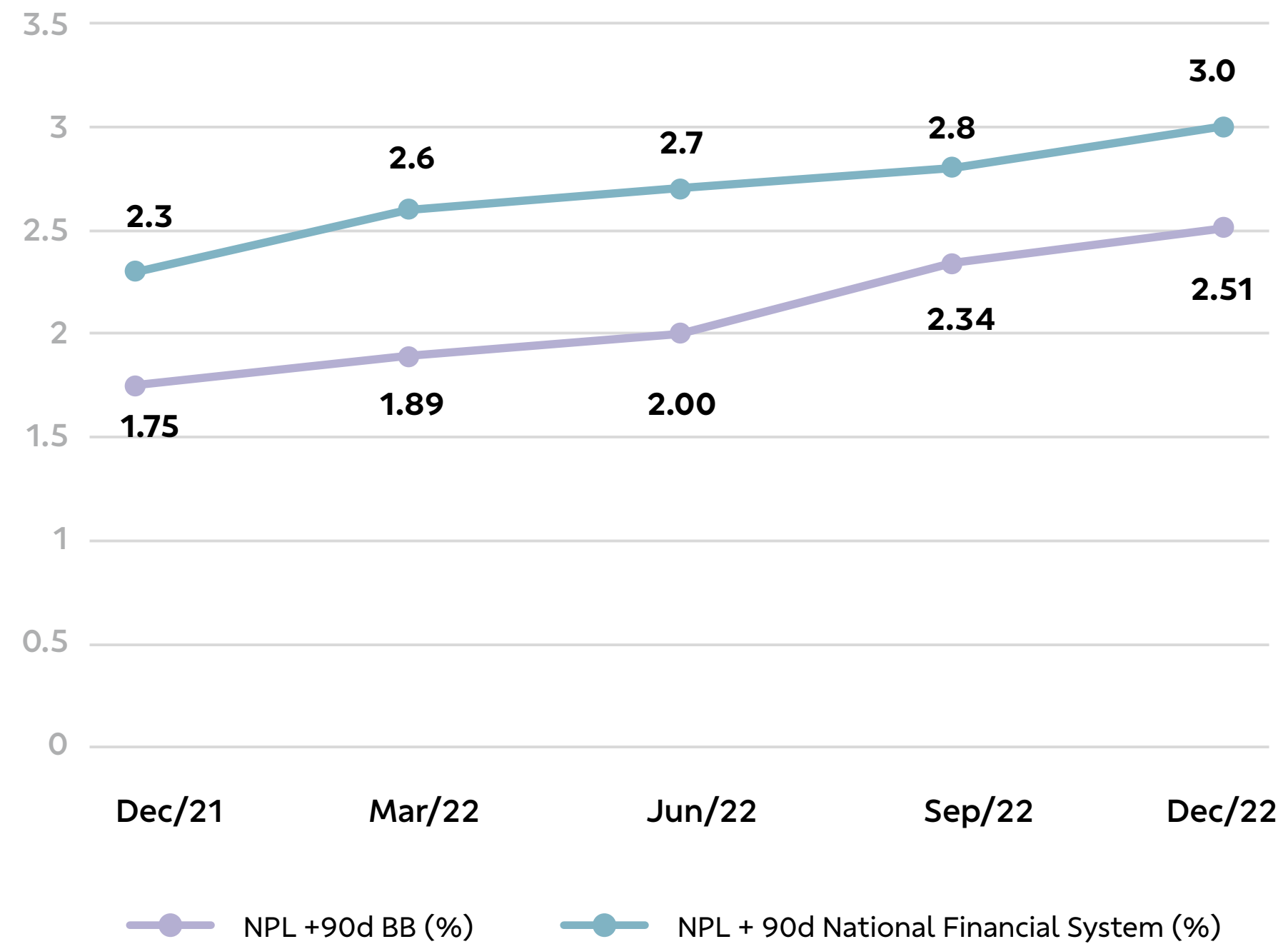
Credit Quality

Non-performing loans (NPL) + 90 days (ratio of operations overdue for over 90 days to the related loan portfolio balance) increased compared to December 2021 and reached 2.51%.

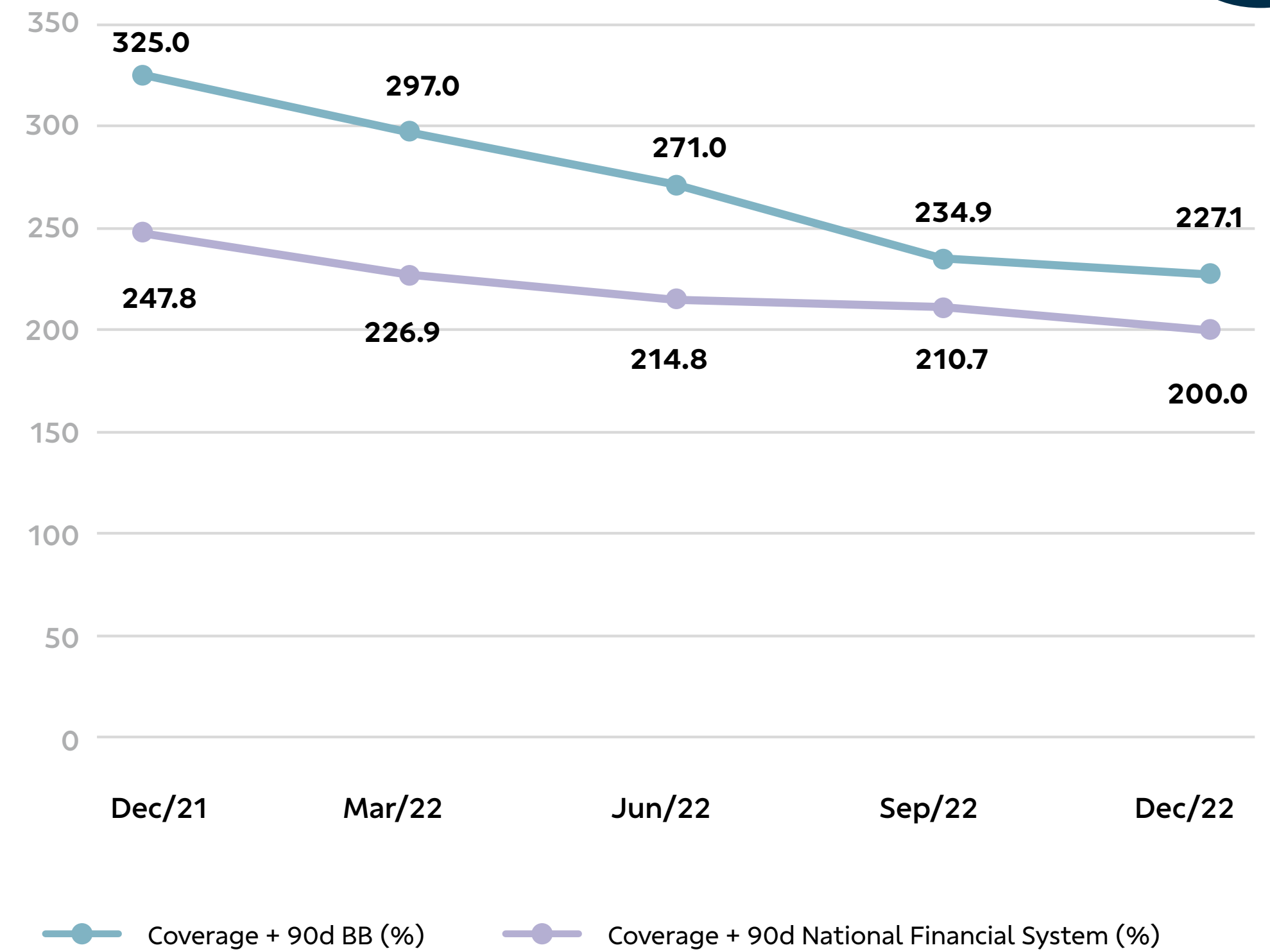
Coverage ratio (ratio of balance of provisions to the balance of operations overdue for over 90 days) was 227.1%, higher than the Brazilian financial system's average ratio.



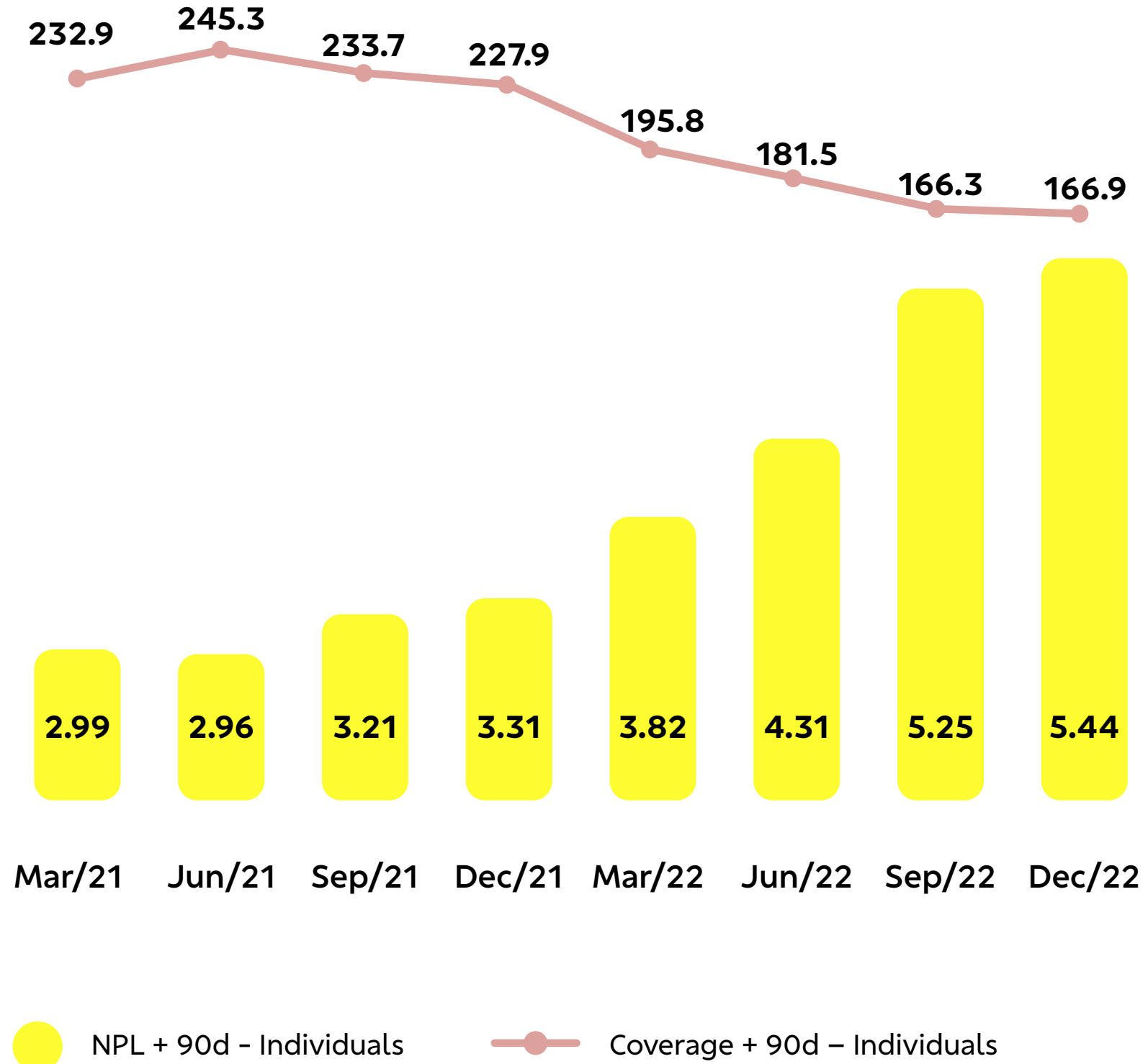
NPL +90 days – as a % of the Classified Loan Portfolio



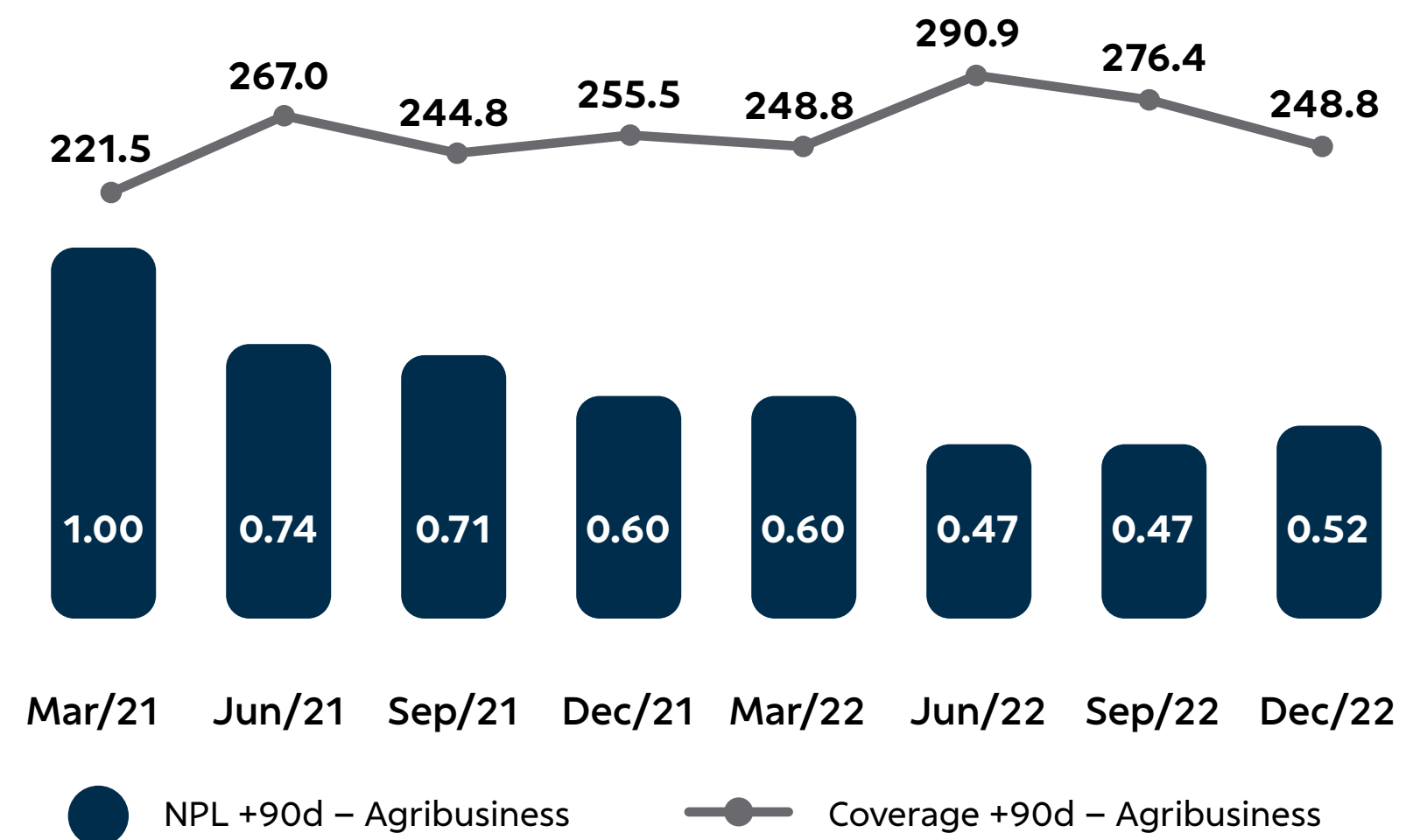
Coverage Ratios of the Classified Portfolio Balance



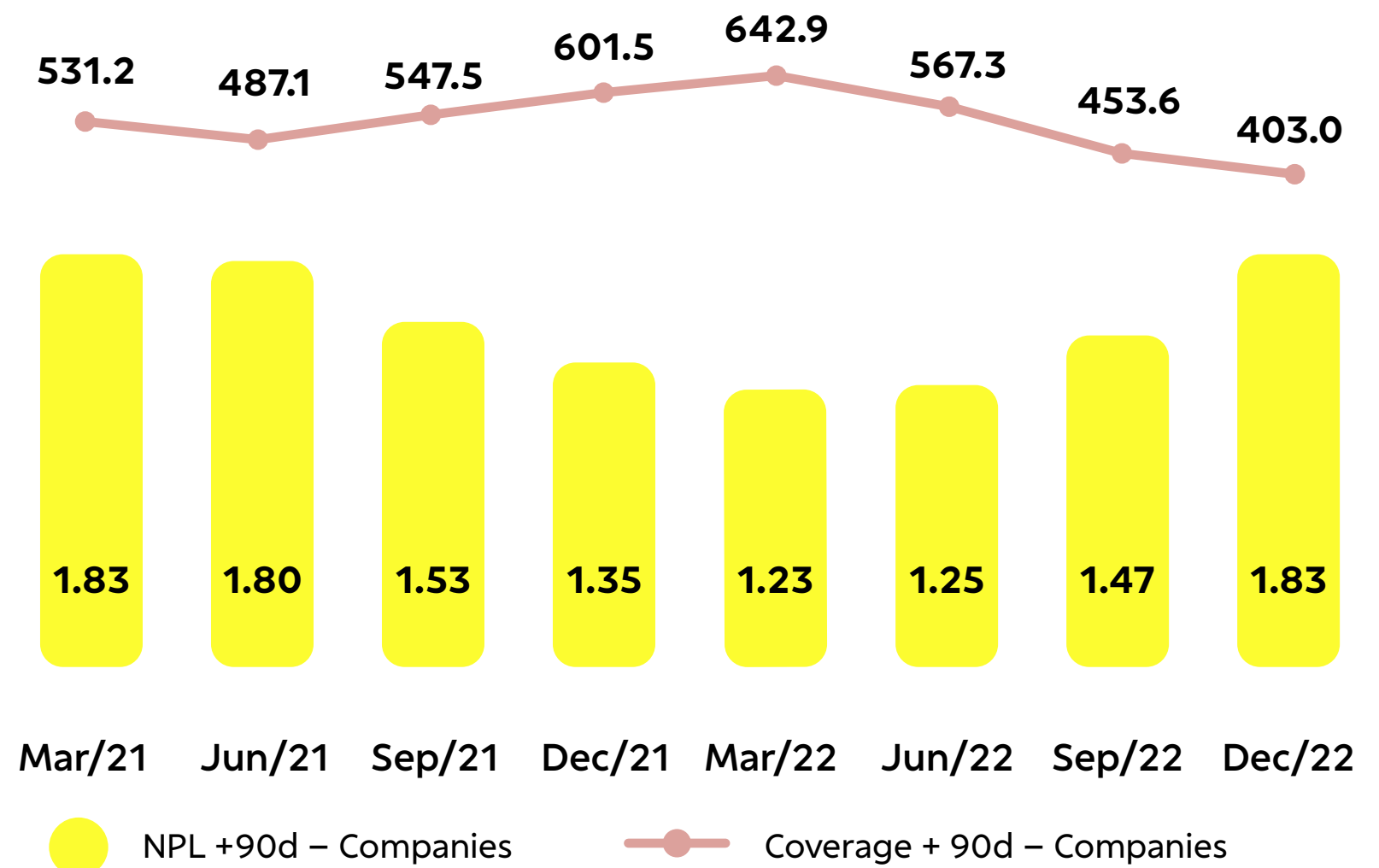
NPL +90 days and Coverage Ratio – Individuals (%)



NPL +90 days and Coverage Ratio – Agribusiness (%)



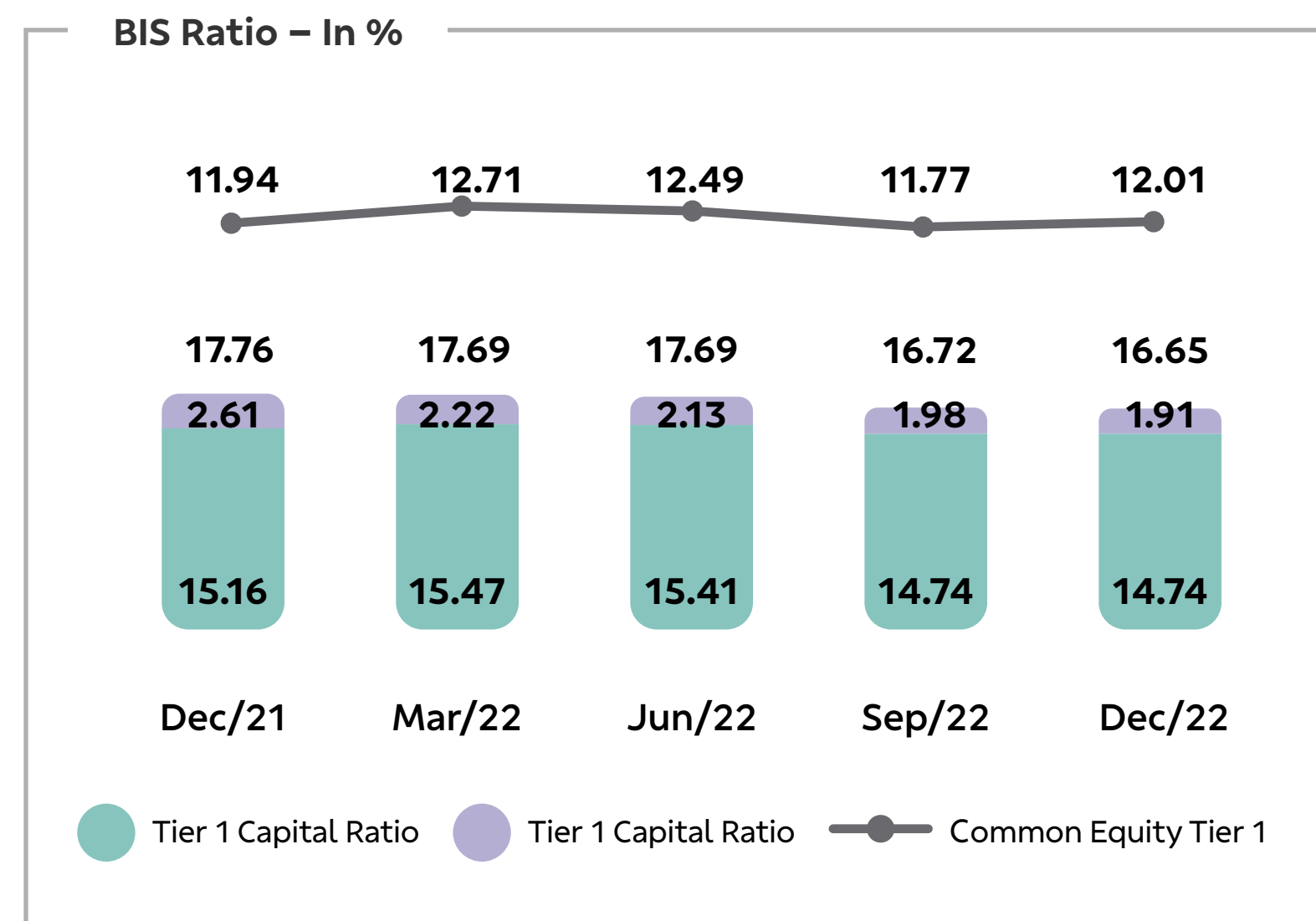
NPL +90 days and Coverage Ratio – Companies (%)



BIS Ratio

Our Capital Plan has a three-year prospective view, considering (a) the Risk Appetite Statement (RAS), (b) the Corporate Strategy, and (c) the Corporate Budget.

In December 2022, the BIS ratio was 16.65% and the Tier I capital ratio reached 14.74%, with 12.01% of CET1.



Shareholders

We have a base of 953,000 shareholders, 98.4% of whom are individuals and 1.4% are legal entities. From January 2019 to December 2022 our individual shareholder base grew to 937,000 from 430,000. In the end of December 2022, our ownership structure was composed of 50% shares held by the Federal Government, 49.6% free float and 0.40% treasury shares. Local investors account for 77% of the free float, whereas foreign investors hold 23% shares. Our shares (ticker BBAS3) had a 2.537% stake in Ibovespa (São Paulo Stock Exchange Index) for the last four-month period.

The Book Value per Share (BVPS) in the end of the period was R\$53.81, a change of 14% year-on-year. The close price in December 2022 was R\$34.73 for shares ticker BBAS3 and US\$6.58 for ADRs that are part of a level I program, traded over the counter in the United State.

In December 2022, we received the Apimec IBRI award as the Best Investor Relations Practice and Initiative: Large Caps (large companies listed on the Stock Exchange). In its third edition, the award recognizes the best investor relations professionals and stock analysis firms selected by the members of the associations that promote the award, mainly made up of market analysts, publicly-held companies and investor relations professionals.

	2022/12/31		2021/12/31	
	Shares	% Total	Shares	% Total
Federal Government – National Treasury	1,432,708,542	50.0	1,432,708,542	50.0
Caixa de Previdência dos Funcionários do Banco do Brasil – Previ	131,948,214	4.6	133,689,414	4.7
Treasury shares ¹	11,830,375	0.4	12,017,619	0.4
Other shareholders	1,288,929,889	45.0	1,287,001,445	44.9
Total	2,865,417,020	100.0	2,865,417,020	100.0

¹ It includes, on December 31, 2022, 49,614 shares in Banco do Brasil held by BB Asset (42,983 on December 31, 2021).

	Common Shares ¹	
	2022/12/31	2021/12/31
Board of Directors (except for the CEO of the Bank)	3,988	3,599
Executive Board (includes the CO of the Bank)	128,355	95,341
Supervisory Board	1,000	1,000
Audit Committee	2,012	2,015

¹ The shareholding interest of the Board of Directors, Executive Office, Supervisory Board and Audit Committee accounts for approximately 0.005% of the capital stock of the Bank.

Market Indicators (except treasury shares)	2020	2021	2022	2022/2021 %
Earnings per Share (R\$)	4.39	6.86	10.8	57.4
12-Month Price/Profit	8.25	4.18	3.20	23.4
Price/Book Value	0.82	0.57	0.64	12.3
Market Capitalization (R\$ billion)	104.7	82.3	99.1	20.4
Price of common shares (R\$)	36.71	28.85	34.73	20.3

Innovation and Digital Business

Financial services have improved to keep up with the customers' demands in terms of convenience, opportunity, and diversity of services for starting and keeping hold of relationships. Accordingly, the banking industry has developed solutions aiming to support customers by adjusting their portfolio and offers to customer's expectations.

We believe that looking at customers – going beyond the traditional breakdown and financial sphere – knowing their interests, consumption habits, lifestyles, values, and affinities, in short, valuing what is important to each customers what will increasingly make the difference in our BB way of providing services and staying ahead of core banking in this relationship.

Customer behavior, boosted by new trends and innovations, drive business tendencies and opportunities. Trend monitoring directly benefits customers and other stakeholders, since solutions and facilities that not only satisfy but anticipate their needs may be offered.

We are working on delivering a new vision of customer strategy, focused on analytical intelligence applied to customer knowledge, thus allowing more customization of relationship, creating good experiences and mainly relevance so that people have access to a Bank highly specialized in people, looking at their specific needs.

This context assumes new, more efficient, agile business models. Therefore, we remain at the forefront of digital solutions with the use of artificial intelligence (AI), enabling customers to interact with us and enjoy services via WhatsApp and social media. The virtual assistant responds in natural language and is continuously learning, as it responds to the users' demands and questions. It does not replace other channels, such as Internet

banking, and, if there is a need for personal service, customers may be serviced by human employees.

We have improved our investments in cloud computing, big data, social platforms, and cognitive computing. We provide solutions capable of identifying our customer's feelings and interests in the affective computing field, an AI application. This tool also provides for the identification of the customer's satisfaction level.

Digital strategy

We are a technological and digital bank. In 2022, we invested in cutting-edge technology solutions with a robust and permanently modernized IT architecture.

We expanded the Cloud processing capacity including solutions such as Open Finance, Pix and Chatbots. This has brought flexibility, capacity and speed in delivering solutions, in addition to higher availability of resources without compromising performance and providing the best customer experience.

We provide new business and innovations through Artificial Intelligence solutions, such as Minhas Finanças Multibanco (My Multibank Finances) and voice-activated transactions.

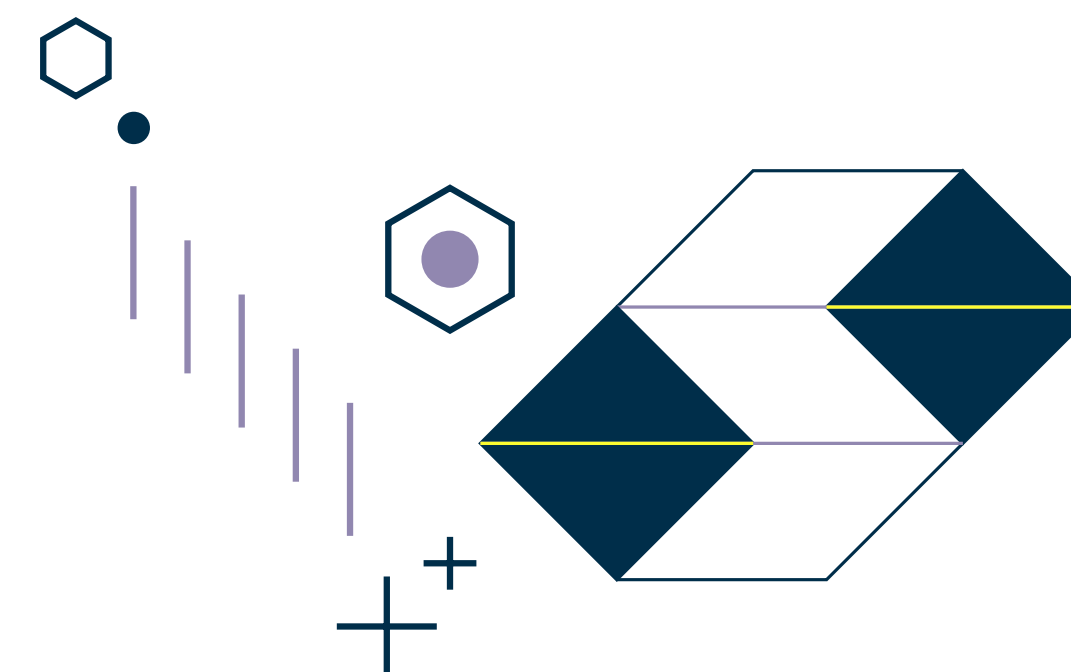
We were the first bank participating in the Open Finance to be admitted to operate as a payment initiation service provider (ITP), strengthening our leading role in implementing and creating initiatives, including to non-account holders. This strategy strengthens the Bank's operations on improving customer experience, providing hyper-personalization of relationships and commercial offers and supporting the operation of the Bank as a Service (BaaS) and Bank as a Platform (BaaP) models. Another highlight was the implementation of the journey of consent to WhatsApp, an unprecedented initiative in the world, bringing convenience and simplicity, and keeping up compliance with regulations. This service is integrated into other ones offered by BB's virtual assistants.

We improved our work, relationship and offer of solutions, fostering the sharing of knowledge and resources on different platforms, such as Mobile, Web, Low Code, Cloud, Mainframe, UX, IA and security.

We renewed the ISO 20000 certification, which attests the quality of the IT processes that adds to the ISO 45001 seal of the Banco do Brasil building, in Brasília, and to the ISO 55001 seal, which was granted to BB Data Center, the first in the world to be certified.

In accordance with environmental, social and climate responsibility, we contributed to BB Zero Paper program, proper disposal of equipment, and job creation and income generation, and the highlight was the donation of recyclable waste to associations and cooperatives of collectors.

The Broto Digital Platform expanded its activities in 2022 and continues to offer intelligent and integrated solutions aimed at fostering maximum economic productivity of the Agribusiness Ecosystem. The Platform has already enabled over R\$2.1 billion in business to be carried out since its launch and currently has more than 5,000 products, 1,000 sellers and 1.2 million hits, in addition to adding new functionalities to help rural producers, such as financing simulators with credit conditions, articles about different topics, podcasts produced every day by agribusiness experts, audiovisual content, and live webcasts with news and industry leaders.



In 2022, Banco do Brasil became a partner of Agnest - innovation hub created of a farm lab concept whose objective is to catalyse the ecosystem of Research, Development and Innovation, and to promote entrepreneurship in agribusiness. This initiative is another opportunity for BB to foster open innovation actions focused on digital agriculture and connectivity, and was built in partnership with Embrapa, Bayer, Nutrien and Jacto.

Furthermore, we have consolidated our partnership with AgTech Garage - the largest innovation hub for agribusiness in Latin America, which allows BB to connect with start-ups, producers, academia and other corporate players to develop innovative solutions that boost agribusiness and generate more value for the Company. We have established partnerships with startups with the aim of bringing innovative farmers with innovative solutions that help them manage their agricultural undertakings, optimising the production process, as well as introducing new applicable technologies.

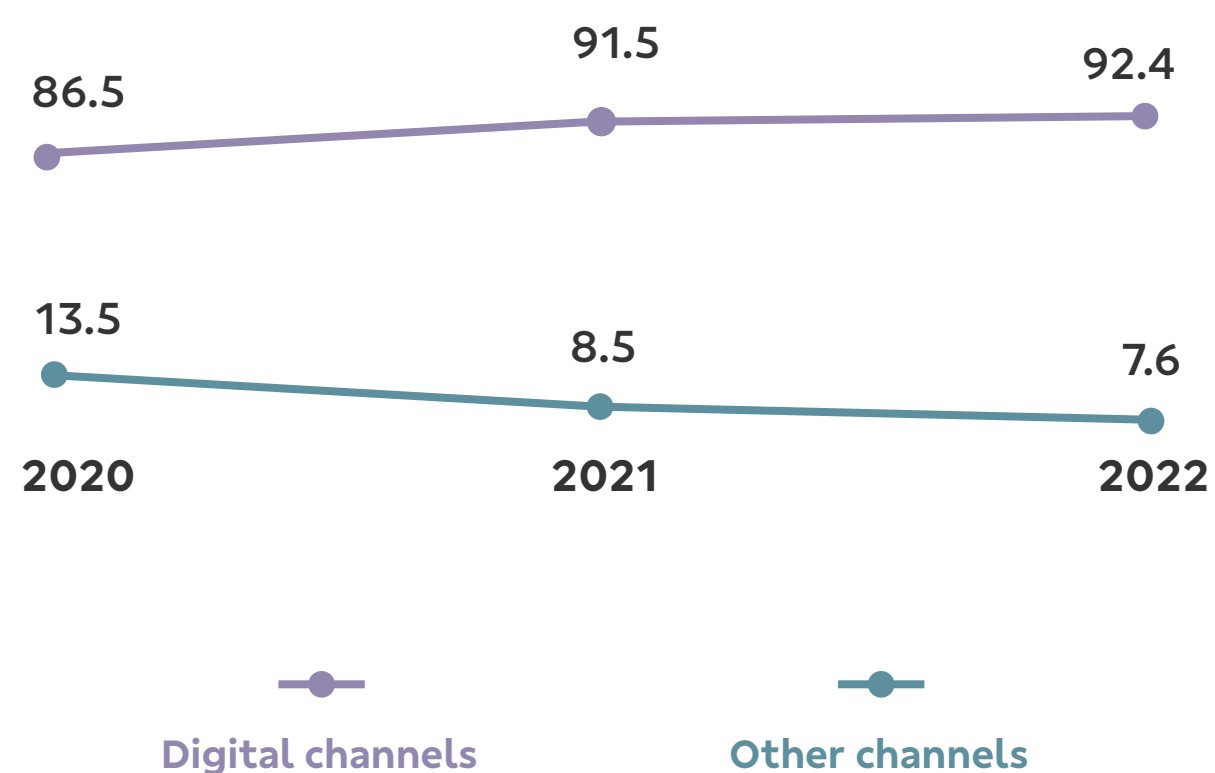
Digital service

We reached over 23 million customers that use BB digital channels, through expanding available solutions, a conversation plan to encourage the use of these channels and the use of analytical intelligence to identify customer behavior patterns and implement actions to improve engagement.

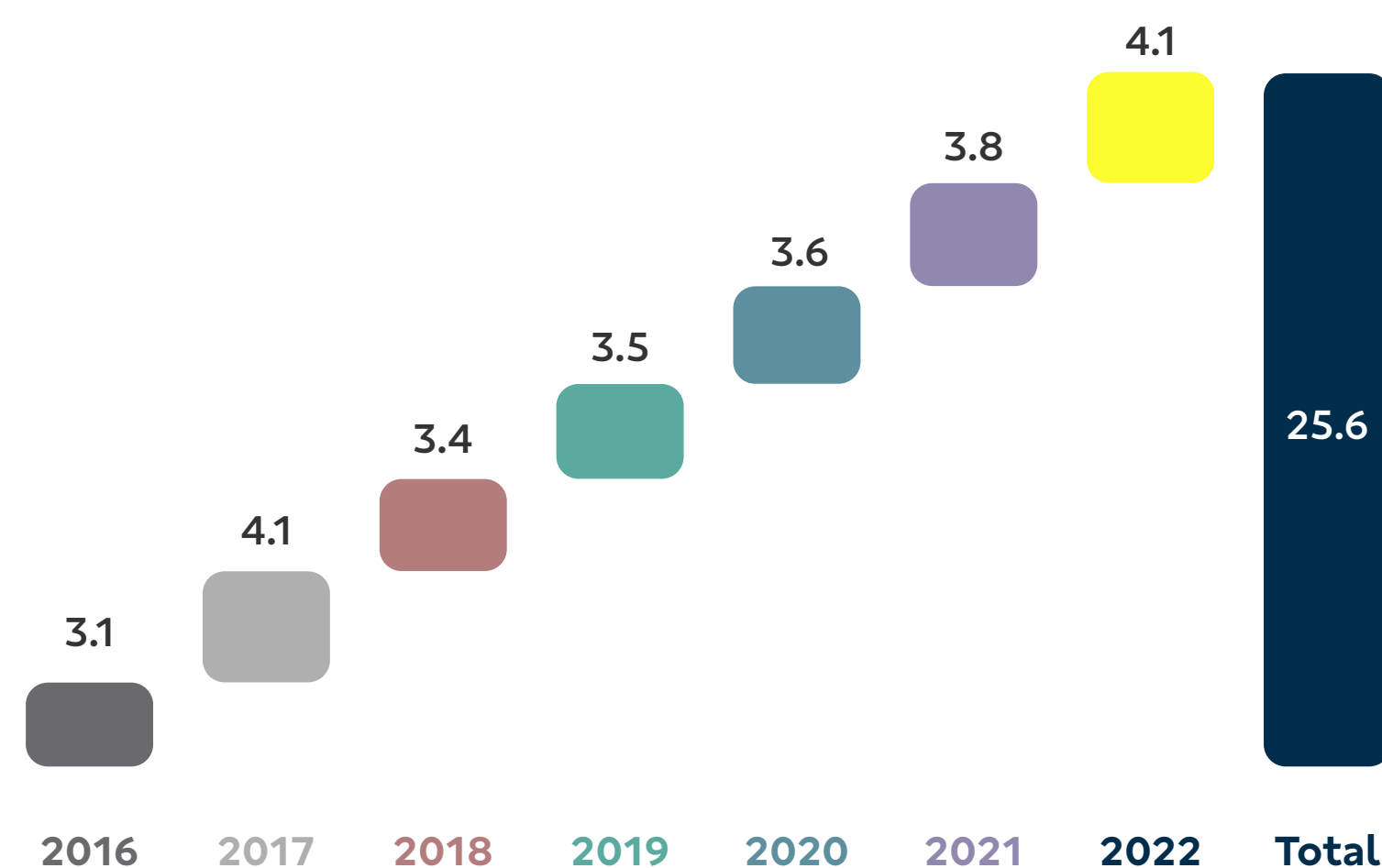
Customer service by texting played a significant role in improving the relationship with customers of the Retail – Individuals and Companies segments.

Additionally, BB customer service via WhatsApp allows the access to the main services and operations, through a Virtual Assistant, and, for specific doubts, transfers the customer to one of our attendants. Service through Virtual Assistant is also available on the WhatsApp to account holders or non-account holders who seek to be served using Banco do Brasil's institutional phone number.

Share of Customer Service Channels in transactions – %



Investments in Technology – R\$ billion



Delivering the best experiences, providing agility and ensuring the safety of our customers is what drives us! We are a technological and digital bank that has been investing heavily in IT, data analysis, AI, cloud, social networks, among other digital tools, in order to anticipate market demands and delight the users of our solutions. And, with a focus on our strategy for the future, we are advancing in open innovation through our Corporate Venture Capital program, experimenting with emerging technologies and beyond banking business models. Fronts like these keep us at the forefront of digital solutions, socially and economically relevant and delivering the best responses to the needs of our stakeholders.”

Marisa Reghini Ferreira Mattos
Chief Technology Officer and Digital Business

Cloud strategy

With a robust and permanently modernized IT architecture, and that efficiently meets the business needs, Banco do Brasil continues to invest in cloud solutions.

These investments translate into greater flexibility and speed in delivering solutions to our customers, expansion of the processing capacity without compromising performance, higher availability of resources and, consequently, better customer experience.

Solutions such as Pix, Open banking, chatbots and Monitoring of Frauds have been carried out in the cloud environment. There are more than 3,800 applications/services in live environment and more than 340 million operations per day.

Artificial Intelligence

Keeping on expanding the use of AI in products, services, processes and experiences with BB customers, the use of the AI Platform increased, in accordance with the strategy of transforming it in the main set of tools to develop AI services and solutions. New models and functionalities were added to the platform in order to improve the experience of the developer and speed up the delivery of technological solutions. Accordingly, business value was added and compliance with risk and current legislation was ensured, transforming processes through the delivery of 84 solutions with artificial intelligence, of which 52 solutions in operational efficiency and 32 in customer experience.

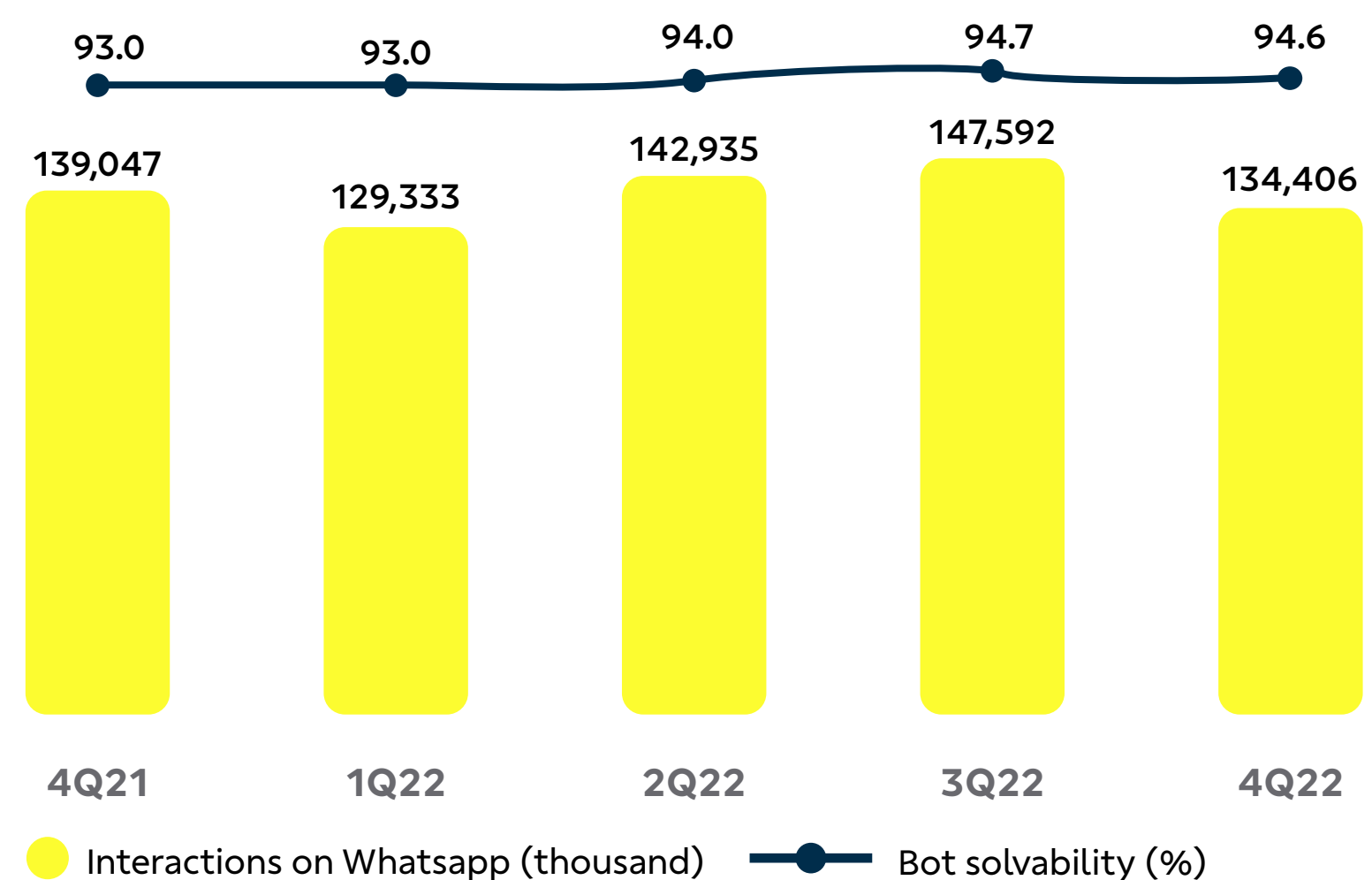
Following our strategy to grow a young customer base, in October 2022, we officially launched the BraBlox, a BB's game in the Metaverse environment of Roblox. BraBlox was fully developed internally and is available on the Roblox Platform. In the game, users have contact with monuments and natural beauties that represent the different regions in Brazil, and are able to go through mini experiences in sports sponsored by Banco do Brasil, such as skate, street run, surf and volleyball, in sustainability, with a dynamic session involving solar panels producing energy and lighting a branch of the Bank, and in

financial knowledge, based on conundrums and missions together with "BB's imaginary friends".

The evolution of the AI model for classifying transactions in Minhas Finanças (My Finances) was a highlight, bringing greater precision and expanding its use to transactions from other institutions through Open Finance.

Voice service was also one of the highlights in 2022. Now BB customers and non customers can use Alexa to obtain information about cards, BB Cash, digital account, cashback, Open Finance, service channels and podcasts from BB experts in Agribusiness (BB Cast Agro) and Investments (Suggested Portfolios). It is also possible to carry out several transactions, such as checking the limit of credit cards, best day to buy, closing day, and invoice balance. Additionally, it is possible to check balances of checking and savings accounts, CDB (Bank Deposit Certificates), and investment funds, and even a loan statement.

WhatsApp Interactions vs. Bot Solvability



Open Finance

In 2022, Banco do Brasil kept the leading role in the Brazilian Open Finance. Within the regulatory scope, we adequately met all demands and actively participated in the ecosystem of all Work Groups and Squads, including in the leadership of strategic work groups, thus substantially contributing to develop technical proposals for self-regulation.

Throughout 2022, the number of consents from customers to share data from other institutions with Banco do Brasil significantly increased. Based on the focus on communicating benefits and advantages of Open Finance, as well as continuous improvements in operations, the number of consents received grew more than in any other quarter.

We progressed in the internalization and use of data to create value to customer experience and to the Bank's business. Business solutions that use data shared by customers already create better conditions to customers and generate new revenue to the Bank, in particular in credit card, loans and funding operations. This data intelligence is applied to both analytical models and solutions to use Banco do Brasil's service and relationship network, providing customized advisory services focused on customer.

In April 2022, Banco do Brasil was the first large bank admitted to operate as a payment initiation service provider by the Central Bank of Brazil. As from the second half of the year, we were pioneers in launching several solutions using this structure: Pix Open Finance transfers on BB App and BB WhatsApp, payment of personal loans installments (CDC product) and investment in funds using balances from other banks.

Aimed at innovating and strengthening our positioning, we were the first bank in the world to make available the consent journey on WhatsApp, in August 2022. This solution had great repercussion in the market and was distinguished as the Case of the Year of the Open Summit Awards, the major award in Open Finance in Brazil, and won first place in the international Qorus-Accenture Banking Innovation Awards,

in the Reimagining the customer experience category.

And speaking of recognition and leadership position, we were the most-awarded institution in the Open Summit Awards. In addition to the Case of the Year, we ranked first in other three categories of the award: case for Individuals (Minhas Finanças Multibanco (My Multibank Finances)), case ITP (investment in funds), case for Companies (BB Pay). We won second place in the Company of the Year category and third place in the case for Credit category (review of card limit with data from Open Finance).

We were also the winners of the 2022 Banking Transformation Award in the Customer Experience category with Minhas Finanças Multibanco (My Multibank Finances).

We strengthened our operation on the Developer Portal, expanding from five to eight APIs available to integrate customers into BB solutions. For the first time in the history of Banco do Brasil, we had a monetized API (pay-per-call): Account Validation, in December 2022. We almost tripled the number of integrated companies, with APIs in live environment, and reached 15,000 companies in December. With the investment in continuous improvements in the experience, the Portal achieved a 95 NPS score.

Indicator for number of customers and APIs	Dez/21	1Q22	2Q22	3Q22	4Q22
APIs with calls in live environment	14	16	19	21	22
Regulatory APIs	15	15	15	15	15
Customers with calls in live environment	3,076	4,221	4,277	4,963	6,681

Pix

Our Pix solution, embedded into all our business apps, quickly carries out customer transfers (payer and receiver).

The quality of our deliveries and the strict meeting of the deadlines set by the Regulator place Banco do Brasil in a prominent position, which sheds a positive light on BB's image in the market and strengthens our soundness. Such deliveries and how they unfold are key for our continuity as a financial institution and directly impact the satisfaction of our customer base.

By the end of 2022, we had 23 million Pix keys registered by 20 million users, of which almost 1 million were legal entities. During the year, we registered more than 3.7 billion transactions via Pix, including sending and receiving cash, reaching a transaction amount in excess of R\$2.7 trillion, a market share of 25.44%, and R\$351 million in fees.

The ease of registering Pix keys, as well as the simplicity and promptness to make transfers, support our network to retain customers.

In 2022, Banco do Brasil was the first bank admitted to operate as a payment initiation service provider (ITP). The functionality enables users of this BB solution to be paid by their customers from any financial institution admitted to operate in Open Finance, via mobile, or the store's app or website, in a streamlined way. Additionally, through a payment initiator tool, BB customers can transfer funds from other banks using BB app.

Banco do Brasil, which already allowed its customers to make Pix transfers through WhatsApp and Google Assistant, now makes available the transfer of money from other banks through WhatsApp, using ITP. Banco do Brasil was the first bank to offer the payment initiation service in this channel.

The novelties in 2022 were not restricted to Banco do Brasil's customers and account holders. As from early December, account holders and non-account holders are able to pay taxes and bills directly at BB's ATMs, using Pix.

Finally, as from December 26, 2022, Banco do Brasil provides instant installments fully integrated into the Pix journey.

Pix's rolling agenda continues to include new products and new settlement options for users, such as generation of QR Code by the payer, Guaranteed Pix, International Pix, new ways to initiate Pix, among others, which are pending definitions from the regulator.

We started 2022 with 1,158 active Pix integrated billings agreements. Strategic actions performed by the specialized network in the Public Sector Offices resulted in a 29.1% increase in integrated billings agreements, closing 2022 with 1,495 active agreements and 17.4 million billings transactions of this type in the period.

Other innovation initiatives

Lentes BB (BB Lenses) – Banco do Brasil's Experimentation and New Technologies Lab

Banco do Brasil's corporate program that enables innovative projects to be put into practice, promoting their purpose through a structure that connects people, develops skills and enables new business models. The main goals of the program are: enable Banco do Brasil to apply emerging technologies in its business processes and models; increase and accelerate Banco do Brasil's innovation capacity, with an emphasis on business development; and expand Banco do Brasil's value proposal, going beyond traditional banking.

The program is carried out based on three pillars: Laboratory, Education and Community, as detailed below:

○ Laboratory front

It is aimed at accelerating experiments based on emerging technologies and topics with potential to create value to Banco do Brasil and its customers. The first initiative was the implementation of cycles of experiments on Blockchain technology. To start the first cycle and map the use cases, a challenge was launched on BB Innovation Platform in May 2022, and three ideas were selected to have a conceptual functional prototype developed.

○ Education (or knowledge) front

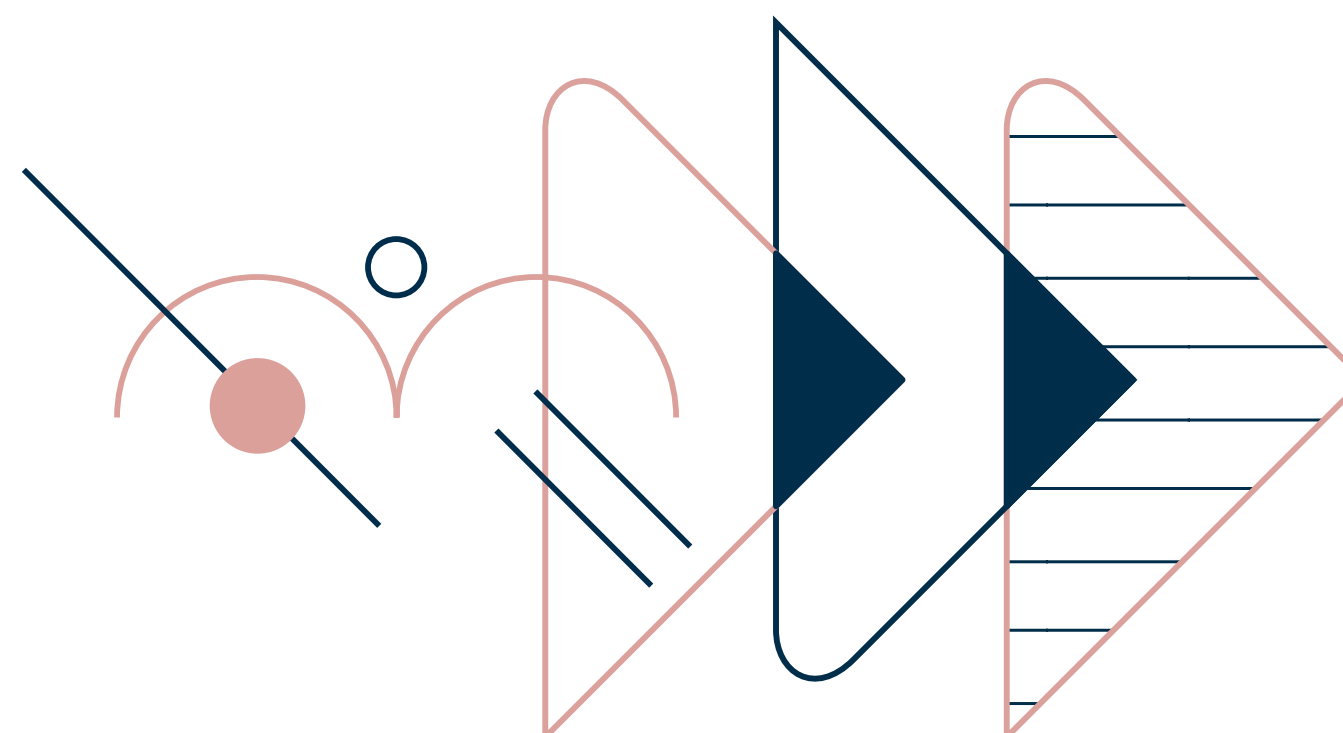
Its purpose is to provide input so that BB's community is able to expand its knowledge in innovation, agile methodology, service design, business modeling, future design and emerging technologies and, as a result, improve their skills to recognize opportunities to solve problems and provide ideas that may actually make the difference in their context.

○ Community front

It is set up and aimed to integrate and connect people in favor of the construction of the innovation culture. Currently, this front mainly organizes in-person events at the headquarters building in Brasília. The structure has benefited 25 Strategic Units, and 2,773 employees were impacted in person.

Innovation Platform

Implemented in February 2022, the Platform is a SaaS solution that eliminates the effort of Banco do Brasil's IT department in the scope of the incentive campaigns for innovation and intrapreneurship. The Platform can support from the gathering of ideas to project execution, and has already impacted 7,457 employees of 15 Strategic Units, who submitted 1,536 ideas for innovation over the eight campaigns launched in 2022.



Corporate Venture Capital

The CVC program is key to drive open innovation by helping developing new business, expanding the markets where we do business, while promoting a better customer experience. Being close to startups is a way to exchanging experiences and learning, incorporating new technologies, and reducing the time to market, thus increasing our competitiveness. Additionally, investments in impact startups create even more value, not only to BB, but also to society and the entire ecosystem.

In addition to the investments in Astella Investimentos, Indicator Capital and SP Ventures funds, Banco do Brasil also has two exclusive funds, one under management of MSW Capital, specialized in integration between corporations and startups, and the other one managed by Vox Capital, specialized in impact investments, the two of them focused on agritechs, fintechs, govtechs and startups that improve customer experience. The scope of the investments include seed-stage startups and startups series A, with products tested and active customers, prioritizing those that have clear goals, metrics and targets for environmental, social impact and responsible governance.

In 2022, over 360 startups were analyzed, in an ongoing process for seeking solutions with synergy to create value to customers, Banco do Brasil and the startups themselves, always under a win-win-win arrangement. Against this backdrop, in the end of 2022, our funds had four investments: Aprova Digital, Bitfy, Pagaleve and Yours Bank.

For Banco do Brasil, these investments have the potential to create value in relevant strategies, such as efficiency gain to the government institution and improved citizen experience, Blockchain, asset tokenization, convenient means of payment, financial intelligence and solutions to young customers, in addition to new business based on data and analytical intelligence.

New account upgrade flow

Since June 2022, the flow of transformation into full account, also known as account upgrade, underwent a digital transformation with the implementation of three major improvements: in BB App, an automatic approval motor was implemented in the upgrade flow, and, in BB Platform, the printing of the Electronic Signature Statement is no longer required as well as the Signature Card.

These improvements strengthen our positioning in digital transformation, better customer experience, reduction in approval time, reduction in operational cost and increase in customer satisfaction.

New flow for opening campaign bank accounts

The campaign bank account is aimed to record the financial transactions of campaigns of candidates running for government and political party offices. The permanent accounts of political parties are also included in this process.

The new flow delivered in 2022 is much simpler and faster. By fully opening the account on the Platform 3.0, no other system must be accessed. It is also possible to open up to five accounts with a single request. As a result, the average time used to complete all the steps was reduced from 120 minutes to 30 minutes.

If the account is for a candidate and there are no registration pending items, it is automatically opened and made available for transactions. On the other hand, accounts for political parties are forwarded to the Services, Business and Operations Center (Cenop) to be approved and to be assigned an account number to enable transactions in the following day.

In addition to all these advantages, the new campaign bank account also provides access to BB Digital and identified deposits, making it easier for candidates to be accountable for their campaign accounts.

The successful simplification was reflected on Banco do Brasil's share of 67% of the candidates with campaign bank accounts opened in 2022.

BB Pay

BB Pay is a solution under development that covers all means of payments currently used at the Bank (direct debit, Pix, Open Banking, slip, and credit cards), for the purpose of simplifying receipt and payment of amounts for both the receiver and the payer.

With this multiplatform tool, BB customers will be able to access the Bank's services via BB App, Web, Widget, or API, which will allow greater accessibility and scalability to Banco do Brasil's solutions

At the end of the second half of 2021, we successfully made our first payment via Open Finance using BB Pay.

Throughout 2022, the solution has progressed, and we made Pix and Pix Open Finance solutions available through APIs and integration with internal systems. The evolution of this solution has made it possible for the Bank to have sundry receivables related to our products by way of debit cards with any institution. As an example, we can mention the repayment of loan installments and contributions to investment funds. Additionally, we integrated BB Pay solution into BB Store, allowing receivables through direct debit and credit cards.



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Use of data from account holder partners

The Digital Companies Account is designed for companies with a single partner, that is, individual microentrepreneurs, individual entrepreneurs, individual companies and limited liability companies with a sole partner. It is a 100% digital checking account, opened on the App and with access to the full BB portfolio of products and solutions.

Aimed at providing an even simpler, safer and thorough journey to those who are already account holders at Banco do Brasil, in 2022 we launched a new flow for sharing data and documents of individual account holders when a Digital Companies Account is opened.

They are not required to send a new selfie, photos of the ID document and proof of address. Additionally, the account can be approved and activated in a few minutes, on a fully digital basis to the customer and to Banco do Brasil.

Ourocard Elo – 100% Digital

Banco do Brasil was the first bank to launch a 100% digital card, confirming its cutting-edge position by launching innovative products. Ourocard Digital Elo was launched in late December 2022, with a solution aimed at keeping up with the digitization of society. Additionally, a fully digital product increases our operational efficiency, eliminating card issuance costs and reducing the time for customers to start using the card, since the customer does not have to wait for the physical plastic card to arrive.

Available initially to non-account holders, the card has no annual fee and provides the Elo Flex benefit. It is also possible to request a free data package as a promotion. Accepted in Brazil and abroad, the credit card allows online and in-person purchases, with all information of a physical card.

Customers can purchase online by accessing BB App or Ourocard App using the “view data” option and including the card information on the website or generate an Ourocard-e. For in-

person purchases customers can add the card to a digital wallet (Google Pay and Apple Pay), using the smartphone for contactless payments, or clicking on the QR Code symbol (App BB and App Ourocard) to be captured by the merchant terminals.

API integration

The search for solutions that provide the best customer experience through innovations that generate sustainable business for the Bank resulted in the expansion of cash partnerships, with consequent customer engagement through API (Application Programming Interface) integrations.



BB App

In 2022, Banco do Brasil app maintained its prominent position among the best rated in the world.

2022 Highlights

Recurrent users
(≥ 10 accesses
per month):
13.9 million

We hit
21.8 million
unique users
on the channel

A **9.3%** increase
in average
daily users:
8,202,225



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In addition to the benefits for customers, who are now able to complete faster and more secure transactions, the solutions also bring great advantages to the Bank, such as a closer relationship with our customers, setting new partnerships (which allowed us to reach our target audience on a large scale), and the consolidation of Banco do Brasil in the BaaS (Bank as a Service) market.

In 2022, the progress in building APIs allowed us to enter into and implement 160 additional partnerships with tech companies, which develop various solutions, promote BB's services, and increase business opportunities. Of the more than 11,000 customers that consume our APIs, almost half use cash financial services through our partners' platforms. Altogether, eight APIs are available on BB Developers Portal and several others are at the pilot stage, undergoing several preparations before being massively released. New functionalities are gradually implemented in the APIs seeking to add even more value and efficiency to customers' transactions.

New business development structure

We entered into an agreement with the Recife Center for Advanced Studies and Systems (CESAR), focused on accelerating the development of new business models. The agreement covers modeling and acceleration of strategic initiatives built in partnership between the sponsoring Strategic Units and the internationally renowned Institute, linked to University of Pernambuco (UFPE), and to Porto Digital in the city of Recife. The structure supported initiatives in the Public Sector, Retail – Individuals, Digital Business, Customer Base Renewal and Investors segments.

BB Shopping

In a continuous improvement of our strategy of bank as a platform, in November 2021 we launched the BB Store. With the objective of centralizing and expanding the offer of various non-financial products and services to customers, BB Store offers marketplace products, gift cards and mobile phone

recharges. In April of 2023, BB Store was renamed BB Shopping to encompass the constant evolution of existing and future solutions.

Throughout the year, BB Shopping received several improvements, among which we highlight:

- expansion of e-commerce partnerships available to Banco do Brasil account holders to meet their main needs, with over one hundred e-commerce partners in the end of 2022;
- availability of new content for gift cards, with games, delivery, streaming, app stores, software, transportation services, sports stores, among others, totaling 188 products and 18 brands;
- development of a new section at BB Store called Gamer Area, where we provide specialized offers of specific content to gamers; and
- recharge of mobile phones for the major operators in Brazil.

Throughout 2022, BB Shopping handled approximately R\$1 billion selling non-financial products and services to almost 5.3 million customers.

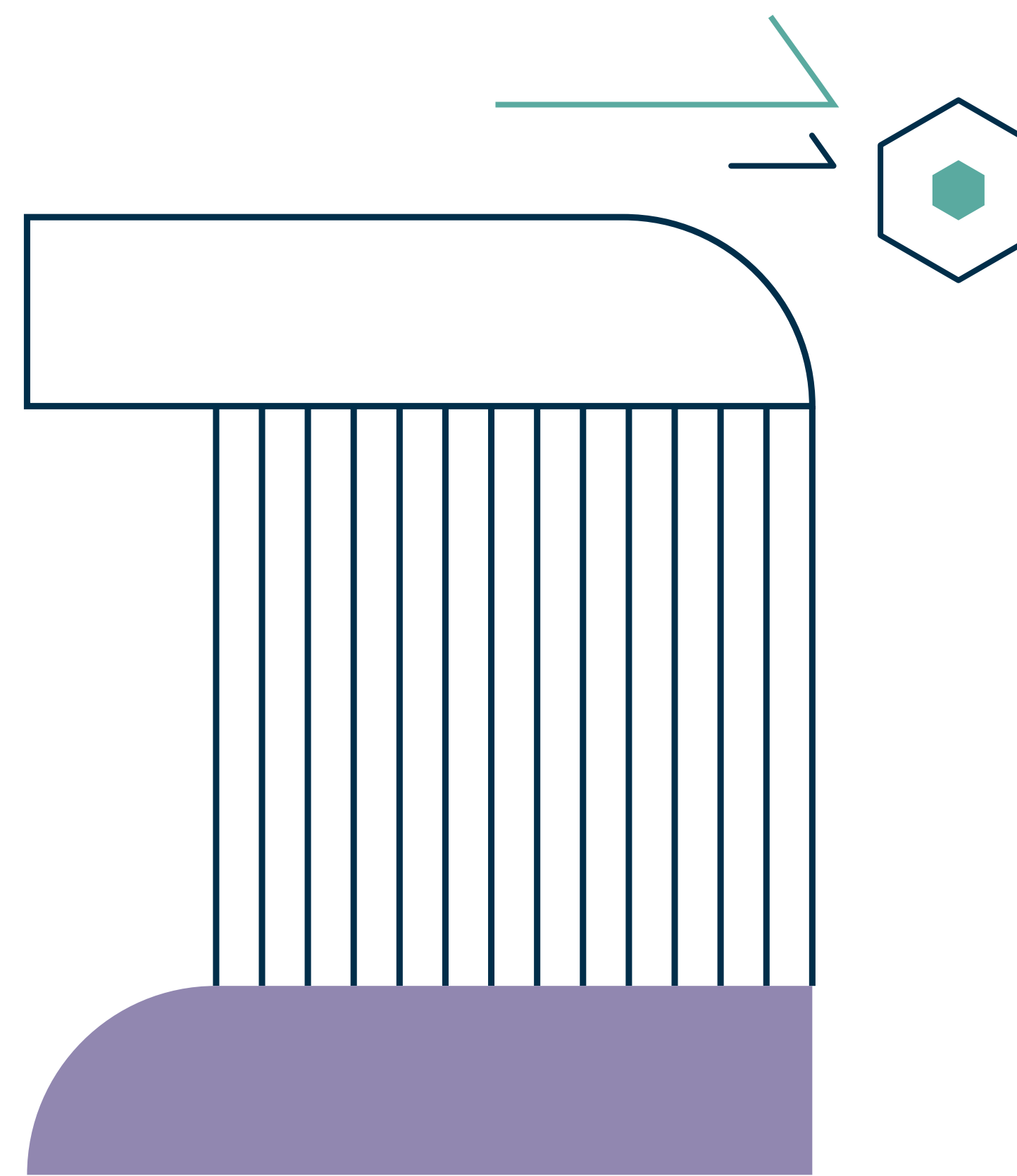
Minhas Finanças Multibanco

In 2022, the new version of Minhas Finanças Multibanco (My Multibank Finances), a financial manager available on BB App, was made available to all BB customers, and was integrated in the advantages and possibilities of Open Finance to offer the best financial management and education experience in the market.

This tool enables customers to centralize their financial life in Banco do Brasil, with an integrated overview of their commitments, entries in accounts and cards, balances and consumption habits. The full solution includes tools, such as Multibank Statement, Financial Agenda, Consumer Profile and Financial Planning.

Since its launch, the tool already accumulated 3 million single users and 1.2 million registered financial plans. Additionally, 13% of consents to share data via Open Finance received from other banks were initiated in My Multibank Finances.

As a result, in November 2022, Banco do Brasil ranked first in the Open Summit Awards, considered the biggest event of the Open Finance ecosystem in Brazil. The award was for the Individual category with the case My Multibank Finances. In addition, the solution was recognized in the 2022 Banking Transformation Award as providing the best user experience, winning in the Customer Experience/User Experience category.





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Governance,
ethics and
transparency



Corporate Governance

3-1| 3-3| Ethics and compliance

By adopting good corporate governance practices, we show our commitment to the basic principles of transparency, accountability, equity and corporate responsibility and foster trust in relations with all stakeholders, especially shareholders and investors – critical factor for investment decision-making and, therefore, capital attraction. We consolidate a sustainable management, which balances and protects the interests of all parties, so that no party is benefited at the expense of others.

In line with the best practices applicable to the domestic scenario, our activities are governed, guided and restricted by the State-Owned Entities Law (Lei das Estatais), which, in terms of corporate governance, outstrips the Brazilian Corporate Law (Lei das Sociedades Anônimas) requirements. Because of our nature as a publicly traded corporation and our area of operation, we are subject to the regulations of the Brazilian Securities and Exchange Commission (CVM) and the National Monetary Council (CMN), among others, which address several corporate governance aspects. We are listed on the Brasil, Bolsa, Balcão (B3)'s New Market (Novo Mercado), the most demanding segment in terms of corporate governance.

Our internal governance architecture comprises our Bylaws, the minutes of the General Shareholders' Meeting (AGM), the Internal Regulations of the governance bodies and the Board of Directors' advisory committees, as well as our policies, rules and procedures.

The joint decision-making model has been adopted since 1995, and all decisions, regardless of hierarchical level, are made with the involvement of unit representatives and support from executive committees to set strategies and approve proposals for different business.

We adopt the segregation of duties within the corporate governance scope. Units responsible for risk management and

internal controls, for example, are not under the direct supervision of the Chief Officers to whom officers or units responsible for business activities report; officers or units responsible for credit risk analysis activities must not report directly to the Chief Officer to whom the officers or units responsible for granting loans or guarantees report, except for credit recovery cases; and Chief Officers, Officers or any other person responsible for managing the Bank's own assets must not manage third party assets. 2-15

The objective, clear, reliable and timely provision of information is assured. All facts are subject to disclosure, except those of a restricted nature, which expose the institution's activity and image to risk, or those protected by law. 2-15

BB Leadership Program 2-17

The BB Leadership Program kicked off in 2016 includes the assessment and mitigation of possible succession risks and the guidance on the development of participants in a planned and proactive manner, in addition to providing inputs for decisions on senior management succession and changes.

The Program has enabled the company to reflect about the need to identify and prepare successors, in a planned and proactive manner, for functions critical to the organizational sustainability.

Cycles of succession analysis are carried out annually, through which all potential successors to Bank's senior management positions are assessed, both by their immediate superiors and by committees of their Chief Officers, focused on their performance, potential and readiness for the Bank's leadership positions.

As a result of the assessment committees, the technical team prepares the Succession Matrix, indicating the readiness of those who were assessed for each vacancy, as well as the risks identified from the lack of potential successors, and the strategy for retaining identified talents.

In 2022, evaluation cycles were carried out for the BB Leadership (Officers, General Managers and Auditor General),



The BB Leadership Program has enabled the company to reflect about the need to identify and prepare successors, in a planned and proactive manner, for functions critical to the organizational sustainability.



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Leadership of Entities Affiliated to Banco do Brasil (ELBB), Executive Managers and Superintendents. In total, over 80 interviews were held and calibration committees were set up, which allowed to identify areas of higher succession risk and to speed up talent training, with the partnership with the consulting firm LHH for the provision of an assessment of all target audience of the Leadership Program, as well as a leadership workshop to 80 executives. Partnerships were also set up with Amcham, in an immersive journey in international innovation ecosystems for 150 executives, and MIT, in the Guided Hackathon Bootcamp, for 40 executives. Lists with suggestions of names for leadership positions for both Banco do Brasil and the Conglomerate were created.

Senior Management compensation

3-3|Talent Attraction, Retention, Satisfaction and Development

In compliance with CMN Resolution nº 3.921/2010, we have a Human Resources, Compensation and Eligibility Committee (Corem), whose purpose is to assist the Board of Directors to set the management members' compensation policy. 2-20

The body is composed of at least three and at the most five effective members, one chosen from among the members of the Board of Directors, nominated by minority shareholders; one chosen from among the members of the Board of Directors, nominated by the Federal Government; and up to three chosen at the discretion of the Board of Directors. The committee should be mostly composed of independent members. 2-20

The Banco do Brasil's management members' compensation policy is available on the Investor Relations website and its goals are to attract, encourage, reward and retain management members to conduct business in a sustainable way, subject to proper risk limits, in short, medium and long-term strategies and by combining the interests of shareholders and other stakeholders. Amounts actually paid are disclosed, in each period, in accordance with legislation and regulations in force.

Fixed compensation amounts and benefits granted to senior management are calculated based on market surveys, internal balance, required capabilities and responsibilities, according to the position.

The portions that make up the total compensation (fixed compensation, variable compensation and benefits) are submitted every year for approval of the Annual General Meeting, subject to relevant legal provisions.

The Management Members' Variable Compensation Program (RVA) is aimed exclusively at Executive Board members on an annual basis. It is set according to the management members' risks and activities and conditioned on activating the Statutory Profit Sharing (PLR) Program for employees and achieving accounting profits.

In order to align the Variable Compensation Program with the Corporate Strategy, the fulfillment of the Bank's Master Plan, which measures the performance of the institution as a whole, is considered. Additionally, the individual performance and the performance of the management member's unit are considered (Work Agreement). The fulfillment of the Master Plan is assessed by indicators for customer experience, sustainable finance, ESG strategy, digital transformation and strengthening of the organizational culture.

Part of the amount granted under this Program is paid in kind, and 40% of this total being deferred. Deferred installments are conditioned on the company's continuing results, being subject to the malus clause¹ and, therefore, may be reversed.

The percentages of contributions made to the highest governance body are the same as for other employees. Therefore, contributions and payments made, both for the General Social Security Regime (RGPS – INSS) and the Supplementary Social Security Regime, are the same for all stakeholders, either restricted or associated.

¹ Return of compensation (originally paid by the employer) due to poor employee performance.

Closed-End Private Pension Entities (Entidades Fechadas de Previdência Complementar – EFPC), which sponsor benefit plans, make no distinction between its members, with benefits being granted according to each Plan regulation. 2-19

Senior Management evaluation

The performance evaluation of the Executive Board (Direx) members is carried out half-yearly by a specific tool for the analysis of the professional capabilities that covers different aspects of corporate governance, representing expectations regarding the performance of its members. Factors such as management acts and quality of decisions, strategic communication, commitment, mobilization and engagement, relationship with stakeholders, sustainable results, innovation, focus on customer and strategic and market vision are evaluated.

As part of the individual evaluation process, the Executive Board members conduct a self-evaluation and are evaluated by their superior officer, so that the members of the Board of Directors evaluate the Chief Executive Officer (CEO), who, in turn, evaluates the Chief Officers and Officers directly reporting to them. At last, Chief Officers evaluate the Officers reporting to their area of operation.

The results of these evaluations are made available to the Board of Directors after having their compliance verified by the Compensation and Eligibility Committee (Corem), with the possibility of being amended/ratified by the Board, discussed and having measures or recommendations proposed aimed at contributing to improving the Bank's governance and the performance of the management members evaluated.

Sustainability drivers are evaluated through indicators ranging from the strategic level, with the Master Plan, to the operational level, with the work agreement of units and the employee performance evaluation. Indicators include the assessment of results of the units' operating plans, which impacts the variable compensation of

statutory officers and of employees of the strategic, tactical and operational units. 2-19 | 3-3 | Sustainability Culture

Evaluation of the Board of Directors

As provided for in the Bylaws of the Bank and Internal Regulations of the Board of Directors, the directors annually evaluate, through a specific tool, the performance of the Board of Directors and the committees set up within its scope. Additionally, joint evaluations of the Executive Board and Executive Department are carried out, in addition to the evaluation of the Auditor General, which is carried out half-yearly.

The Board of Directors approved the independent evaluation of its members to be carried out by a company engaged by Banco do Brasil, in addition to the already existing evaluation process. 2-18



Factors such as management acts and quality of decisions, strategic communication, commitment, mobilization and engagement, relationship with stakeholders, sustainable results, innovation, focus on customer and strategic and market vision are evaluated.



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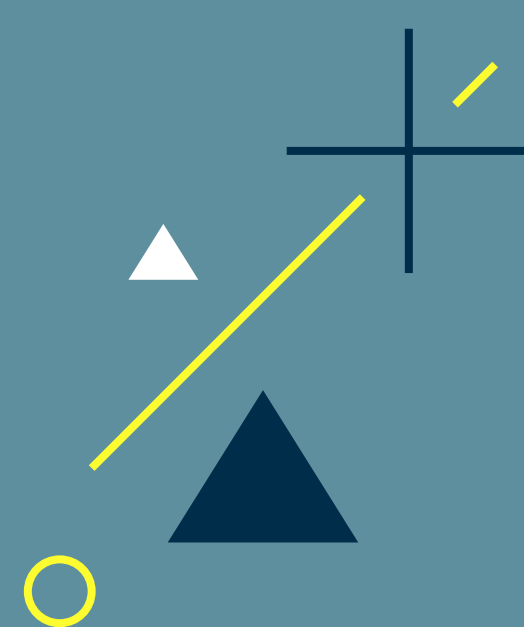


Governance innovations and improvements

In 2022, we once again obtained the Level I Governance Seal (IG-Sest), reaching, in the six cycles performed, the maximum score (10) in all criteria evaluated by Secretariat of Coordination and Governance of State-Owned Enterprises (Sest) from the Ministry of Economy. These recognitions are the result of several improvements in the Bank's internal governance practices and framework.

Over the year we reviewed the Banco do Brasil Report on the Corporate Governance Code, the Specific Related-Party Transaction Policy, and amended the Bylaws. The main amendments made are presented below:

- inclusion, in accordance with amendment made to Law No. 6,404/1976, of the responsibility of the General Shareholders' Meeting to resolve upon the execution of transactions with Related Parties, sale or contribution to other asset company, if the amount of the operation exceeds 50% of the amount of Banco do Brasil's total assets recorded in the last approved balance sheet.
- inclusion of situations of impediments to hold office in management bodies and clarification of the provision that impediments and restrictions apply to members of the Board of Directors' advisory committees;
- transfer to the Board of Officers of the responsibility to approve its Internal Regulations and the Executive Board's Internal Regulations;
- provision for the Specific Policy for Trading Securities issued by Banco do Brasil to regulate the minimum period for investment or divestiture plans by related people to be effective; and
- streamlining of the process for licenses and leaves of up to 30 days to Executive Board members and limitation of accumulation of votes when Chief Officers or Officers accumulate functions. 2-13



Recognitions

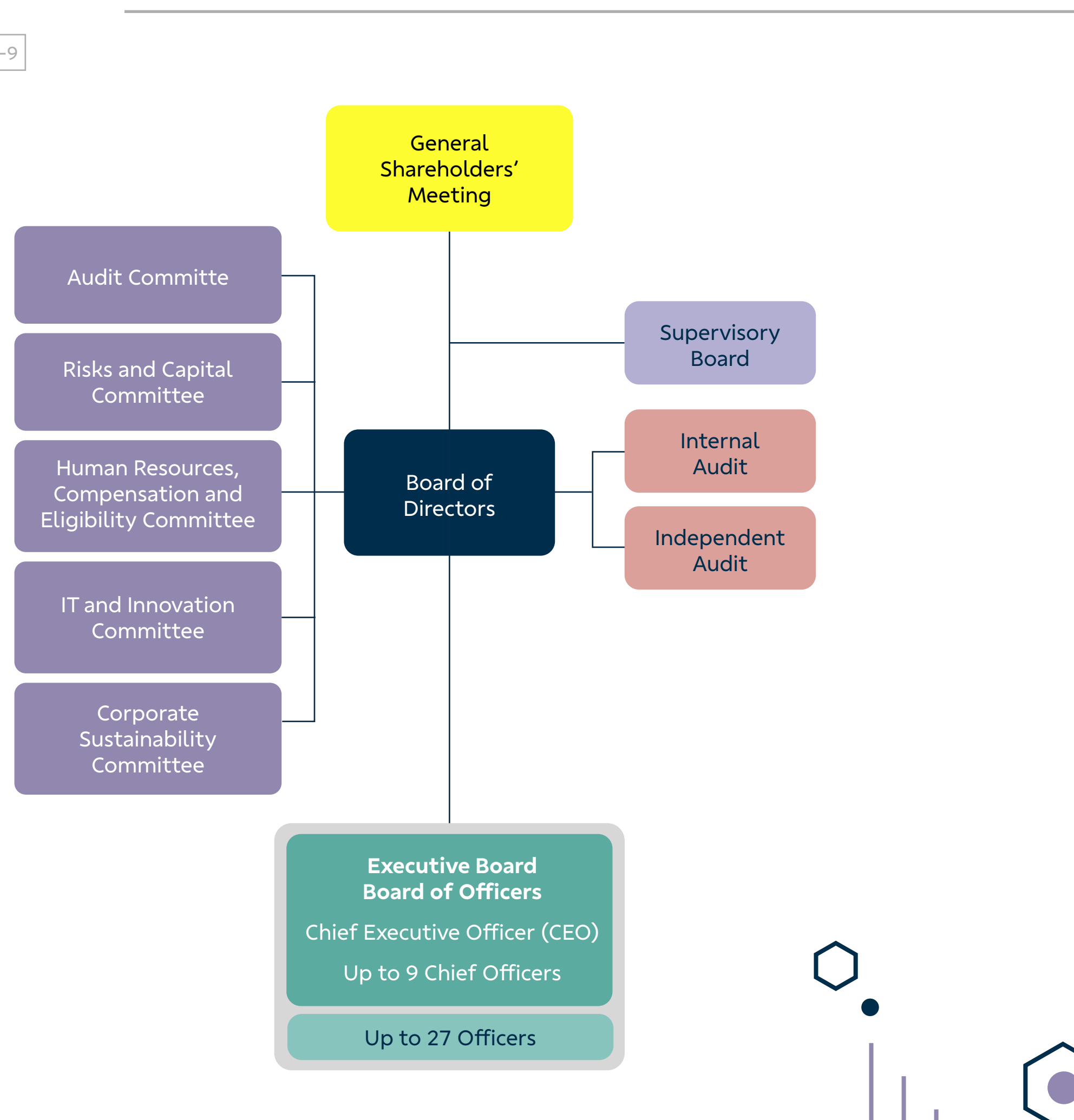
Banco do Brasil has been recognized by its corporate governance practices:

- between 2017 and 2022, Banco do Brasil reached the maximum score in the five evaluation cycles of the Governance Indicator of the Secretariat of Coordination and Governance of State-Owned Enterprises (IG-Sest) from the Ministry of Economy. The evaluation monitors the continuous adjustment of the companies to Law No. 13,303/16 (State-Owned Entities Law), Decree No. 8,945/16 and good corporate governance practices of the Organization for Economic Cooperation and Development – OECD;
- in 2020, Banco do Brasil was granted the level of excellence by the Federal Court of Accounts (TCU) after completing the work related to the adjustment of federal state-owned enterprises to the regulatory framework applicable to state-owned companies, Law No. 13,303/2016 (process TC 036.817/2018-0); and
- in 2021, the result of the survey conducted by TCU, for the purpose of the Integrated Governance and Management Index (IGG), reinforced Banco do Brasil's advanced position regarding these topics.



Governance structure

2-9



General Shareholders' Meeting

In addition to the duties provided for in Brazilian Corporate Law and other legal requirements, the General Shareholders' Meeting is responsible for resolving upon:

- the sale of all or any shares of the capital stock of the Bank or its subsidiaries; initial public offering; increase of capital stock through subscription of new shares; waiver of rights of subscription of shares or debentures convertible into shares of subsidiaries; sale of debentures convertible into shares of the Bank issued by subsidiaries; or, also, issuance of any other securities in Brazil or abroad;
- transformation, merger, take-over, spin-off, dissolution and liquidation;
- exchange of shares or other securities;
- execution of transactions with Related Parties, sale or contribution to other asset company, if the amount of the operation exceeds 50% of the amount of the Bank's total assets presented in the last approved balance sheet; and
- differentiated corporate governance practices and execution of contracts for this purpose with the Stock Exchange.

Board of Directors

Management body that brings together strategic, guiding, elective and supervisory functions, not including operational or executive functions.

To access the Internal Regulations of the Board of Directors, [visit](#).

¹ Article 24, items II and III, of our Bylaws, allows up to nine (9) Chief Officers and twenty-seven (27) Officers. We currently have eight (8) Chief Officers and twenty-three (23) Officers.

The organization chart is available on: <https://ri.bb.com.br/o-banco-do-brasil/estrutura-organizacional> > Internal Structure.



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Board of Officers

A joint body composed of the CEO and Chief Officers. The Board of Officers is responsible for proposing and enforcing execution of the Policies, Corporate Strategy, Investment Plan, Master Plan and General Budget of the Bank; approving and enforcing execution of the Work Agreement; deciding on the internal organization and administrative structure; distributing and investing profits, as resolved by the General Shareholders' Meeting or the Board of Directors, in accordance with legislation in force, among other statutory duties.

To access the Internal Regulations of the Board of Officers, [visit](#).

Supervisory Board

The Supervisory Board is the permanent supervisory body for administrative management actions, aimed at protecting our interests and those of the shareholders, subject to the public good and the Company's social function requirements.

To access the Internal Regulations of the Supervisory Board, [visit](#).

Board of Executive Officers

The administration is the responsibility of the Executive Board, which is composed of the CEO, Chief Officers and Executive Officers. The Executive Board is responsible for complying and enforcing the compliance with the Bylaws, the decisions of the General Shareholders' Meeting and of the Board of Directors, and for exercising the assignments defined by the Board of Directors, always in accordance with the principles of good banking techniques and good corporate governance practices.

To access the Internal Regulations of the Executive Board, [visit](#).

Internal Audit

The Internal Audit reports to the Board of Directors. It is responsible for assessing the adequacy of internal controls, the effectiveness of risk management and governance processes and the reliability of the collection, measurement, classification, accumulation, registration and disclosure process regarding events and transactions, with a view to preparing the financial statements.

To access the Internal Regulations of the Internal Audit, [visit](#).

Independent Audit

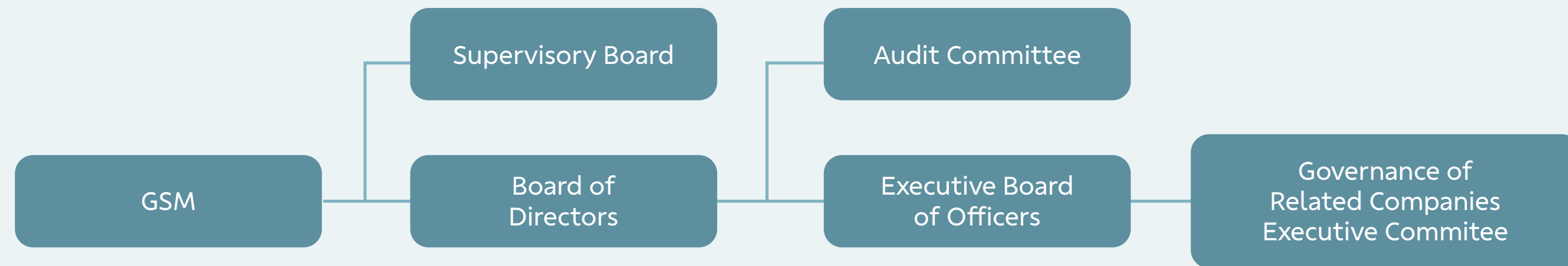
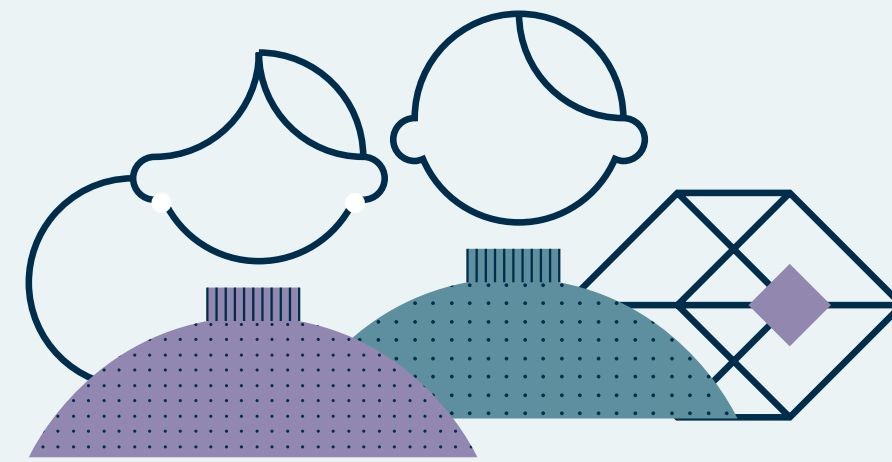
The Independent Audit Function is responsible for auditing and expressing its opinion on the financial statements, including the adequacy to the accounting standards issued by the National Monetary Council (CMN) and the Central Bank of Brazil (Bacen); evaluating the quality and adequacy of the internal control system, including electronic data processing and risk management, evidencing the identified deficiencies; describing the non-compliance with legal and regulatory provisions that have or may have relevant impacts on the financial statements or operations of the audited entity. It is incumbent upon the Board of Directors to hire and remove the independent auditors, whose names may be subject to a duly justified veto by the director elected by minority shareholders by separate voting, if the multiple voting process is adopted. [2-9 | SASB FN-CB-230a.2](#)

See other bodies of our governance in the [ESG Databook](#).



Governance of the Conglomerate

Segmentation of the Entities Affiliated to Banco do Brasil by type of participation:



- Participants:**
- Related Companies Governance Unit;
 - Strategy and Organization Executive Office;
 - Controllership Executive Office;
 - Legal Executive Office;
 - Risk Management Executive Office;
 - Accounting Executive Office;
 - Finance and Investor Relations Executive Office.

- Accounting information:**
- ✦ [Link to FSs](#)
 - ✦ [Information on share capital](#)
 - ✦ [See more about the Entities Affiliated to Banco do Brasil](#)

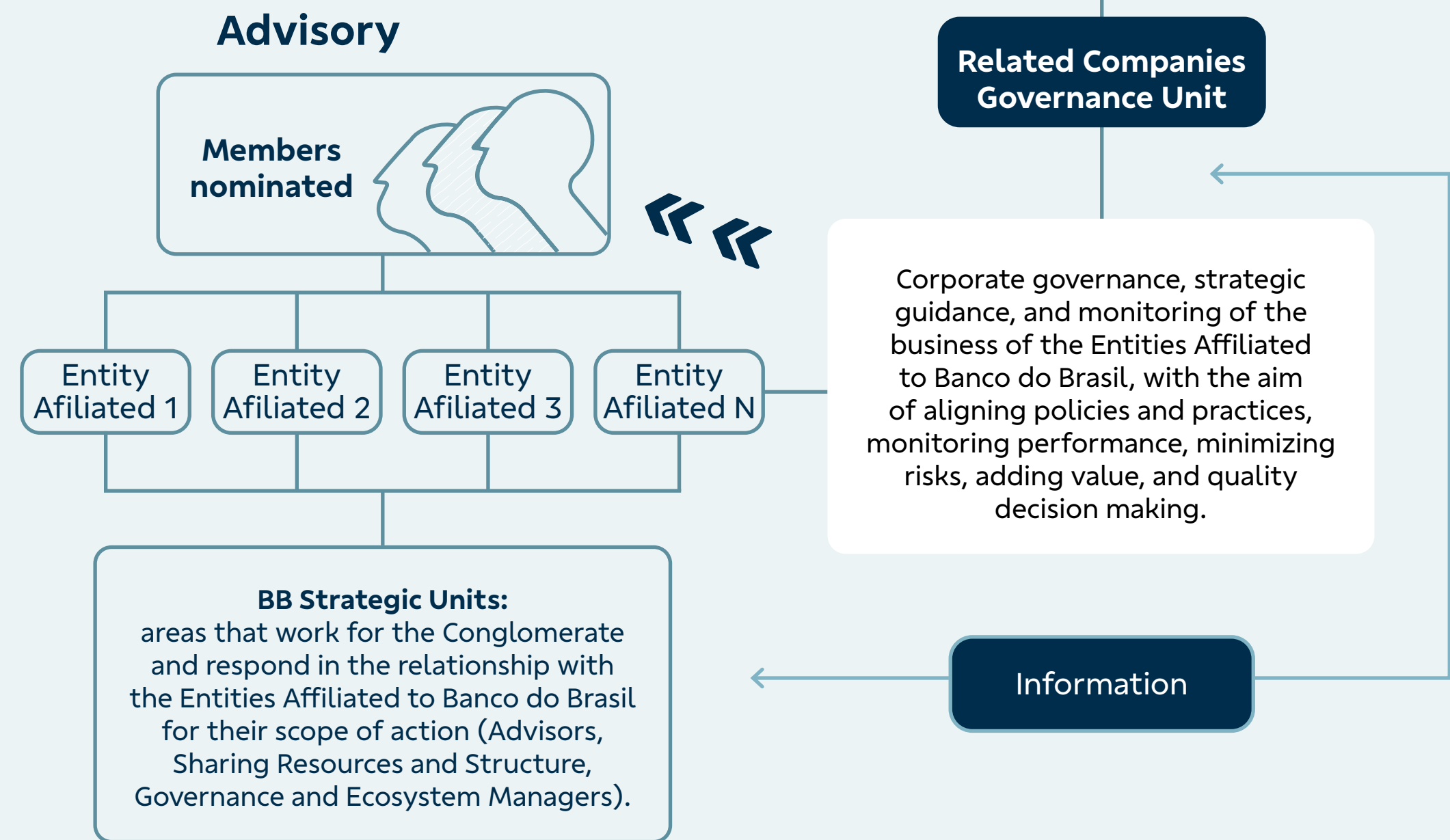
Principle of independence of appointed members

Respect for the legal personality of each entity

BB's deliberations of an advisory/guidance nature

Key dimensions

- People
- Strategic alignment
- Economic-financial performance
- System of controls, risk management and compliance
- Value creation and sustainability





Ethics and transparency

| 3-3 | Ethics and compliance

Ethical actions and conduct are translated into credibility, transparency and strength – essential factors for a financial institution. Ethical performance and compliance with laws and regulations by the organization and employees ensure greater reliability and determine customers’ and shareholders’ satisfaction. Weaknesses in processes, systems and people may pose risks to the institution and, consequently, damage to stakeholders. Ethics management contributes to the prevention of torts and mitigates financial losses and damage to reputation.

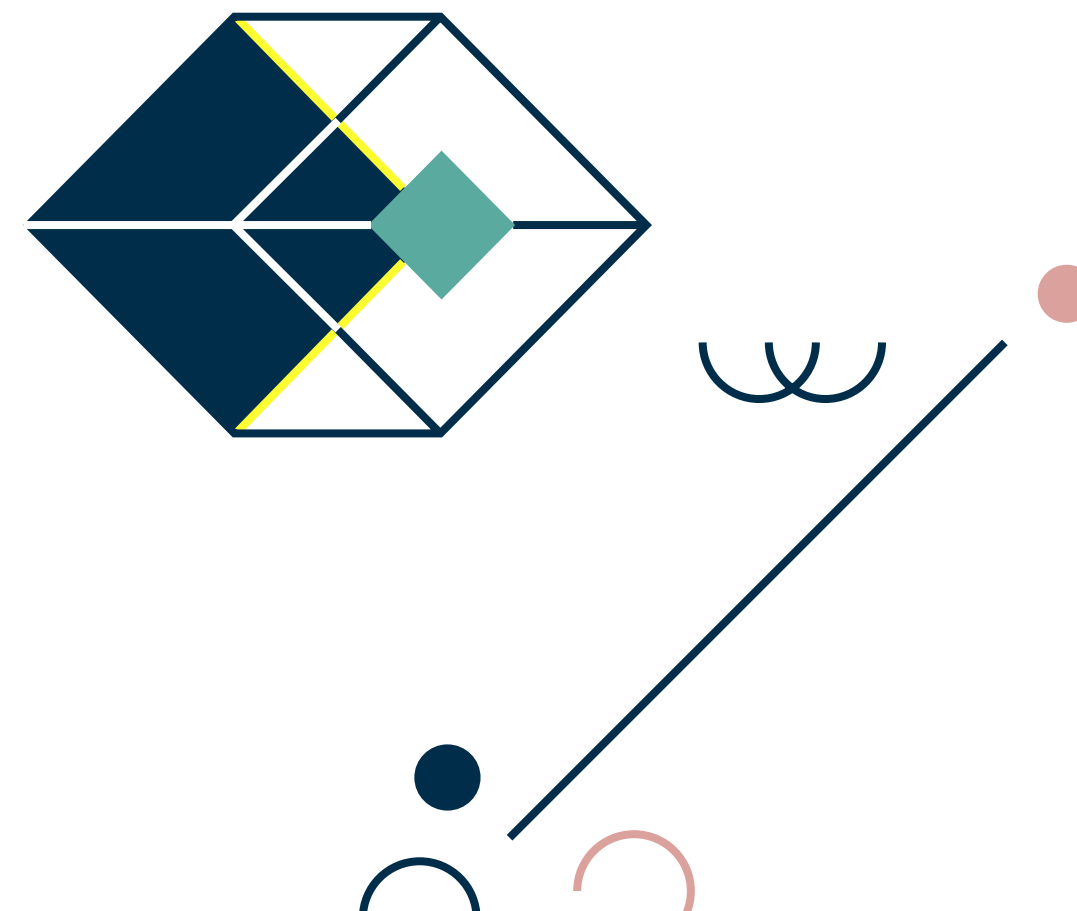
We have a robust system for corporate ethics management comprising Ethics Management, Internal Ombudsman, Disciplinary Control, Integrity and Compliance processes, which operate in a coordinated and structured way with other product, process and service supervisors. [2-26|SASB FN-CB-510a.2|](#)

A major challenge faced in view of our broad network is developing, implementing and consolidating an organizational culture based on ethical principles and respecting regional, cultural and individual differences.

In addition to having strategic policies and investing in compliance programs aimed to ensure that all planned and approved actions are properly carried out, we aim to comply with the best governance practices, including by taking into account the records of regulators, such as the Ministry of Transparency and Office of the Controller General of the Government, as in the Pro-Ethics program, for instance.

All units are responsible for ensuring the application of ethical guidelines. The staff has a leading role in carrying out those actions that make up the guidelines. Every day, in the exercise of their duties, employees apply laws, regulations, rules, policies and procedures, complying with principles of integrity, ethical conduct, efficiency and business sustainability.

A major challenge faced in view of our broad network is developing, implementing and consolidating an organizational culture based on ethical principles and respecting regional, cultural and individual differences.



With respect to disciplinary actions, we operate by way of the Internal Ombudsman, through Ethics Committees, or dispensing due disciplinary treatment to those involved. In 2022, the State Ethics Committees worked out solutions to complaints claiming interpersonal conflicts and misconduct regarded as legitimate by the Internal Ombudsman, investigating any alleged misconduct of each defendant and assigning measures aimed at their repositioning. [2-26|SASB FN-CB-510a.2|](#)

In addition to being a legal obligation, preventing and fighting corruption and crime is our social responsibility for building a better country. Preventive actions corroborate the fight against other crimes, such as theft, drug and arms trafficking, by making it difficult to use the money from these acts and their feedback.

We are members of the Financial Action Task Force on Money Laundering and Terrorism Financing (FATF), the National Anti-Corruption and Anti-Money Laundering Strategy (ENCCLA), Febraban's Anti-Money Laundering and Terrorism Financing Sectoral Council and the Anti-Money Laundering and Terrorism Financing Executive Squad. Learn more about it on the [Sustainability](#) website.

Anti-corruption actions are structured to identify and mitigate risks associated with acts against the Public Administration, carried out by an official themselves or third parties, in their interest or benefit to the Bank, with or without the knowledge or consent of the Bank's employee, management member, statutory officer or shareholder; and the risks associated with acts against the Bank's property, carried out by an official or representative of a company, in their interest or benefit, as well as to implement an Administrative Accountability Process (Processo Administrativo de Responsabilização – PAR).

Anti-money laundering and terrorism financing procedures set out by regulatory bodies require permanent adjustments to procedures and computerized systems, as well as communication and training actions for employees.

To this end, actions are taken to share anti-corruption culture, training on this topic is provided and controls are implemented in processes. When an illegal act is identified, proper disciplinary measures are taken, including a timely and comprehensive investigation and the application of sanctions to those involved.

We participated in the preparation and implementation of the National Anti-Corruption Program (PNPC), focused on public organizations and aimed at reducing the levels of fraud and corruption in Brazil, launched in 2021 as part of the National Anti-Corruption and Anti-Money Laundering Strategy (ENCCLA). We are members of ENCCLA and participate in the meetings for preparing and implementing the goals and actions of this strategy. Additionally, we have a specific department responsible for managing the Anti-Money Laundering, Counter-Terrorism Financing and Anti-Corruption process in Banco do Brasil.

Compliance Program Review

In 2022, the Board of Directors approved the Compliance Program review, which now includes, among others, the environmental and social responsibility as one of the principles.

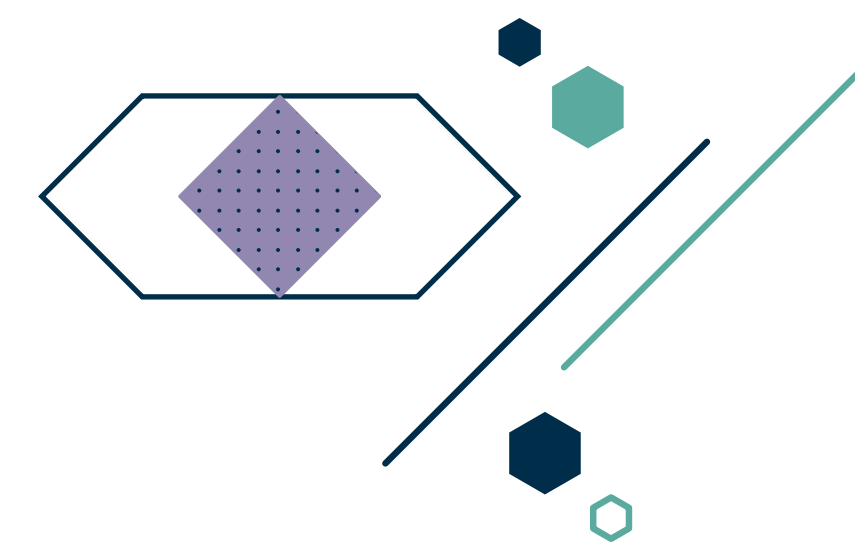
The Program is based on the guidelines of the compliance, ethical principles, integrity, environmental and social responsibility culture, and of good corporate governance practices, and provides specific guidelines, organized in integrated and supplementary drivers that rule the operational and business activities of the Bank, thus fostering the development of the best corporate management practices. The purpose of the Compliance Program is to prevent, detect and correct the Institution's exposure to non-compliance with laws, rules and external and internal regulations, and with the Code of Ethics.

The Program also covers compliance risk management, with a focus on reaching the status of compliance, sustainability and safety in business, processes, products and services, and reinforces the

prevention of illegal acts, misconduct and damage to reputation, contributing to the reduction of financial losses. The Banco do Brasil's Compliance Program meets the minimum parameters required by anti-corruption legislation (Law No. 12,846/2013 and Decree No. 11,129/2022), and follows the guide of the Office of the Controller General (CGU) for the implementation of the Integrity Program in state-owned enterprises, and the best market practices (ISO 37301:2021, U.S. Federal Sentencing Guidelines).

The document made public can be accessed on our [Investor Relations](#) website.

In addition to being a legal obligation, preventing and fighting corruption and crime is our social responsibility for building a better country. Preventive actions corroborate the fight against other crimes, such as theft, drug and arms trafficking, by making it difficult to use the money from these acts and their feedback.



Access to Information

In compliance with the Access to Information Law (Law No. 12,527/11), we make available, on the Bank's Portal, Access to Information page, public information of collective or general interest produced or kept by the institution. On Access to Information, a link is made available to the Citizen Information Service (SIC) channel, to ensure access to public information not actively made available by us.

In 2022, 733 requests for access to information were received at our SIC, representing a monthly average of 61.08 requests and an increase of 59% from 2021.

Code of Ethics

3-3| Ethics and compliance

2-26| SASB FN-CB-510a.2|

The Code of Ethics provides guidance on the values that must be adopted by senior management, employees, third parties (interns, apprentices, officers and outsourced companies' employees) and those operating or providing services on our behalf or for us.

The document is reviewed annually to provide guidelines on how to act when current ethical dilemmas and challenges arise. An updated Code of Ethics keeps us compliant with legal requirements, joining the best corporate governance practices for state-owned companies, in conformity with the commitment to investing in ethics promotion actions (Pro-Ethics) and reflects the desire to get closer to employees. The new version is innovative and in line with the content of the codes of ethics of major global companies.

To provide greater representativeness and legitimacy to documents, all members of the Board of Directors (CA) and the Board of Officers (CD) take part in resolutions upon approval and sign the Code of Ethics. The signatures evidence the commitment and involvement of senior management with

corporate ethics. The most recent content review was approved by the Board of Directors and the Board of Officers after being addressed by other Units and Joint Bodies.

Approval was granted by the majority of the members of the two Boards (100% of the Board of Directors' members and 88% of the Board of Officers' members), by means of a Technical Note, on May 12, 2021. A new version is awaiting approval to be published in the first half of 2023.

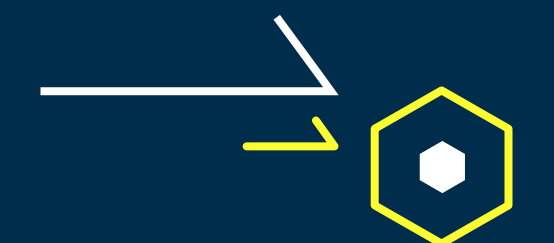
With each update of the Code, we promote a communication campaign to the staff (via Intranet, email and corporate

systems) for sharing, raising awareness of, and registering their acknowledgment of the document. In 2022, we reached a 99.40% awareness rate for the Code, with 85,280 employees in total. 205-2

It is worth mentioning that we highlighted the commitment to ethics and integrity in the corporate values and the Bank's strategy. For this reason, annual campaigns involve the efforts from different company's departments and joint bodies, with drivers used at various times: the reading register is a requisite for opportunities of internal career growth. After several communication and guidance actions, cases of failure to register are subject to ethics/disciplinary measures.



Indicator	2020	Target for 2020	2021	Target for 2021	2022	Target for 2022	Target achievement	Target for 2023	Change 2021-2022
Employees who reported their adherence to the Code of Ethics (%) 205-2	99.00	99.00	98.60	99.50	99.40	99.50	99.90	99.50	0.80 p.p.



Senior management is the target audience of the campaigns for registering acknowledgment of the Code of Ethics. The adherence rate is monitored based on a specific cut-off, and 82% of the members registered their reading and acknowledgment of the document. 205-2

Deviation/complaint report

All stakeholders are encouraged to report suspicious situations to the Internal Ombudsman. Failure to comply with the Code of Ethics guidelines can result in sanctions according to the severity of the occurrence, its circumstances and the level of participation of the employee involved.

Employees and other workers are frequently encouraged to contribute to maintain the ethics in the activities of Banco do Brasil, and mechanisms are currently being improved to promote protection for complainants in good faith and avoid any retaliation situation.

Complaints falling into mediation proceeding, which seeks agreement between the parties involved, may be carried out through four modalities: restorative mediation, conciliation, restorative conversation and restorative cycle. Of the 166 mediation proceedings carried out, 60 agreements were reached between the parties and 11 were left unsettled. For the remaining 95, claimants dropped charges or the subject matter of the issue was dismissed, and some of them were still under analysis by the end of 2022.

The Ombudsman Case Study (Estudo de Caso de Ouvidoria – ECO) methodology is used if a complaint against an employee includes misconduct and/or non-compliance with the Code of Ethics affecting a group of people. Investigation is carried out through interviews to conclude whether the complaint is either legitimate or illegitimate.

The Internal Ombudsman, also based on the ECO methodology, is responsible for confirming the misconduct and/or non-compliance with the Code of Ethics, in which case the demand is classified as legitimate. Of the 186 ECO complaints, 61 were found illegitimate,

79 were found legitimate with the application of administrative and educational measures, 12 were found inconclusive, and 34 were under analysis by the end of 2022.

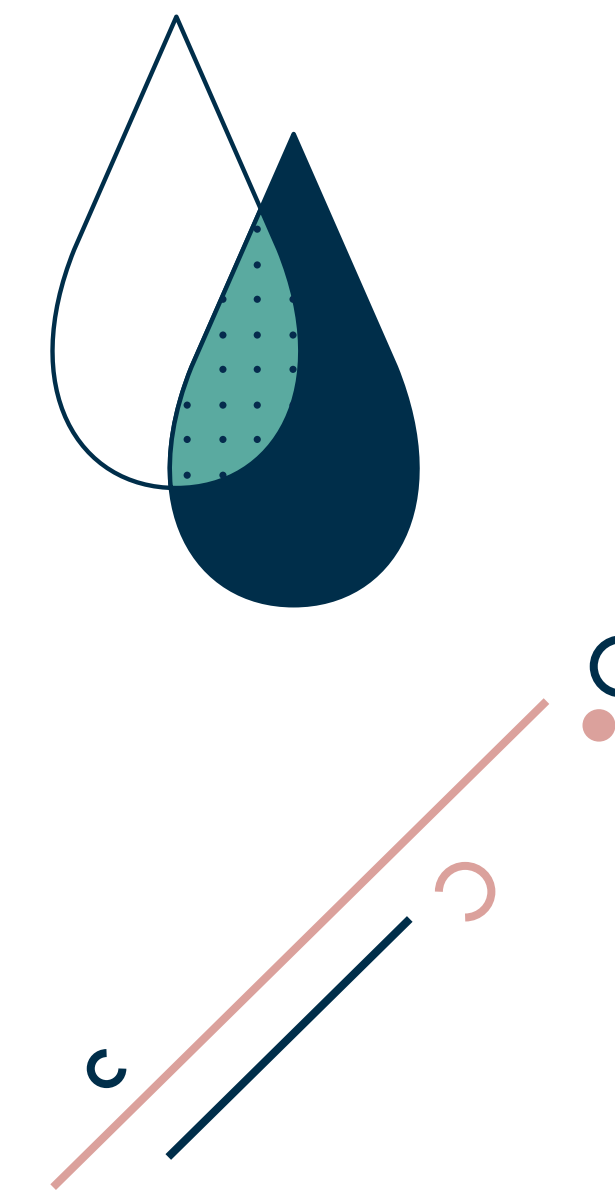
Breaches of the Code of Ethics reported

Finding	Treatment	2020	2021	2022	Change % 2021-2022
Indications of irregularities ¹	Disciplinary investigation	197	134	275	105.22%
Social and functional misconduct	Internal Ombudsman Case Study	119	75	65	-13.33%
Improper communication and minor misconduct	Repositioning feedback	249	278	471	69.42%
Conflicts between two employees	Conflict mediation	270	231	177	-23.38%
Administrative issues	Forwarded to process managers or units involved	402	351	524	49.29%
Complaints received by the Internal Ombudsman in 2022:					1,512

Ombudsman Case Study Solution	2020	2021	2022	Change % 2021-2022
Illegitimate	39	37	61	64 %
Legitimate with administrative/educational measure ²	43	21	79	276 %
No sufficient data for handling	22	5	11	120 %
Under analysis	15	12	34	183 %
Charges dropped	0	0	1	-%
Total complaints	119	75	186	148 %

^{1,2} The increase in cases from 2021 to 2022 is due to communication actions developed with employees seeking to clarify and encourage the denouncement of situations that may constitute non-compliance with the Code of Ethics and/or BB rules.

When complaints are received with indications of irregularities subject to Disciplinary Control (omission or proven action carried out failing to comply with laws, the Code of Ethics and internal regulations, which results in losses to the Bank or expose it to risks), they are submitted to the responsible departments. The Disciplinary Control governs discipline of current and former employees involved in irregularities. The process begins when the irregularity is characterized and its authorship and materiality are evidenced.



The disciplinary control process has the following phases: investigation, analysis, trial and decision, enforcement and review. Once the employee's responsibility for the irregularity is substantiated, employees may be sanctioned with guidance, such as a Statement of Awareness or an Ethical Business Alert, to a punitive sanction, such as suspension, removal from office or dismissal. Furthermore, in- and out-of-court measures may be adopted against the employee to recover losses incurred.

In 2022, the Internal Ombudsman forwarded 243 complaints for disciplinary treatment, and disciplinary measures were applied (more than one employee involved in the same irregularity), as shown in the table below: [205-3](#)

Solution by employee	2020	2021	2022	Change % 2021-2022
Under progress	83	69	119	72.46%
Term of acknowledgment	20	28	72	157.14%
Ethical Alert	-	-	7	n.a.
Dismissal	6	5	11	120.00%
Suspension	1	9	21	133.33%
Warning	0	6	9	50.00%
Irregularity not proven	18	13	31	138.46%
Removal from office	1	1	2	100.00%
Term of acknowledgment and pecuniary liability	0	0	0	n.a.
Warning and pecuniary liability	0	0	0	n.a.
Reminder	45	10	0	-100.00%
Dismissed case	0	1	3	200.00%
Total number of solutions	174	142	275	93.66%

Ethics Trail

The Ethics Trail provides training on the Banco do Brasil's Code of Ethics and ethical principles. Available at the Corporate University, by the end of 2022, the Trail consisted of 15 educational solutions (courses, video classes, articles and booklets, among others) for discussing ethical behaviors: Preventing and Combating Corruption, Preventing and Combating Moral and Sexual Harassment, e-book Harassment – Knowing, Preventing, Fighting, Ethics – A Timeless View, Experiencing the Code of Ethics, Non-Violent Communication, BB Values, Inclusive Culture, among others. [205-2](#)

Completing the courses is a requirement for selection processes, enrolling for opportunities of internal professional growth and getting scholarships for Continuing Education Programs. This is aimed at making staff aware of the behaviors expected by the Bank.

For senior management, in addition to the Ethics Trail courses, which are replicated in the Senior Management Trail, in 2022, training was provided with lectures on a material topic in the current financial scenario – Ethics applied to Artificial Intelligence and Metaverse – since Banco do Brasil has been at the forefront in exploring these new ways of interacting and doing business, but always in compliance with regulations and laws, such as the General Data Protection Law (LGPD).

The Internal Audit regularly evaluates the effectiveness of the anti-corruption and anti-money laundering process, pointing out the need to take actions to improve controls and mitigate any risks involved.

Anti-corruption and anti-money laundering

[3-3](#) | Anti-Corruption and Anti-Money Laundering (AML)

To address this issue, we have the **Specific Policy to Prevent and Combat Money Laundering**, the Financing of Terrorism, Financing of the Proliferation of Weapons of Mass Destruction and Corruption.

The Internal Audit regularly evaluates the effectiveness of the anti-corruption and anti-money laundering process, pointing out the need to take actions to improve controls and mitigate any risks involved.

The process is also periodically evaluated by inspection and control authorities and by the Independent Audit function, which includes rules, procedures, monitoring systems, training program and compliance with applicable laws and regulations. Businesses with Politically Exposed Persons (PEE) are previously authorized by senior management.

Specifically in the Entities Affiliated to Banco do Brasil, the policies and procedures established are evaluated periodically to check whether they are in line with our guidelines; the review and structuring of processes are supported and guided by a specific department. Additionally, technicians and/or executives of Entities



Affiliated to Banco do Brasil are invited to attend training events. In 2022, a risk management assessment of the 17 main Entities Affiliated to Banco do Brasil was carried out, focused on Anti-Money Laundering, Counter-Terrorism Financing and Anti-Corruption (PLDFT-C), and five of them are under assessment. [205-1](#)

Information is exchanged especially upon assessment of PLDFT-C risk mitigation, which is included in the Governance, Risks and Control System (SGRC) of the affiliated entity, within the scope of the Supervision Cycle of the Entities Affiliated.

The result is a report to be forwarded to the Entity, including the integrated rating/score of adherence to the Best Reference Book (CMR) and the improvement guidance, covering the requirements assessed and taking into account the PLDFT-C regulations in effect.

This process helps the Bank in achieving the corporate goals by applying a systematic approach oriented to assessing and improving the Governance, Risks and Control System (SGRC) of the Entities Affiliated.

The “Ant-Corruption” and “Companies and Anti-Corruption” training courses are available on the UniBB Portal and are accessible to all employees. The “Anti-Corruption” course aims at enabling employees to identify situations or business that are indications of corruption, based on the definition of harmful acts practiced against the Public Administration, in accordance with legal requirements. The “Companies and Anti-Corruption” course enables participants to identify elements that make up the different aspects of integrity in companies and mechanisms to strengthen them within the corporate culture. [205-2](#)

All members of the Board of Directors and Board of Officers are aware of the Anti-Money Laundering, Counter-Terrorism Financing, Counter-Proliferation of Weapons of Mass Destruction, and Anti-Corruption Policy.

We also maintain training courses on Anti-Money Laundering, Counter-Terrorism Financing, and Anti-Corruption on the UniBB

Portal. [205-2](#) The Business Security and Prevention of Illegal Acts Trail is intended for all employees and makes available 20 educational solutions on the UniBB Portal, nine of which are directly related to preventing and combating corruption, money laundering and terrorism financing. [205-2](#)

The Senior Management Trail, intended for our leadership, includes courses such as Anti-Corruption, Experiencing the Code of Ethics, Banco do Brasil cares for Values; Synapse – Anti-Money Laundering and Counter-Terrorism Financing. The main course of the Trail, Senior Management in Focus, addresses topics such as: Anti-Corruption Law, Internal Controls, Capital Markets, Corporate Law and Confidentiality and Disclosure of Information. By the end of 2022, 55 of the 56 directors, statutory officers and members of the Board of Directors’ advisory committees participated in the trail. [205-2](#)

In addition to the Trail, we aim to address Ethics and Corporate Governance-related topics by means of other solutions focused on this audience. This can be illustrated by the training on Ethics applied to Artificial Intelligence and Metaverse, in which topics that are applied in the traditional way of conducting financial business (in-person/physical environment) were taken to new ways of working and interacting (virtual environment).

Investigation

We are exposed to risks that employees, third parties or intermediaries of any nature, acting to their benefit or in their interest, may carry out harmful acts, such as corruption, against the Public Administration, either national or foreign, provided for in the Anti-Corruption Law, or in any legislation of this type, of transnational scope and those applicable to the jurisdictions in which we operate.

The main risks identified regarding our possibility of being classified as perpetrators of a corruption act are present in business involving public entities as counterparties, through the action of direct agents or third parties acting on our behalf.



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The risks present in negotiations with legal entities due to bidding processes, contract management, and access to credit on lines with rates below those offered by the market were also considered relevant. [205-1](#)

We are not involved in any confirmed corruption case, as provided for in the Anti-Corruption Law or Clean Company Law, so that no agreement has been terminated and has not been renewed because of violations. [205-3|3-3| Anti-Corruption and Anti-Money Laundering \(AML\)](#)

In 2022, seven new Administrative Accountability Processes (PAR) were filed to investigate the practice of corruption by companies against us, and other five processes filed in previous years are still pending. Over the year, three cases were tried, which were subject to fines and extraordinary publication. The other processes are still under investigation.

[|205-3| SASB FN-CB-510a.1](#)

In 2022, no public lawsuits related to corruption were identified as filed against the organization or its employees. [205-3](#)

In 2022, there were no administrative procedures to determine accountability in cases involving the collection or receipt of undue commission for services rendered by employees. [205-3](#)

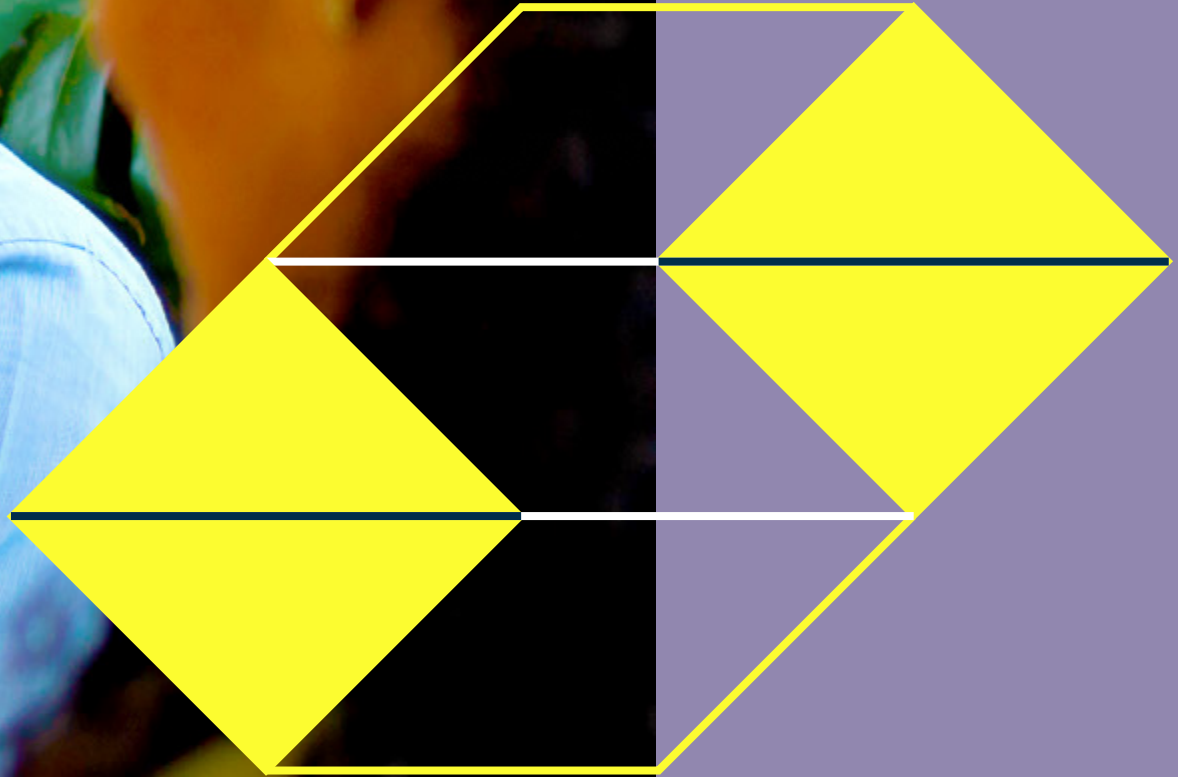
Efforts and results

In 2022, measures were taken to mitigate the occurrence of harmful acts that could be qualified as corruption, and the highlights were the training in the use of an electronic management tool in Administrative Accountability Processes (PAR) made available by the Office of the Controller General.





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5 Risk management



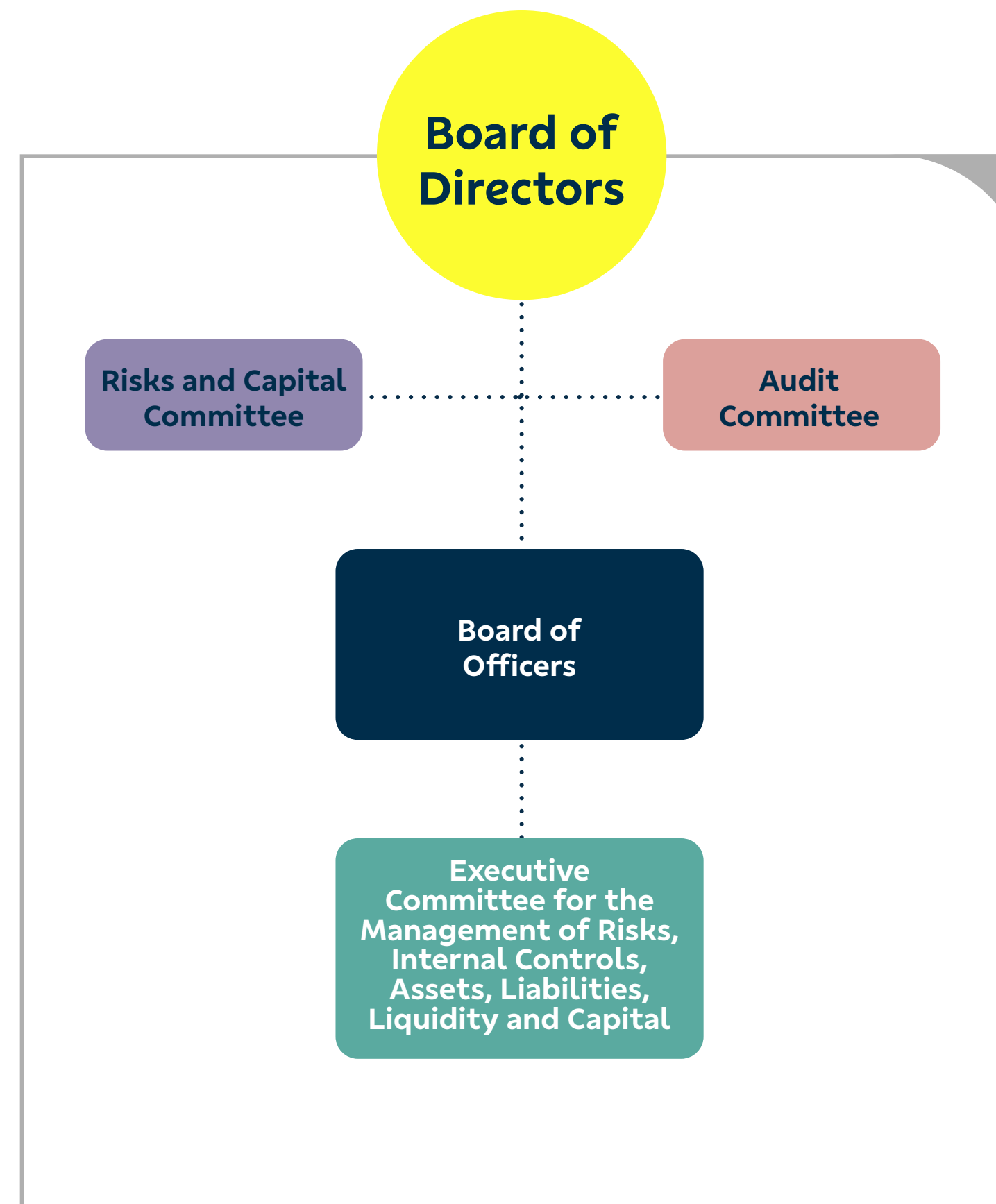
Risk management governance

Banco do Brasil's risk and capital management system meets the aspects and standards set forth in the rules issued by the National Monetary Council (CMN) and the Central Bank of Brazil (Bacen) and seeks a permanent alignment with good management practices. Accordingly, we continuously promote the assessment of the organizational, governance, processes and systems structure and the structure of the methodologies applied to risk and capital management and, therefore, we can identify opportunities for improvement.

The governance model established for integrated risk and capital management includes the following aspects:

- segregation of duties: business vs. risk;
- specific risk and capital management structure;
- defined management process;
- decisions at many hierarchical levels;
- clear rules and a structure of skills and approval levels; and
- reference to the best management practices.

The following chart represents the governance structure established for risk and capital management.



We seek a constant improvement of our risk management system and internal controls, not only in view of the constant evolution of regulation, but also in the incorporation of new technologies for the development of more accurate models. This allows us to maintain the quality of our loan portfolio and optimize our capital management. In addition, we make intensive use of data and analytical and artificial intelligence and we invest in the development of people for the digital transformation process that aims to foster innovation and the improvement of our governance. Thus, we enable an increasingly secure business environment and an agile experience that provides satisfaction to our customers and ensures their loyalty."

Felipe Guimarães Geissler Prince
Chief Internal Controls and Risk Management Officer (CRO)





Risk mapping and identification

The continuous process of identifying risks is extremely important for our Organization. By means of the analysis of internal and external inputs, we address the identified risks on a prospective basis. The Corporate Set of Relevant Risks plays an important role in risk and capital management, as well as in business management.

Risks are identified based on:

- a)** Risks that may impact the achievement of the objectives contained in the Corporate Strategy;
- b)** Risks inherent to the activities of the Entities Affiliated to Banco do Brasil (ELBB);
- c)** Risk factors included in BB's Reference Form, which are considered more relevant and may impact our business and the results of our operations;
- d)** Risks identified by the supervisors in the first line of defense in their processes;
- e)** Regulatory guidelines in Brazil and abroad;
- f)** Banking industry's concerns; and
- g)** Benchmark of financial institutions in Brazil and abroad.

The assessment of the relevance of risks takes into account quantitative (direct losses) and qualitative (indirect losses and risk factors or causes) criteria that result in the risk relevance matrix.

The Radar Regulatório (Regulatory Radar) corporate tool is used for the automated capture of the rules published on the websites of the main Regulators, with more than 200 research sources. This

resource helps mitigate risks and ensure regulatory compliance and continuous adequacy of our processes, through the analysis of the relevance impact of rules and their association with internalization plans.

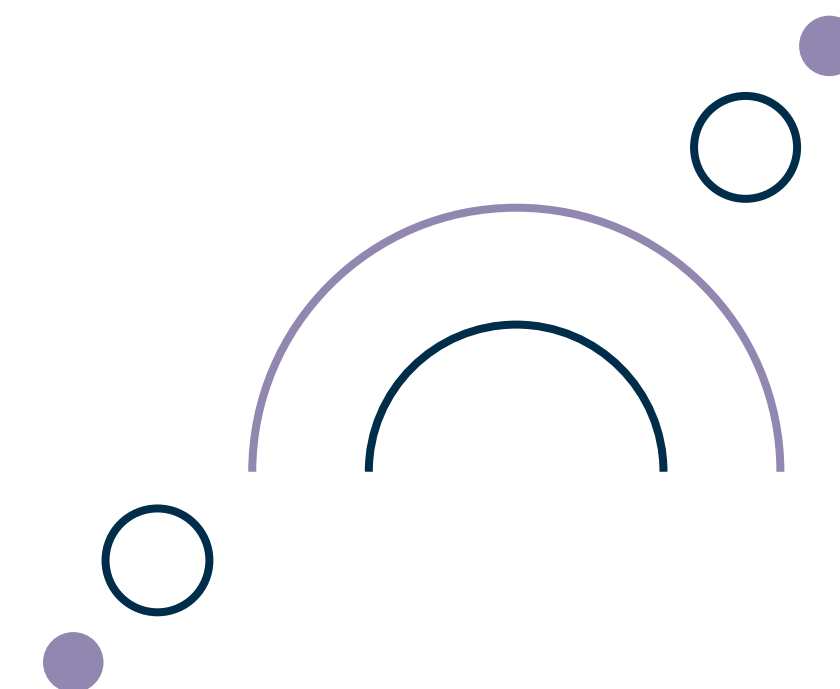
Management processes and strategies

The purpose of the risk management structure is to identify, measure, assess, monitor, report, control and mitigate risks, in addition to ensuring the continuous improvement of management.

The planning of the strategy, policies and guidelines related to the activities involving assumption of risks and the budget and capital for allocation in a sustainable and optimized manner are guided by the Risk Appetite Statement (RAS).

Over the course of 2022, we remained focused on the improvement of processes with the use of the Analytical platform in a big data environment, in addition to the matrix work model and the use of agile methodologies, with the development of risk management models and panels based on that environment.

In 2022, there was progress in the risk management processes adopted by the Bank so as to ensure that exposure is maintained at expected levels, in line with the risk policies, the RAS and regulatory requirements.



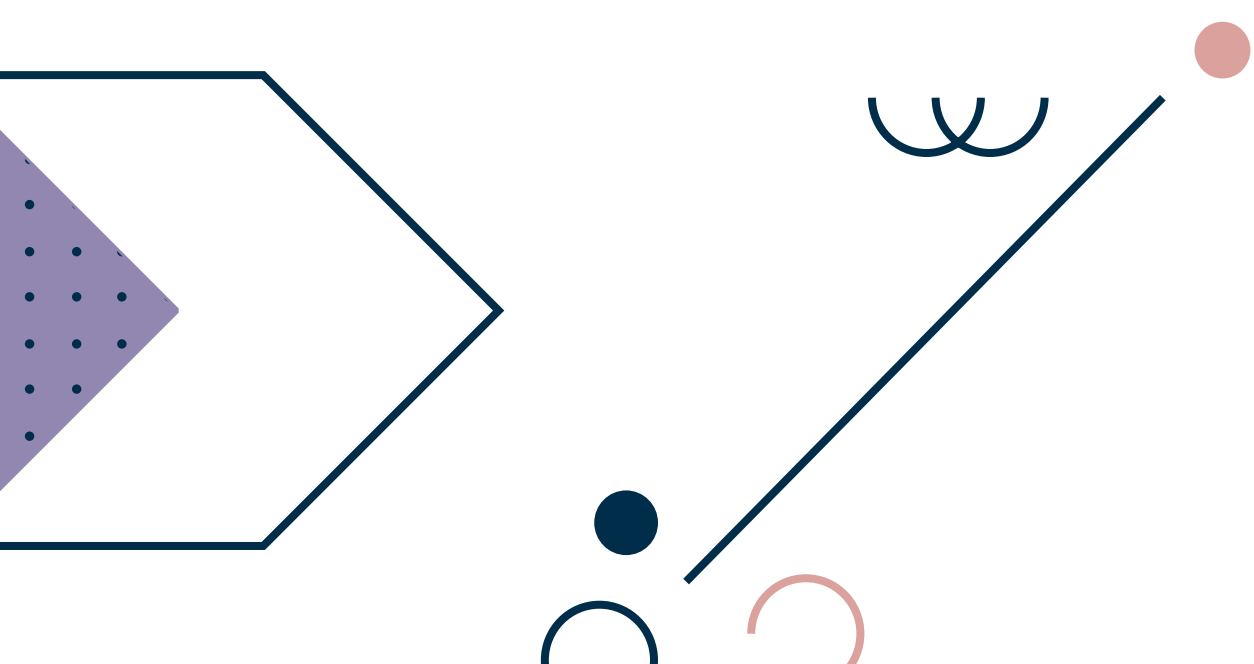
Lines of Defense Reference Model - MRLD

SASB FN-CB-550a.2

The management of risks and controls is guided by the Lines of Defense Reference Model (MRLD). According to this Model, the management of the risks that are inherent to our business and the controls necessary for their mitigation is carried out based on three Lines of Defense:

- **The First Line of Defense** comprises the duties that manage and mitigate the risks in the performance of its processes, business and services. It is made up of Specific Risk Supervisors (Risk Owners) and Risk Takers, responsible for managing the risks at the first level.
- **The Second Line of Defense** is under the responsibility of the Internal Control and Compliance Office (DICOI) and the Risk Management Office (DIRIS) and their duties include the provision of corporate risk and control management guidance, the supervision of the Internal Control and Risk Management System and assistance to the First Line departments.
- **The Third Line of Defense** is represented by the Internal Audit Department, which is responsible for assessing the effectiveness of the entire risk management, internal control and governance cycle of the Institution, including how both the First and Second Lines of Defense perform.

The model allows for the integration of corporate risk and control management processes, with well-defined lines of defense roles, providing greater assertiveness in risk and capital management.



Decision-Making process



5 Advisory Committees of the Board of Directors

- Audit Committee
- Risks and Capital Committee
- Human Resources, Compensation and Eligibility Committee
- Technology and Innovation Committee
- Sustainability Committee

11 Executive Committees

- Risk, Internal Control, Asset, Liability, Liquidity and Capital Management;
- Securit
- Prevention of Financial and Foreign Exchange Illicit Acts
- Disclosure
- Governance of Affiliated Entities
- Profitability, Performance and Business
- Organizational People and Culture
- Administrative and Operational
- Sustainability
- Credit Limit
- Loan Operations

Other Committees

- Loan Operations
- Business Development
- Client Service and Experience
- Resources

Main risk management initiatives and improvements

The main risk and capital management initiatives and improvements in 2022 were:

- Establishment of a methodology to determine the coverage perimeter of the Strategy Risk of the Entities Affiliated to Banco do Brasil (ELBB) with respect to active, reactive and minimum monitoring;
- **Social, Environmental and Climate Risk:**
 - review of the Environmental, Social and Climate Risk Sensitivity Methodology;
 - review of the Environmental, Social and Governance (ESG) Questionnaire aimed at the assessment of the Environmental, Social and Climate Responsibility Levels; and
 - review of the Product Creation Flow, covering guidance in the Risk Identification and Classification and inclusion of FAQ – Environmental, Social and Climate Risk.
- **Operational Risk:** implementation of an interface for viewing the events of operational losses, allowing for the use of filters by managerial and supervision categories;
- **Cyber Risk:** approval of ten indicators by the specific supervisor;
- **IT Risks and Third-Party Risks:** inclusion of limits in the RAS;
- **Legal Risk:** presentation of the activities and tools used by the second line of defense in the validation of the management processes and better identification of the instruments used in risk management;
- **Conduct and Compliance Risks:** increase of the risk management instruments, providing an improvement of the frameworks;

¹ IFRS9- Financial Instruments.

² Situations in which Banco do Brasil is a defendant in lawsuits.

- **Interest Rate Risk in the Banking Book (IRRBB):** update of the internal model and subsequent review of the normality and stress shocks; and
- **Market Risk:** among the actions developed, it is worth mentioning the reviews of the Specific Policy of Classification and Reclassification of Operations in the Trading and Banking Books (CROCNB), the structure and definitions of the portfolios, groups and books of the Trading and Banking Books and the risk management framework.

The Central Bank of Brazil has been seeking to align the Brazilian accounting standards with the international procedures. In this context, we created the Strategic Project to coordinate the actions of the implementation plan for compliance with Resolution N^o. 4,966 of the National Monetary Council (CMN) of November 25, 2021, which is aimed at the adoption of IFRS 9¹ in Brazil and

provides for the accounting concepts and criteria for classifying financial assets and liabilities, recognizing a provision for expected losses associated with credit risk and hedge accounting.

In the review of the risk and capital management processes are the improvements of the RAS and the review dynamics of which takes into consideration the economic and regulatory environment, the market trends, the base and stress scenarios defined for the Organization and the alignment with Banco do Brasil's long-term strategy.

In its preparation, the cyclical scenario and the effective participation of supervisors of client and corporate departments were considered, taking into account the best Risk-Adjusted Return (RAR) and the strengthening of the Bank's capital structure. In 2022, we also highlight the role of the RAS, together with the other strategic and induction mechanisms, in the search for strengthening organic generation and capital structure.

Losses

In 2022, the actions for facing the operational losses issue were improved in an integrated effort by the main Strategic Units. Action plans were prepared and measures for the work on the main aspects that involve the issue were implemented, in particular on the treatment of the causes of new proceedings and the addressing of proceedings for the inventory of the Banco Réu² (Defendant Bank) proceedings.



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Credit risk

Credit risk management includes the counterparty’s credit risk, country risk, sovereign risk, transfer risk, credit concentration risk and the effectiveness of mitigating or risk transfer instruments used in exposures that generate the aforementioned risks. The purpose of its structure is to identify, measure, assess, monitor, report, control and mitigate risks, in addition to ensuring the continuous improvement of management.

The management is carried out in an integrated manner with the business objectives, establishes limits and consolidates our vision and it is one of the main tools for making the appropriate risk-return ratio compatible. To this end, it is based on the following assumptions:

- Achievement of the minimum principal capital ratio, supported by a more favorable set of credit risk exposures in terms of profitability and maximum use of Risk Weighted Assets (RWA), in view of the projected exposures;

- Maintenance of the Value at Risk (VaR) as a metric for establishing limits, due to its greater capacity of representing the total losses (both expected and unexpected) associated with the portfolio exposed to credit risk; and
- Limits associated with the risk scenario (from the expected losses standpoint).

BB’s Specific Credit Policy guides the continuous, integrated and prospective management of credit risk, comprising all phases of the credit process, the management of assets subject to this risk, as well as the credit collection and recovery process, including those carried out on behalf of third parties.

The credit process is structured based on risk vs. limit calculation methodologies and it is developed in line with the best management practices. It comprises the phases of registration, risk analysis and establishment of the credit limit, contracting and performance of operations and risk management, with the support of regulations and a specialized organizational structure. When establishing the credit limit, the maximum exposure to credit risk that can be assumed with the client is defined, taking into account the term and purpose, as well as the conditions for its use.



Progress in 2022

- Modernization of the Individual, Company and Agribusiness Client Risk models with the application of machine learning techniques, providing more effectiveness and innovation in analytical solutions for the assignment of credit.
- Review of the methodologies for the work on the Mar Aberto Pessoa Física (Individuals Open Sea), SME and Rural Producer programs in order to contain the increase in default rates that resulted in better origination and contributed to the maintenance of default levels at below market levels.
- The non-new client models were reformulated in the search for more synergy with Banco do Brasil’s business strategies, resulting in new risk segments, which enabled a more accurate and adequate measurement in relation to each client’s profile, allowing for an estimate that is increasingly more customized.
- Improvement of the Future Potential Exposure Model and the Economic Capital for Credit Concentration Risk Model.

Credit risk measurement indices (R\$ billions)	2020	2021	2022
NPL + 90D ¹ (%)	1.9	1.8	2.6
Concentration ² (%)	18.7	15.9	19.5
Write-offs to loss (R\$ billions)	20.4	18.4	15.5

⁽¹⁾ Ratio of operations overdue for more than 90 days and the balance of the classified credit portfolio.

⁽²⁾ Concentration of the 100 largest debtors in relation to the total loan portfolio.

Market risk and interest rate risk in the banking book (IRRBB)

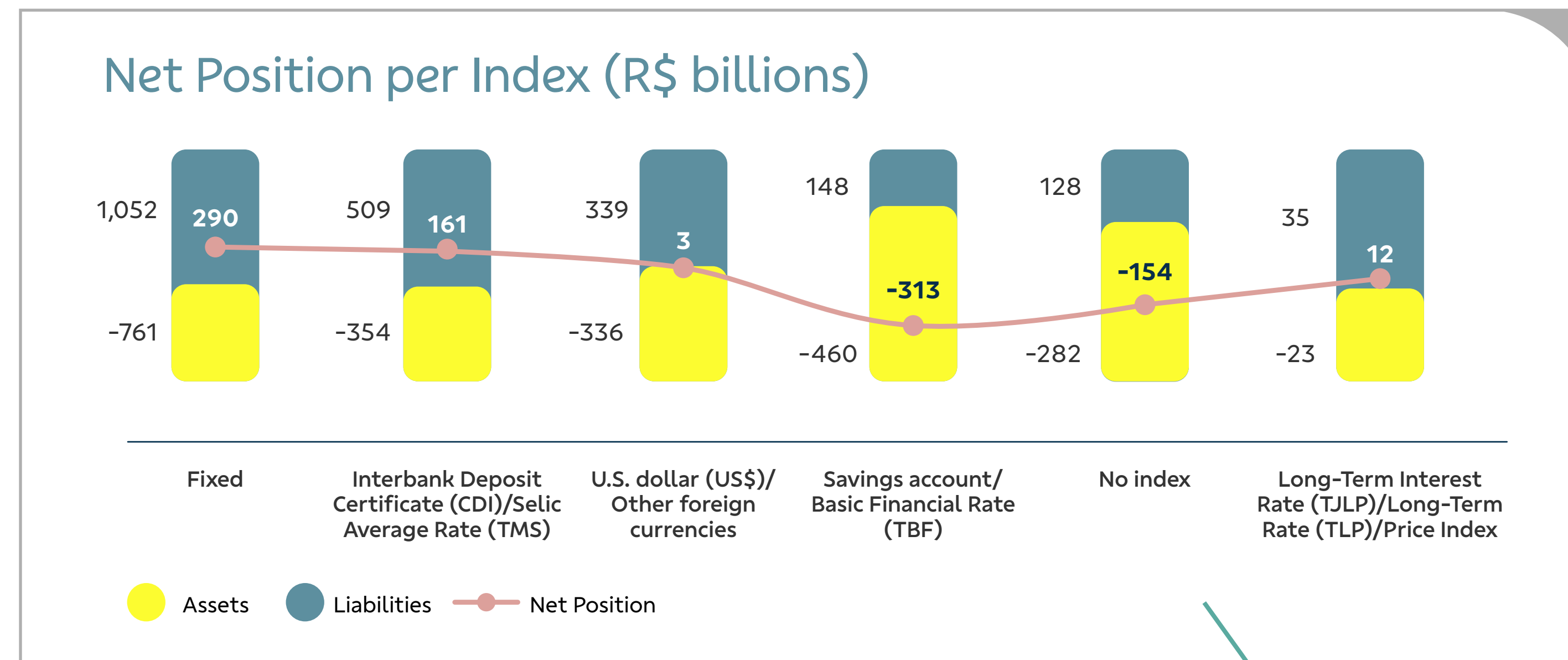
SASB FN-CB-550a.2

Market risk management enables the assessment of the risk exposure arising from changes in asset prices, interest rates or other economic factors in relation to the available capital. In order to measure it, statistical and simulation methods are used, which include the value at risk (VaR) and risk-weighted assets (RWA) metrics, in addition to stress tests and sensitivity analysis.

The management of the IRRBB refers to the risk of the impact of adverse changes in interest rates on capital and on the financial institution's results for instruments classified in the banking

book. The identification, measurement and control of the IRRBB are based on the approaches of economic value and the result of financial intermediation. For both risks, policies and strategies are established and systems are used to guarantee the management of the positions recorded in the trading and banking books.

In order to reduce the occurrence of market and IRRBB risks, we use the limits referenced in the availability of capital included in the Risk Appetite Statement (RAS), with a daily monitoring process.



Progress in 2022

IRRBB:

- Review of the Rban portion and reparametrization of the shocks for the management of IRRBB;
- Review of the sources of data on embedded gains and losses (EGL).

Market Risk:

Actions for its adequacy to Phase I of the local implementation of the Fundamental Review of the Trading Book (FRTB), in particular to what is contained in Resolution No. 4,926 of the National Monetary Council (CMN) of January 24, 2021 and Resolution No. 11 of the Central Bank of Brazil (BCB) of July 6, 2021, which came into effect on January 1, 2023. With a highlight to:

- Market risk management framework;
- Specific Policy of Classification and Reclassification of Operations in the Trading and Banking Books (CROCNB);
- Adequacy assessment process of the classification of operations in the Trading and Banking Books;
- Process of reclassifications of operations between the Trading and Banking Books; and
- Structure of Portfolios, Groups and Books.

Liquidity risk

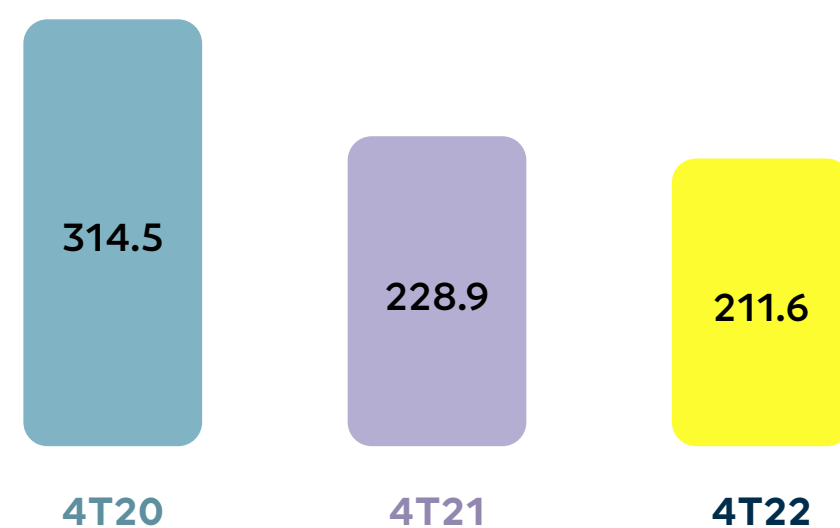
Liquidity risk is defined as the possibility that the institution will be unable to honor its financial commitments on the maturity date without incurring unacceptable losses. Liquidity risk management contributes to maintaining the soundness and solvency of the Organization, in addition to taking advantage of the sustainable growth opportunities of the business.

The Bank seeks to maintain liquidity levels that are adequate to the commitments, the wide and diversified base of depositors, the quality of assets, the penetration of the network and the level of access to the capital markets.

Liquidity indicators and projections, with a prospective assessment of the effect of the mismatching between funding and investments, stress tests, managerial and regulatory limits for risk management, in addition to the liquidity contingency plan and the potential effectiveness of its measures, are monitored by strategic committees and senior management.



Liquidity Coverage Ratio (LCR) %



Progress in 2022

- Approval of the Continuous Monitoring Plan (PMC) of the liquidity risk models;
- Improvement of the calculation of the Liquidity Coverage Ratio (LCR) in compliance with Regulatory Instruction No. 258 of the Central Bank of Brazil (BCB) of March 30, 2022; and
- Review of the Net Stable Funding Ratio (NSFR) Recomposition Plan, the Liquidity Contingency Plan and the risk management framework.

Operational risk

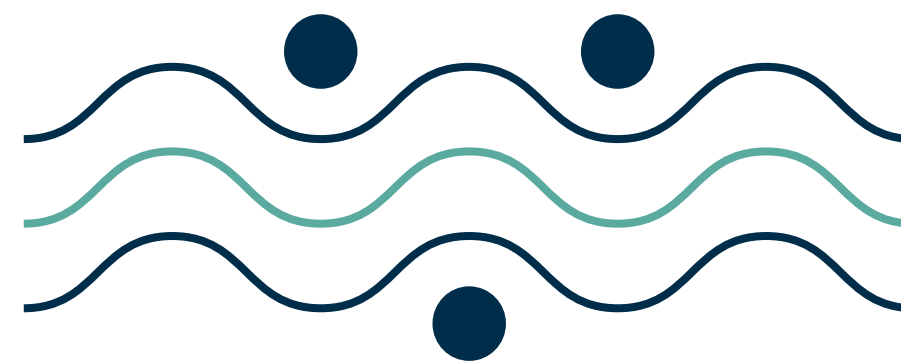
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Operational risk is the possibility of losses resulting from failure, deficiency or inadequacy of internal processes, people, systems or external events. Its management includes the identification of weaknesses or inadequacies in activities, so as to enable the correct and timely mitigation action.

The Specific Risk and Capital Management Policy sets Banco do Brasil's guidelines and behaviors, applying its precepts to operational risk management. The Entities Affiliated to Banco do Brasil (ELBB) are instructed to establish their directions based on the Policy, taking into account the specific needs and the legal and regulatory aspects to which they are subject.

The monitoring of operational losses takes place through the Operational Risk Panel tool. The tool enables the Strategic Units to monitor the losses linked to their processes, helps adjust them to the global limit and to the specific limits established, as well as the adoption of preventive actions to mitigate the facts that generate these losses. The results of the panel are reported on a monthly basis to the Executive Committee for Risk Management and Internal Controls (CEGRC) and to the Risk and Capital Committee (Coris), and, on a quarterly basis, to the Board of Directors, being previously sent to the Board of Officers.

In order to develop organizational resilience, safeguard interests, reputation and the brand of the Organization and prepare the Bank to operate in a planned and timely manner in corporate crisis situations, we adopted the Crisis and Going Concern (GCN) Management methodology. We invested in the improvement of strategic and tactical abilities so that we could plan and respond to incidents and interruptions.



In 2022, we accounted for:

1,777 employees trained in GCN

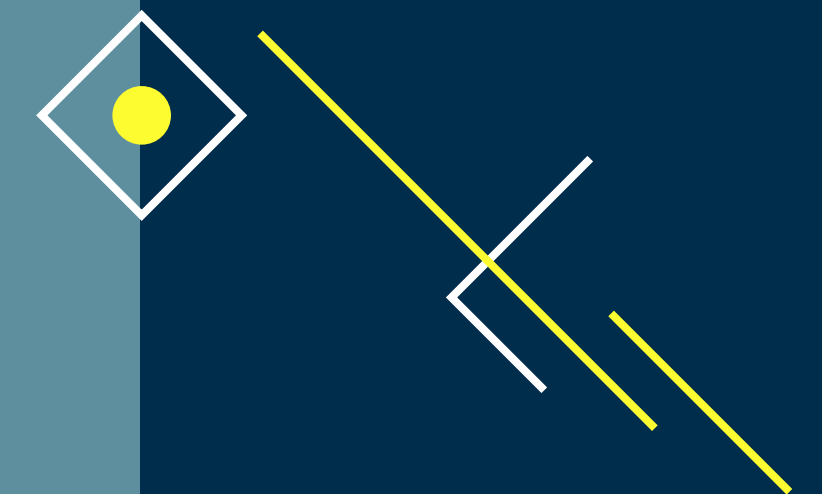
727 processes evaluated for criticality in case of interruption

432 Business Continuity Plan (BCP) tests and 113 tests of IT continuity with the objective of evaluating the effectiveness of the business continuity and IT strategies adopted at the Bank

Monitoring of Operational Losses by Category of Loss Events (%)	2020	2021	2022
Improper business, product and client practices	50.9	64.5	56.5
Labor practices and work environment conditions	34.3	23.5	28.9
External fraud and theft	13.2	6.6	7.9
Process execution and management failures	1.1	4.8	6.2
Internal fraud and theft	0.2	0.3	0.2
Damage to physical assets and injuries to people	0.2	0.3	0.2
Systems and technology failures	0.1	0.0	0.1
Total	100.0	100.0	100.0

Progress in 2022

- Approval of the security risk framework;
- Review of the conduct, compliance and legal risk frameworks;
- Development of improvements in the Operational Losses Panel;
- Creation of the Operational Losses Management Forum;
- Review of the stress test scenarios for Operational Risk; and
- Review of the calculation engine and the parameters used to flag clients with indications of money laundering. In the first months alone, it was possible to see a reduction of 45% in the need for manual analyses, however, with no change in the prospect of reports to the Financial Activities Control Council (COAF).



Cyber risk

SASB FN-CB-230a.2

The cyber risk arises from attacks against the IT infrastructure or corporate systems that can affect data integrity, confidentiality and availability.

Due to the nature of our activities, we operate in an environment that is subject to cyber security incidents, such as malware, phishing and other events that may include sophisticated methods of attacks aimed at unauthorized access to IT infrastructures and systems, unauthorized disclosure of confidential data, manipulation or destruction of data and interruption of services.

Any cyber attacks that result in unavailability of access to systems, unauthorized access to data, loss or unauthorized disclosure of data can result in litigation, regulatory fines, loss of clients and damage to image, and cause a significant adverse effect.

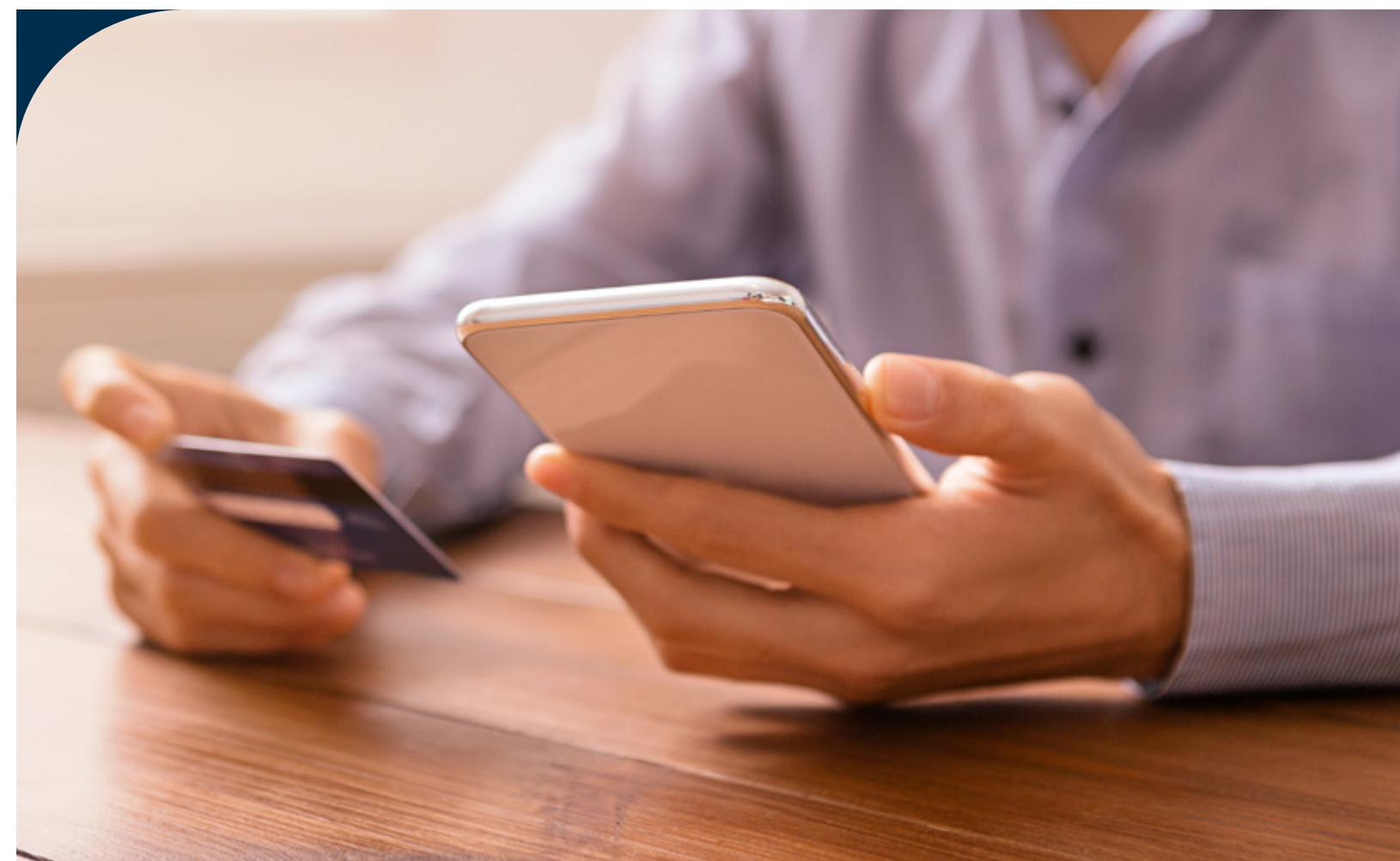
We mitigate the cyber risk by investing resources in infrastructure security, information technology systems and process improvement, as well as in the adoption of continuous training for our teams to ensure the protection of operations,

the business and client information. In addition, we perform IT Security Incident Management, which consists of incident response, monitoring and assessment, thus ensuring compliance with legal requirements and minimizing both the response time and the risks arising from attempted attacks and threats on the network and corporate systems.

We also adopt IT security and cyber security corporate governance and management, identity management and access control, management of the IT security infrastructure and management of the IT Security Incident response processes; execution (operation) of IT Security Incident Treatment processes and Tool Maintenance Processes Managed by the Security Operations Center (SOC) so as to ensure compliance with legal requirements and minimize both the response time and the risks arising from attempted attacks and threats to the network and corporate systems.

We hired market tools, adding more technology, security and agility to our processes of identification of clients at the branches and on the digital onboarding. We highlight the antispoofing and expert document examination solutions that allow us to mitigate risks involving bribe accounts and/or identity fraud.

We hired market tools, adding more technology, security and agility to our processes of identification of clients at the branches and on the digital onboarding.



Progress in 2022

- Review of the risk stress scenario;
- Investment higher than R\$32 million in cyber security solutions;
- Implementation of a facial biometry solution for mobile devices. Nine million clients have already received an active offer for the registration of facial biometry on the BB App. This is another important step for the implementation of a security solution that is considered one of the most reliable sources of identification and authentication of users. The main purpose is to use facial biometry as a fraud prevention tool and, after its implementation, to include it in the confirmation of security flows, such as in the authorization of devices and performance of financial transactions, and allow the access to the App without the use of a password;
- Awareness campaigns against phishing to all BB employees;
- Specialized training courses for the cyber security teams, with the obtainment of market certificates;
- Establishment of a supervision process for risk assessment; and
- Creation of indicators for risk control and monitoring.



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Information Security and cyber attacks

SASB FN-CB-230a.2

The cyber Security Policy includes the set of BB's regulatory instructions, composed of the Specific Information and Cyber Security Policy and all regulatory instructions related to the topic, as well as the procedures contained in the Cyber Incidents Prevention and Response Plan. Accordingly, Banco do Brasil's Cyber Security Policy is in compliance with the provisions established by Resolution No. 4,893/2021 of the National Monetary Council (CMN) and Resolution 85/2021 of the Central Bank of Brazil (BCB).

The Specific Information and Cyber Security Policy lists Banco do Brasil's commitments to the protection of data and information on clients, partners and suppliers, in addition to the Organization itself. This policy is broadly disclosed to internal stakeholders and, also, to the public in general, on the website www.bb.com.br/psi.

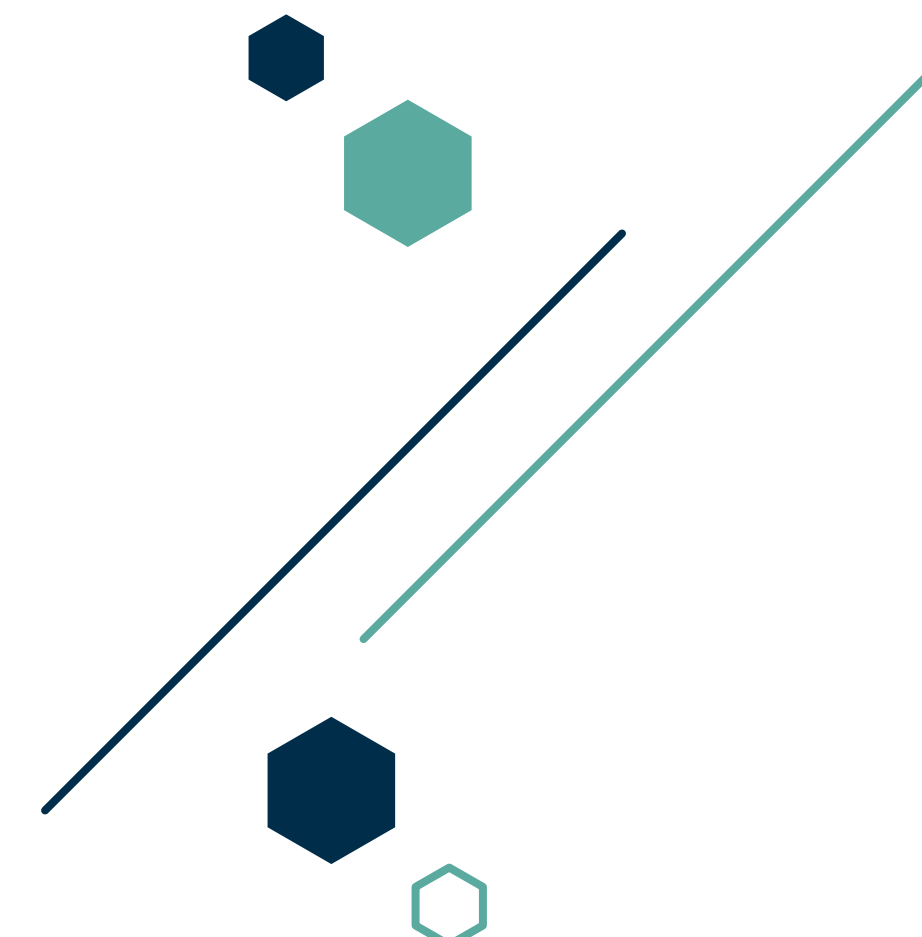
The Information Security Management System (SGSI) is aimed at protecting the confidentiality, integrity and availability of corporate information, in addition to making those involved aware of their responsibilities.

Banco do Brasil's Cyber Security Operational Model was structured from the need to develop a framework that is compatible with the complexity and criticality of the processes necessary for the operation of a bank with the size and strategic relevance of BB.

The assumption of the model developed is the improvement of governance, management and operation in cyber security. It describes the conceptual organization and the way that the different processes, services and components of cyber security work on an integrated basis at the Institution.

To ensure information security and prevent cyber attacks, the following initiatives are noteworthy:

- Security management and governance structures;
- Teams dedicated to the identification and quick response to incidents;
- Vulnerability tests;
- Use of encryption in the life cycle of sensitive information;
- Security infrastructure to protect communication networks, systems and applications;
- Increase of the use of strong credentials in identity management and corporate authentication processes;
- Improvement of the access control process for IT systems and resources focused on the minimum privilege principle;
- Classification of information;
- Access control in IT systems and resources;
- Protection of corporate networks and systems;
- Incident management; and
- Training on information security.



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General Data Protection Law (LGPD)

The General Data Protection Law established a new legal framework to be observed in the personal data handling operations and introduced significant changes in the rules applicable to the processing of such data, with a set of regulations and controls to be complied with.

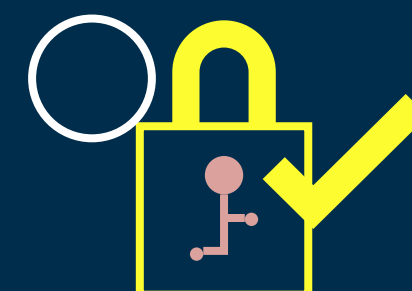
We have a Specific Privacy and Personal Data Protection Policy approved by the Board of Directors that regulates the Organization's behavioral aspects and guides the entire set of business and corporate activities.

Our Privacy Policy applies to the relationship with clients, non-clients, employees, shareholders, suppliers and with any person that is related to Banco do Brasil. Available on bb.com.br/privacy, the Policy was updated in November 2022 to add more transparency to the data owner with respect to the use of the personal data.

In order to ensure the security of data owners, privacy and the protection of the personal data we treat, we:

- Require the adequacy of suppliers and partners regarding data protection. Additionally, when sharing the personal data necessary for the performance of the contracted activities with partners and suppliers, the Bank signs a confidentiality agreement to ensure the secrecy of the personal data provided and requires that partners and suppliers have policies that are adequate to the data protection legislation in effect;
- Adjust contracts, terms and other instruments with the inclusion of data protections clauses;
- Qualify and train employees;
- Have a system dedicated to personal data protection; and
- Make available digital and physical channels to serve clients and data owners.

We established a Privacy and Personal Data Protection Governance Program aimed at increasing the efficacy of corporate process management and business risk management.



Highlight: Structure of the Personal Data Protection Program

Board of Directors – Body that provides the strategic guidance and requires the statement of the alignment of the privacy and data protection strategy.

Board of Officers – Joint body that ensures the provision of resources and infrastructure to integrate and maintain the privacy and data protection strategy at BB.

Security Executive Committee – Joint body that analyzes and supports the privacy and personal data protection strategy, in addition to ensuring that the business supervisors participate in and contribute to the integration.

Institutional Security Unit – Strategic-level body that develops the privacy and data protection strategy and helps the business process supervisors in the continuous alignment with the business strategy.

Person in charge of handling the personal data – person nominated by Banco do Brasil to work as a communication channel between the controller, the data owners and the National Data Protection Authority (ANPD).



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The management of events and threats that impact privacy and data protection are included in Banco do Brasil's Corporate Set of Relevant Risks described in an internal regulation. The Corporate Set of Relevant Risks is composed of the risks that are considered more important by the company and are assessed according to specific criteria, taking into account both qualitative and quantitative assessments.

The management of the relevant risks related to privacy and personal data protection (Risk Model, Conduct Risk, IT Risk and Cyber Risk) is carried out in accordance with the Lines of Defense Reference Model (MRLD).

We were audited and inspected in matters related to privacy and data protection, both internal and external (by regulatory bodies to which we are subject). In October 2022, BB received a feedback report on the audit conducted by the Federal Court of Accounts between November 2020 and May 2021, assigning the "improved" level to the Bank's adequacy to the General Data Protection Law (LGPD). We are among the 11 organizations that are best assessed by the Federal Court of Accounts.

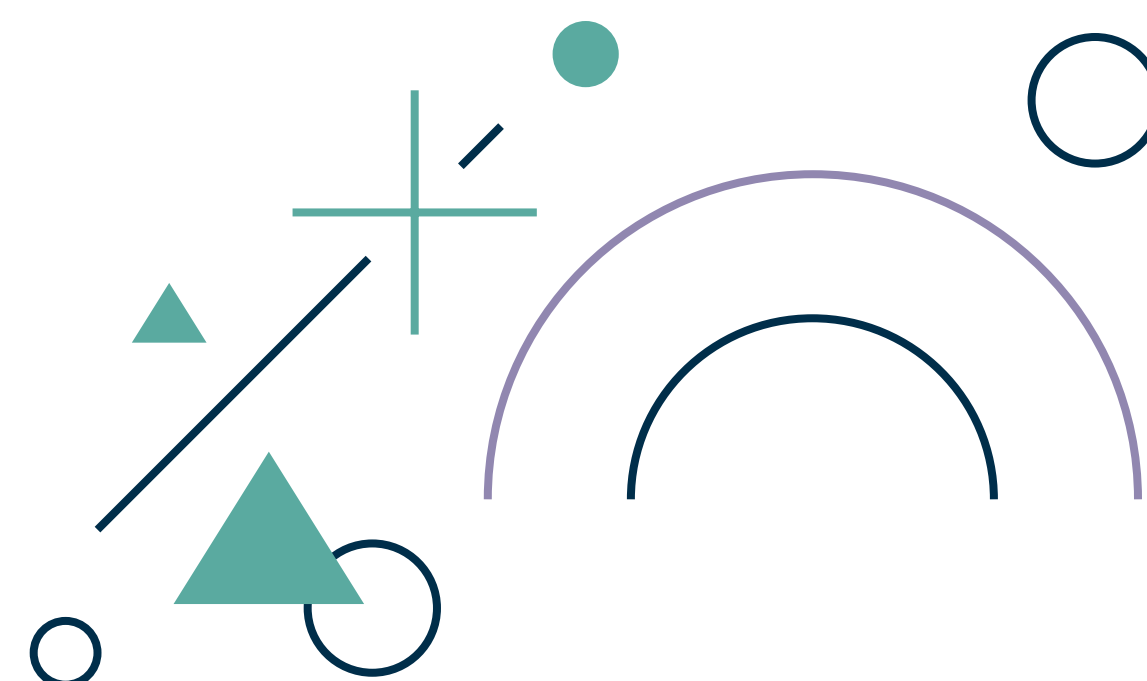
The Internal Audit Department of Banco do Brasil is an independent body linked to the Board of Directors that assesses and reports the level of alignment of privacy and data protection from the risk analysis standpoint.

The Internal Audit Department regularly monitors the implemented actions and initiatives related to privacy and personal data protection, issuing recommendations and guidance in accordance with the need for the improvement of each strategy/process. In 2022, four internal audit recommendations arising from the operational audit work carried out in the same year were certified.

We note that 64% of our clients have their data handled for secondary purposes, such as in the case of the offer of products and services that are appropriate to the consumption profiles, through own or external channels.

We work to ensure the availability of all rights of data owners to privacy and data protection in all Banco do Brasil's digital channels. Since 2022, in addition to the mobile and Internet Banking channels, data owners can be fully served via WhatsApp. It's worth noting the services provided in BB's channels to ensure data owners' rights, totaling 2,813,879 in 2022, of which 2,785,224 were via the Mobile App, 28,051 via the Internet – APF, 192 via BB's platform and 412 via WhatsApp.

We are in the vanguard of the market in the use of advanced AI technologies and algorithms for scoring the financial transactions in real time. We optimize the process by creating specific behavioral models (AI) for each client, allowing for the customization of rules for each channel.



Client protection SASB FN-CB-230a.2

In order to continue to create value with security and provide a better experience, the BB Code evolved to have online functionalities (via the Internet), enabling the integration of interfaces and a usability that is more practical and extended to other transactions.

We have a continuous process for the improvement of transaction monitoring systems, using big data and Artificial Intelligence (AI) that increase the accuracy of rules and optimize the time of detection of transactions that are not compatible with the client's behavior. Accordingly, we are able to anticipate suspicious patterns and transactions, in real time.

We are in the vanguard of the market in the use of advanced AI technologies and algorithms for scoring the financial transactions in real time. We optimize the process by creating specific behavioral models (AI) for each client, allowing for the customization of rules for each channel.

These solutions also allowed advances in the prevention of fraud in credit cards for individuals. The authorization model is unprecedented as it works before the completion of the purchase, seeking to identify fraud upon the purchase. The security of the debit card option uses tools of brands associated with Banco do Brasil. Also, the monitoring of the Open Banking is in progress in the transactional phase.

Functionalities have been implemented to release equipment on an online basis for individuals and companies, as well as actions for the adoption of facial biometry in the mobile channel.

We have an internal channel for registering and reporting any information security incidents related to the violation or loss of data of natural persons. The investigation of incidents is aimed at identifying possible weaknesses, mitigating risks and improving the internal processes related to the incident.

In 2022, of all the complaints received and analyzed, only three were considered valid, however, they all were of little relevance.

418-1| 3-3| Client relationship and satisfaction



With respect to the physical security of the Bank's units, we improved the levels of protection of our assets by means of many projects and investments, including:

- in the network of regional treasury offices, we carried out special structural strengthening actions to further increase security at our premises. Additionally, we carried out the proof of concept (PoC) of the perimeter protection solution for the purpose of protecting the network of branches against criminal attacks carried out through the digging of tunnels.
- At the business units, we implemented the Solution of Non-Simultaneous Opening of Automated Teller Machines and the flow of shared opening of safes so as to discourage criminal attempts by means of coercion of our employees. We also invested in the modernization of the security device complex, including more robust safes, time delay locks and note staining systems.
- Universalization of the packaging of money in Bank Note Destroying Locks on the many Value Solution Platforms around Brazil. This implementation discourages attacks against the Bank, contributing to the absence of attacks against the Bank's Value Solution Platforms in 2022.

Combined with the security solutions, the awareness of clients is an essential part of their protection. This year, we launched **Blindado** (Armored), a game that brings together entertainment, communication and education to teach the basic digital security skills, such as using strong passwords, identifying phishing attacks and understanding how data are stolen by means of social engineering. The game, an unprecedented solution in the financial system, is available on the BB Portal.

In 2022, we addressed the content in many channels and formats for the purpose of offering continued education on digital security. BB's bot on WhatsApp talks with our clients on the topic in many points of contact. We also made available some content on Spotify, through podcasts. The Digital Security playlist brings chats with

tips on how to avoid the main scams and fraud, spreading quality information focused on client protection.

Within the scope of the External Ombudsman's Office, demands related to privacy violations and loss of client data were neither identified nor addressed in 2022. [\[3-1| 418-1|SASB FN-CB-230a.2\]](#)

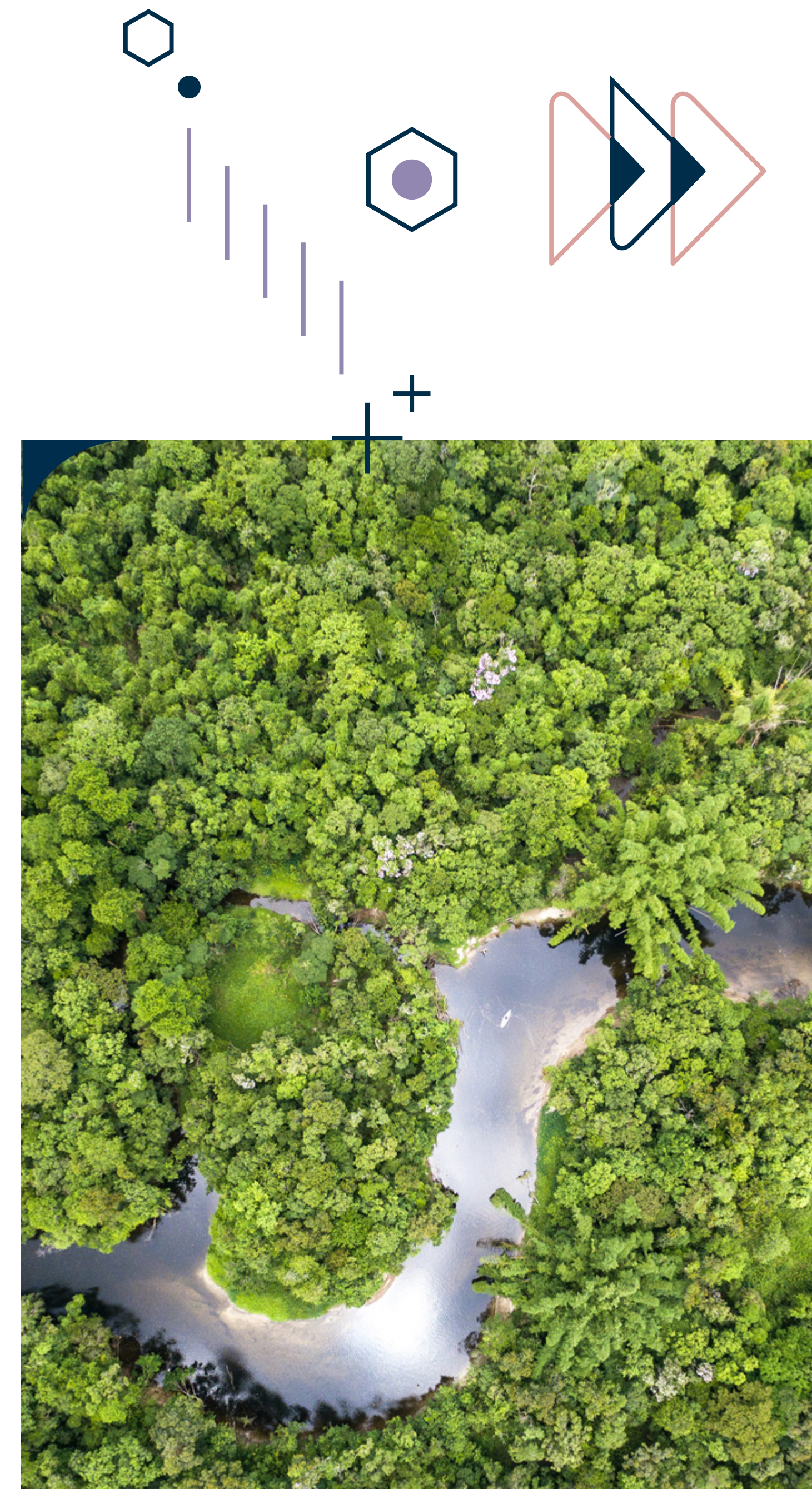
Environmental, Social and Climate Risk

[\[2-23| 2-24| 2-25| 2-26| 2-27| 3-3| Environmental, Social and Climate Risk\]](#)

[\[SASB FN-CB-410a.2| SASB FN-CB-550a.2\]](#)

By incorporating environmental, social and climate factors in investment decisions and asset selection practices, we seek to reduce risks, increase financial returns and meet clients' expectations. We also believe that the environmental and social responsibility provides positive, recurring and sustainable results over time. A more efficient use of resources can reduce costs. Better governance positively interferes in productivity and the environmental, safety and health rules reduce negative externalities. Accordingly, innovation in sustainable products can attract new clients.

With the advent of Resolutions No. 4,943 and No. 4,945 of the National Monetary Council (CMN) and Regulatory Instruction No. 153 of the Central Bank of Brazil (BCB), which address the improvement of the Environmental, Social and Climate Risk management rules, the **Environmental, Social and Climate Responsibility Policy** and the disclosure of the Environmental, Social and Climate Risks and Opportunities Report (GRSAC), we assessed our structure and defined an action plan in the period between 2021 and 2023 focused on the review and adequacy of Environmental and Social Risk management in view of the new rules.



Over the course of 2022, during the process of transition of the management and adequacy of the environmental and social risk processes to the new vision of Environmental, Social and Climate Risks, we improved and expanded the scope of work of these risks in order to make the identification, classification and assessment processes more consistent. To this end, we reviewed and improved the tools used and assessed new processes and relations in the management of these risks.

In this respect, in compliance with Resolution No. 4,945/2021 of the National Monetary Council (CMN), BB's Board of Directors approved the **Environmental, Social and Climate Responsibility Policy** and the respective action plan for its implementation, as well as the review of the governance process of the PRSAC.

The PRSAC guides the behavior related to the topic, taking into consideration the work with the many stakeholders in initiatives dedicated to the reduction of risks and the seizing of opportunities related to environmental and social issues, including climate change, so as to show the engagement in the process of construction of a sustainable economic model. The PRSAC also involves aspects related to the promotion of human rights and fundamental labor principles, the universalization of social rights and respect for diversity in commercial relationships.

In addition to the PRSAC, the management of the Environmental, Social and Climate risks is also guided by items in the Credit and Supplier Relations policies published in the **BB Sustainability Guidelines for Credit** and the **BB Environmental and Social Guidelines – Restrictive List and Exclusion List**.

Based on the precepts established by the National Monetary Council (CMN), we maintain a specific management structure to control the Environmental, Social and Climate risks inherent to the activities and operations that we carry out.

The actions that we develop contribute to the robustness of the management of these risks through the classification of macroindustries, size, determination of environmental, social and climate information, monitoring and the definition of

an assessment methodology in the dimensions of economic sectors, clients and exposures, among other things, for the maintenance of the Bank's commitment to continue to adopt the best environmental and social practices, which allow for

risk/opportunity anticipation and management actions and the performance of increasingly sustainable businesses. Accordingly, we reinforce our commitment to make the risk management process more comprehensive and efficient. |2-23|2-24|2-25|2-26|2-27|

Progress in 2022

- Review of the Specific Environmental and Social Responsibility Policy (PRSA), including the change of its name to Specific Environmental, Social and Climate Responsibility Policy (PRSCAC) and of the governance process;
- Review of the Specific Risk and Capital Management Policy;
- Review of indicators in the scope of the Environmental, Social and Climate Risks;
- Review of the scope of the Environmental, Social and Climate Risk management;
- Review of the Questionnaires for the Assessment of the Environmental, Social and Climate Responsibility Levels, with the increase of the target audience to include banking financial institutions and foreign companies;
- Review of the Environmental, Social and Climate Risk Sensitivity Methodology;
- Improvement of the Taxonomy and Risk Map – Environmental, Social and Climate Risks;
- Review of the Operation Environmental License monitoring process with a proactive engagement with clients for the renewal of licenses by means of the digital channels for the Rural Producers and Micro and Small Companies segments.
- Review of the flow of identification of Environmental, Social and Climate Risks in the creation or revitalization of products and services;
- Review of the Contractual Clauses in Credit Instruments;
- Review of the climate resilience assessment process in the analyses of Risk and Credit Limit, extending the process to the analyses of Investment Projects;
- Creation of the ESG Panel for the management of embargoes by and notices from the Brazilian Institute of the Environment and Renewable Natural Resources (Ibama), in addition to the data in the Environmental, Social and Climate Risk Questionnaires;
- Development of analyses of the impact of scenarios related to climate change on BB's portfolio and the monitored industries; 201-2
- Engagement of a Consulting Firm to measure the greenhouse gas emissions of the credit and investment portfolios (scope 3, category 15);
- Implementation of a process of analysis of Climate Risk for BB's 20 largest exposures; and
- Implementation of a routine for the prioritization of analyses of renewable energy projects



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Environmental, social and climate risk assessment in the Entities Affiliated to Banco do Brasil

BB has a robust and sedimented methodology /for carrying out the Process of Supervision of the Entities Affiliated to Banco do Brasil, allowing for the assessment of the Governance, Risk and Control System of the affiliated entities that are most important to the conglomerate.

The assessment is part of the Integrated Supervision Cycle of the Entities Affiliated to Banco do Brasil and its purpose is to know and assess the adherence of the processes that are part of the Governance, Risk and Control System carried out by the affiliated entities to our best benchmarks and our expectation. Among many other aspects, the environmental, social and climate risk management is an important dimension assessed in the Supervision Process. If necessary, it offers improvement guidance addressed to the entities and helps adjust the practices that are not in compliance.

Aimed at the constant improvement of the companies, the Bank's representatives in the Affiliated Entities are instructed to share with the boards of directors of the investees the assessment report, containing guidance on practices and processes.

Progress in 2022

Among the main advances in 2022 is the continuity of the efforts resulting from the *Projeto Supervisão+* (Supervision+ Project), started in 2021, which consolidated a set of short- and medium-term structuring and sequenced actions that brought about a modern and disruptive vision to the supervision roles.

Additionally, the 2021-2022 Supervision Cycle was completed with the assessment by the SGRC of 50 ELBB and assessment of 3,113 improvement guidance actions, of which 75 are related to the environmental and social risk topic.

Alignment with initiatives

The commitment to environmental and social risk management can also be seen in initiatives and pacts to which we are signatories, such as the Equator Principles, Principles for Sustainable Insurance (PSI) and the Principles for Responsible Investment (PRI). See more information on the [Sustainability website](#).

For the Equator Principles, we adopt the Environmental and Social Performance standards of the International Finance Corporation (IFC), and the Environment, Health and Security Guidelines of the World Bank Group for financial products that encompass large-sized industrial and infrastructure projects. They are assessed and included in an environmental and social risk matrix for the identification of impacts. See more in FS10.

Client and supplier engagement

The efficient management of environmental, social and climate risk involves a number of demands for clients and suppliers, such as the requirement of information and documents that attest to the practices.

In the assessment and monitoring of clients, we adopted tools to support the business and risk processes in which the relevance and materiality of exposures and the form of relationship of BB with clients in the scope of environmental, social and climate risk are weighted. Among the instruments available is the Environmental, Social and Climate risk methodology that enables the classification of clients taking into account the sensitivity to the environmental, social and climate risks. This tool is in the process of replacing the Environmental and Social Rating in the assessment of clients.

The PRSAC and the Specific Risk and Capital Management Policy, together with the Credit Policy, provide for compliance with environmental and social criteria in the analysis and performance of granted loans and financing. Accordingly, the practices disclosed by BB through the guidelines, policies and internal rules require borrowers to present documents that prove environmental and social good standing (licenses, water grants, declarations), whenever applicable.

We also apply the Precautionary Principle in the analyses of credit granting processes, subject to the applicable legislation, self-regulation and the voluntary pacts and commitments assumed. The operations are guided by the [BB Sustainability Guidelines for Credit](#) for 10 sectors of the economy, comprising cross-cutting topics, such as forests and biodiversity, water and climate change and by the [BB Environmental and Social Guidelines - Restrictive List and Exclusion List](#). 2-23| 3-3| Environmental, Social and Climate Risk

We do not grant rural credit that benefits real estate properties that appear on the list of embargoed areas due to deforestation or irregular fire published by the Brazilian Institute of the Environment and Renewable Natural Resources (Ibama). In the case of real estate properties located in the municipalities of the Amazon Biome, the granting of rural credit is also linked to proof of environmental and land tenure good standing of the properties, with analyses centralized by expert teams and not linked to the agencies that originate the proposals, so as to ensure compliance with all legal requirements.



In line with our sustainable operation, we do not finance clients that are responsible for willful damage to the environment, employers included on the list of the Labor Department that subject workers to degrading forms of work or compulsory labor, and we do not take credit risk with clients that practice sexual exploitation of minors or child labor. Our credit granting systems are prepared to inhibit new operations for clients with annotations of forced labor or events that do not comply with ESG practices.

For all the aforementioned topics, the contractual clauses of loan operations include the prerogative of suspension of the transfer of funds or early maturity of the contract, with immediate enforceability of the debt and immediate suspension of disbursements, in the case of breaches.

Banco do Brasil interacts on environmental and social issues with all credit proponent companies. FS10

The Sustainability Guidelines for Credit include the requirement for proof of environmental good standing, licensing and water grant of the financed activities and enterprises – a condition precedent to the contracting of credit and monitored throughout the agreement’s effectiveness, through a continuous monitoring process, including on-site inspections of the activities. The credit instruments have clauses that provide the Bank with the prerogative of suspending the release of new funds and terminating the operations in advance in the case of revocation, suspension or cancellation of environmental licenses or, also, non-compliance with the other Sustainability Guidelines for Credit of the Bank.

With respect to the social aspects, for all credit operations with companies, the Bank requires as a condition precedent the presentation of the Federal Severance Pay Fund Certificate of Good Standing (CRF).

We have a corporate digital solution named Electronic Operation Dossier (DEOC), the use of which is mandatory for electronic filing and recovery of documents to support credit process compliance and its parameterized management functionalities are prepared

to block the business flow until all the documentation required is duly compiled. Accordingly, we mitigate the risk of non-compliance during the whole term of effectiveness of the operations.

Additionally, the Bank has defined procedures for the assessment of environmental, social and climate responsibility of companies, investment projects, rural producers, cooperatives and banking financial institutions, by means of the Questionnaire for the Assessment of the Environmental, Social and Climate Responsibility Levels, which enables us to know and analyze the practices of credit proponents.

In 2022, we applied 5,973 Questionnaires on the credit analysis (2,278 for business groups, 1,808 for individual clients, 199 for cooperatives and 1,696 for rural producers) and 72 in the analysis of investment projects (50 for business groups and 22 for individual clients).¹ FS10

In the methodology for measuring the Bank’s exposure to third-party risk – suppliers – the environmental and social dimensions are assessed together with other dimensions, such as data privacy (LGPD) and going concern (GCN). 3-1

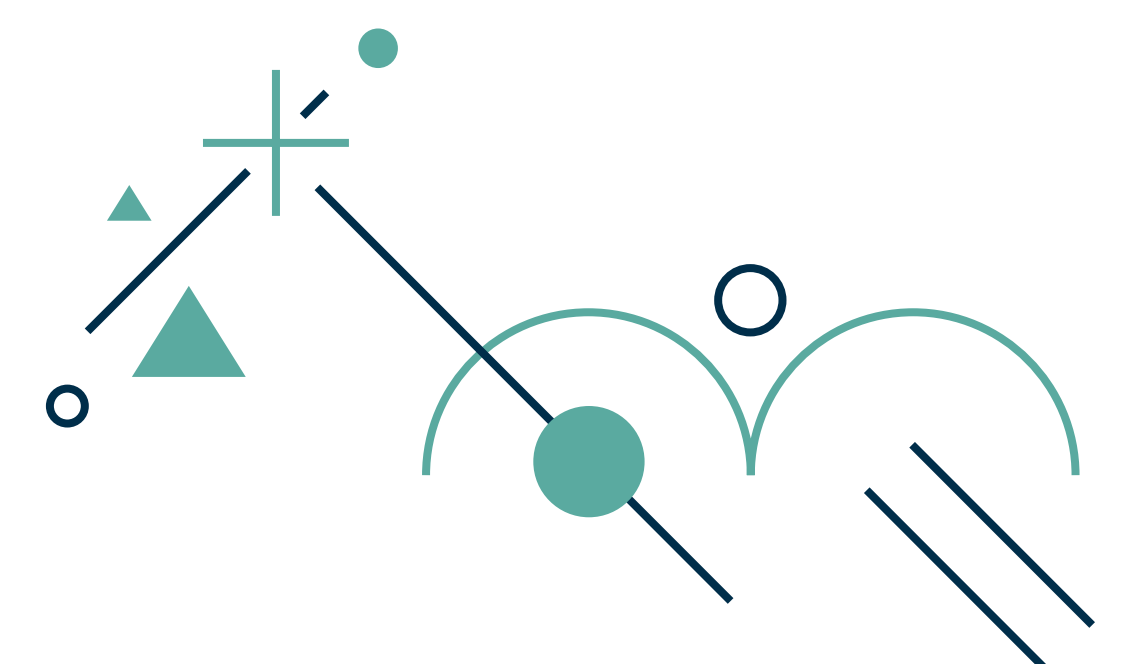
The model is the result of the maturity of the topic, which, since 2019, has had the Integrated Supplier Due Diligence as its first tool. The target audience of the Integrated Supplier Due Diligence is the suppliers that are considered strategic or critical with contracts with an estimated value of more than R\$5 million, and all purchases and contracts related to Information Technology are also assessed. In 2022, 342 suppliers of goods, materials and services of different sizes and from different segments contracted through public tenders were assessed. 408-1| 409-1| 414-2

With these good practices, we seek to mitigate risks to the environment and society and reduce the impacts of financing and investments, and identify new opportunities to work in the value chain of sustainable businesses, based on relevant environmental and social issues and strategic topics for sustainable development.

We produced the video **“The importance of ESG aspects for Suppliers”**, available on our **YouTube channel**. The content highlights the importance of ESG in our relationships with suppliers and society and discloses the guidelines of BB Code of Ethics and the Supplier Relations Policy.

With these good practices, we seek to mitigate risks to the environment and society and reduce the impacts of financing and investments, and identify new opportunities to work in the value chain of sustainable businesses, based on relevant environmental and social issues and strategic topics for sustainable development.

¹ Currently, such procedures are applied in accordance with criteria that take into account the size and potential impact of the activity performed and investment projects with amount financed equal to or greater than R\$ 8 million.



Environmental, Social and Climate Risk Questionnaire

In the process of analysis of credit for clients and larger investment projects that encompass activities with greater potential of an adverse environmental, social and climate impact, we apply the Environmental, Social and Climate Risk Questionnaire, which is one of the inputs of the Environmental, Social and Climate Risk calculation methodology. The Environmental, Social and Climate Risk Questionnaire allows for the assessment of clients' practices and the identification of possible environmental, social and climate risks in their business with customized questions based on their size and industry. In 2022, specific questions were added for the purpose of assessing the resilience of the target clients to climate change, and the target audience was also increased to include the companies headquartered abroad and financial institutions. 201-2

In 2022, Banco do Brasil applied 5,973 Environmental, Social and Climate Risk Questionnaires, an increase of 61% from 2021, reflecting the growth of the target audience and the improvement of the tools and its procedures. FS10

With respect to the identification, assessment and management of environmental and social risks in financing larger investment projects, in 2005, we signed up to the Equator Principles, a risk management framework benchmarked on standards of the International Finance Corporation (IFC) and the World Bank.

In 2022, five operations were contracted under the Equator Principles, four of which (B Categories¹) were related to Project Finance for the energy sector, with a total capital cost equal to or higher than US\$10 million, and one was related to a Project Related Corporate Loan (Category A) for the logistics sector. In 2022, no projects analyzed under the Equator Principles fell into criteria leading to the prohibition of credit due to environmental or social issues.

Additionally, for all undertakings falling into Categories A and B, Banco do Brasil required an independent environmental and social consulting firm to be contracted to assess compliance with the applicable legislation, IFC's Standards and the World Bank's Guidelines during the term of the financing. FS10

Information	2020	2021	2022
Number of operations contracted under the Equator Principles	3	7	5
Number of operations under Project Finance	3	6	4
Number of interacting clients from the Equator Principles standpoint ³	37	35	42
In addition to the Equator Principles, we adopt social criteria, environmental and climate factors in risk analysis and credit limit and investment projects with a value equal to or greater than	R\$ 2.50 million	R\$ 8.0 million	R\$ 8.0 million

³ Number of customers with interaction from the perspective of the Equator Principles were restated for the years 2020 and 2021, considering, in addition to the customers with operations contracted in each year, those with which there were interactions during the term of their financing.

¹ Category A gathers projects whose potential risk or impact adverse socio-environmental impact is significant, multiple, irreversible or unprecedented. Category B encompasses projects with limited risk potential and/or adverse socio-environmental impacts, few in number, largely reversible and readily controllable through mitigation measures.

In category C, initiatives without risks and/or adverse socio-environmental impacts or with risks and/or impacts minimum socio-environmental.

Questionnaire for the Assessment of the Environmental, Social and Climate Responsibility Levels ("Environmental, Social and Climate Risk Questionnaire") ²	2020	2021	2022
Number of Environmental, Social and Climate Risk questionnaires applied	1,614	3,699	5,973
Number of corporate Environmental, Social and Climate Risk questionnaires applied in the risk and credit limit analysis	1,574	3,670	5,901
Business groups	908	2,080	2,278
Individual clients	666	1,590	1,808
Cooperatives	-	-	119
Rural producers (Business groups and individual clients)	-	-	1,696
Number of Environmental, Social and Climate Risk questionnaires applied in the investment project analysis	40	29	72
Business groups	26	22	50
Individual clients	14	7	22

² In 2022, it started to be called "Questionnaire for the Assessment of the Environmental, Social and Climate Responsibility Levels".

Climate change 201-2

Climate risk has been considered by several international entities as one of the most relevant risks in terms of impact and probability. It is part of the corporate relevant risks group, that is, it refers to the possibility of losses arising from climate change, which may arise from the transition of businesses to a low-carbon economy, extreme weather events or events that will bring long-term consequences, in addition to climate-related liability for damage or losses to third parties.

At the Bank, the Climate Risk Management Policy was reviewed and incorporated into the Environmental, Social and Climate Risk item of the Risk and Capital Management Policy approved by the Board of Directors in compliance with the global performance standards and the regulatory framework on the topic. The preparation of guidelines for proactive action in the management of this risk allowed the incorporation of environmental, social, climate and governance indicators in businesses and processes.

The internal management of the effects of climate change is aligned with the Sustainability Plan – Agenda 30 BB, in relation to the development of initiatives and the adoption of practices that contribute to mitigate the effects of operations in view of environmental and social aspects.

The adherence to the recommendation of the Task-Force on Climate-Related Financial Disclosures (TCFD) is a starting point for BB to be able to identify and report to its stakeholders the exposure of its portfolio to carbon-intensive industries and what the consequences and impacts are on the financial results, allowing for more accurate pricing of assets, the measurement of risks and more efficient capital allocation, reducing vulnerability to abrupt impacts on the real economy arising from climate change.

We also joined the Business Ambition for 1.5°C initiative, which shows our commitment to the definition of targets to reduce greenhouse gas (GHG) emissions based on science that contribute to limit global warming by 1.5°C above pre-industrial levels and that seek to reach carbon neutrality in the value chain by 2050.

Additionally, we updated the climate risk taxonomy, taking into consideration risk events to which we are subject, seeking an alignment with the prudential regulation.

With respect to climate risk management, there are alerts presented in contract proposals regarding the characteristics of the borrower that offer support to the credit analysis by helping check the convenience of the financing. Attentive to the impacts of the risk of the non-transition to a low-carbon economy by clients and potential clients, we seek to mitigate them by means of the development and offer of financial solutions, with environmental and social aspects, aligned with the Sustainability [Guidelines for Credit](#) and the [Commitment to Climate Change](#), in synergy with the international agreements assumed by the Federal Government, including those related to the mitigation of and adaptation to the effects of climate change.

In 2002, actions aimed at meeting the precepts of the report of the TCFD, as well as those that seek alignment with the prudential regulation, were completed.

In order to comply with Resolution N°. 4,943/21 of the National Monetary Council (CMN), which determines that the management structure should provide for the performance of analysis of scenarios in the scope of the stress test program, which take into

consideration cases of changes in climate patterns and transition to a low-carbon economy, a proposal of comprehensive scenarios related to climate change and applied to the vision of economic macroindustries was developed based on scenarios prepared by IPCC¹, for physical climate risk, and NGFS², for the transition climate risk, which result in references that can be used in the management of business and risks.

The internal management of the effects of climate change is aligned with the Sustainability Plan – Agenda 30 BB, in relation to the development of initiatives and the adoption of practices that contribute to mitigate the effects of operations in view of environmental and social aspects.

The effects of climate change can influence different market segments. Therefore, we seek to know and measure the impact of physical and transition risks on the financing portfolios. Physical risks related to extreme weather events, such as floods and storms, are considered in the assessments because they are directly related to the increase in operating costs and the reduction in business revenue.

At the beginning of 2022, we monitored the cities hit by intensive rain, mapped the people hit by flooding in the city of Petrópolis and cities in the states of Minas Gerais and Bahia and implemented emergency measures to reduce the social, financial and economic impacts.

² Intergovernmental Panel on Climate Change.

³ Network of Central Banks and Supervisors for Greening the Financial System.



Commitment to climate change

Reinforcing our position on the topic, we published **BB's Commitment to Climate Change**, in which we describe our internal initiatives to reduce carbon emissions, the pacts and commitments taken on and the climate risk management models that may assist in the implementation of mitigation and adaptation actions.

Upgrade in the CDP evaluation score

In December, CDP released the result of the 2022 cycle of the Climate Change Program. In this edition, we maintained our previous performance, reaching a B score, the same that we obtained in 2021. In the past four years, the score went up from D to B, which shows that the strategy adopted has been proving to be resilient and appropriate, in particular in view of the challenges faced in the last two years when the concern about climate had to compete with the Covid-19 pandemic and other emerging topics.

With the score achieved, we continue to be eligible to be included in 2023 in the CDP Brazil Climate Resilience Index (I-CDPR70), which measures the performance of the securities of companies with climate management practices, in line with global trends and recommendations of international agreements, such as the Task Force for Climate-Related Financial Disclosure (TCFD), a task force created by the Financial Stability Board that makes easier the disclosure of climate-related financial information by companies around the world.

The evaluation of companies occurs through the analysis of a detailed questionnaire that covers the main parameters related to the climate change topic: Governance (policies and guidelines); Engagement of senior management; Risks and opportunities; Business strategy; Goals and performance; Methodology of emissions; Checking; Carbon pricing.

Additionally, in 2022, the score obtained in CDP will continue to be

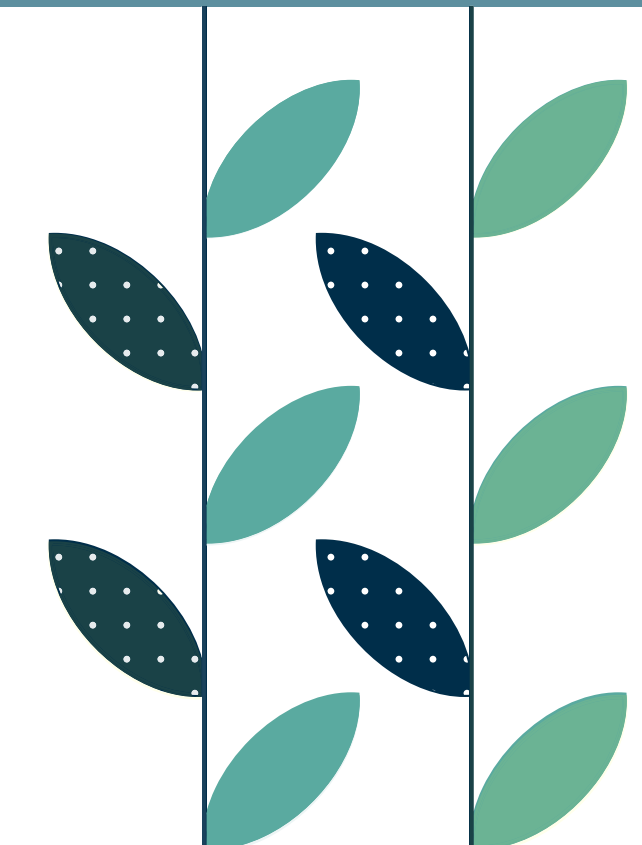
part of the assessment for the inclusion in the ISE/B3 portfolio, in which BB has been listed since its creation in 2005.

The upgrade in our score reflects the improvement of practices, such as the adoption of a specific climate risk management policy, the increased use of renewable energy, the establishment of an internal carbon price, the incorporation of criteria related to climate change into the supply chain and the expansion of the business portfolio with potential emission reduction, among other things.



Progress in 2022

- Increase in the number of questions on the assessment of climate resilience, extending them to all target audiences of the Environmental, Social and Climate Risks Questionnaire, including to Investment Projects;
- Development of Climate Change Scenarios applied to BB's vision of macroindustries, taking into consideration references in the IPCC and NGFS;
- Performance of an analysis of impacts on and vulnerabilities to the physical climate risk on BB's facilities;
- Review of the Environmental, Social and Governance (ESG) Questionnaire in order to include the new regulation and is now called Questionnaire for the Assessment of the Environmental, Social and Climate Responsibility Levels;
- Review of Sensitivity Methodology and the indicators in the scope of the Environmental, Social and Climate Risks; and
- Assessment of the political, legal, regulatory, technological and market changes monitoring procedures that may impact the environmental, social and climate risks.





Controversial issues

In the credit risk management process, we established, in addition to quantitative limits, qualitative restrictions for operations that may cause reputational damage or whose environmental, social or climate risks are high. These guidelines are formalized in the Credit Policy, in which not only the risks inherent to the business are considered, but also the environmental, social and climate responsibility of the institution and the counterparty's ability to create jobs and generate income.

Accordingly, we do not assume credit risk with clients that:

- Have been charged with crimes of money laundering or concealment of assets, rights and values;
- Carry out any illegal activity;
- Offer guarantees arising, either directly or indirectly, from illegal activities;
- Are responsible for willful environmental damage;
- Subject workers to degrading forms of work or keep them in conditions of compulsory labor;
- Practice sexual exploitation of minors and/or child labor; and
- Political parties.

We also adopt specific conditions for the granting of credit to industries that have greater potential for an environmental, social or climate impact and in the analysis and granting of credit for matters that are considered controversial due to their specific characteristics, in accordance with the **BB Sustainability Guidelines for Credit** and the **BB Environmental and Social Guidelines - Restrictive List and Exclusion List**, which list the activities in which we assume a credit risk under certain conditions (Restrictive List) and the activities in which we do not assume a credit risk due to legal impediments and because they are not in line with our guidelines (Exclusion List).

The guidelines disclosed to the market are intended to provide visibility to the commercial and administrative practices adopted, reinforcing the observance of the public commitments assumed and in line with the environmental, social and climate responsibility principles contained in our policies.

For the purpose of blocking transactions with individuals, companies, financial institutions, vessels, entities and countries included in local and international restrictive lists, the Office of Foreign Assets Control (OFAC) filter, also known as Firco Continuity verify Web (FCVW), is used.

This tool is essential to help financial institutions comply with the international anti-money laundering and counter-terrorism financing policies, in addition to observing the rules and definitions of international regulatory bodies.

The regulations of equity investment funds to which we adhere value the adoption of best governance and environmental, social and climate management practices.

FCVW (Firco Continuity Verify Web) is essential to help financial institutions comply with the international anti-money laundering and counter-terrorism financing policies, in addition to observing the rules and definitions of international regulatory bodies.



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Capital

For the purpose of ensuring the implementation of business strategies and the future solvency of the Institution, capital management is carried out on an ongoing basis through planning, control, assessment and monitoring processes.

By means of an organizational structure that is adequate to the nature of the operations, the complexity of the business and the dimension of the exposure to the relevant risks, capital management strategies are defined and documented that establish mechanisms and procedures aimed at maintaining capital levels that are compatible with the RAS.

The Capital Plan is the materialization of the capital planning, consistent with the business strategy defined by the Corporate Strategy of Banco do Brasil (ECBB) and the Corporate Budget, and takes into consideration the effects defined by the Basel III Accord.

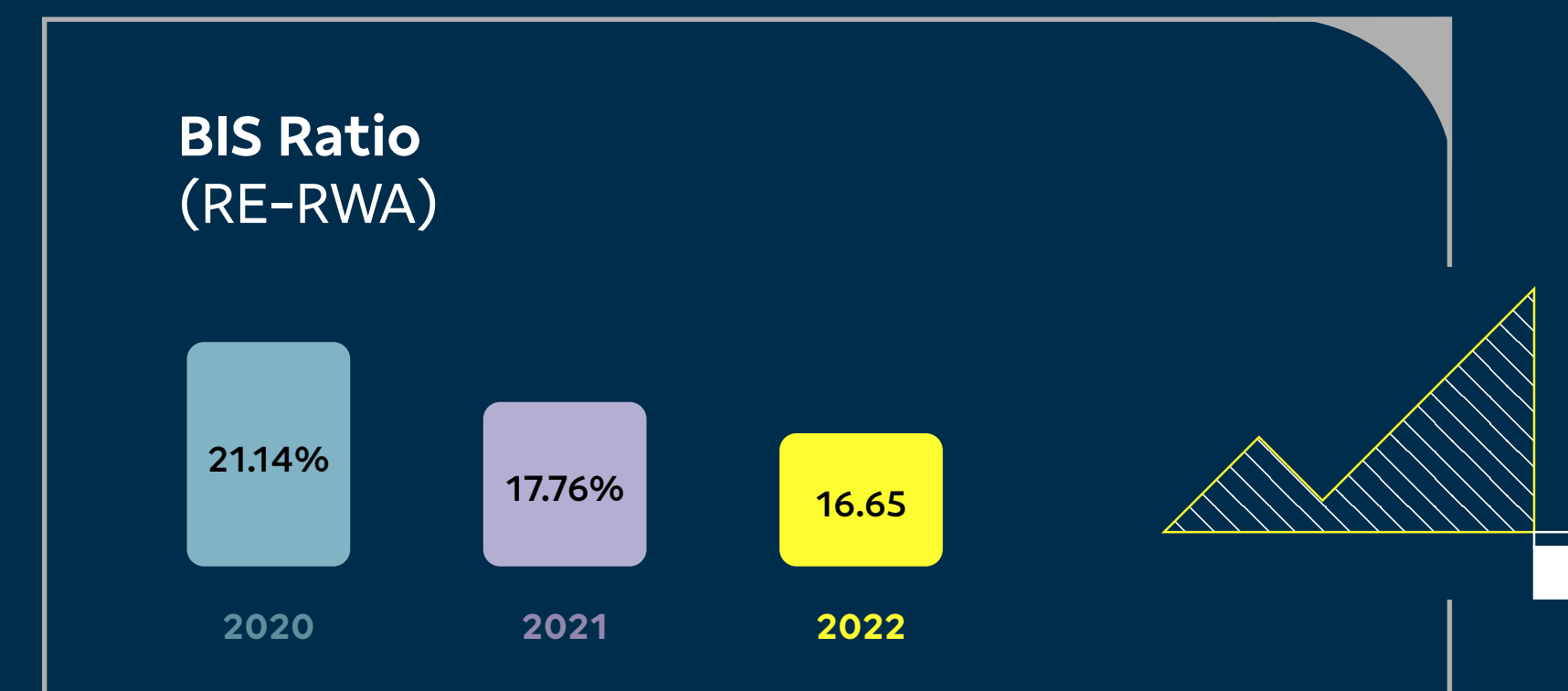
The purpose is the organic capital generation due to the growth of credit in lines with lower capital consumption and more attractive under the return-risk criterion.

More information is available in the [4Q22 MD&A](#).



BIS Ratio (R\$ millions)

	2020	2021	2022
Reference Equity	161,924	165,648	178,689
Tier I	132,248	141,353	158,153
Common Equity Tier I Capital (CET1)	104,315	111,338	128,803
Prudential Adjustments	(20,726)	(31,286)	(32,262)
Additional Tier I Capital	27,932	30,015	29,350
Tier II	29,677	24,295	20,536
Risk-Weighted Assets (RWA)	766,065	932,728	1,072,894
Minimum Required Reference Equity (MRRE)	61,285	74,618	85,832
MRRE Margin (RE-MRRE)	100,639	91,030	92,857
Tier I Capital Ratio (Tier I/RWA) - %	17.26	15.15	14.74
CET1 Ratio (Tier I/RWA) - %	13.62	11.94	12.01



RWA Breakdown (R\$ millions)

	2020	2021	2022
Credit Risk (RWS CPAD)	677,256	790,006	917,092
Market Risk (RWA MPAD)	21,125	36,080	26,975
Operational Risk (RWA OPAD)	67,683	106,642	128,827
Total	766,065	932,728	1,072,894

Internal controls

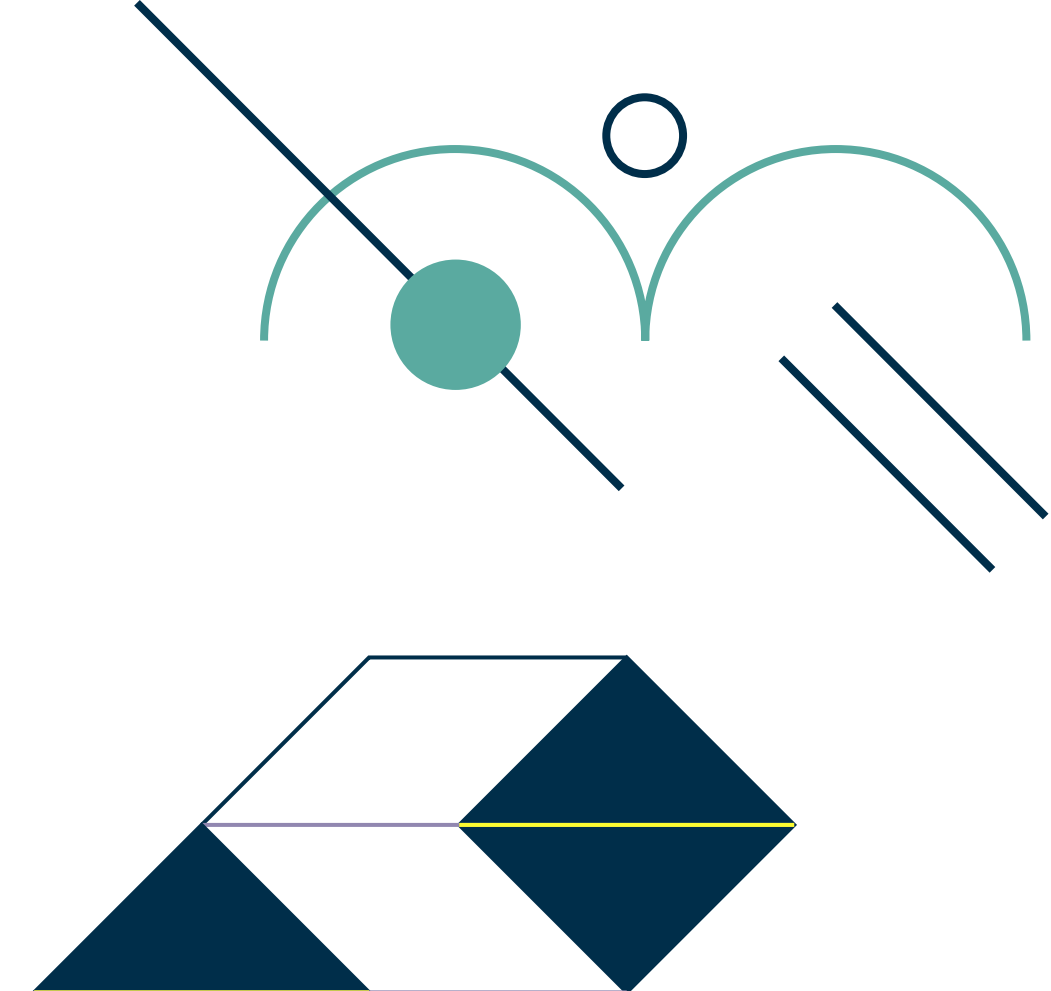
The assessments of the Internal Control Systems are based on specific methodologies that take into consideration the nature of the matter addressed, the identified risks and their criticality, controls and management, in addition to other relevant information. The Lines of Defense Reference Model of Banco do Brasil guides the assessments whereas the Committee of Sponsoring Organization of the Treadway Commission – Framework for the Evaluation of Internal Control Systems (COSO 2013), the Committee of Sponsoring Organization of the Treadway Commission – Enterprise Risk Management (COSO ERM 2017), the Control Objectives for Information and Related Technology (CobIT) and ISO 31010 are used as references.

The dynamics for defining the Scope of Operation was improved to ensure that the threats, the challenges of the many Units of BB, the market trends and the strategic drivers are approached in an assertive and accurate manner. Noteworthy is the participation of members of the Board of Officers, who are consulted via interviews to ensure that the defined topics add value to the assessed department and that they are in line with the main fronts of operations, the risks and the Corporate Strategy, in addition to considering regulatory issues and essential internal controls duties. With respect to the Scope for 2022, 712 analyses were carried out, including 1,684 control tests and the assessment of 1,122 risks.

In order to improve efficiency and adjust to the best market practices, the Single Taxonomy of Internal Controls is available in the same corporate environment of the Taxonomy of Relevant Risks, which establishes a common nomenclature for controls for corporate use in the many Units of BB.

Innovative tools for control environment management

In 2022, Internal Controls and Compliance Office implemented a new corporate indicator called ECI – Effectiveness of Internal Controls. The ECI is the result of the optimization of Internal Controls and Compliance indicators in order to achieve efficiency gain and efficacy, more simplification, with the reduction of driver indicators, unification of systems and platforms, and more assertive and customized induction per Unit.



The ECI is composed of indicators proposed by the Internal Controls and Compliance Office and the other Strategic Units. The induction is carried out from three standpoints: i) Control Environment – represents the result of the assessment and validation activities carried out by the Internal Controls and Compliance Office as a Second Line; ii) Compliance – monitors the performance of operations, transactions and/or processes taking into consideration compliance with internal rules, as well as laws and regulations; and iii) Client Experience – measures processes that impact the relationship with clients at the strategic, tactical and operational levels.

In order to optimize and generate more assertiveness and simplicity in the driver, the indicators that compose the ECI are classified under two different groups based on their impact and consequence: i) Driver Indicators – consist of metrics that are prioritized for the induction of the Units and they are chosen and customized per Unit taking into consideration the corporate duties, relevance of the topic of the indicator and any specificities of each prefix; and ii) Monitoring Indicators – metrics that compose the prospects of client compliance and experience.

The ECI was implemented in the second half of 2022 as information for the Units assessed and will start to impact, in 2023, the Work Agreement of the Strategic, Tactical and Operational Units, covering approximately 5,400 units with customized induction.

The following solutions in the management of the control environment can also be mentioned:

- **Atypical Issues Monitoring Panel:** developed to identify and address the conduct risk events for the promotion of sustainable businesses that are in compliance with the Bank's Client and User Relationship Policy, in accordance with Resolution No. 4,949/2021 of the National Monetary Council, and help Supervisors identify the weaknesses in processes and disseminate the risk management culture at Banco do Brasil. The tool carries out automated monitoring actions with qualitative analyses by sampling and, also, uses analytical models developed by the Internal Controls and Compliance Office.

- **Immediate Solution:** a system of fast resolution of complaints brought by clients at first instance, when the complaint is proven to be legitimate and a financial loss is generated due to flawed service, product, process, system, internal fraud and extrajudicial agreements. The purpose of this system is to invert the flow of the solution of amounts objected by the client: the client is immediately reimbursed and, subsequently, the events are internally investigated.

- **Sales Quality Indicator:** it enables the monitoring of the performance of major items related to sales, reinforcing the strategic direction given to client centricity, and the alignment between the client relations guidelines provided for in the PRSAC and the Client Relationship Policy.

- **Regulatory Radar:** a corporate tool used for the automated capture of standards published on the websites of the main regulators. In 2022, more than 22,000 external regulations were prospected for the analysis of Supervisors regarding the impact on processes, products and services, and the respective action plans were recorded in a timely manner.

- **Digital Compliance:** based on the analysis of data and the use of Artificial Intelligence models for the classification of texts and images, the solution develops a control that is effective and, at the same time, proactive and invisible. With the automations, this system allows a control operation to evolve to business advisory. In 2022, the solution applied OCR (Optical Character Recognition) techniques to capture Pronaf operations benefitted from rebates due to drought, totaling 46,000 operations. By reading the information, it was possible to reduce by 90% the time necessary to advance the request of reimbursement to the National Treasury. Additionally, the compliance of more than 100,000 Pronampe (National Support Program for Micro and Small Companies) contracts was assessed in a timely manner, taking into consideration aspects related to the image of the contract and guarantees in the corporate systems. The project is being expanded for the application of the same technique on other products of the Bank.



- **Automated Validation:** as a way to mitigate the Model Risk, the Bank adopted, as a mandatory stage in the Lifecycle of Models, the Independent Validation of all of its models. To be in line with the progress in the Analytics field, the Internal Controls and Compliance Office, in partnership with the Technology Office, developed a tool that applies tests on an automated basis on the models. This enabled the application of more tests per model assessed and freed up time for the analysis of results, providing more security in the assessments made. Additionally, a specific platform was acquired for the validation of models that is in the phase of installation and will be fully integrated into the model production environment, providing more specialization, improving the reuse of codes and adding increased traceability to the process.

Simplifique Project

The Simplifique (Streamline) Project is an initiative that arose from the understanding that the controls are also included in the context of great technological transformation that took place over the past years and that, in addition to the opportunity to continuously improve the processes from the point of view of those who operate them on a daily basis, the optimization of controls generates more efficiency and effectiveness in the risk mitigation processes.

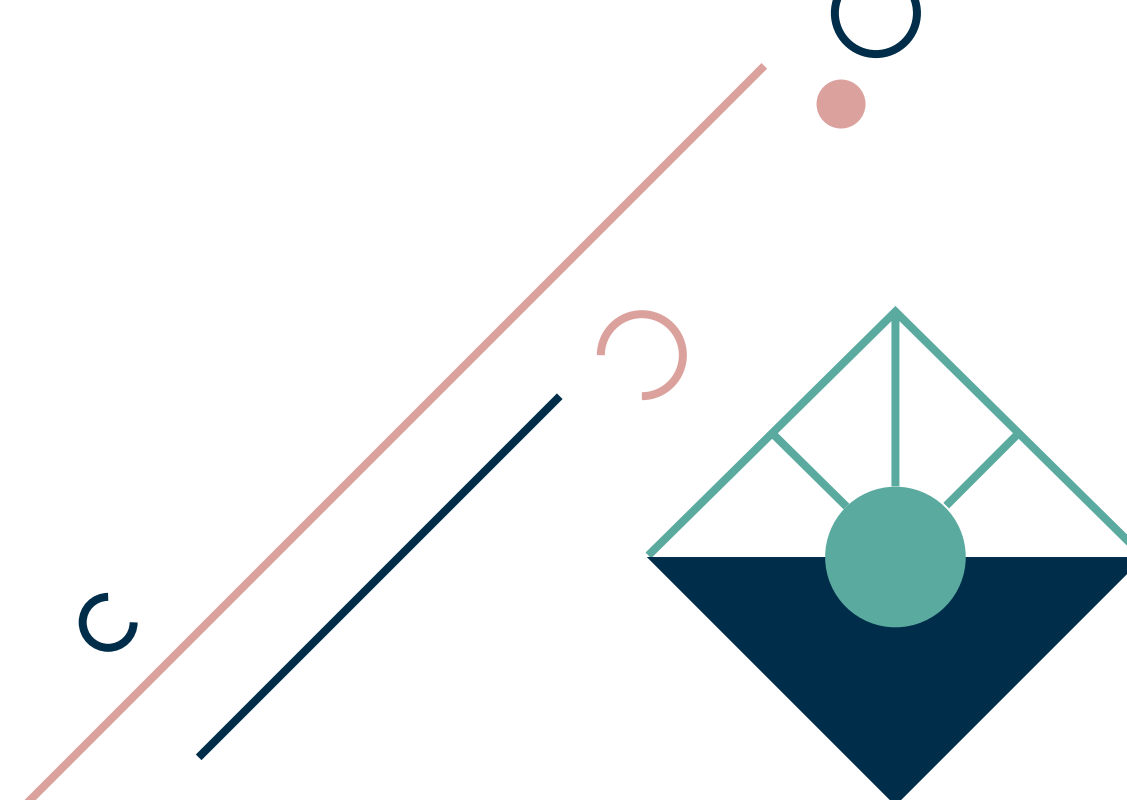
Through the Simplifique Portal, the employees of BB, from any part of Brazil and in any position, can suggest the review, optimization and even the elimination of controls and procedures.

After registering the suggestions, the Internal Controls Office, together with the products and services supervisor, assesses every suggestion and monitors it until it is implemented. In 2022, 1,100 suggestions were registered and 92 were implemented, in particular those for topics like digitalization of manual processes and elimination of printed documents through digital signing, providing operational efficiency, security and agility.

Because of its capacity of engaging employees, Simplifique offers conditions to supervisors to continuously enhance and improve their processes. This results in a better experience for our clients and employees and more efficiency in controls, optimizing risk mitigation.

Entities Affiliated to Banco do Brasil

In the capacity of investor and leading institution of the Prudential Conglomerate, we establish processes for the effectiveness, sustainability and integrity of the business model, defining corporate governance mechanisms that can align expectations and mitigate the risks associated with the Entities Affiliated to Banco do Brasil.



To this end, we carry out the Affiliated Entity Supervision process in biennial planning cycles on an integrated basis with the departments involved in the process. This supervision consists of a set of activities that seek to assess, monitor and guide the Entities Affiliated to Banco do Brasil in relation to the governance, risk, control and compliance processes to ensure the economic health and the economic and financial balance of these entities.

This process is the subject matter of continuous improvement. In 2022, with the Projeto Supervisão+ (Supervision+ Project), we tried to give a modern and disruptive view on the supervision of the Entities Affiliated to Banco do Brasil. Among the improvements implemented, there is the unified version of the Best Reference Book, a document that presents to the Affiliated Entity the essential guidelines on the Governance, Risk and Control System in accordance with the Expectation of Banco do Brasil. Additionally, a dimension was incorporated into the document covering the environmental, social and governance (ESG) impacts on the 2023-2024 Supervision Cycle.

In 2022, a new platform also started to be developed to automate, integrate and provide more efficiency to the risk and control supervision work of the Affiliated Entity. The BB GRC is a technological solution aimed at the Low Code (Faz.ái) technology for the automation of the governance, control, compliance and security supervision and monitoring processes of the Affiliated Entities.

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Internal Audit

The Internal Audit assesses corporate processes and provides consulting services, on an independent and objective basis, aiming at the improvement of corporate governance and the management of risks and controls. In 2022, the department completed 209 audit examinations.

During the assessments, the audit findings that require improvements are mentioned in recommendations that also point out the supervisor in charge and the deadline for implementation – compatible with the level of associated risk.

The recommendations are followed up by the Internal Audit Department until they are implemented. Thereafter, corrective actions are assessed and, if they are considered sufficient to mitigate the risks involved, the recommendation is certified by the auditor.

The Internal Audit Department also monitors the audit and inspection work carried out by the Government Inspection and Control Entities. In the Conglomerate, the department is responsible for receiving and forwarding the requests for supervision and inspection, and the Unit is responsible for assessing the replies to the requests with respect to consistency and completeness.

The findings presented in this work result in decisions and recommendations to the supervisors, and together with the findings of the Internal Audit Department, contribute to the improvement of risk and control governance and management. These recommendations are certified in advance by the Internal Audit Department and the notes are considered in the assessment of the processes.

The Internal Audit Department works on an ongoing basis on the development of innovative solutions so as to face the Unit's strategic challenges and meet the expectations of the governance and regulatory bodies. In 2022, the Internal Audit Department expanded the actions aimed at self-transformation and

The Internal Audit Department works on an ongoing basis on the development of innovative solutions so as to face the Unit's strategic challenges and meet the expectations of the governance and regulatory bodies.



development of an innovation culture with the use of data analytics and data science tools. These actions include:

- Expansion of the Continuous Audit Support Panels portfolio, which are advanced information analysis tools that increase efficiency and expand the potential of assessment of corporate processes by the Internal Audit Department. In 2022, 26 new analytical panels were implemented, many of which with the use of the Agile Scrum development methodology.
- Automation of audit tests applied to administrative contracts entered into by the Bank using natural language processing tools and techniques. The solution that is under development allows for the checking of mandatory requirements and the validation of information on databases, enabling the early identification of potential risks related to the procurement and contracting process.
- Improvement of the Training Journey in Data&Analytics based on self-assessment and monitoring of results aimed at accelerating the qualification of auditors on the topic. The purpose of the journey is to help the Internal Audit community increase the knowledge of data and analytics by means of a model that takes into consideration the stage of each one, which is systematically determined through self-assessments. The model is based on the 70:20:10 methodology, integrating the performance of formal training programs, such as courses and video classes, with the interaction of other users, in addition to practical experiences, such as the application of knowledge of analytics on the audit work.

Within the scope of Disciplinary Control, the Internal Audit Department carries out Special Audit work for the purpose of identifying the circumstances and consequences of irregularities, as well as the analysis of the causes of the occurrences. As a result, it contributes to the improvement of risk and control management at the Organization. The information arising from this work serves as a support in the assessment of corporate processes and the addressing of actions aimed at improving the Bank's products, services and systems.

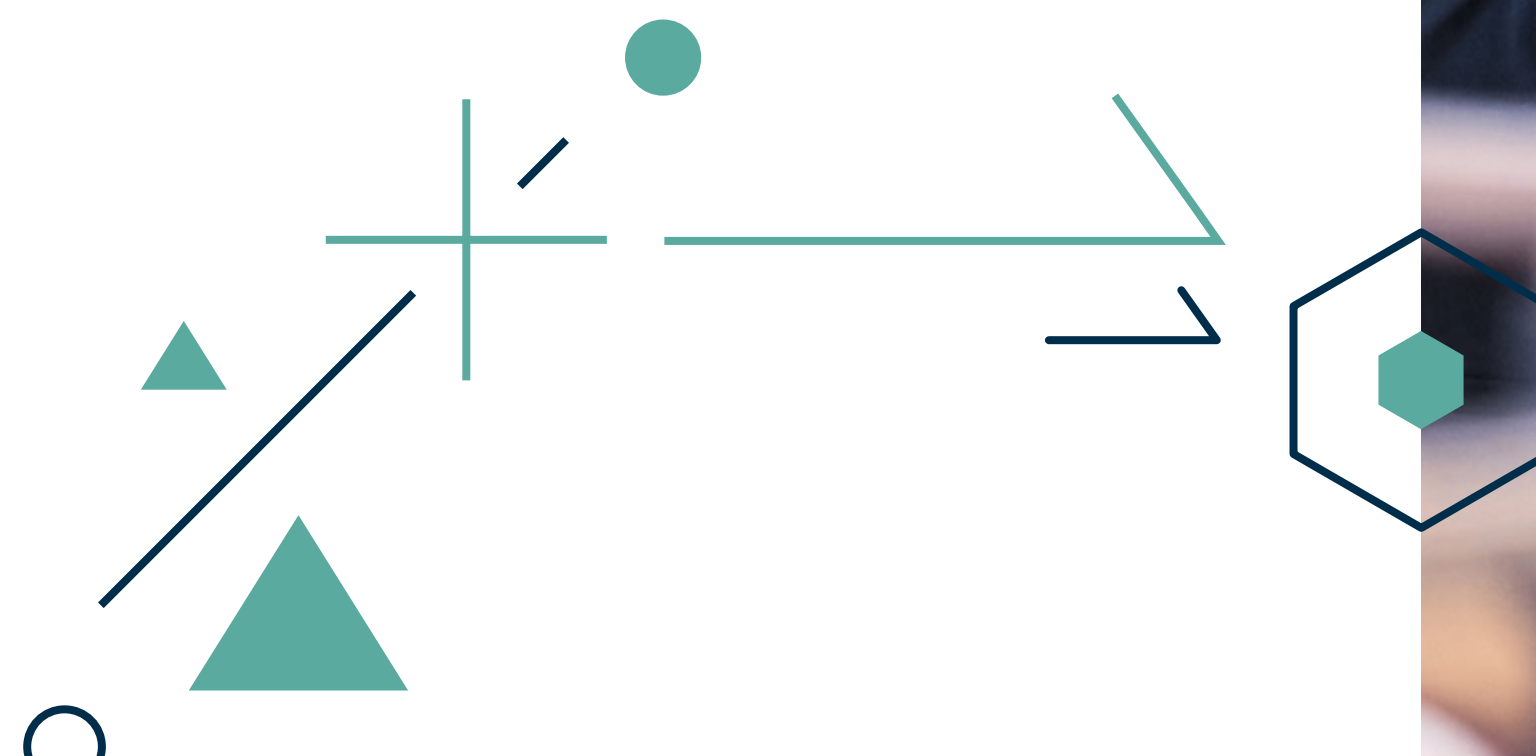
To support, in particular, the determination of irregularities, 16,440 databases and documents were generated and handled, reducing the time spent and increasing the operational efficiency of this process.

On the front of interaction between the Lines of Defense are the use and linking of the Corporate Risk and Control Taxonomy with the elements of the processes mapped by the Internal Audit Department, allowing for an expanded view of the risks that permeate the processes, the quantitative measurement of the impact of these risks and the issuance of an opinion on the relevant risks.

The integration of Taxonomy into the audit process represents the improvement of the methodology, maintaining its assumptions, allowing more emphasis to be given to the assessment of corporate risks, in addition to meeting the expectations of stakeholders by using a common language of risks and increasing the interaction with the Second Line.

The audit examinations that started in 2022 started to assess risks in accordance with the Bank's Corporate Risk and Control Taxonomy.

Over the course of 2022, the Internal Audit Department assessed the processes, Business with Public Entities, Retail Credit and Agribusiness exposed to risks related to ensuring the lawfulness, legitimacy, cost-effectiveness and transparency of the use of public funds.





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Complementary content



GRI Attachment

2-6 Activities, value chain and other business relationships

There was no change in the structure of significant suppliers or in the agreements entered into with them that could have any impact on our operations.

2-7 Empregados

Permanent employees, by region (unit)	2020	2021	2022	Change 2021-2022
North	3,981	3,678	3,897	5.95%
Northeast	15,106	13,919	14,025	0.76%
Midwest	16,650	16,090	16,719	3.91%
Southeast	39,800	35,894	36,100	0.57%
South	16,117	14,997	15,193	1.30%
Abroad	19	19	19	-
Total	91,673	84,597	85,953	1.60%

Employees, by type of employment and gender (unit)	2020	2021	2022	% of total
Full time – male	53,028	48,670	49,951	58.11
Full time – female	38,645	35,927	36,002	41.89
Total	91,673	84,597	85,953	100.00

Information refers to the number of personnel on the last day of the year, extracted from the corporate bases of personnel systems. The figures represent the total workforce, called “Actual workforce” (or “labor force”). This concept excludes the following situations: assignment, leave (sick leave, sabbatical and other leaves), those hired in a special regime, statutory and absent from the payroll.

2-8 Workers who are not employees

Outsourced jobs

Total number of outsourced jobs, by region ^{1 to 5}	2020	2021	2022	Change 2021-2022
North	1,561	1,431	1,444	0.90%
Northeast	5,518	5,076	5,181	2.06%
Midwest	3,357	4,045	2,994	-25.98%
Southeast	11,992	11,149	10,778	-3.32%
South	4,544	4,192	4,448	6.10%
Total	26,972	25,893	24,845	-4.04%⁵

(1) The number of outsourced jobs is restricted to agreements for services provided on a continuous basis (such as fire brigade, pantry, surveillance, cleaning, etc.) and they do not include data on the workers allocated in occasional hiring or contracts without assignment of labor.

(2) Our hiring, through bidding notices, is based on commercial and/or technical proposals, hiring service positions without gender specification.

(3) Outsourced jobs, as a rule, is the specification of the outsourced service to be performed. They are not linked to the number of people since there are jobs that demand more than one outsourced person to be carried out. For example, type “c” guard job position. There are also agreements in which the service is defined by other parameters. For example, the cleaning service, which is based on square meters (area). For this reason, the Bank establishes a reference quantity.

(4) For contracts whose subject matter is surveillance, the number of jobs is made per band, that is, it can vary within the minimum and maximum limits established in the contract, without the need for amendments for its respective activation.

(5) There were no significant changes in the number of workers who are not employed during the reporting period.

2-12 Role of the highest governance body in overseeing the management of impacts

One of the duties of the Board of Directors is being responsible for approving the Corporate Strategy, which consolidates the decisions about the company’s performance in the following five years. Upon receiving the matters for resolution, the Board of Directors discusses about them and makes decisions. After approval, topics are forwarded to the departments in charge for their compliance. In some cases, when the decision is made,

the Board determines that it must be provided with regular reports on the matters resolved upon to be kept up to date on the progress.

In December 2021, the BB’s Corporate Sustainability Committee was installed, the purpose of which is to advise the BoD on issues related to Sustainability and Banco do Brasil’s social, environmental and climate responsibility, acting in accordance with applicable laws and regulations, good governance practices, and the commitments voluntarily undertaken by the Ban.

Accordingly, authority delegation process is carried out by the Annual Shareholders’ Meeting and consolidated in our Bylaws, and by the Board of Directors through internal regulations, pursuant to Articles .21, X, 29, X, of the Bylaws.

2-13 Delegation of responsibility for managing impacts

Our governance is ruled by the Bylaws, the general and specific policies, the minutes of the General Shareholders’ Meeting, its Internal Regulations, the internal rules and applicable legislation. The Bylaws complement the legislation, establishing the form of operation, as well as the duties and levels of approval of each governance body. In accordance with the Brazilian Corporate Law, it is incumbent upon the General Shareholders’ Meeting to amend the Bylaws.

Internal regulations determine our governance bodies’ functioning, including advisory committees to the Board of Directors, to ensure that their performance is in accordance with the rules set forth by the Bylaws. These regulations state, among other

provisions, the purpose, composition and duties of governance bodies. Internal regulations are approved by the Board of Directors. The exception is the Supervisory Board, which, as an oversight body for our administrative management acts and for protection of our interests and shareholders, resolves upon its own internal regulations.

2-15 Conflicts of interest

Ombudsman and ethics

[3-3] Ethics and compliance

Banco do Brasil has a set of procedures and measures to identify and manage conflicts of interest. In addition to the Code of Ethics and internal policies, the specific rules that address macroprocesses such as 'Bidding and Contracts'; 'Promotion and Sponsorship'; 'Related-Party Transactions'; and 'Paid and Unpaid Parallel Labor Activity', among others, are covered by this topic, which provides guidance on the prevention of risks.

We act as a financial agent complying with standards defined by the Federal Government and subject to the same conditions applied to other operators. Accordingly, there is no flexibility to change conditions that may represent a conflict of interest with the Bank.

Rules, policies and practices related to the Board of Directors included in the Bylaws of Banco do Brasil and aimed at identifying and managing conflicts of interest provide for the prohibition of buying or selling goods of any nature to members of the Board of Directors and related committees, Executive Board and Supervisory Board. Article 18 of the Bylaws provides that a Board member representative of employees will not take part in discussions and resolutions on matters involving union relations, compensation, benefits and advantages, including pension fund and social security matters, as well as in other cases in which a conflict of interest arises.

We adopt consistent preventive actions through communications, educational solutions implemented by the departments responsible for the topic at the Bank, and with the support of the Ethics Committees members and Regional People Managers. Questions and requests for authorization for certain activities that may entail a Conflict of Interest are addressed by the Internal Ombudsman and in some cases in partnership with the Office of the Comptroller General of the Federal Government using an advisory tool – SeCI (Conflict of Interest Prevention Electronic System) and or the Public Ethics Commission (CEP).

With respect to disciplinary actions, the Internal Ombudsman is responsible for dispensing due disciplinary treatment to those involved.

2-21 Annual total compensation ratio

Description	2020	2021	2022	Change 2021-2022
Ratio of the CEO's annual total compensation to the median annual total compensation for all employees (excluding the highest paid individual) in Brazil	15.93	13.39	11.72	-12.50 %
Ratio of the CEO's annual total compensation to the average annual total compensation for all employees (excluding the highest paid individual)	12.99	11.11	9.62	-13.42 %

Description	2020	2021	2022
Ratio of the percentage increase in the annual total compensation of the organization's highest paid individual and the average percentage increase in the annual total compensation of all employees (excluding the highest paid individual)	-	-	0

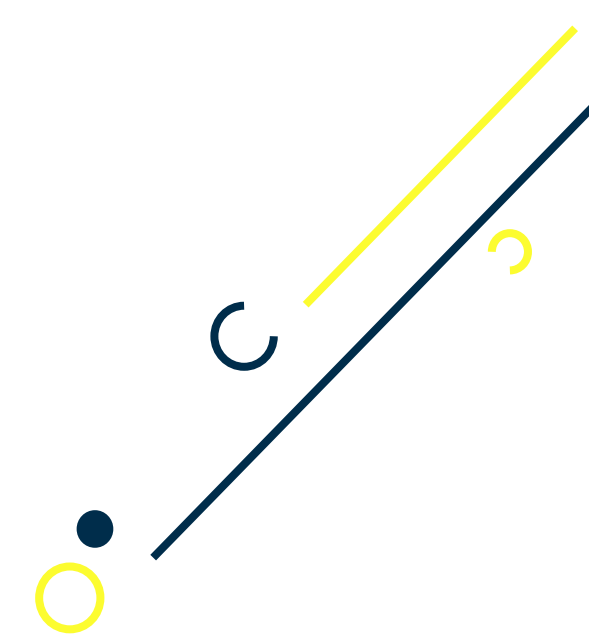
* Taking into account the calculation rule defined and described in letter c, the percentage change for the highest paid individual is 0% and for the average annual total compensation of all employees.

Explanatory note - change in methodology [2-4]

Improvements were introduced in the data collection process and the methodology used to calculate the total annual compensation of employees, taking into consideration changes in BB's compensation policy in recent years. As a result, the figures for 2022 and previous periods (2020 and 2021) were updated as follows:

The target audience used was the actual workforce, including employees and managers, at reporting date December 31 of each period. For the employees, the highest salary that could be received in the year was considered, eight months of salary (January-August) without the adjustment granted by the Collective Bargaining Agreement (CBA) and four months of salary with the CBA adjustment, Christmas bonus, Profit Sharing (PS) referring to the reporting year, considering a projection for the second half of 2022. Considering the broader sense of total compensation, the bonuses paid under the Performance Bonus Program (PDG) was included in the calculation. Expatriate employees, whose payment is made by the related foreign abroad, were deducted from the calculation. And for the managers, the individual global amount approved by the General Shareholders' Meeting was considered, which involves twelve monthly fees, one Christmas bonus, and the total to be received under the Variable Compensation Program (RVA Program), considering the maximum achievement in all indicators of the Program for the year, including deferred portions.

The highest paid individual at Banco do Brasil holds the position of CEO.



2-27 Compliance with laws and regulations

[3-3] Customer relationship and satisfaction

In 2022, we recorded R\$4.9 million in penalties for non-compliance with laws and regulations related to supply and use of products and services and charges related to time in line, a year-on-year decrease of approximately 10.9% compared to R\$5.5 million in 2021.

Please see other fines and sanctions for non-compliance with laws and regulations in the Reference Form.

2-28 Membership of associations

The following are the main bodies, entities or associations to which we are signatories or representatives:

- o Brazilian Association of Real Estate Loans and Savings Companies (Abecip)
- o National Association of Credit, Financing and Investment Institutions (ACREFI)
- o Brazilian Association of Development Financial Institutions (ABDE)
- o Brazilian Federation of Banks (FEBRABAN)
- o Brazilian Association of Credit Card and Service Companies (Abecs)
- o National Confederation of Support and Assistance Institutions for Children and Adolescents with Cancer (Coniacc)
- o Brazilian Financial and Capital Markets Association (Anbima)
- o Brazilian Association of Pension Funds (Abrapp)
- o Brazilian Association of Human Resources (ABRH)
- o Association of Capital Market Investors (AMEC)

- o Association of Capital Markets Analysts and Investment Professionals (Apimec)
- o Principles for Responsible Investment (PRI)
- o CDP Business Ambition for 1.5°C - Science Based Targets Initiative (SBTi)
- o Task Force on Climate Related Financial Disclosures

2-29 Approach to stakeholder engagement | 3-1: Process for defining material issues | 3-2 List of material issues

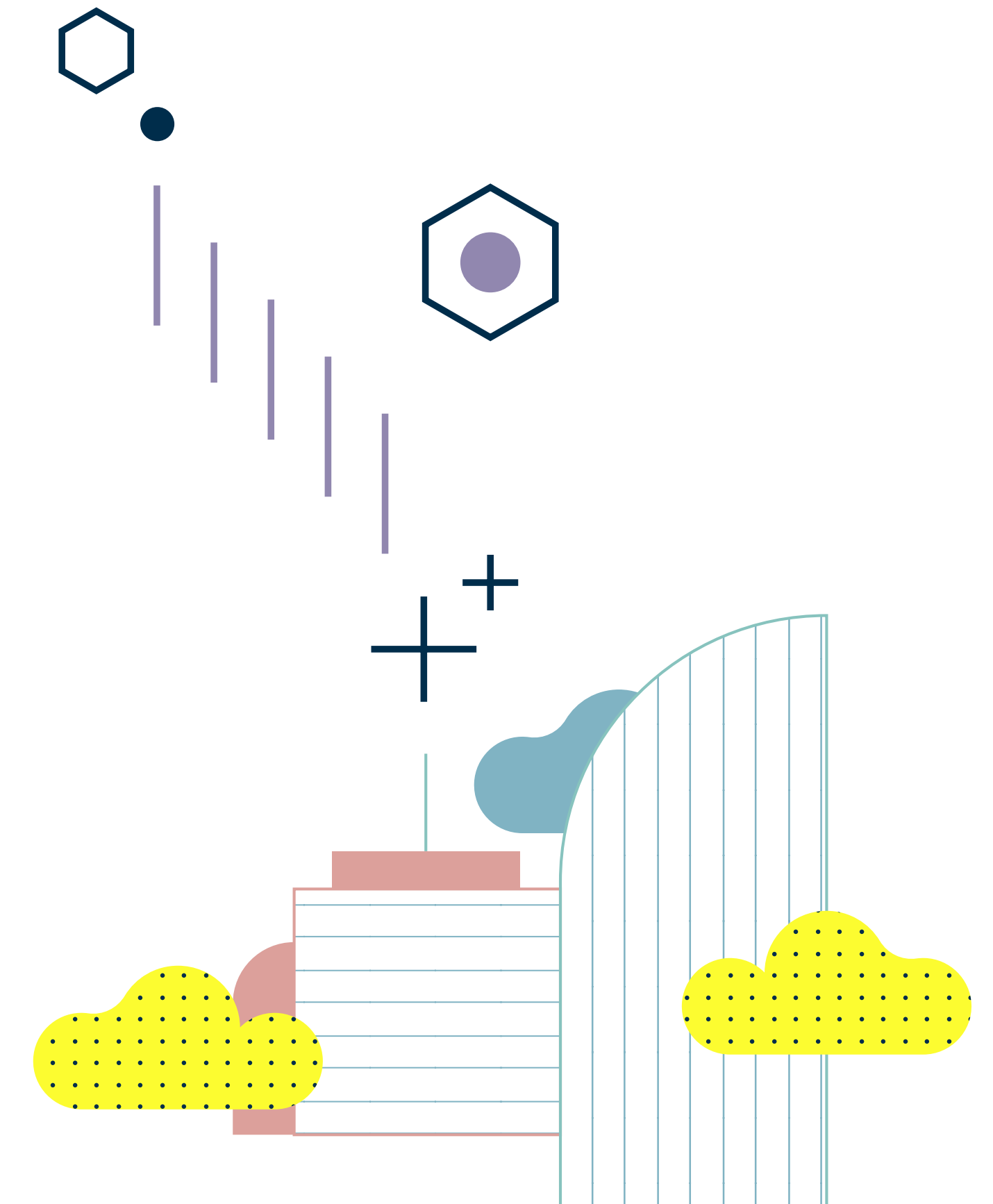
[2-12|2-29]

Our stakeholders are periodically involved in different advisory and decision-making situations, with emphasis on the development of the Corporate Strategy and Sustainability Strategy.

In the 2023-2027 Strategic Planning process, the assumptions of active participation by stakeholders, holding company's vision and emphasis on customer experience were maintained. We also sought to ensure alignment of the Corporate Strategy of Banco do Brasil with other documents of our strategic architecture. Accordingly, the strategic goals were spread across the IT Strategic Plan, the Integrated Planning, the instruments for inducing performance and work agreements, and initiatives and actions in all areas of our organization.

This process also considered perceptions and expectations of different stakeholders. Internal stakeholders (employees and statutory officers, directors, as well as representatives of Entities Affiliated to Banco do Brasil) were interviewed, responded to institutional surveys addressing trends, uncertainties and scenarios in the financial industry, and participated in workshops on planning, when they were able to actively contribute to

discussions, proposals and strategic decisions. To capture customers' perceptions and expectations, we used satisfaction surveys with different segments. Market studies on trends of banking consumers' behavior were also considered. To improve strategic discussions, guest market analysts reviewed and discussed about our performance and future prospects with the Executive Board.



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Sustainability Strategy and Annual Report

We manage social, environmental and climate impacts, risks and opportunities through contributions received from our stakeholders to the process to collectively develop our Sustainability Plan – Agenda 30 BB, which is reviewed every two years. These stakeholders actively participate in several engagement events to define materiality and update the Plan, which result in priority sustainability challenges and actions for our management. In 2022, we applied the far-reaching online consultation process conducted in 2020 that involved 15,878 stakeholders.

Aiming at prioritizing sustainability topics and challenges to update the Sustainability Plan – BB 2030 Agenda and guiding the content of the Annual Report, in 2022 we draw on the review of our stakeholder map considering relevance of the categories senior management, shareholders/investors, customers, affiliated entities, government, suppliers, employees, press/media, regulatory agencies, civil society representatives, and sustainability experts, and competitors. This process also complies with the GRI standards and the International Integrated Reporting Council (IIRC) standards.

In the 2022 cycle, the references used in each of the convergence axes for the review of the materiality

VISIONS CONSOLIDATION | AXES

BB ANALYSIS – 2022

1. INFLUENCE	<ul style="list-style-type: none"> COMPETITORS (BENCHMARKING) SECTORAL STUDIES AND TREND
2. IMPACT	<ul style="list-style-type: none"> INDICES CORPORATE STRATEGY

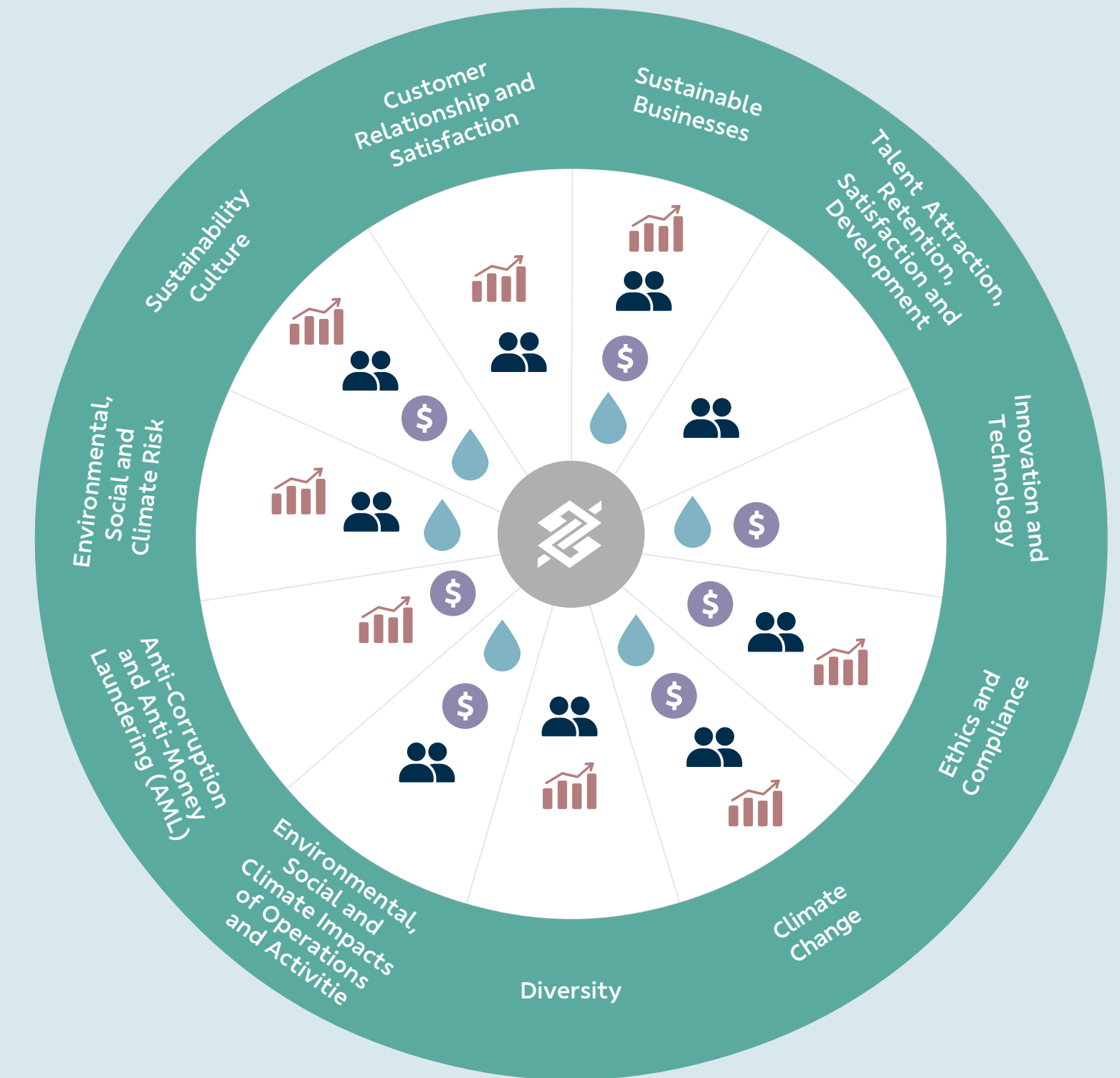
process were:

Ten topics were considered priorities in the convergence of the outcome of the competitors’ benchmarking, the sectoral studies and trends, the indices, the BB Corporate Strategy, and the consultation with relationship stakeholders carried out in 2020. During the BB Materiality Matrix Sustainability Forum, the executives had the opportunity to discuss and evaluate the 24 topics and 28 sustainability challenges that had been mapped out and raise two new topics to the ‘material’ status, according to the set methodology.

On the occasion, the Customer Relationship and Satisfaction topic was considered material and, therefore, became a priority due to its relevance in the Corporate Strategy (Customer Centricity) and the need to address this topic in an environmental and social perspective. The executives also discussed the relevance of the topic ‘Financial Education’ and its connection with the topic ‘Customer Relationship and Satisfaction’, and thus decided that the challenge of the topic ‘Financial Education’ would be included in the topic ‘Customer Relationship and Satisfaction’. Thus, the process resulted in 23 topics, eleven of which were considered material from the sustainability standpoint. These topics will guide BB’s management and reporting in the coming two years.

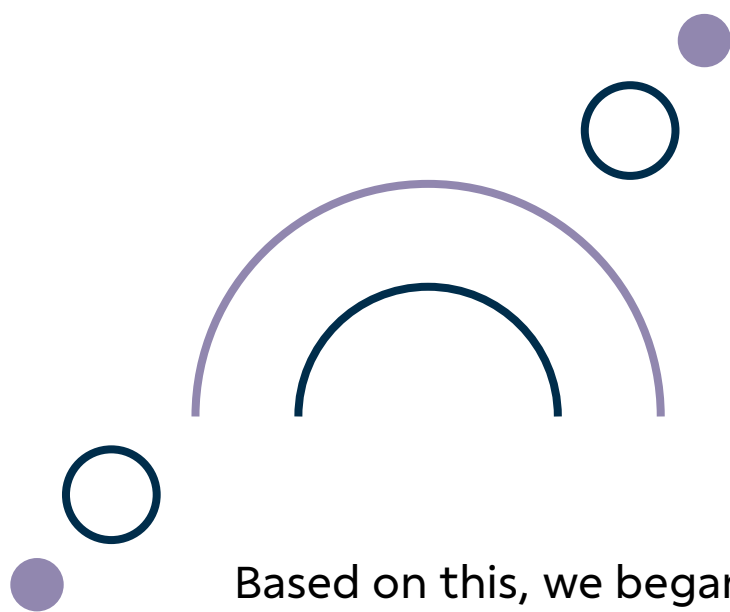
After this stage, the materiality outcome was validated by the Executive Sustainability Committee.

Materiality matrix



CAPTION

- Environment
- Economy
- People
- Businesses



Based on this, we began to structure the Sustainability Plan - Agenda 30 BB for the 2023-2025 cycle with actions and indicators for each sustainability challenge.

Until the approval of the new version of Agenda 30 BB we publish and report on the actions and indicators for the 2021-2023 cycle, which are together with other corporate indicators, for example the Work (TAB) of the responsible areas, measuring the management performance in relation to the established targets. This evaluation model impacts the variable remuneration of employees, through the payment of Profit Sharing (PLR).

Finally, this cycle will end with the rendering of accounts of the actions developed and related to the material issues and challenges to stakeholders through the Annual Report.

A full description of the steps of our materiality process is presented below:

Definition and prioritization of sustainability topics and challenges

Step 1 Understanding the context of the organization	Step 2 Analysis of actual and potential impacts	Step 3 Evaluation of the importance of impacts	Step 4 Prioritization	Step 5 Validation
<p>Topics map - global references and accords</p> <p>24 different documents and references were analyzed:</p> <ul style="list-style-type: none"> o Trend mapping – 12 national and international studies o Benchmarking of six competitors and reference companies in the companies: chosen between national and international peers best ranked in the DJSI o Mapping of themes in six global benchmarks, indices ratings and rankings in sustainability. 	<p>Information highlighted by different national and international references was analysed, bringing perspectives on sustainability scenarios and trends related to important issues for Banco do Brasil.</p>	<p>Convergence was carried out on the basis of the results of the analyses of the previous steps.</p> <p>For the convergence it was necessary to consider probability, size scope and severity of the mapped impacts.</p> <p>From the assessment convergence are also defined the limits of the challenges presented, considering whether the impacts can occur inside or outside the company.</p>	<p>During the Sustainability Forum, the executives of Banco do Brazil had the opportunity to debate and assess the 24 themes and challenges mapped out.</p> <p>The process resulted in 23 themes, of which 11 were considered material (priority), from the sustainability perspective.</p>	<p>At this stage, the materiality outcome was validated by the Executive Sustainability Committee.</p>



201-1 Direct economic value generated and distributed

Direct economic value generated and distributed	2020	2021	2022	Change 2021-2022
Direct economic value generated (revenues) – R\$ billion	43.2	58.4	80.1	37.2%
Economic value distributed (R\$ billion)	33.1	45.8	60.4	31.9%
Personnel (wages and benefits to employees) (R\$ billion)	21.5	23.0	26.02	13.1%
Payments to providers of capital (R\$ billion)	1.4	1.4	1.4	0.0%
Interest on capital and dividends (R\$ billion)	4.2	8.6	13.7	59.3%
Taxes, fees and contributions	6.1	12.7	19.0	49.6%
Economic value retained (R\$ billion)	10.0	12.6	19.7	56.3%
Retained earnings (R\$ billion)	8.4	12.0	19.0	58.3%
Non-controlling interest in retained earnings (R\$ billion)	0.5	0.6	0.7	16.7%

202-1 Ratios of standard entry level wage by gender compared to local minimum wage

Description	2020	2021	2022	Change 2021-2022
Ratio of standard entry level wage paid by BB compared to local minimum wage	2.89	3.05	2.99 ⁽¹⁾	-2.01%

For calculation purposes, the local minimum wage was considered to be R\$1,212.00 (Jan 2022) and the entry level wage upon joining Bando do Brasil R\$3,353.92 (Sep 2022). There are currently 131 employees holding 10 positions, who receive less than R\$3,622.23, however they hold positions nearing extinction.

Since these positions are considered to be nearing extinction, they cannot be fulfilled by new employees and, therefore, they were disregarded. The employees mentioned account for 0.15% of the total workforce.

205-1 Operations assessed for risks related to corruption

According to the revised methodology, approved in 2022, we conducted the internal money laundering and terrorism financing risk assessment and included the anti-corruption and fight against the proliferation of weapons of mass destruction issues in the methodology. The internal assessment methodology for money laundering, terrorism financing risk and corruption (ML/FT-C) was applied, which resulted in the Internal Risk Assessment of ML/FT-C – Inherent Risk document, approved by the Vice President of Internal Controls and Risk Management Officer, reported to our Risks and Capital Committee (Coris), Audit Committee (Coaud), and Board of Directors.

The approved methodology covers the probabilities and impacts defined in said regulations and considers the following risk profiles: (i) the Banco do Brasil Institution; (ii) Customers; (iii) Operations, transactions, products, and services, covering all distribution channels and the use of new technologies; (iv) activities performed by employees; (v) activities performed by partner organizations; and (vi) suppliers.

To calculate the materialization likelihood for each risk profile, we analyzed the characteristics that represented the greatest or least potential exposure to the risk of ML/FTP-C, in order to mitigate assessment subjectivity.

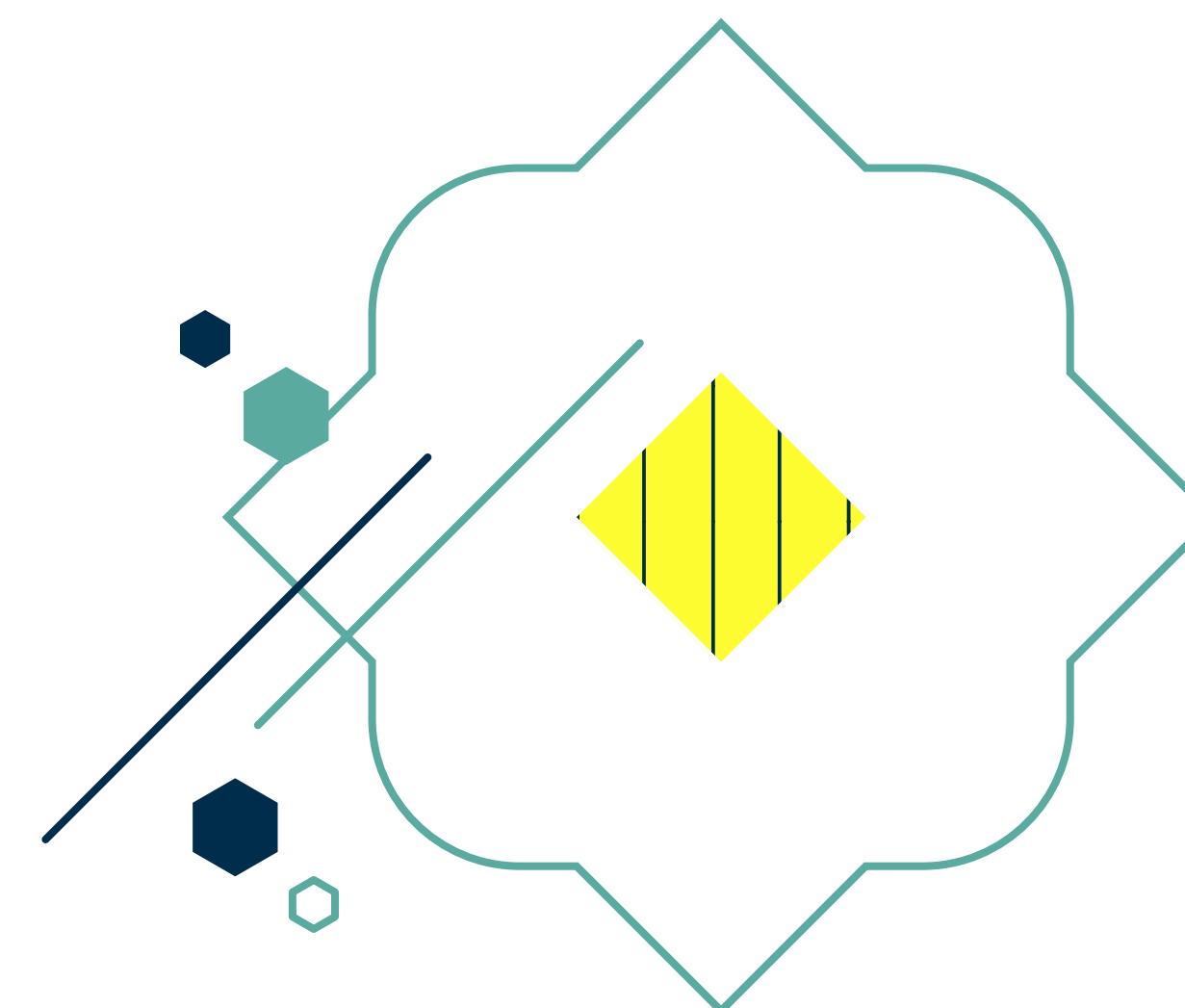
To calculate the impact, we considered the financial, legal, reputational, and environmental and social standpoints, pursuant to the guidelines set by the regulator.

Based on the results presented, we will assess the controls in place for each profile that presented high or very high inherent risks and, if necessary, process improvements will be proposed.

We also inform that, as stated in the 2021 Compliance Program, corruption risk is included in other risks identified as relevant, namely: conduct risk, compliance risk and reputation risk, whose monitoring aims at providing a fair, ethical and transparent environment to our business relations.

205-2 Communication and training about anti-corruption policies and procedures

Total number and percentage of employees that have received training on anti-corruption, broken down by employee category and region:

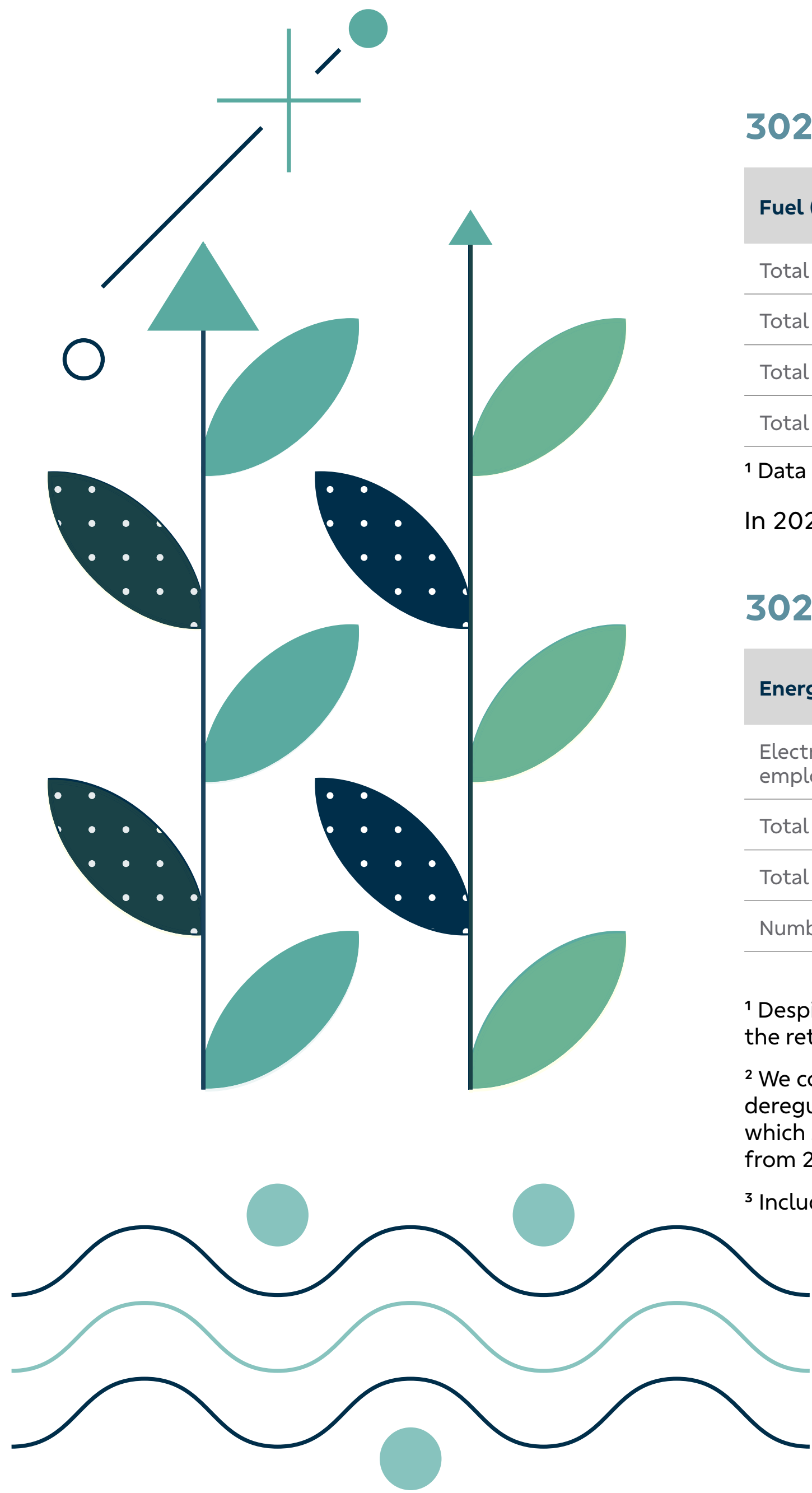


Region	Employee category	2020	
		Trained employees	% (total workforce)
Midwest	Senior management	34	16.92%
Midwest	Advisory	2,355	31.65%
Midwest	Managerial	1,291	28.91%
Midwest	Operational	2,092	48.21%
Midwest	Technical	74	36.45%
Abroad	Senior management		0.00%
Abroad	Managerial	5	33.33%
Northeast	Senior management	3	13.64%
Northeast	Advisory	80	24.69%
Northeast	Managerial	1,404	26.03%
Northeast	Operational	4,404	47.23%
Northeast	Technical	8	19.51%
North	Senior management		0.00%
North	Advisory	28	29.17%
North	Managerial	495	30.50%
North	Operational	999	44.44%
North	Technical	2	28.57%
Southeast	Senior management	19	21.11%
Southeast	Advisory	564	28.23%
Southeast	Managerial	3,733	25.66%
Southeast	Operational	10,100	45.05%
Southeast	Technical	227	30.35%
South	Senior management	3	11.54%
South	Advisory	171	33.79%
South	Managerial	1,485	26.32%
South	Operational	4,274	44.02%
South	Technical	81	34.62%

The sum of stakeholders included in the categories Management and Senior Management is equivalent to the stakeholders included in the Management category as from 2021.

Region	Employee category	2021		2022		Accumulated total	
		Trained employees	% (total workforce)	Trained employees	% (total workforce)	Trained employees	% (total workforce)
Midwest	Advisory	4,354	58.99	2,016	26.34	7,652	99.99
Midwest	Managerial	3,327	72.72	832	17.96	4,630	99.96
Midwest	Operational	2,755	72.44	1,287	30.55	4,159	98.72
Midwest	Technical	160	48.34	55	24.89	221	100.00
Abroad	Managerial	5	26.32	4	21.05	19	100.00
Northeast	Advisory	212	67.09	54	17.42	310	100.00
Northeast	Managerial	4,266	79.60	755	14.16	5,332	100.00
Northeast	Operational	5,990	72.94	1,559	18.67	8,296	99.34
Northeast	Technical	10	31.25	15	46.88	32	100.00
North	Advisory	61	68.54	20	22.99	87	100.00
North	Managerial	1,309	79.67	244	14.85	1,643	100.00
North	Operational	1,468	76.02	608	28.24	2,125	98.70
North	Technical	5	33.33	3	21.43	14	100.00
Southeast	Advisory	1,119	61.96	457	26.29	1,738	100.00
Southeast	Managerial	11,323	80.38	2,157	15.41	14,000	100.00
Southeast	Operational	13,697	71.05	4,650	23.70	19,519	99.49
Southeast	Technical	428	59.12	198	26.65	743	100.00
South	Advisory	251	50.91	105	22.48	467	100.00
South	Managerial	4,683	81.39	780	13.60	5,734	100.00
South	Operational	6,161	71.81	1,939	22.01	8,767	99.52
South	Technical	102	59.65	52	28.42	183	100.00

As from 2021 Senior Management and Management categories were grouped and only the management category remained.



302-1 Energy consumption within the organization

Fuel (liters)	2020	2021	2022	2021 (GJ) ¹	2022 (GJ)	Change % 2021-2022
Total consumption of diesel oil – generator set	195,333.00	219,089.00	157,085.52	8,989.4	6,445.4	-28.30%
Total consumption of diesel oil – vehicles	47,088.00	85,385.71	102,895.27	3,503.5	4,221.9	20.51%
Total gasoline consumption	734,434.00	505,801.22	413,761.44	18,211.9	14,897.9	-18.20%
Total ethanol consumption	202,471.00	467,944.92	1,285,893.66	9,991.6	27,456.4	174.80%

¹ Data rectified with respect to that published the previous year. [2-4](#)

In 2022, total energy consumption (electricity + fuel) amounted to 1,887,109.97 GJ.

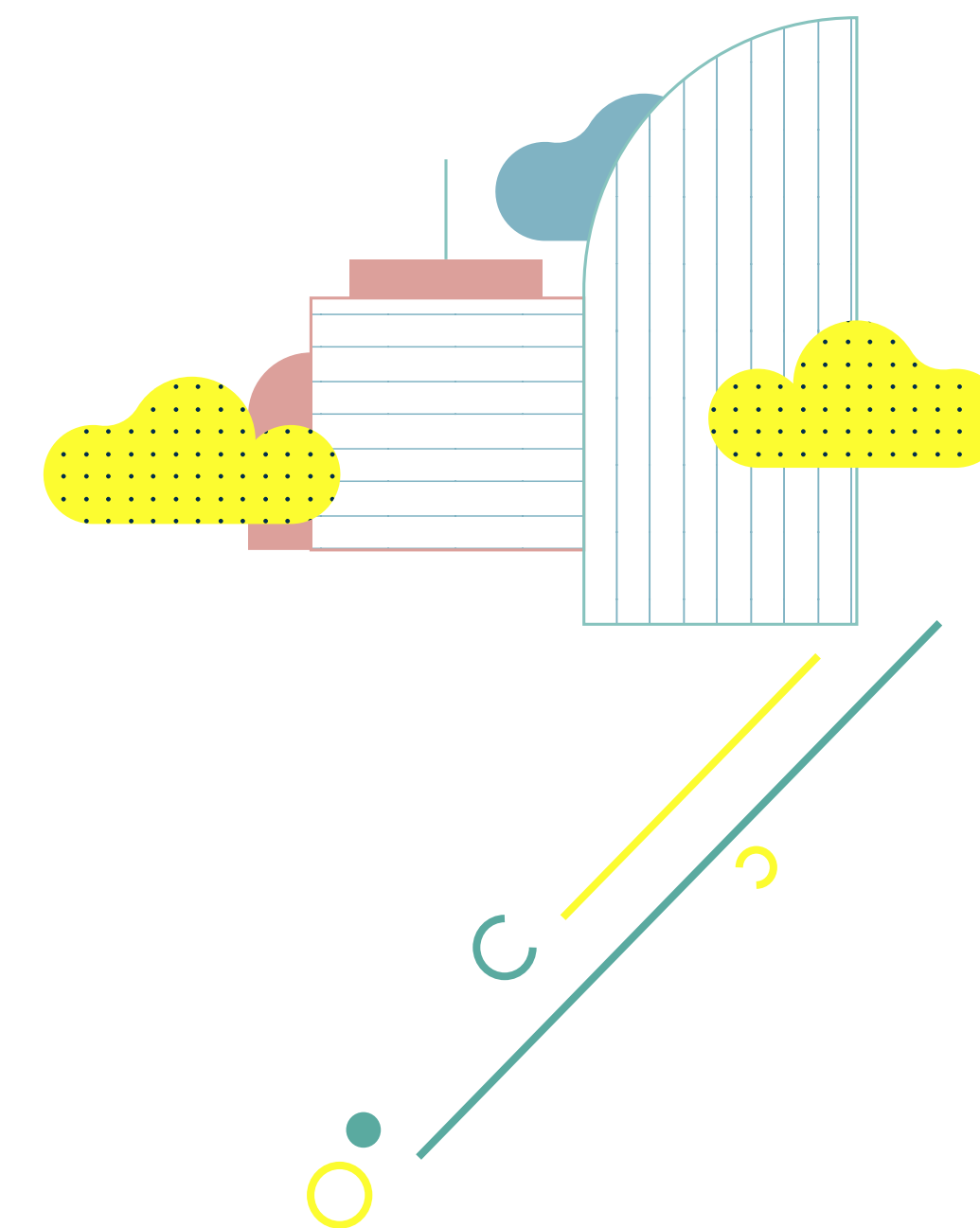
302-3 Energy intensity

Energy Intensity ^{1 2 3}	2020	2021	2022	Change % 2021-2022
Electricity intensity (Total electricity consumption/employee/year) (MWh/employee/year)	5.81	6.11	5.93	-3.01%
Total electricity consumption (MWh)	532,839	516,993	509,469	-1.46%
Total electricity consumption (GJ)	1,918,220	1,861,174.8	1,834,088.4	-1.46%
Number of employees ³	91,673	84,597	85,953	1.60%

¹ Despite the reduction in energy consumption in 2021, the energy intensity increased in 2021, due to the return to in-person activities in the second half of the year.

² We consume energy from the National Integrated System (SIN) and acquire energy in the deregulated market (ACL – ambiente de contratação livre). Additionally, we have solar power plants, which supply the Bank through distributed generation. Aiming at reducing our carbon footprint, as from 2020 we purchase RECs in the total volume consumed by the Bank.

³ Includes the actual workforce, in accordance with official information.



302-4 Reduction of energy consumption

The reduction in energy consumption is one of the strategies adopted by BB to comply with the climate commitments assumed, such as Business Ambition 1.5°C and Net Zero. Among the Bank's actions to promote decarbonization include the optimization of generators and the reduction, to the minimum possible, of the use of fossil fuels. In this regard, we also encourage our flex cars fleet to be fuelled with ethanol to the detriment of gasoline.

401-1 New employee hires and employee turnover

3-3 | Talent Attraction, Retention, Satisfaction and Development

Hires				
Hires by Gender	2020	2021	2022	Change 2021-2022
Hires in the period	4	18	3,717	20,550.00%
Female	2	9	890	9,788.88%
Male	2	9	2,827	31,311.11%
Hiring rate (%)	0.0044	0.0212	4.32	4.30 p.p.
Female (%)	0.0022	0.0106	1.03	1.02 p.p.
Male (%)	0.0022	0.0106	3.29	3.28 p.p.

Hires by Age Group				
Hires by Age Group	2020	2021	2022	Change 2021-2022
Hires in the period	4	18	3,717	20,550.00%
Under 30 years old	0	4	2,171	54,175.00%
30-50 years old	4	14	1,481	10,478.57%
Over 50 years old	-	-	65	-
Hiring rate (%)	0.0044	0.021	4.32	4.29 p.p.
Under 30 years old (%)	-	0.005	2.52	2.51 p.p.
30-50 years old (%)	0.0044	0.016	1.72	1.70 p.p.
Over 50 years old (%)	-	-	0.08	-

Hires by Region				
Hires by Region	2020	2021	2022	Change 2021-2022
Hires in the period	4	18	3,717	20,550.00%
South	0	1	601	60,000.00%
Southeast	1	1	1,273	127,200.00%
Midwest	2	15	973	6,386.66%
North	0	0	385	-
Northeast	1	1	485	48,400.00%
Hiring rate (%)	0.0044	0.0213	4.32	4.29 p.p.
South (%)	0	0.0012	0.70	0.69 p.p.
Southeast (%)	0.0011	0.0012	1.48	1.47 p.p.
Midwest (%)	0.0022	0.0177	1.13	1.11 p.p.
North (%)	-	-	0.45	0.45 p.p.
Northeast (%)	0.0011	0.0012	0.56	0.55 p.p.

Total and voluntary turnover				
Employee turnover	2020 ¹	2021	2022	Change 2021-2022
Total turnover rate (%)	2.31	8.90	2.65	-6.25 p.p.
Age group				
Under 30 years old	0.07	0.21	0.20	-0.01 p.p.
30-50 years old	1.37	3.27	1.45	-1.82 p.p.
Over 50 years old	0.87	5.42	1.00	-4.42 p.p.
By gender				
Female	0.91	3.46	0.86	-2.60 p.p.
Male	1.40	5.44	1.79	-3.65 p.p.
Voluntary turnover rate (%)	2.02	8.48	2.20	-6.28 p.p.
Age group				
Under 30 years old	0.06	0.21	0.17	-0.04 p.p.
30-50 years old	1.18	3.01	1.12	-1.89 p.p.
Over 50 years old	0.78	5.26	0.91	-4.35 p.p.
By gender				
Female	0.83	3.37	0.73	-2.64 p.p.
Male	1.19	5.11	1.47	-3.64 p.p.

Total Turnover				
Total Turnover	2020 ¹	2021	2022	Change 2021-2022
Terminations in the period	2,121	7,537	2,281	-69,73 p.p.
Age group				
Under 30 years old	66	186	167	-10.21 p.p.
30-50 years old	1,256	2,766	1,253	-54.69 p.p.
Over 50 years old	799	4,585	861	-81.22 p.p.
By gender				
Female	834	2,930	739	-74.77 p.p.
Male	1,287	4,607	1,542	-66.53 p.p.

Voluntary Turnover				
Voluntary Turnover	2020 ¹	2021	2022	Change 2021-2022
Voluntary terminations in the period	1,850	7,177	1,891	-73.65%
Age group				
Under 30 years old	60	178	142	-20.22%
30-50 years old	1,077	2,547	963	-62.19%
Over 50 years old	713	4,452	786	-82.34%
By gender				
Female	764	2,854	625	-78.10%
Male	1,086	4,323	1,266	-70.71%

¹ The 2020 database was altered due to a change in the methodology adopted from 2021 onwards. ²⁻⁴



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Turnover by Region (total)	2020 ¹	2021	2022	Change 2021-2022
Terminations in the period	2,121	7,537	2,281	-69.73%
South	273	1,267	345	-72.77%
Southeast	806	3,595	867	-75.88%
Midwest	732	1,302	726	-44.23%
North	58	245	92	-62.44%
Northeast	250	1,128	251	-77.74%
Abroad	2	0,00	0,00	-
Turnover rate (%)	2.31	8.90	2.65	-6.25 p.p.
South	0.30	1.49	0.40	-1.09 p.p.
Southeast	0.88	4.25	1.01	-3.24 p.p.
Midwest	0.80	1.54	0.84	-0.70 p.p.
North	0.06	0.29	0.11	-0.18 p.p.
Northeast	0.27	1.33	0.29	-1.04 p.p.
Abroad	0.00	0.00	0.00	-

Voluntary Turnover by Region	2020 ¹	2021	2022	Change 2021-2022
Voluntary terminations in the period	1,850	7,177	1,891	-73.65%
South	245	1,210	308	-74.54%
Southeast	688	3,466	738	-78.70%
Midwest	685	1,230	572	-53.49%
North	41	217	71	-67.28%
Northeast	189	1,054	202	-80.83%
Abroad	2	0,00	0,00	0.00
Voluntary turnover rate by region (%)	2,02	8,48	2,20	-6,28 p.p.
South	0.27	1.43	0.36	-1.07 p.p.
Southeast	0.75	4.09	0.86	-3.23 p.p.
Midwest	0.75	1.45	0.67	-0.78 p.p.
North	0.04	0.26	0.08	-0.18 p.p.
Northeast	0.21	1.25	0.23	-1.02 p.p.
Abroad	0.00	0.00	0.00	-

¹ The 2020 database was altered due to a change in the methodology adopted from 2021 onwards. 2-4

403-9 Work-related injuries

	2020	2021	2022	Change 2021-2022
Total number of occupational accidents	199	185	350 ¹	89.2%

¹ 2022 (number of accidents/number of employees) = 350/85,953 = 0.00. There was an important increase in the number of work-related injuries due to the return to the daily commute home-work-home (commuting accidents), which in 2020 and 2021 were below average considering the large contingent of people who remained in remote work due to the isolation measures imposed by the Covid-19 pandemic.

All occupational accidents are mandatory to report. Except for deaths, accidents are not stratified by the severity of injury.

The main types of occupational accidents (mandatory to report) are:

1 Typical accident: according to Brazilian legislation, occupational accidents can be characterized as typical when they occur in the course of work causing bodily injury.

2 Commuting accident: despite the guidance of the GRI standard to report these accidents only when the company provides vehicles for the displacement of employees, we report this type of accident as a occupational accident, as they are required to be notified by law.

	2020	2021	2022	Change 2021-2022
Injury rate ¹	0.00	0.00	0.00 ²	0

¹ Number of injuries/number of employees

² 2022 = 344/85,953 = 0.00

Injury rate: includes injuries resulting from occupational and commuting (home-work-home) accidents, regardless of severity, leave or death.

	2020	2021	2022
Absolute number of deaths	1 ¹	4 ²	1 ³

¹ The death reported in 2020 was due to a typical accident. (number of deaths/number of employees = 1/92,585 = 0.00).

² Two deaths due to typical accident and two deaths due to disease. (number of deaths/number of employees = 4/84,578 = 0.00).

³ The number of deaths reported in 2022 was due to commuting accidents (number of deaths / number of employees = 1/85,953 = 0.00).

403-10 Work-related ill health - Employees (own employees)

	2020	2021	2022
Rate of work-related ill health ¹	0,00	0,00	0,00 ²

¹ Frequency of illness/number of employees.

² 2022 = 14/85,953 = 0.00 *

Rate of work-related ill health: all cases of occupational disease that were investigated and recognized as being work related are computed. The statistics includes all cases of occupational illness, regardless of the severity or need to leave the activities.



404-1 Average hours of training per year per employee

Training Employees (own employees)

Description	2020	2021	2022	Change 2021-2022
Total no. of employees	91.673	84.597	85.953	1,60%
No. of trained employees	91.387	84.331	85.706	1,63%
Total no. of training sessions	3.315.423	3.108.791	2.703.365	-13,04%
Total no. of hours	6.059.020	7.872.493	9.804.839	24,54%
% of trained employees ¹	99,69	99,69	99,71	0,02%
Training sessions per employee ¹	36,28	36,86	31,54	-14,43%
No. of hours per employee ¹	66,30	93,35	114,40	22,54%

¹ GRI 2-7 – The database was adjusted – As from 2021 the number of training sessions and hours will be included in the list of trained employees in order to reflect the actual figures and percentages for each category.

Training by gender and job - Employees (own employees)

Description	2020				2021			
	Male		Female		Male		Female	
	Management	Non-management	Management	Non-management	Managerial	Non-management	Managerial	Non-management
Employees	20,407	32,621	11,629	27,016	19,817	28,853	11,619	24,308
Trained employees	20,360	32,481	11,618	26,928	19,793	28,706	11,606	24,226
Training sessions	545,969	1,294,382	330,618	1,144,454	666,601	1,107,582	379,321	955,287
Training hours	1,089,483	2,298,670	630,071	2,040,796	1,825,535	2,763,068	974,736	2,309,154
Percentage of trained employees ²	99.77%	99.57%	99.91%	99.67%	99.90%	99.5	99.90%	99.7
Training sessions per employee ²	26.82	39.85	28.46	42.50	33.68	38.58	32.68	39.43
Training hours per employee ²	53.51	70.77	54.23	75.79	92.26	96.25	83.99	95.32

² GRI 2-7 – The database was adjusted – As from 2021 the number of training sessions and hours will be included in the list of trained employees in order to reflect the actual figures and percentages for each category.

Description	2022							
	Male				Female			
	Managerial	Change 2021-2022	Non-management	Change 2021-2022	Managerial	Change 2021-2022	Non-management	Change 2021-2022
Employees	19,817	4.84%	28,853	4.84%	11,619	0.35%	24,308	13.00%
Trained employees	19,793	4.97%	28,706	4.97%	11,606	0.24%	24,226	0.19%
Training sessions	666,601	-2.52%	1,107,582	-2.52%	379,321	-23.30%	955,287	-14.10%
Training hours	1,825,535	11.12%	2,763,068	38.15%	974,736	19.41%	2,309,154	21.03%
Percentage of trained employees	99.90%	0.10 p.p.	99.5	0.10 p.p.	99.90%	0.10 p.p.	99.7	0.00 p.p.
Training sessions per employee	33.68	-22.62%	38.58	-7.12%	32.68	23.50%	39.43	-14.27%
Training hours per employee	92.26	11.82%	96.25	31.60%	83.99	0.00%	95.32	0.00%



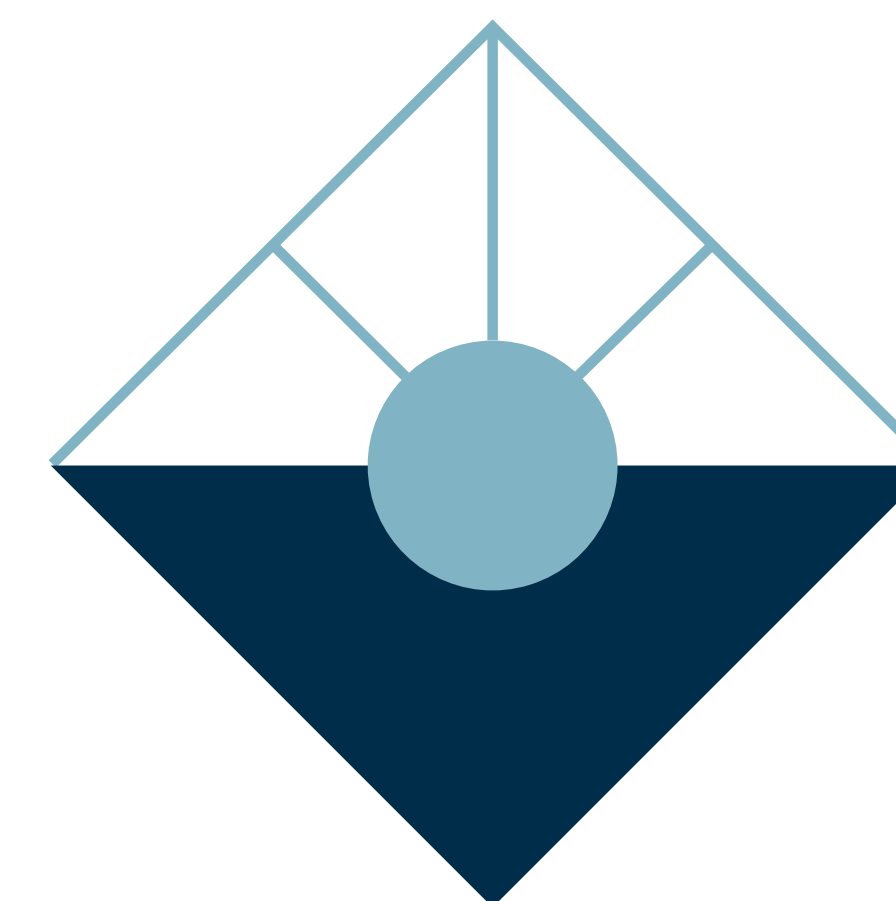
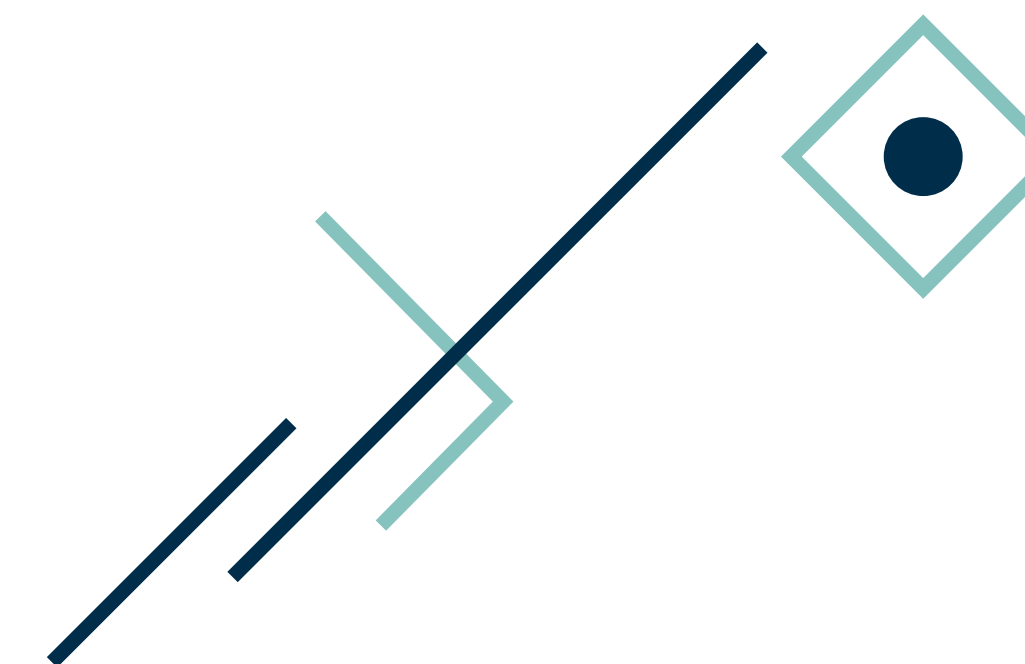
Training by position – Employees (own employees)

Description	Managerial*				Advisory				
	2020	2021	2022	Change 2021-2022	2019	2020	2021	2022	Change 2021-2022
Employees	32,036	31,436	31,360	-0.24%	7,510	10,365	10,085	10,255	1.68%
Trained employees	31,978	31,399	31,297	-0.32%	7,492	10,347	10,072	10,248	1.74%
Training sessions	876,587	1,045,922	803,206	-23.20%	179,121	254,719	300,927	380,784	26.53%
Training hours	1,719,554	2,800,271	3,192,567	14.00%	401,526	466,828	866,448	1,390,592	60.49%
Percentage of trained employees*	99.82	99.9	99.8	-0.10 p.p.	99.76	99.83	99.90	99.9	0.00 p.p.
Training sessions per employee*	27.41	33.31	25.66	22.96%	23.91	24.62	29.88	37.16	24.36%
Training hours per employee*	53.77	89.18	102.01	14.38%	53.59	45.12	86.03	135.69	57.72%

*GRI 2-7 – The database was adjusted – As from 2021 the number of training sessions and hours will be included in the list of trained employees in order to reflect the actual figures and percentages for each category. As from 2021 Senior Management and Management categories were grouped and only the management category remained

Description	Operational				Technical			
	2020	2021	2022	Change 2021-2022	2020	2021	2022	Change 2021-2022
Employees	48,039	41,803	43,145	3.21%	1,233	1,273	1,193	-6.28%
Trained employees	47,833	41,587	42,968	3.32%	1,229	1,273	1,193	-6.28%
Training sessions	2,144,973	1,720,881	1,474,414	-14.32%	39,144	41,061	44,961	9.49%
Training hours	3,803,640	4,080,528	5,065,391	24.13%	68,998	125,246	156,289	24.78%
Percentage of trained employees*	99.57	99.50	99.6	1.10 p.p.	99.68	100.00	100.0	—
Training sessions per employee*	44.84	41.38	34.31		31.85	32.26	37.69	16.83%
Training hours per employee*	79.52	98.12	117.89	-17.08%	56.14	98.39	131.01	33.15%

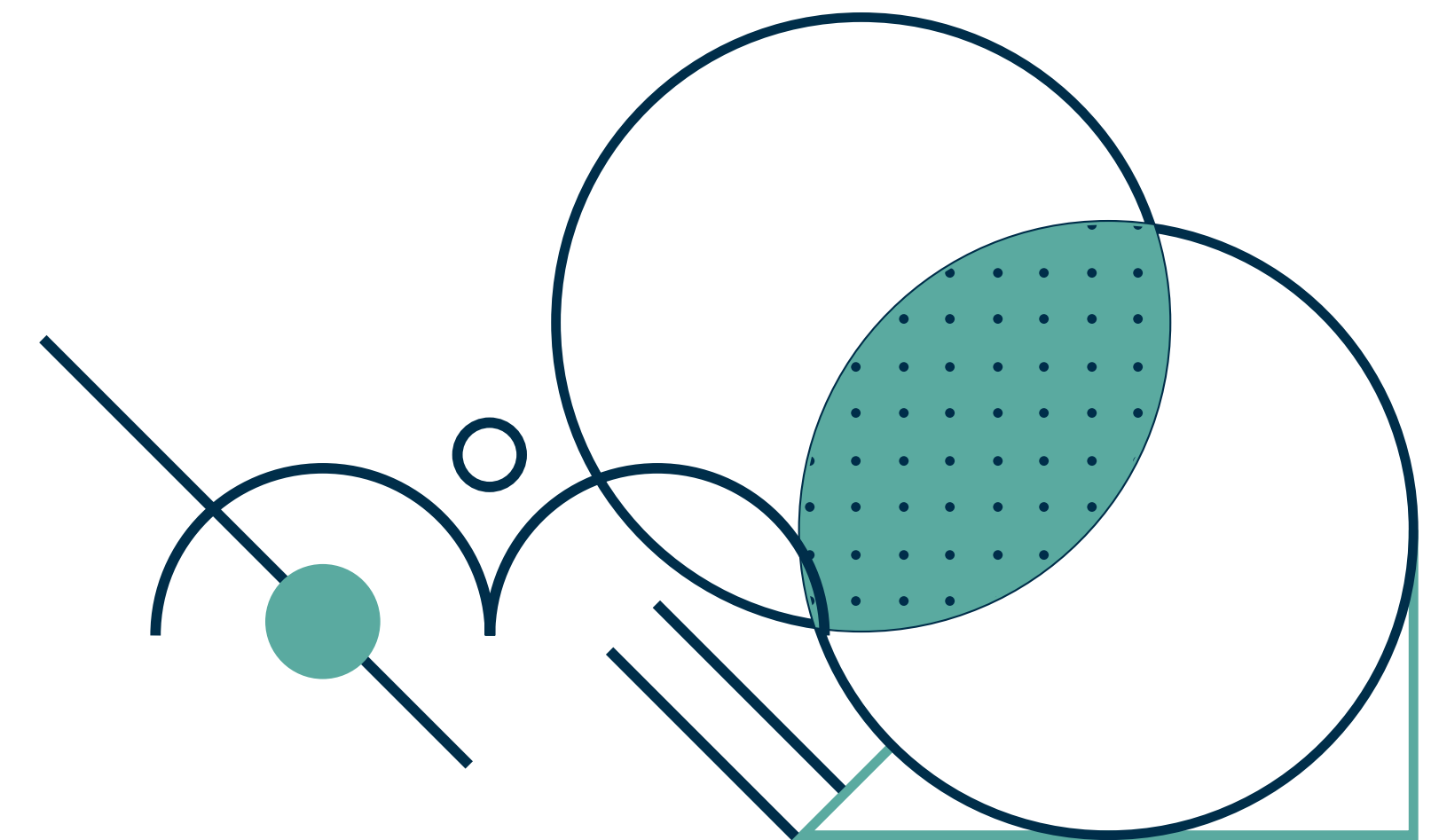
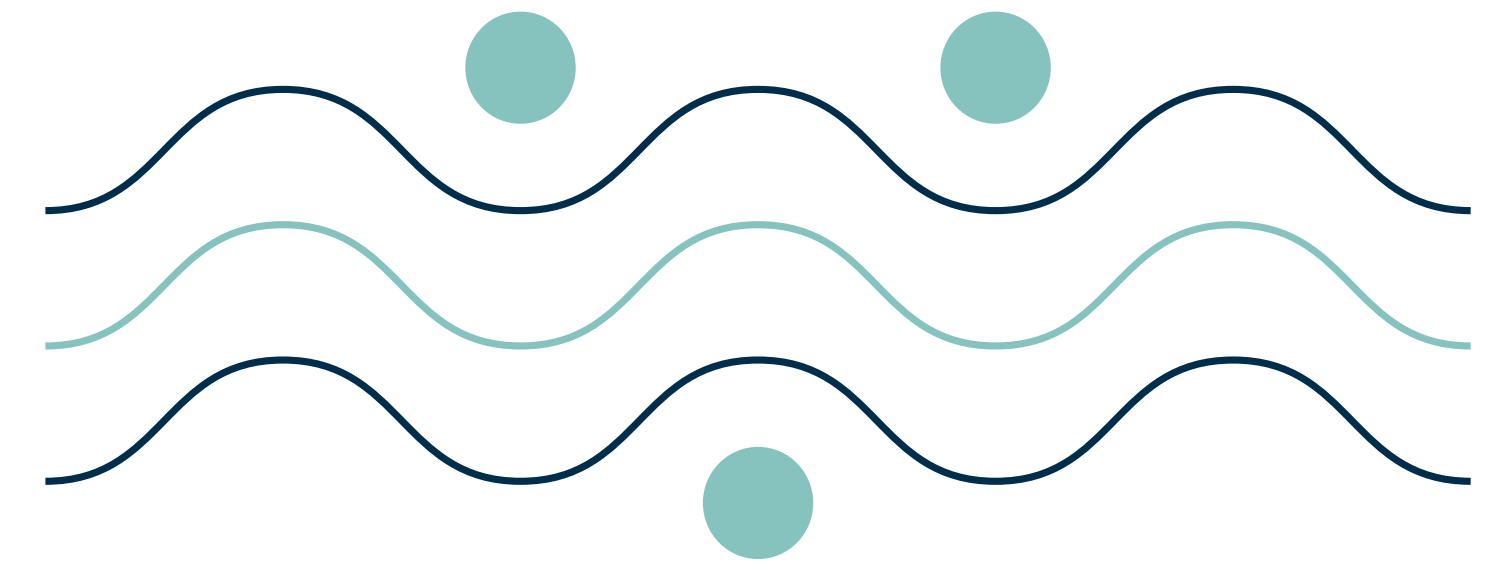
*GRI 2-7– The database was adjusted – As from 2021 the number of training sessions and hours will be included in the list of trained employees in order to reflect the actual figures and percentages for each category.



404-3 Percentage of employees receiving regular performance and career development reviews

Job level	2020				2021			
	Female	% of total	Male	% of total	Female	% of total	Male	% of total
Managerial	11,618	35.94	20,712	64.06	11,704	36.79	20,111	63.21
Technical	658	50.97	633	49.03	903	47.25	1,008	52.75
Operational	21,270	47.28	23,717	52.72	20,467	46.61	23,447	53.39
Advisory	3,688	35.92	6,578	64.08	3,862	37.30	6,493	62.70
Other	—	—	—	—	30	15.23	167	84.77
Total	37,234	41.90	51,640	58.10	36,966	41.92	51,226	58.08

Job level	2022					
	Female	% of total	% Change 2021-2022	Male	% of total	% Change 2021-2022
Management	9,888	36.68	-15.52	17,073	63.32	-15.11
Technical	230	31.68	-74.53	496	68.32	-50.79
Operational	16,062	44.98	-21.52	19,649	55.02	-16.20
Advisory	8,906	42.64	130.61	11,981	57.36	84.52
Other	13	9.70	-56.67	121	90.30	-27.54
Total	35,099	41.58	-5.05	49,320	58.42	-3.72



405-1 Diversity of governance bodies and employees

In 2021, the Board of Directors (BoD) of Banco do Brasil appointed Director Iêda Aparecida de Moura Cagni as its Chairperson. Ms. Cagni is the first female chairperson of the Board of Directors in BB's history. Additionally, Walter Eustáquio Ribeiro was appointed as Vice Chairperson of the Board, and both of them will serve the 2021-2023 term of office.

Diversity of governance bodies					
Governance diversity (%) ⁽¹⁾					
		2020	2021	2022	Change 2021-2022
By gender	Female	17.6	19.11	21.43	2.32 p.p.
	Male	82.4	80.89	78.57	-2.32 p.p.
By age group	Under 30 years old	0.0	0.0	0.0	0.0
	30-50 years old	54.9	29.41	28.57	-0.84 p.p.
	Above 50	45.1	70.58	71.43	0.84 p.p.
By minority groups	Indigenous people	0.0	0.0	0.0	0.0
	Black people	3.9	1.47	4.29	2.82 p.p.
	Brown people	3.9	5.88	7.14	1.26 p.p.

(1) It includes members of the Board of Directors, Executive Board, Supervisory Board (effective members only), Audit Committee, Human Resources, Compensation and Eligibility Committee, Risks and Capital Committee, IT and Innovation Committee and Corporate Sustainability Committee.

(2) The Technology, Strategy and Innovation Committee was set up in 2019, but its members were nominated only in 2020. In 2021, the name of the Technology, Strategy and Innovation Committee was changed to IT and Innovation Committee.

(3) As from 2020 only the effective members of the Supervisory Council were included for purposes of calculating this index.

General indicators of workforce diversity (%)				
	2020	2021	2022	Change 2021-2022
By gender				
Female	42.16	42.47	41.86	-0.61 p.p.
Male	57.84	57.53	58.14	0.61 p.p.
By age group				
Under 30 years old	2.61	1.59	3.26	1.67 p.p.
30-50 years old	76.73	78.70	75.41	-3.29 p.p.
Above 50	20.66	19.71	21.33	1.62 p.p.
By minority groups				
Indigenous people	0.18	0.17	0.16	-0.01 p.p.
Black people	2.98	3.07	3.37	0.30 p.p.
Brown people	20.30	20.62	21.08	0.46 p.p.

By gender (% in relation to total workforce of each employee category)

Gender	Managerial				Technical				
	2020	2021	2022	Change 2021-2022	Gender	2020	2021	2022	Change 2021-2022
Female	36.3	36.96	37.18	0.22 p.p.	Female	51.26	49.96	52.89	2.93 p.p.
Male	63.7	63.04	62.82	-0.22 p.p.	Male	48.74	50.04	47.11	-2.93 p.p.

Gender	Operational				Advisory				
	2020	2021	2022	Change 2021-2022	Gender	2020	2021	2022	Change 2021-2022
Female	47.07	47.63	46.09	-1.54 p.p.	Female	36.41	37.29	37.30	0.01 p.p.
Male	52.93	52.37	53.91	1.54 p.p.	Male	63.59	62.71	62.70	-0.01 p.p.

Gender	Interns			
	2020	2021	2022	Change 2021-2022
Female	59.32	48.48	57.58	9.1 p.p.
Male	40.68	51.52	42.42	9.1 p.p.

By age group
(% in relation to total workforce of each employee category)

Age group	Managerial				Technical			
	2020	2021	2022	Change 2021-2022	2020	2021	2022	Change 2021-2022
Under 30 years old	1.53	1.22	0.80	-0.42 p.p.	1.14	1.26	0.76	-0.51 p.p.
30-50 years old	82.29	85.85	81.59	-4.26 p.p.	75.43	81.62	78.79	-2.83 p.p.
Above 50	16.18	15.92	17.61	1.69 p.p.	23.44	17.12	20.45	3.3 p.p.

Age group	Operational				Advisory			
	2020	2021	2022	Change 2021-2022	2020	2021	2022	Change 2021-2022
Under 30 years old	3.54	1.97	5.24	3.27 p.p.	1.79	1.23	2.72	1.49 p.p.
30-50 years old	71.54	74.21	69.29	4.92 p.p.	83.72	84.01	81.90	2.11 p.p.
Above 50	24.92	23.82	25.47	1.65 p.p.	14.48	14.76	15.38	0.62 p.p.

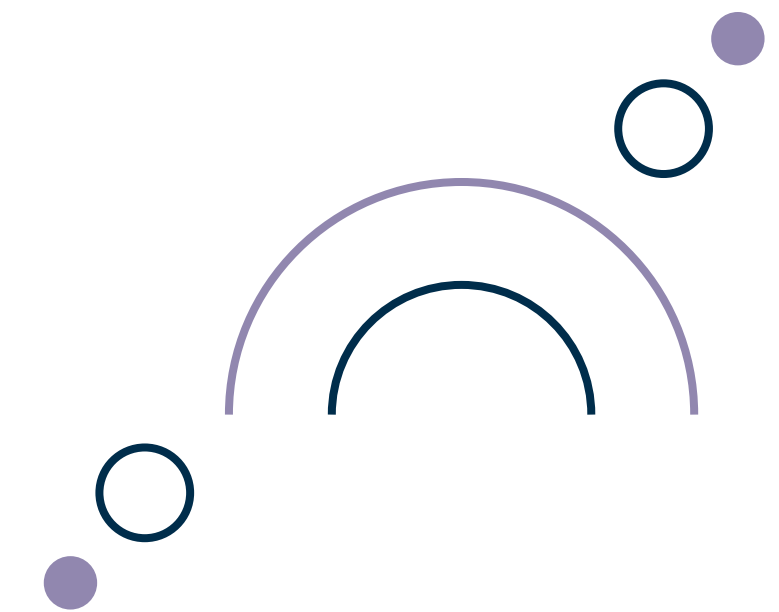
Age group	Interns			
	2020	2021	2022	Change 2021-2022
Under 30 years old	97.46	100.00	100.00	0.00 p.p.
30-50 years old	2.54	0.00	0.00	0.00 p.p.
Above 50	0.00	0.00	0.00	0.00 p.p.

By minority group
(% in relation to total workforce of each employee category)

Group	Managerial				Technical			
	2020	2021	2022	Change 2021-2022	2020	2021	2022	Change 2021-2022
Indigenous	0.12	0.10	0.10	0.00 p.p.	0.16	0.16	0.17	0.01 p.p.
Black	2.78	2.90	3.05	0.15 p.p.	2.76	3.22	3.19	0.03 p.p.
Brown	19.41	20.18	20.42	0.24 p.p.	14.11	15.24	15.84	0.6 p.p.

Group	Operational				Advisory			
	2020	2021	2022	Change 2021-2022	2020	2021	2022	Change 2021-2022
Indígena	0.22	0.22	0.21	0.01 p.p.	0.17	0.19	0.17	-0.02 p.p.
Preto	3.16	3.22	3.65	0.43 p.p.	2.81	3.00	3.20	0.20 p.p.
Parda	21.12	21.25	21.76	0.51 p.p.	19.94	20.08	20.93	0.85 p.p.

Group	Interns			
	2020	2021	2022	Change 2021-2022
Indígena	0.00	0.00	0.00	0.00 p.p.
Preto	7.75	6.06	3.03	-3.03 p.p.
Parda	35.11	24.24	9.09	-15.15 p.p.



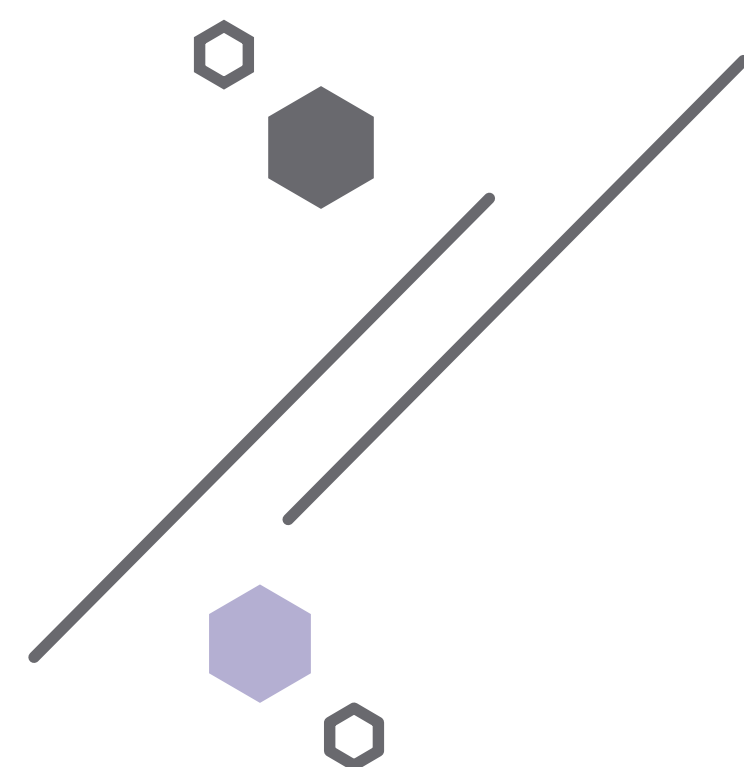
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405-2 Ratio of basic salary and remuneration of women to men

3-3| Diversity

Ratio of women/men basic salary	2020	2021	2022
Executive	1	1	1
Managerial	1	1	1
Technical	1	1	1
Operational	1	1	1
Advisory	1	1	1
Other	1	1	1

The hiring method of Banco do Brasil is the public competition and, as regards the base salary or reference amount defined for the entry position, there is no difference in compensation between men and women. Similarly, job-related and personal allowances are set and calculated with no gender distinction, and the men-to-women ratio is 1 to 1. Information on compensation by gender and job level covers only our operations in Brazil. ^[2-19|2-20]



406-1 Incidents of discrimination and corrective actions taken

Discrimination incidents known by BB	2020	2021	2022	Change 2021-2022
Incidents under investigation	0	02	01	-50.0%
Investigated incidents	17	12	21	75.0%
Incidents not yet investigated	0	0	0	0.0%
Total	17	14	22	57.1%

Discrimination incidents known by BB (Outcome)	2020	2021	2022	Change 2021-2022
Incidents deemed as legitimate	0	0	3	-
Incidents deemed as illegitimate (not subject to action)	17	12	18	50.0%
Total	17	14	21	50.0%

416-1 Assessment of the health and safety impacts of product and service categories

3-3| Customer relationship and satisfaction

In all architectural and engineering interventions we are guided by internal policies and current legislation, including of the Fire Department, Environmental Agencies and Historical Heritage.

Furniture procurement processes at Banco do Brasil include a technical qualification screening phase, in which suppliers are required to provide a series of documents evidencing their compliance with regulatory, health and safety requirements. They include the Certificado de Conformidade de Produto ABNT (Certificate of Product Conformity of the Brazilian Association of Technical Standards - ABNT), Appraisal Report NR17 Ergonomics (Regulatory Standard of the Ministry of Labor) and RoHS Statement (Restriction of Hazardous Substances). This preliminary assessment aims at ensuring the quality of the furniture provided, ensuring the working conditions for employees and customer services.



FS6 Percentage of business portfolio for business lines per specific region, size (e.g., micro, SME, large) and by sector

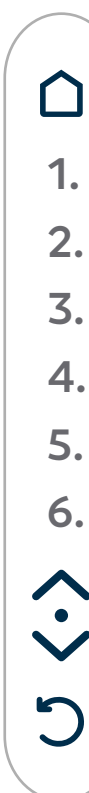
Agribusiness Portfolio

By operating with customers from small producers to large agribusiness companies, we finance production costs and marketing of farming products, rural investments – such as construction and expansion of warehouses, acquisition and modernization of machinery and implements, as well as the processing and industrialization of farming products and adjustment of rural properties to environmental legislation.

	2020 (in R\$ billion)	2021 (in R\$ billion)	2022 (in R\$ billion)	Change 2021-2022
NORTH				
Individuals	14.73	19.61	25.50	30%
Businesses	0.19	0.41	0.24	-42%
Total	14.92	20.02	25.74	29%
NORTHEAST				
Individuals	15.77	20.19	25.72	27%
Businesses	0.51	0.75	0.21	-73%
Total	16.28	20.94	25.93	24%
MIDWEST				
Individuals	57.32	75.54	95.54	26%
Businesses	2.65	3.46	2.40	-31%
Total	59.97	79.00	97.94	24%
SOUTHEAST				
Individuals	40.73	50.18	61.85	23%
Businesses	8.40	4.91	6.36	30%
Total	49.13	55.09	68.22	24%
SOUTH				
Individuals	41.33	50.36	63.92	27%
Businesses	4.56	7.02	4.31	-39%
Total	45.89	57.38	68.23	19%
TOTAL				
Total	186.21	232.43	286.05	23%
Medium and Large Producers	118.88	159.01	208.85	31%
Very Small and Small Producers	51.02	56.87	63.68	12%
Farming Companies and Cooperatives	16.31	16.55	13.52	-18%

Agribusiness by type of item financed (R\$ million)

	2020	2021	2022	Change 2020-2021
Classified Loan Portfolio	186,208	232,429	286,047	23%
Cotton	1,259	1,569	1,492	-5%
Storage	7,276	9,869	11,708	19%
Rice	1,787	2,677	2,336	-13%
Poultry breeding	2,931	3,955	3,954	0%
Cattle raising	46,948	58,462	68,828	18%
Meat	33,353	44,015	55,617	26%
Milk	13,595	14,447	13,212	-9%
Coffee	4,881	6,888	9,357	36%
Trucks/Vehicles	2,540	2,391	2,445	2%
Sugarcane	2,720	3,410	3,944	16%
Agri-industrial credit	8,653	2,251	4,706	109%
Other	29,764	32,569	36,296	11%
Eucalyptus/Pine/Forests	1,233	1,032	931	-10%
Machinery and Implements	32,094	41,088	53,222	30%
Soil improvement	7,142	8,310	10,491	26%
Corn	8,248	15,872	18,812	19%
Pasture	5,141	6,261	7,595	21%
Soybean	20,488	31,437	44,917	43%
Swine farming	2,059	2,605	2,514	-3%
Wheat	1,045	1,784	2,498	40%



FS7 Monetary value of products and services designed to deliver a specific social benefit for each business line, broken down by purpose | **FS8** Monetary value of products and services designed to deliver a specific environmental benefit to each business line, broken down by purpose.

Assets management

Product	Type of attributes	Description (purpose, product description and, when relevant, target environmental/social aspect)	Balance in 2020 (R\$ million)	Balance in 2021 (R\$ million)	Balance in 2022 (R\$ million)	Change 2021- 2022
Fundo BB Ações Sustentabilidade	Environmental	It transfers 20% of administration fee to the Fundação Banco do Brasil program. This Fund is composed of an asset portfolio whose gross profitability reflects the behavior of the theoretical portfolio of the Corporate Sustainability Index (ISE).	28.0	27.5	17.6	-36%
Fundo BB Ações Equidade	Social	Its characteristic is to allocate funds to publicly-held companies that are signatories of the Women's Empowerment Principles.	269.6	174.2	102.3	-41%
Fundo BB Ações Equidade Private*	Social	The fund is for the Private Banking and Retail segments and its characteristic is to allocate funds to publicly-held companies that are signatories of the Women's Empowerment Principles.	215.5	130.4	This fund was merged into BB Ações Sustentabilidade	
BB Ações Equidade FIC*	Social	The fund is for the Private Banking and Retail segments and its characteristic is to allocate funds to publicly-held companies that are signatories of the Women's Empowerment Principles.	51.9	38.2	97.4	155%
Fundo BB Asset Ações Equidade*	Social	It invests 60% of its funds in Brazil and 40% in one or more funds headquartered abroad. Allocations prioritize companies that include and consider their business impact and/or directly promote environmental and social responsibility in the environment and the community.	2.1	2.3	1.9	-17%
Fundo BB Multimercado LP Global Green Private	Environmental Social	The fund family aims to invest in companies that adopt or foster equity practices by disseminating, in addition to gender equity issues, women's empowerment in the corporate environment.	344.4	374.5	98.5	-73%
Fundo BB Multimercado LP Global Vita Private	Environmental	It aims to add profitability to funds invested by unit holders, keeping at least 60% of their shareholders' equity in financial assets in Brazil and at the most 40% of their equity in financial assets abroad committed to ESG issues, more specifically Environment, Sustainability and conscious use of resources.	494.2	519.2	156.1	-69%
Fundo BB Ações Governança	Governance	It brings longevity and quality of life issues to the portfolio management strategy. The fund aims to compose a portfolio of financial assets focused on shares issued by companies in the health, biotechnology, nutrition and environment sectors, among others related to healthy life expectancy.	1,245.40	994.6	884.5	-11%
Fundo BB Ações Carbono Sustentabilidade (1)	Environmental	It aims to follow the Corporate Governance Trade Index (IGCT) theoretical portfolio, an index composed of shares of companies recognized for good corporate governance practices. They must trade in the New Market or be classified in Levels 1 or 2 of B3.	3.7	2.5	This fund was merged into BB Ações Sustentabilidade	
BB Ações ESG FI BDR Nível I	Environmental Social Governance	It follows the Carbon Efficient Index (ICO2), composed of shares of companies participating in the IBrX-50 and that adopt transparent practices regarding their Greenhouse Gas (GHG) emissions.	647.6	2,396.7	1,279.5	-46%

Product	Type of attributes	Description (purpose, product description and, when relevant, target environmental/social aspect)	Balance in 2020 (R\$ million)	Balance in 2021 (R\$ million)	Balance in 2022 (R\$ million)	Change 2021- 2022
BB Ações ESG Globais BDR I ^{(2)*}	Environmental Social Governance	The fund family aims at offering to unit holders, in the medium and long terms, consistent and competitive performance in relation to global stock market, within fluctuations and risks inherent in this market, by investing its funds primarily in receipts of shares of foreign companies that meet ESG (environmental, social and corporate governance) criteria and are traded in Brazil (BDR).	528.5	1,468.4	670.1	-54%
Brasilprev Top ASG Brasil FI Ações	Environmental Social Governance	The fund aims to invest its funds to compose an equity portfolio with shares of Brazilian companies that adopt good ESG (Environmental, Social and Governance) practices, with the purpose of achieving returns above the Corporate Sustainability Index (ISE).	—	108.4	34.4	-68%
Brasilprev Top ASG Multi IE Cred Priv	Environmental Social Governance	The strategy of this fund is to conduct ESG assessment of investments by assessing the risks and opportunities in terms of social impacts on the environment and the investment, and corporate governance practices.	—	757.0	42.4	-94%
Brasilprev Private ASG FIC Multimercado*	Environmental Social Governance	The fund aims to achieve returns above the B3's Corporate Sustainability Index (ISE) through unique and differentiated strategies, by assessing the risks and opportunities in terms of social impacts on the environment and the investment, and corporate governance practices.	—	125.3	43.0	-65%
BB Ações ASG Brasil	Environmental Social Governance	The fund aims to invest its funds in financial assets by proactively managing an equity portfolio with shares of Brazilian companies that adopt good ESG (Environmental, Social and Governance) practices.	—	9.9	8.3	-16%
BB Nordea Global Disruption ESG IE	Environmental Social Governance	The fund invests in global, disruptive and sustainable companies	—	58.1	19.0	-67%
BB Asset Nordea Global Disruption ESG IE *	Environmental Social Governance	The fund invests in global, disruptive and sustainable companies	—	1.3	1.6	25%
BB FX Nordea Global Disruption ESG Private IE *	Environmental Social Governance	This fund is for the Private Banking segment and aims to invest in global, disruptive and sustainable companies	—	53.3	18.1	-66%
BB Top Nordea Global Climate And Environment Investimento no Exterior FI Ações	Environmental	The fund family invests in companies that, through climate solutions, are changing the world for the better.	—	30.5	27.4	-10%
BB Nordea Global Climate And Environment Investimento no Exterior FI Ações	Environmental	The fund family invests in companies that, through climate solutions, are changing the world for the better.	—	1,266.5	601.5	-52%
BB Asset Nordea Global Climate And Environment Investimento no Exterior FIC Ações*	Environmental	The fund family invests in companies that, through climate solutions, are changing the world for the better.	—	7.8	5.5	-29%



Product	Type of attributes	Description (purpose, product description and, when relevant, target environmental/social aspect)	Balance in 2020 (R\$ million)	Balance in 2021 (R\$ million)	Balance in 2022 (R\$ million)	Change 2021- 2022
BB FX Nordea Global Climate And Environment Investimento no Exterior FIC Ações*	Environmental	The fund family invests in companies that, through climate solutions, are changing the world for the better.	—	168.8	63.3	-62%
BB TOP ASG FI Multimercado LP ³	Environmental Social Governance	The fund seeks a balanced exposure in fixed and variable-income assets, focused on the national and international financial and capital markets, which adopt good ESG (Environmental, Social and Governance) practices.	—	254.1	189.2	-25%
BB ASG FIC Multimercado LP ^{3*}	Environmental Social Governance	The fund seeks a balanced exposure in fixed and variable-income assets, focused on the national and international financial and capital markets, which adopt good ESG (Environmental, Social and Governance) practices.	—	206.9	161.2	-22%
BB ASG Private FIC Multimercado LP ^{3*}	Environmental Social Governance	The fund seeks a balanced exposure in fixed and variable-income assets, focused on the national and international financial and capital markets, which adopt good ESG (Environmental, Social and Governance) practices.	—	47.7	28.7	-40%
BB BRL Lyxor BridgeWater All Weather Sustainability Investimento no Exterior FIC Multimercado ⁴	Environmental Social Governance	The All Weather Sustainability strategy is the result of applying Bridgewater's systematized investment process built over more than 45 years with the challenge of achieving financial and sustainability goals.	—	—	29.6	—
BB Top Carbono FI Multimercado LP ⁴	Environmental	The Fund aims to add returns to the resources invested by the quota holders using opportunities, mainly, in assets related to carbon credits, in Brazil or abroad, and may operate in the spot and derivatives markets.	—	—	15.4	—
BB Carbono FIC Multimercado LP ⁴	Environmental	The Fund aims to add returns to the resources invested by the quota holders using opportunities, mainly, in assets related to carbon credits, in Brazil or abroad, and may operate in the spot and derivatives markets.	—	—	15.9	—
BB FX Pictet Global Environmental Opportunities Investimento no Exterior FI Ações ⁴	Environmental Social Governance	The Fund acquires shares in global companies, selected for their adherence to ESG positioning criteria. The strategy invests in companies providing products and services that help minimize negative ecological impact and improve resource efficiency and is classified by the European SFDR regulation as Article 9	—	—	1.2	—
BB FX AllSpring Climate Transition Investimento no Exterior FI MULTimercado ⁴	Environmental	The Fund aims to invest at least 2/3 of the portfolio in investment grade credit with good credit ratings. The Fund also aims to achieve full decarbonization of the portfolio by 2050. The climate transition credit strategy is designed to deliver attractive financial returns while helping investors, companies, and the transition of the 'real' global economy to zero carbon.	—	—	1.2	—

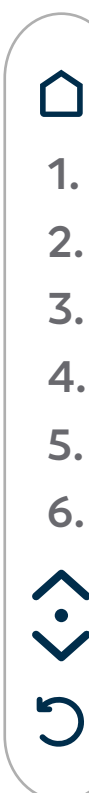
¹ Funds closed for investment.

² Fund reformulated in 2020 to include ESG criteria in its name and purpose.

³ Fund reformulated in 2021 to include ESG criteria in its name and purpose.

⁴ Fund launched in 2022.

* The balances of these funds make up the balances of the funds immediately above them (in bold) and should not be computed in the total balance of funds.



Agribusiness Credit

Product	Type of attributes	Description (purpose, product description and, when relevant, target environmental/social aspect)	Balance in portfolio in 2020 (R\$ million)	Balance in portfolio in 2021 (R\$ million)	Balance in portfolio in 2022 (R\$ million)	Change 2021-2022	Number of transaction conducted in 2020 ⁽³⁾	Number of transaction conducted in 2021 ⁽³⁾	Number of transaction conducted in 2022	Amount of disbursement in 2022 (R\$ million)
Programa ABC	Environmental	Its main purpose is to reduce GHG emissions arising from farming activities and deforestation, as well as to encourage the recovery of degraded areas	8,055	7,434	8,686	17%	2,095	1,793	1,527	2,627
ABC Recuperação	Environmental	Recovery of degraded pastures.	3,404	3,583	3,866	8%	1,262	1,162	814	983
ABC Orgânico	Environmental	Implementation and improvement of organic farming production systems.	7	7	11	50%	3	9	6	5
ABC Plantio Direto	Environmental	Implementation and improvement of No-till System on Straw.	2,156	2,522	3,361	33%	644	375	479	1,273
ABC Integração	Environmental	Implementation and improvement of crop-livestock, crop-forest, livestock-forest or crop-livestock-forest integration systems and agroforestry systems.	286	298	358	20%	50	56	66	116
ABC Florestas	Environmental	Implementation, maintenance and improvement of commercial forest management, including those for industrial use or charcoal production.	852	779	703	-10%	79	64	61	82
ABC Ambiental	Environmental	Adjustment or regularization of rural properties in view of environmental legislation, including recovery of legal reserves, permanent preservation areas, and degraded areas, as well as implementation and improvement of sustainable forest management plans.	103	177	200	13%	34	107	39	46
ABC Tratamento de Dejetos	Environmental	Implementation, improvement and maintenance of management systems for manure and waste from animal production for the purpose of generating energy and composting.	36	38	46	21%	9	6	10	12
ABC Dendê	Environmental	Implementation, improvement and maintenance of oil palm forests, mainly in degraded productive areas.	—	—	2	—	—	—	1	2
ABC Fixação	Environmental	Encouraging the use of biological nitrogen fixation.	6	17	127	654%	3	9	51	108
ABC Cultivos Permanentes	Environmental	Implementation, improvement and maintenance of oakberry, cocoa, olive and walnut plantations.	12	13	13	-3%	11	5	—	—
ABC Demais ⁽¹⁾	Environmental	Other ABC operations without subprogram identification.	1,194	—	—	—	—	—	—	—



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Product	Type of attributes	Description (purpose, product description and, when relevant, target environmental/social aspect)	Balance in portfolio in 2020 (R\$ million)	Balance in portfolio in 2021 (R\$ million)	Balance in portfolio in 2022 (R\$ million)	Change 2021-2022	Number of transaction conducted in 2020 ⁽³⁾	Number of transaction conducted in 2021 ⁽³⁾	Number of transaction conducted in 2022	Amount of disbursement in 2022 (R\$ million)
Custeio Plantio Direto	Environmental		25,308	40,271	59,042	47%	128,229	134,548	142,256	61,375
Custeio Agrícola Tradicional - Plantio Direto	Environmental	Financing the No-till System on Straw (SPDP).	19,208	33,214	48,721	47%	37,766	48,973	55,123	50,488
Pronamp Custeio - Plantio Direto	Environmental		3,732	3,815	5,572	46%	26,880	22,558	21,539	6,420
Pronaf Custeio - Plantio Direto	Environmental Social		2,368	3,242	4,749	46%	63,583	63,017	65,594	4,467
Pronaf Mais Alimentos	Social	Financing to family farmers and rural producers for investment in their production and service structure.	36,336	38,763	40,146	4%	92,578	82,228	62,529	6,894
Pronaf Investimento	Environmental Social	Credit lines for farmers eligible for investment through Pronaf.	1,772	1,613	1,824	13%	3,982	5,112	6,490	436
Pronaf Florestal	Environmental Social	It aims to support investments in projects that meet requirements defined by the Secretariat of Family Agriculture/Ministry of Agrarian Development for agroforestry systems; ecologically sustainable extractive exploitation; forest management and management plan, including costs for the implementation and maintenance of the enterprise; and enrichment of areas that already have diversified forest coverage, planting one or more forest species native to the biome.	128	124	118	-5%	9	2	—	—
Pronaf Agroecologia	Environmental Social	Credit line for farmers eligible for investment through Pronaf to specific projects of agroecological or organic production systems, including costs for the implementation and maintenance of the enterprise.	14	14	14	-2%	45	29	25	2
Pronaf Bioeconomia - Dendê / Seringueira	Environmental Social	Credit line to farmers eligible for investment through Pronaf in implementation of oil palm or rubber tree crops, financing associated costs for maintenance of the crop.	11	10	5	-46%	—	—	1	—
Pronaf Bioeconomia	Environmental Social	Credit line dedicated to farmers eligible to Pronaf and who wish to implement, use, recover or adopt renewable energy and/or environmental technologies, water storage, use of small hydropower, forestry or preservation practices and practices intended to correct soil acidity and fertility.	318	466	700	50%	1,065	2,381	3,319	285
Pronaf Mulher	Social	Financing for women farmers regardless of their civil status.	63	56	45	-20%	118	32	15	1

Product	Type of attributes	Description (purpose, product description and, when relevant, target environmental/social aspect)	Balance in portfolio in 2020 (R\$ million)	Balance in portfolio in 2021 (R\$ million)	Balance in portfolio in 2022 (R\$ million)	Change 2021-2022	Number of transaction conducted in 2020 ⁽³⁾	Number of transaction conducted in 2021 ⁽³⁾	Number of transaction conducted in 2022	Amount of disbursement in 2022 (R\$ million)
Pronaf Agroindústria	Social	Financing to family farmers and agricultural producers (individuals and companies), and cooperatives for investment in processing, storage, processing and trading of agricultural, extractive, artisanal and forest products; and to support rural tourism.	495	499	539	8%	66	92	52	80
Pronaf Cotas-partes	Social	Financing for payment of quotas by Pronaf beneficiaries associated with rural production cooperatives; and for the cooperative to use it for working capital, funding, investment or financial recovery.	20	17	—	-100%	1	—	—	—
Pronaf Programas Especiais - Semiárido	Environmental Social	Investments in projects for coexistence with the semiarid region focused on sustainability of agroecosystems and aimed at implementing, expanding, recovering or modernizing productive infrastructure, including those related to projects of agricultural and non-agricultural production and services, according to the reality of the families in the region.	—	63	46	-27%	26	1	—	—
Pronaf Programas Especiais - Jovem	Social	Financing to farmers and rural producers (individuals) for investment in production activities, provided that beneficiaries are over 16 and under 29, among other requirements.	2	1	1	-31%	3	—	6	—
Pronaf Grupo B	Social	Financing to farmers and rural producers (individuals), who have obtained gross family income of up to R\$23,000 in the 12 months of regular production preceding request for Declaration of Aptitude to PRONAF (DAP).	19	9	9	7%	37	29	3	—
Pronaf Reforma Agrária - Planta Brasil - Grupo A	Social	Financing of investments for the implementation, expansion and modernization of agricultural and non-agricultural production and service infrastructure in the rural facilities or in nearby rural community areas operated by beneficiary families of the National Agrarian Reform Program (PNRA) and the National Land Credit Program (PNCF).	702	354	347	-2%	2,612	2,546	3,069	67
Investimentos	Environmental Social	Credit lines for environmentally and socially-oriented farming investments.	20,954	23,599	26,735	13%	10,241	9,078	8,273	5,630
Pronamp Investimento	Environmental Social	Investment program aimed at promoting the development of medium rural producers' activities, providing increased income and creating jobs in rural areas.	7,084	7,259	6,898	-5%	6,537	4,135	3,499	980
Moderagro	Environmental Social	Fixed credit line for farming investments with funds from the Brazilian Development Bank (BNDES). It fosters actions related to animal defense and implementation of traceability systems for animals for human consumption. This program supports recovery of soils, in addition to promoting the production, processing, industrialization and storage of beekeeping, aquaculture, poultry, chinchilla farming, rabbit farming, floriculture, fruit growing, horticulture, fishing, sheep and goat farming, dairy farming, frog breeding, sericulture and swine farming sectors.	3,282	2,113	2,542	20%	1,561	2,205	1,918	679

Product	Type of attributes	Description (purpose, product description and, when relevant, target environmental/social aspect)	Balance in portfolio in 2020 (R\$ million)	Balance in portfolio in 2021 (R\$ million)	Balance in portfolio in 2022 (R\$ million)	Change 2021-2022	Number of transaction conducted in 2020 ⁽³⁾	Number of transaction conducted in 2021 ⁽³⁾	Number of transaction conducted in 2022	Amount of disbursement in 2022 (R\$ million)
Programa de Construção e Ampliação de Armazéns (PCA)	Social	It aims to support investments required for expanding and constructing new warehouses. Accordingly, it contributes to improving rural producers' income and distribution and storage of food produced in the country, and also supports food security.	5,820	7,678	9,176	20%	418	454	334	1.831
Inovagro	Environmental	The Program for Incentive to Technological Innovation in Agricultural Production supports investments required for the incorporation of technological innovation in rural properties and aims to increase productivity, adoption of good agricultural and rural property management practices and competitive insertion of agricultural producers in different consumer markets.	4,090	5,098	6,150	21%	1,419	1,819	2,092	1.527
Moderinfra	Environmental	Financing for development of sustainable irrigated farming, as well as for encouraging the use of production structures in a protected environment and for the protection of fruit growing in temperate climates against hail.	678	1,451	1,968	36%	306	465	430	613
FCO Verde ⁽²⁾	Environmental	FCO Verde (FCO Green) aims at financing the environmental and land regularization of rural real estate properties in the Midwest region, whose purpose is to implement production systems and technologies for mitigating greenhouse gases (GHG).	—	1,004	1,022	2%	—	116	239	197
Prodecoop ⁽²⁾	Social	Programa de Desenvolvimento Cooperativo para Agregação de Valor à Produção Agropecuária (Prodecoop – Program for Cooperative Development to Add Value to Agricultural Production). Credit line aimed to boost competitiveness of the agro-industrial complex of Brazilian farming cooperatives by updating the production and marketing systems.	—	540	451	-16%	—	1	—	—
Pronaf Custeio - Exceto Plantio Direto	Social	Acquisition of seeds, fertilizers, pesticides, vaccines, feed and other items required for agricultural or livestock production by family producers with Declaration of Aptitude to Pronaf (DAP), except for groups A and A/C.	6,296	8,294	11,626	40%	164,355	167,001	170,150	9,405

ESG Funding Products

Product	Type of attributes	Description (purpose, product description and, when relevant, target social group)	Funding in 2020 (R\$ million)	Funding in 2021 (R\$ million)	Funding in 2022 (R\$ million)
LCA Verde	Environmental	Launched in 2021, the Agribusiness Letter of Credit is aimed to foster the Banco do Brasil's sustainability portfolio. Funds are exclusively allocated to loan operations linked to low-carbon agriculture, renewable energy and other lines that meet the ESG criteria stated in BB Sustainable Finance Framework.	—	1,182	4,337

After the review of the Sustainable Loan Portfolio performed in November 2021, and based on the second opinion from the consulting firm Sitawi, we stopped to report transaction conducted in the municipalities covered by Sudene (Superintendency for the Development of the Northeast Region) in general, which were reported up to the 2020 Annual Report. Beginning this year, only operations contracted through Sudene credit line will be included, and will be recorded as Companies Loans.

(1) The credit line was closed and replaced with FCO Verde as from 2021.

(2) Credit lines included in our Sustainable Loan Portfolio in the review performed in 2021.

(3) Data rectified with respect to that published in previous years. [2-4]

Individuals loans

Product	Type of attributes	Description (purpose, product description and, when relevant, target environmental/social aspect)	Balance in portfolio in 2020 (R\$ million)	Balance in portfolio in 2021 (R\$ million)	Balance in portfolio in 2022 (R\$ million)	Change 2021-2022	Number of transaction conducted in 2020	Number of transaction conducted in 2021	Number of transaction conducted in 2022	Amount of disbursement in 2022 (R\$ million)
Fundo de Amparo ao Trabalhador (FAT) Táxi	Social	Financing line for domestically produced new vehicles, aimed to renew the taxi fleet in Brazil; it also benefits new licensees, favoring employment and income generation and maintenance.	100.3	46.83	28.54	-39.05%	239	181	239	11.3
BB FCO Energia Renovável PF ⁽¹⁾	Environmental	Financing line intended for Individuals served by the Fundo Constitucional de Financiamento do Centro-Oeste (FCO – Constitutional Fund for the Financing of the Midwest Region), aimed to finance equipment and services for very small and small-scale generation of solar energy to support household consumption and generate credits for offsetting with the energy distributors.	—	1.09	6.74	518%	208	37	208	6.77
BB Crédito Energia Renovável PF ⁽¹⁾	Environmental	Financing line intended for Individuals aimed to finance equipment and services for very small and small-scale generation of solar energy to support household consumption and generate credits for offsetting with the energy distributors.	—	184.6	519.52	181.4%	—	7,465	14,877	430.59

(1) Credit lines valid as from 2021 and included in our Sustainable Loan Portfolio in the review performed in 2021.

Companies loans

Social Business										
Product	Type of attributes	Description (purpose, product description and, when relevant, target social group)	Balance in portfolio in 2020 (R\$ million)	Balance in portfolio in 2021 (R\$ million)	Balance in portfolio in 2022 (R\$ million)	Change 2021-2022	Number of transaction conducted in 2020	Number of transaction conducted in 2021	Number of transaction conducted in 2022	Amount of disbursement in 2022 (R\$ million)
Programa de geração de renda (Proger)*	Environmental Social	Financing line for micro and small companies for investment projects, with or without associated working capital, that provide generation or maintenance of employment and income in urban areas to enable sustainable development of micro and small companies aligned with Proger Urbano.	867	485.04	299	-38.3%	(No new contracts through this credit line*)	466	363	65.6
BB FCO Programa de Desenvolvimento Turismo Regional ⁽¹⁾	Social	The financing line for regional tourism development is aimed to the modernization, granting of fixed credit line, access to goods and services required to the implementation, expansion and modernization of touristic enterprises.	—	449.32	—	-4.7%	—	34	52	67.84



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Product	Type of attributes	Description (purpose, product description and, when relevant, target social group)	Balance in portfolio in 2020 (R\$ million)	Balance in portfolio in 2021 (R\$ million)	Balance in portfolio in 2022 (R\$ million)	Change 2021-2022	Number of transaction conducted in 2020	Number of transaction conducted in 2021	Number of transaction conducted in 2022	Amount of disbursement in 2022 (R\$ million)
BB FCO Programa de Infraestrutura Econômica ⁽¹⁾	Social	This financing line intended for economic infrastructure is aimed at implementing, expanding, modernizing and reforming the economic infrastructure by financing and granting credit to services and goods required by the river transportation, wastewater, water supply, treatment of domestic and industrial effluents, composting and landfill, and energy generation from renewable sources sectors.	—	1,398.44	1,486.94	6,3%	—	26	24	229.11
BB FCO Capital de Giro Dissociado Covid-19 ⁽¹⁾⁽³⁾	Social	This financing line is aimed at financing working capital needs based on Resolution CMN 4798, of April 6, 2020, given the public calamity scenario due to the global Covid-19 pandemic. All expenses related to costs, maintenance and establishment of inventories, including salaries, contributions and sundry expenses under risk of not being settled as a result of the reduction or stoppage of productive activity, as a result of the Covid-19 pandemic, are eligible to be financed.	—	79.49	—	-100%	—	—	—	—
Sudene - FDNE ⁽¹⁾	Environmental Social	This credit line is aimed to foster the regional development of the areas within the scope of the Superintendência do Desenvolvimento do Nordeste (SUDENE - Superintendency for the Development of the Northeast Region), through Fundo de Desenvolvimento do Nordeste (FDNE - Fund for the Development of the Northeast Region), ensuring funds for investments in infrastructure, public services and productive enterprises. Its target audience is medium and large companies, including state-owned enterprises (SOE). Sudene's mission is to articulate and foster cooperation of representative social forces to promote inclusive and sustainable development in the Northeast region, cultural preservation and competitive integration of the region's economic base into national and international markets.	2,033	2,380	3,318	39.4%	6	16	13	1037
PESE Fopag ⁽⁴⁾	Social	Emergency credit line to finance for up to four months payroll of small and medium companies according to the Emergency Employment Support Program regulated by Law 14043 of August 19, 2020, with companies with annual gross revenue higher than R\$360,000 (exclusive) and equal to or less than R\$50 million (inclusive) as target audience, calculated based on year ended in December 31, 2019.	1,040	677.1	276.2	60.5%	27,071	—	No transactions were conducted	—
Pronampe ⁽²⁾	Social	Working capital line of credit linked to the National Support Program for Micro and Small Companies (Pronampe) regulated by Law 13999 of May 18, 2020. The program became permanent under Law 14161, of June 2, 2021, and targets customers from the micro and small business sectors with Annual Gross Revenue of up to R\$4.8 million registered with the Federal Revenue Service	7,093	13,660	21,870	60.1%	112,300	96,134	130,091	12,006

(1) Credit lines included in our Sustainable Loan Portfolio in the review performed in 2021.

(2) Funds from the program are subject to availability.

(3) Resolution 4,798, which implemented this financing line, established a term for the contracting of transactions: "VIII – contracting term: as long as the public calamity state persists, as recognized by the Executive Branch, limited to December 31, 2020."

(4) Line effective until October 31, 2020.

* The credit line has been suspended since 2020, and was not included in our Sustainable Loan Portfolio. Its inclusion will be assessed in due course.



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Government loans

Product	Type of attributes	Description (purpose, product description and, when relevant, target social group)	Balance in portfolio in 2020 (R\$ million)	Balance in portfolio in 2021 (R\$ million)	Balance in portfolio in 2022 (R\$ million)	Change 2021-2022	Number of transaction conducted in 2020	Number of transaction conducted in 2021	Number of transaction conducted in 2022	Amount of disbursement in 2022 (R\$ million)
BB Financiamento Setor Público (operações com estados e municípios)	Social	Financing, with transfer of external or own resources, of programs and actions provided for in states' strategic planning. It has social impacts as it improves the quality of life of population.	47,934	50,706	45,753	9,76%	20	13	18	4,096
Programa Eficiência Municipal	Social	It supports projects for investment or acquisition of goods and services, on an isolated basis, by the municipal public administration intended for improving infrastructure and efficiency in public management, and the quality of public services. Thus, it contributes to the economic development of municipalities and to the quality of life of communities.	1,518	1,623	1,997	23,04%	164	67	102	793

Insurance and Capitalization

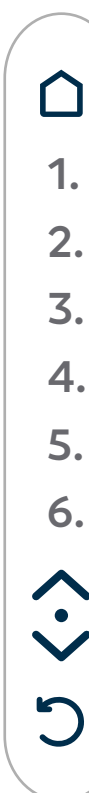
Product	Type of attributes	Description (purpose, product description and, when relevant, target social group)	Balance in 2020 (R\$ million)	Balance in 2021 (R\$ million)	Balance in 2022 (R\$ million)	Change 2021-2022
Ourocap Estilo Flex ⁽¹⁾	Environmental	Environment – it transfers to Fundação BB the percentage of 0.25% of total funds collected from the 48 monthly installments paid by subscribers of PP 93 premium bonds, in the amount of R\$250.00 to R\$500.00, debited from the current accounts.	2.4	1.4	0.4	-70.86%

(1) 2021 revenue from Ourocap Estilo Flex products totaled R\$1,476,402.02. The amount of R\$3,669.40 from the sales in 2021 was transferred to Fundação BB.



Means of payments

Product	Type of attributes	Description (purpose, product description and, when relevant, target social group)	Amount collected for donation in 2020 (R\$ thousand)	Amount collected for donation in 2021 (R\$ thousand)	Amount collected for donation in 2022 (R\$ thousand)	Change 2021-2022	Card revenues in 2020 (R\$ thousand)	Card revenues in 2021 (R\$ thousand)	Card revenues in 2022 (R\$ thousand)	Revenues in relation to total card revenues in 2020 (%)	Revenues in relation to total card revenues in 2021 (%)	Revenues in relation to total card revenues in 2022 (%)
Ourocard Origens Reciclado	Environmental	Our first card produced with recycled plastic. For each unit ordered, the customer donates R\$5.00 to Instituto Terra, which promotes recovery and sustainable management of the Atlantic Forest. Customers automatically adhere to invoice rounding service and contribute to the planting of one of the 400 trees required to promote the recovery of a natural water spring.	1.9	1.43	0.86	-40%	13,061	7,456	4,569	0.004	0.000002	0.001
Cartão de Pagamento da Defesa Civil (CPDC)	Social	Card intended to pay for expenses with relief actions, assistance to victims and restoration of essential services used exclusively in emergency situations or in public calamity state and recognized by the National Secretariat for Civil Defense.	—	—	—	—	118,696	167,724	326,743	0.04	0.04	0.07
Arrendamento da fatura	Environmental	Ourocard holders who subscribe to this service have their invoice value rounded up to the next whole amount. Cents corresponding to this difference are donated to a non-profit partner institution. Currently, donations are exclusively allocated to Instituto Terra, which promotes reforestation of the Atlantic Forest's deforested areas and is responsible for recovering more than 40 million sq.m.	175.7	170.9	163.3	-4.47 %	44,755	48,880	39,748	0.01	0.01	0.009



Social Business

Product	Type of attributes	Description (purpose, product description and, when relevant, target social group)	Balance in the portfolio in 2020 (R\$ million)	Balance in the portfolio in 2021 (R\$ million)	Balance in the portfolio in 2022 (R\$ million)	Change 2021-2022	Number of operations carried out in 2020	Number of operations carried out in 2021	Number of operations carried out in 2022	Amount of disbursement in 2022 (R\$ million)
Programa Minha Casa Minha Vida (PMCMV) (Faixas 1, 1,5, 2, 3 e Rural)	Social	It contemplates financing of enterprises and houses that fulfill requirements such as inclusion of the elderly and of people with special needs; environmental preservation rules and attitudes, such as the use of equipment and solutions; compliance with recommendations during construction work; and promoting discussions and dissemination among its members of knowledge on reuse of materials, rational use of natural resources, alternative low-cost measures for heating water/degradable materials for construction or other uses, risks arising from non-environmental preservation and other relevant issues.	21,572 MCMV: 21,183 MCMV Agreements ⁽¹⁾ 389	20,557 ⁽²⁾ MCMV: 20,197 MCMV Agreements 360	MCMV: 19,989 MCMV: 19,652 Agreements: 336 PCVA: 20 *Band1: 0 *Rural: 0	-2.8%	Individuals: 4,751 transactions were carried out. Companies: one transaction.	PCVA: 42	PCVA: 123	MCMV: there was no disbursement in 2022 PCVA: 0.43
BB Crédito Acessibilidade	Social	Credit line designed to finance assistive technology goods and services, aimed at promoting social inclusion and allowing equal opportunities for people with disabilities	182.70	199.9	226.3	13.2%	8,025	9,236	9,793	111.8
FIES – Fundo de Financiamento Estudantil*	Social	Ministry of Education program designed to finance undergraduate students enrolled in non-free institutions.	46,867	47,156	43.1	-8.69%	—	Note: since the 2 nd half of 2017, no new contracts have been made		—
BB Microcrédito Empreendedor	Social	Credit line for individual and corporate customers aligned with the National Program for Guided Productive Microcredit (PNMPO) intended for working capital or investment and dedicated to meeting entrepreneurs of small-scale productive activities' financial needs. It uses methodology based on direct relationship with entrepreneurs for the purpose of business guidance and monitoring.	108.40	67.56	28.8	-57.3%	62,816	31,739	9,206	31.5

(1) These amounts were not included in our Sustainable Loan Portfolio and their inclusion will be assessed in due course.

*Note: since the 2nd half of 2017, no new contracts have been made.



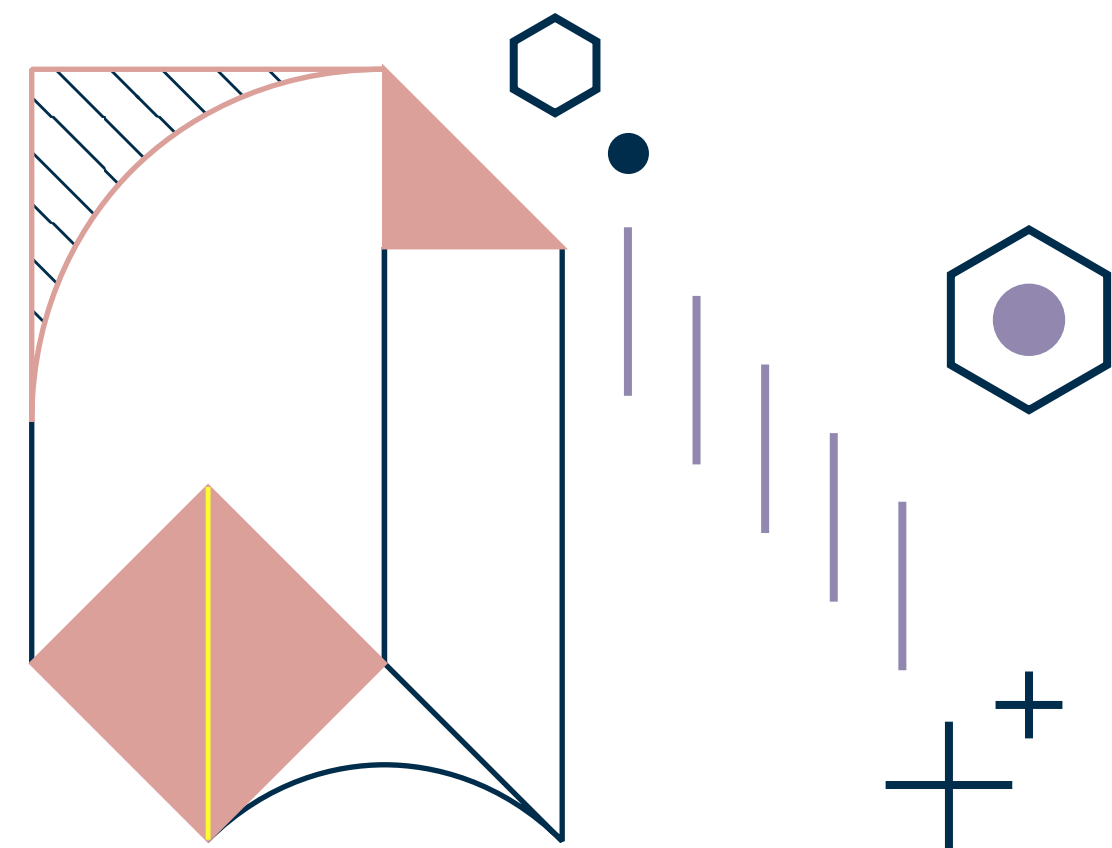
FS9 Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures

The **Environmental, Social and Climate Responsibility Policy** is part of the set of documents that make up our governance architecture and are evaluated by Internal Audit within the scope of the Corporate Governance and Management process.

The Annual Internal Audit Plan includes carrying out the assessments, in conclusive cycles of at most three years, of adherence to environmental and social policies and corporate environmental and social commitments we have assumed, such as the Equator Principles.

In 2022, we evaluated the management and effectiveness of the 2030 Agenda indicators, taking into account the adoption of environmental, social and governance (ESG) criteria and the sustainability strategy in business and administrative activities.

Improvement needs identified in these processes are forwarded for handling through recommendations, and the responsible manager and an implementation deadline consistent with the associated risk level are indicated.



FS10 Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues

All clients (100%) are analyzed by the Banco do Brasil's Specific Credit Policy, whose practices are made public through the BB Socioenvironmental Guidelines - Restrictive List and Exclusion List and the Sustainability Guidelines for Credit. These guidelines prohibit the concession of credit to customers who submit workers to degrading forms of work or conditions analogous to slavery, or who practice the sexual exploitation of minors or child labor, whose occurrences are recorded in an internal registry.

In the analysis process of larger companies, inserted in activities with higher potential of adverse socio-environmental impact, and also certain banking financial institutions and rural cooperatives, Evaluation Questionnaires of the Levels of Environmental, Social and Climatic Responsibility are applied, which allow the evaluation of their practices and the identification of eventual social, environmental and climatic risks.

BB's practices, disclosed through its Guidelines, also include the requirement for proof of environmental compliance, licensing and water allocation of the activities and projects financed, when applicable. Additionally, all operations have clauses that allow the decree of early maturity and the immediate suspension of disbursements in the event of a final administrative decision sanctioned and/or sentence that has become final and unappealable due to practices of race or gender discrimination, child labor, slave labor, human trafficking or moral or sexual harassment.

In this way, Banco do Brasil interacts on social and environmental issues with all the companies that are subject to registration and credit analysis, at all stages of these processes.

With the objective of identifying, assessing and managing social, environmental and climate risks in the financing of larger investment projects, in 2005 Banco do Brasil became the first public bank in the world to join the group of financial institutions that adhered to the Equator Principles, a risk management framework referenced in standards of the International Finance Corporation (IFC) and the World Bank.

In 2022, five operations were contracted under the Equator Principles, all of them for the energy sector, of which four related to Project Finance, with total capital cost equal to or higher than US\$ 10 million, and one Project Related Corporate Loan, with BB's participation in the financing equal to or higher than US\$ 50 million. In the year, there were no projects analyzed from the perspective of the Equator Principles that fit criteria that would lead to the denial of credit for environmental, social or climate issues.

For projects classified under the Equator Principles in categories A or B, in addition to proof of social and environmental compliance and applicable legislation, required for all BB credit operations, we require compliance with the Social and Environmental Sustainability Standards of the International Finance Corporation (IFC) and the Environmental, Health and Safety Guidelines of the World Bank, including the assessment of relevant social, environmental and climate risks and impacts, on topics such as human rights, biodiversity and climate change, and the constitution of an Environmental and Social Management System, with provision for preventive, mitigating and compensatory actions. The categories requiring specialized monitoring are:

Category A: developments requiring the preparation of an Environmental Impact Study (EIA), which have potential risks or significant adverse socio-environmental impacts that are multiple, irreversible, or unprecedented, especially when related to one of the following topics: indigenous peoples, critical habitats, cultural heritage or large-scale resettlement.

Category B: enterprises for which the environmental licensing process contemplates the preparation of an EIA or equivalent document, and which present potential risks and/or limited adverse social and environmental impacts, few in number, generally local, largely reversible and readily controllable by means of mitigating measures.

In 2022, for all projects falling into these two categories, Banco do Brasil required the hiring of an independent consulting firm to assess compliance with applicable legislation, the IFC Standards and the World Bank Guidelines, for the entire life of the financing. In addition to the Equator Principles, we adopted social, environmental and climate criteria in the evaluation of investment projects of R\$ 8 million or more.

In the Project Finance Advisory area, in all cases, we inform clients, through the inclusion of a clause in the financial advisory and structuring services proposal, about the need to comply with the Equator Principles if the project is to be financed by Banco do Brasil.

Description	2020	2021	2022
Number of operations contracted under the Equator Principles	3	7	5
Number of projects under Project Finance structure	3	6	4
Number of interacting customers (Equator Principles)	37	35	42
In addition to the Equator Principles, we adopt environmental and social criteria to assess the risk and credit limit of investment projects whose value is equal or higher than:	R\$2.5 million	R\$8 million	R\$8 million

Number of operations contracted under the Equator Principles	2020			2021			2022			
	Sector	Category A	Category B	Category C	Category A	Category B	Category C	Category A	Category B	Category C
Mining	—	—	—	—	—	—	—	—	—	—
Infrastructure	—	—	—	—	—	—	—	—	—	—
Oil and Gas	—	—	—	—	—	—	—	—	—	—
Energy	—	3	—	—	6	—	—	5	—	—
Other (industry)	—	—	—	—	1	—	—	—	—	—
Subtotal	—	3	—	—	7	—	—	5	—	—
Region	Category A	Category B	Category C	Category A	Category B	Category C	Category A	Category B	Category C	
Americas	—	3	—	—	7	—	—	5	—	
Europe, Middle East and Africa	—	—	—	—	—	—	—	—	—	
Asia	—	—	—	—	—	—	—	—	—	
Subtotal	—	3	—	—	7	—	—	5	—	
Country designation	Category A	Category B	Category C	Category A	Category B	Category C	Category A	Category B	Category C	
Designated country	—	—	—	—	—	—	—	—	—	
Country not designated	—	3	—	—	7	—	—	5	—	
Subtotal	—	3	—	—	7	—	—	—	—	
Independent consulting	Category A	Category B	Category C	Category A	Category B	Category C	Category A	Category B	Category C	
Yes	—	3	—	—	7	—	—	5	—	
No	—	—	—	—	—	—	—	—	—	
Subtotal	—	3	—	—	7	—	—	5	—	
Total	—	3	—	—	7	—	—	5	—	

FS13 Access points in low-populated or economically disadvantaged areas by type

We ended 2022 with 55,867 service posts including our own network, shared network and correspondents, being present in 92.9% of Brazilian municipalities.

Federal Unit	2020				2021				2022			
	Number of service posts (own network + third-party service stations)	Population density (people/sq.km2)	(Number of service posts/inhabitant) x 10,000	Change in number of service posts	Number of service posts (own network + third-party service stations)	Population density (people/sq.km2)	(Number of service posts/inhabitant) x 10,000	Change in number of service posts	Number of service posts (own network + third-party service stations)	Population density (people/sq.km2)	(Number of service posts/inhabitant) x 10,000	Change in number of service posts (2021-2022)
AC	186	4.47	2.536	-24	208	4.44	3.058	22	215	4.44	3.16	7
AL	802	112.33	2.57	-132	935	111.96	2.989	133	1,010	111.96	3.22	75
AP	207	4.69	3.092	-46	241	5.34	3.93	34	253	5.34	4.12	12
AM	841	2.23	2.414	-8	1,008	2.11	3.016	167	1,043	2.11	3.12	35
BA	3,836	24.82	2.737	-315	4,604	25.58	3.174	768	4,785	25.58	3.29	181
CE	2,400	56.76	2.839	-248	2,669	57.73	3.158	269	2,748	57.73	3.25	79
DF	1,481	444.07	5.762	-376	1,594	440.73	6.233	113	1,028	440.73	4.02	-566
ES	862	76.25	2.452	-226	911	74.9	0.263	49	1,448	74.9	4.19	537
GO	1,758	17.65	2.928	-311	2,021	17.12	3.457	263	1,965	17.12	3.36	-56
MA	1,337	19.81	2.034	-270	1,641	15.14	2.602	304	1,782	15.14	2.82	141
MT	732	3.36	2.412	-214	835	3.26	2.823	103	798	3.26	2.69	-37
MS	848	6.86	3.463	-132	1,125	6.52	4.815	277	1,051	6.52	4.49	-74
MG	4,613	33.41	2.354	-1,197	5,367	31.85	2.703	754	4,948	31.85	2.49	-419
PA	1,245	6.07	1.642	-11	1,680	5.84	2.294	435	1,732	5.84	2.36	52
PB	999	66.7	2.652	-312	1,190	66.17	3.179	191	1,279	66.17	3.41	89
PR	2,353	52.4	2.253	-699	2,582	53.03	2.438	229	2,447	53.03	2.31	-135
PE	1,905	89.63	2.166	-271	2,295	88.28	2.627	390	2,356	88.28	2.69	61
PI	1,084	12.4	3.476	-189	1,368	12.37	4.385	284	1,542	12.37	4.94	174
RJ	4,087	365.23	2.556	-180	4,317	361.07	2.723	230	4,127	361.07	2.6	-190
RN	1,147	59.99	3.51	-115	1,320	57.87	4.178	173	1,329	57.87	4.2	9
RS	2,190	39.79	2.048	-976	2,385	39.96	2.197	195	2,471	39.96	2.27	86
RO	316	6.58	2.023	-111	395	6.27	2.644	79	397	6.27	2.65	2
RR	196	2.01	4.351	-41	232	1.83	5.62	36	249	1.83	6.03	17
SC	1,577	65.29	2.524	-614	1,685	63.41	2.783	108	1,630	63.41	2.69	-55
SP	11,330	166.25	2.746	-406	12,371	165.05	3.016	1,041	12,129	165.07	2.95	-242
SE	451	94.35	2.181	-102	576	90.67	2.88	125	632	90.67	3.16	56
TO	465	4.98	3.361	-101	527	4.61	4.115	62	473	4.61	3.69	-54

Source: ARG System





The Mais BB Correspondent Network plays a key role in providing access to banking products and services by supplementing our network and being present in underserved areas. It is possible, therefore, to increase our capillarity and distribution capacity, and generate a positive impact on boosting banking, financial and social inclusion, and improve customer experience.

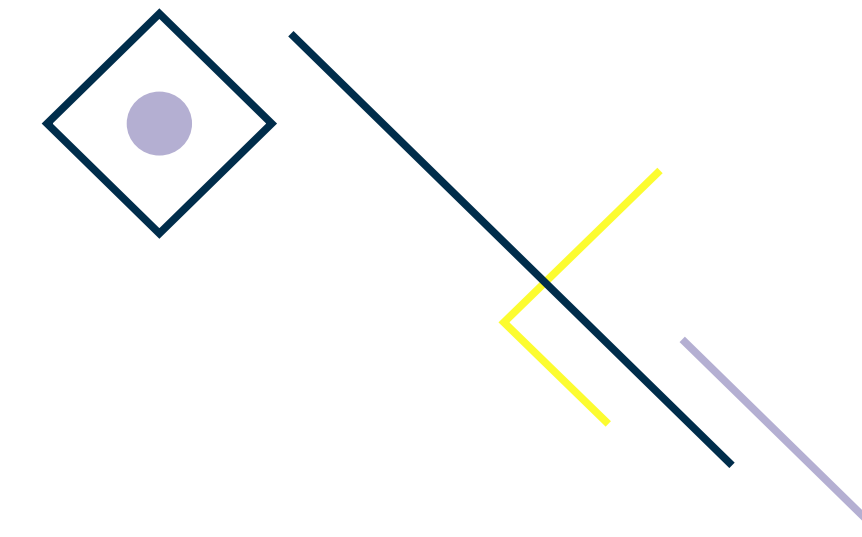
In addition, transactional correspondents, mostly formed by micro and small companies, can promote their main activity by increasing the flow of people in their stores.

Considering only branches or own service stations (Bacen position), we are an exclusive presence in 118 municipalities, as distributed by federal unit below:

Federal Unit	Number of municipalities		
	2020	2021	2022
AC	1	1	1
AL	4	4	4
BA	20	1	14
CE	3	3	4
GO	7	6	5
MA	3	3	3
MG	14	16	12
MS	3	2	2
MT	3	1	0
PA	1	0	0
PB	7	5	5
PE	2	2	3
PI	11	11	13
PR	3	3	1
RJ	1	0	0
RN	8	8	9
RR	1	3	3
SC	4	3	1
SE	5	2	2
SP	25	29	29
TO	6	7	7

FS14 Initiatives to improve access to financial services for disadvantaged people

In 2019, the process of adapting facilities (main floor) was completed). In 2020, we signed a new agreement with the Federal Public Prosecution (MPF) to seek full accessibility. In 2022, 1,561 facilities were benefited from acquisition of 2,461 new pieces of furniture to serve obese people, people with visual impairments and physically disabled people. Among purchased items there are counters, cashier counters and accessible service desks, wheelchairs, tactile map holders and furniture adapted for the obese. This acquisition benefited facilities in all regions of Brazil, located in 26 states and the Federal District.



GRI content index



Declaration of use

Banco do Brasil has reported the information cited in this GRI content index for the period from January 1 to December 31, 2022 with reference to the GRI Standards

GRI 1 standard used

GRI 1: Foundation 2021

For the Content Index – Essentials Service, GRI Services reviewed that the GRI Content Index is clearly presented in a manner consistent with the Standards, and that the references for disclosures 2-1 to 2-5, 3-1 and 3-2 are aligned with the appropriate sections in the body of the report. The service was performed on the Portuguese version of the report.

GRI standard	Content	Location	Omission			SDGS	External assurance (Y/N)
			Omitted requirement	Reason	Explanation		
GRI 2: General Disclosures 2021							
The organization and its reporting practices	2-1 Organizational details	12 , 13 , 15 The organization’s head office is located in Sector of Autarquias Norte, Quadra 5, Lot B, Banco do Brasil Building, Brasília, Distrito Federal, Brazil.					N
	2-2 Entities included in the organization’s sustainability reporting	15 , 16 More information available in Section 7 of the Reference Form .					N
	2-3 Reporting period, frequency and contact point	03 Our Report is published annually and covers the period from January 1 to December 31, 2022. Questions and comments on financial information: ri@bb.com.br and about sustainability: sustentabilidade@bb.com.br .					N
	2-4 Restatements of information	98 , 159 , 165 , 166 , 167 , 181					N
	2-5 External assurance	214					N
Activities and workers	2-6 Activities, value chain and other business relationships	13 , 15 , 16 , 36 , 87 , 88 , 158				3	N
	2-7 Employees	13 , 56 , 158 , 168 , 169					N
	2-8 Workers who are not employees	158				8, 10	N

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GRI standard	Content	Location	Omission			SDGS	External assurance (Y/N)
			Omitted requirement	Reason	Explanation		
Governance	2-9 Governance structure and composition	34 , 120 , 121					N
	2-10 Nominating and selecting the highest governance body	34					N
	2-11 Chair of the highest governance body	34					N
	2-12 Role of the highest governance body in overseeing the management of impacts	12 , 17 , 20 , 34 , 158 , 160				16	Y
	2-13 Delegation of responsibility for managing impacts	119 , 158				5, 16	Y
	2-14 Role of the highest governance body in sustainability reporting	5				16	N
	2-15 Conflicts of interest	116 , 159				5, 16	N
	2-16 Communication of critical concerns	21 , 33				16	N
	2-17 Collective knowledge of highest governance body	116					N
	2-18 Evaluation of the performance of the highest governance body	118					N
	2-19 Remuneration policies	64 , 65 , 118 , 173					N
	2-20 Process to determine remuneration	64 , 65 , 117 , 173				16	N
	2-21 Annual total compensation ratio	159					N
	Strategy, policies and practices	2-22 Statement on sustainable development strategy	17				
2-23 Policy commitments		21 , 89 , 143 , 144 , 145					Y
2-24 Embedding policy commitments		21 , 33 , 34 , 143 , 144					N
2-25 Processes to remediate negative impacts		21 , 34 , 143 , 144					N
2-26 Mechanisms for seeking advice and raising concerns		22 , 34 , 91 , 94 , 123 , 124 , 125 , 143 , 144					Y
2-27 Compliance with laws and regulations		143 , 144 , 160					Y
2-28 Membership associations		160				16	N



GRI standard	Content	Location	Omission	SDGS	External assurance (Y/N)
			Omitted requirement	Reason	Explanation
Stakeholder engagement	2-29 Approach to stakeholder engagement	<u>17, 23, 24, 72, 160</u>			Y
	2-30 Collective bargaining agreements	The percentage of employees covered by collective bargaining agreements is 100%.		8	N
GRI 3: Material Topics					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	<u>21, 22, 24, 116, 143, 146, 160</u>		17	Y
	3-2 List of material topics	<u>22, 160</u>			Y
MATERIAL TOPICS					
Talent Attraction, Retention, Satisfaction and Development					
GRI 3: Material Topics 2021	3-3 Management of material topics	<u>24, 56, 62, 64, 67, 117, 166</u>			Y
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	<u>166</u>		5, 8, 10	Y
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	<u>67</u>		3, 5, 8	Y
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	<u>168</u>		4, 8	Y
	404-3 Percentage of employees receiving regular performance and career development reviews	<u>64, 170</u>		5, 8, 10	Y
Anti-Corruption and Anti-Money Laundering (AML)					
GRI 3: Material Topics 2021	3-3 Management of material topics	<u>24, 127, 129</u>			Y
GRI 205: Anti-Corruption 2016	205-1 Operations assessed for risks related to corruption	<u>94, 128, 129, 163</u>		16	Y
	205-2 Communication and training about anti-corruption policies and procedures	<u>86, 125, 126, 127, 128, 163, 208</u>		16	Y
	205-3 Confirmed incidents of corruption and actions taken	<u>94, 127, 129</u>		16	Y



GRI standard	Content	Location	Omission	SDGS	External assurance (Y/N)
			Omitted requirement	Reason	Explanation
Sustainability Culture					
GRI 3: Material Topics 2021	3-3 Management of material topics	<u>17, 24, 96, 118</u>			Y
Diversity					
GRI 3: Material Topics 2021	3-3 Management of material topics	<u>24, 57, 173</u>			Y
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	<u>57, 58, 64, 171</u>		5, 8, 10	Y
	405-2 Ratio of basic salary and remuneration of women to men	<u>173</u>		5, 8, 10	Y
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	<u>94, 173</u>		5, 8	Y
Ethics and Compliance					
GRI 3: Material Topics 2021	3-3 Management of material topics	<u>24, 116, 123, 125, 159</u>			Y
Environmental, Social and Climate Impacts of Operations and Activities					
GRI 3: Material Topics 2021	3-3 Management of material topics	<u>24, 96</u>			Y
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	<u>87</u>			N
	308-2 Negative environmental impacts in the supply chain and actions taken	<u>88, 89</u>			Y



GRI standard	Content	Location	Omission	SDGS	External assurance (Y/N)
			Omitted requirement	Reason	Explanation
Sector Supplement – Financial Service – G4 Version	FS6 Percentage of the portfolio for business lines by specific region, size (e.g. Micro/SME/Large) and by sector	174			N
	FS7 Monetary Value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	77, 175			N
	FS8 Monetary Value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	42, 77, 175			N
	FS9 Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures	187			N
	FS10 Percentage and number of companies held in the institution's portfolio with which the reporting organisation has interacted on environmental or social issues	145, 146, 147, 187			N
	FS11 Percentage of assets subject to positive and negative environmental or social screening	51			N
Sector Supplement – Financial Service – G4 Version	FS13 Access points in low-populated or economically disadvantaged areas by type	189			N
	FS14 Initiatives to improve access to financial services for disadvantaged people	190			N
Innovation and Technology					
GRI 3: Material Topics 2021	3-3 Management of material topics	17, 24			Y
Climate Change					
GRI 3: Material Topics 2021	3-3 Management of material topics	24, 96			Y
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	39, 96, 144, 147, 148		13	Y



GRI standard	Content	Location	Omission			SDGS	External assurance (Y/N)
			Omitted requirement	Reason	Explanation		
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions					3, 12, 13, 14, 15	N
	305-2 Energy indirect (Scope 2) GHG emissions	Information not available - data will be disclosed on the Investor Relations website in May 2023.				3, 12, 13, 14, 15	N
	305-3 Other indirect (Scope 3) GHG emissions					3, 12, 13, 14, 15	N
	305-4 GHG emissions intensity					13, 14, 15	N
	305-5 Reduction of GHG emissions		96			13, 14, 15	N
Sustainable Businesses							
GRI 3: Material Topics 2021	3-3 Management of material topics	17 , 24 , 42 , 45					Y
Customer Relationship and Satisfaction							
GRI 3: Material Topics 2021	3-3 Management of material topics	24 , 45 , 59 , 69 , 72 , 73 , 142 , 160					Y
GRI 417: Marketing and Labeling 2016	417-2 Incidents of non-compliance concerning product and service information and labeling	94				16	Y
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	142 , 143				16	Y
Environmental, Social and Climate Risk							
GRI 3: Material Topics 2021	3-3 Management of material topics	24 , 86 , 88 , 89 , 96 , 143 , 145					Y
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	86 , 87 , 88 , 146				5, 8, 16	Y
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	86 , 88 , 146				5, 8	Y
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	87				5, 8, 12, 16	Y
	414-2 Negative social impacts in the supply chain and actions taken	86 , 88 , 146				5, 8, 16	Y
Non material topics							
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	163				8, 9	N



GRI standard	Content	Location	Omission			SDGS	External assurance (Y/N)
			Omitted requirement	Reason	Explanation		
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	86 , 163				1, 8, 5	N
GRI 301: Materials 2016	301-1 Materials used by weight or volume	98				8, 12	N
	301-2 Recycled input materials used	Available at ESG Databook				8, 12	N
GRI 302: Energy 2016	302-1 Energy consumption within the organization	165				7, 8, 12, 13	Y
	302-3 Energy intensity	165				7, 8, 12, 13	Y
	302-4 Reduction of energy consumption	97 , 166				7, 8, 12, 13	Y
GRI 303: Water and Effluents 2018	303-5 Water consumption	98				6	Y
GRI 306: Waste 2020	306-3 Waste generated	99				3, 6, 11, 12, 15	Y
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	In the event of an operational change, we inform employees and trade unions representing the employees. Due to diversity of situations and processes, we have not established a minimum notice period for operational changes in our internal policies and collective bargaining agreements.				8	N
GRI 403: Occupational Health and Safety 2018	403-9 Work-related injuries	66 , 87 , 167				3, 8, 12, 16	Y
	403-10 Work-related ill health	66 , 67 , 68 , 167				3, 8, 16	N
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	All employees of companies hired for security must have attended a training course on surveillance with material approved by the Federal Police Department, which includes human rights and relations issues, as provided for by law and by contract.					N
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	173				3, 12	N



SASB Table of Contents

Commercial Banks

Accounting Metric		Page	Adherence	Complement
Topic: Data Security				
FN-CB-230a.1	Number of data breaches, percentage involving personally identifiable information (PII), number of account holders affected. Note to FN-CB-230a.1– Disclosure shall include a description of corrective actions implemented in response to data breaches.	142	Full	In 2022, of the complaints received and analysed, only three were considered valid, but all of them were of low relevance. In percentage terms, it is not significant, considering the Bank's total number of customers (+ 81 million)
FN-CB-230a.2	Description of approach to identifying and addressing data security risks.	121 , 139 , 140 , 142 , 143	Partial	Partial compliance considering that one or more laws do not apply to Brazil.
Topic: Financial Inclusion & Capacity Building				
FN-CB-240a.1	Number and amount of loans outstanding qualified to programs designed to promote small business and community development. Note to FN-CB-240a.1– Disclosure shall include a description of how the entity's results of the Community Reinvestment Act (CRA) Examinations are integrated into its financial inclusion and capacity building strategy.	42 , 46 , 47	Partial	Partial compliance considering that one or more laws do not apply to Brazil.
FN-CB-240a.2	Number and amount of past due and nonaccrual loans qualified to programs designed to promote small business and community development.		Partial	Further information can be found in the MD&A 4Q22 , in Renewed Loans (page 120), in Renegotiated Overdue Loans (page 21) and in INAD +90 - as % of the Loans Portfolio (page 126).
FN-CB-240a.3	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers.		Not fulfilled	Partial compliance. In Brazil, there is no identification of customers regarding the level of access, even if limited or no access to banking services.
FN-CB-240a.4	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers. Note to FN-CB-240a.4– Disclosure shall include a description of financial literacy initiatives.	42 , 43	Partial	Partial compliance. In Brazil, there is no identification of customers regarding the level of access, even if limited or no access to banking services.



Topic: Incorporation of Environmental, Social, and Governance Factors in Credit Analysis

FN-CB-410a.1	Commercial and industrial credit exposure, by industry		Full	The loan portfolio by sector of economic activity can be found in Credit Operations of the 2022 Consolidated Financial Statements .
FN-CB-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	42 , 47 , 51 , 143	Partial	Partial compliance considering that one or more laws do not apply to Brazil.

TOPIC: Business Ethics

FN-CB-510a.1	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations. Note to FN-CB-510a.1 – The entity shall briefly describe the nature, context, and any corrective actions taken as a result of the monetary losses.		Partial	Partial compliance considering that one or more laws do not apply to Brazil. Other fines and penalties for non-compliance with laws and regulations can be found in Sections 4.3, 4.4 and 4.7 of the Reference Form .
FN-CB-510a.2	Description of whistleblower policies and procedures.	91 , 94 , 123 , 124 , 125	Full	

TOPIC: Systemic Risk Management

FN-CB-550a.1	Global Systemically Important Bank (G-SIB) score, by category. Note to FN-CB-550a.1– The entity shall describe whether the Global Systemically Important Bank (G-SIB) score is calculated by the entity or obtained from regulatory authorities and whether the entity is required to report the underlying data to the regulators.		Partial	The Information for the Assessment of Global Systemic Importance - IAISG, will be disclosed on the Investor Relations website .
FN-CB-550a.2	Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	133 , 136 , 138 , 143	Partial	Partial compliance considering that one or more laws do not apply to Brazil. More information in the Risk Management Report on the Investor Relations website .

TOPIC: Activity Metric

FN-CB-000.A	Number and value of checking and savings accounts by segment: (a) personal and (b) small business.	43 , 46 , 73	Partial	Some of the requested information is considered by Banco do Brasil. More information can be found in Customer Resources in the 2022 Consolidated Financial Statements and in the 4Q22 Performance Review in Customer Resources.
FN-CB-000.B	Number and value of loans by segment: (a) personal, (b) small business, and (c) corporate. Note to FN-CB-000.B – Mortgage loans as well as revolving credit loans shall be excluded from the scope of disclosure.		Partial	Some of the requested information is considered strategic by Banco do Brasil. More information in Chapter 7 - Credit, of the 4Q22 Performance Analysis .



Measuring Stakeholder Capitalism Index

Core metrics

Theme	Principle	Metric	Section/Page
Principles of Governance	Governing Purpose	The company's stated purpose, as the expression of the means by which a business proposes solutions to economic, environmental, and social issues. Corporate purpose should create value for all stakeholders, including shareholders.	38
		How the company's stated purpose is embedded in company strategies, policies, and goals	24
	Quality of Governing Body	Governance body composition	120
		Progress against strategic milestones	119
		Remuneration. How performance criteria in the remuneration policies relate to the highest governance body's and senior executives' objectives for economic, environmental and social topics, as connected to the company's stated purpose, strategy, and long-term value	117
	Stakeholder Engagement	Material issues impacting stakeholders. A list of the topics that are material to key stakeholders and the company, how the topics were identified, and how the stakeholders were engaged.	160-162
	Ethical Behaviour	Anti-corruption. Total percentage of governance body members, employees and business partners who have received training on the organization's anti-corruption policies and procedures. Total number and nature of incidents of corruption confirmed during the current year. Discussion of initiatives and stakeholder engagement to improve the broader operating environment and culture, in order to combat corruption.	127
		Protected ethics advice and reporting mechanisms. A description of internal and external mechanisms for: 1) Seeking advice about ethical and lawful behaviour and organizational integrity; 2) Reporting concerns about unethical or lawful behaviour and organizational integrity "	91, 92, 123

Theme	Principle	Metric	Section/Page
Principles of Governance	Ethical Behaviour	Monetary losses from unethical behaviour	127
	Risk and Opportunity Oversight	Integrating risk and opportunity into business process. Company risk factor and opportunity disclosures that clearly identify the principal material risks and opportunities facing the company specifically (as opposed to generic sector risks), the company appetite in respect of these risks, how these risks and opportunities have moved over time and the response to those changes.	132-134
		Economic, environmental, and social topics in capital allocation framework	132-133
Planet	Climate change	Greenhouse Gas (GHG) emissions: For all relevant greenhouse gases (e.g. carbon dioxide, methane, nitrous oxide, F-gases etc.), report in metric tonnes of carbon dioxide equivalent (tCO ₂ e) GHG Protocol Scope 1 and Scope 2 emissions.	Information not available - data will be disclosed on the Investor Relations website Relations website (https://ri.bb.com.br/en/) in May 2023.
		TCFD implementation	More information will be disclosed on our website (https://ri.bb.com.br/governanca-e-sustentabilidade/sustainability/), under "Policies, Guidelines and Commitments", Document "BB's Commitment to Climate Change".
People	Dignity and equality	Diversity and inclusion (%). Percentage of employees per employee category, per age group, gender and other indicators of diversity (e.g. ethnicity)	57, 171, 172
		Pay equality. Ratio of the basic salary and remuneration for each employee category by significant locations of operation for priority areas of equality: women to men; minor to major ethnic groups; and other relevant equality areas	57, 171, 172, 173
		Wage level (%). Ratios of standard entry-level wage by gender compared to local minimum wage	117, 173
		Risk for incidents of child, forced or compulsory labour. An explanation of the operations and suppliers considered to have significant risk for incidents of child labour, forced or compulsory labour	87
	Skills for the future	Training provided. Average hours of training per person that the organization's employees have undertaken during the reporting period, by gender and employee category	168
Prosperity	Employment and wealth generation	Absolute number and rate of employment	166-167
		Economic Contribution	41-53
		Financial investment contribution disclosure	38-53
	Innovation in better products and services	Total R&D expenses	107-114
	Community and social vitality	Community investment is included within the economic contribution metric (part of EVG&D)	90
Total tax paid		4Q/22 Performance review, page 242	

TCFD Recommendations

Core element	Recommended Disclosures ¹	Section/page
Governance	Disclose the organization’s governance around climaterelated risks and opportunities.	96 , 148
Strategy	Disclose the actual and potential impacts of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning where such information is material.	96 , 148
Risk Management	Disclose how the organization identifies, assesses, and manages climate-related risks.	148
Metrics and Targets	Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.	31 , 148

¹Further information will be disclosed on [our website](#), under the “Policies, Guidelines and Commitments” tab, Document “BB’s Commitment to Climate Change”.



Social, Environmental and Climate Responsibility Policy

Statements	Location
1. Principles	
1.1. We act with social, environmental and climate responsibility according our bstrategic drivers, aligned with the laws and regulations governing the subject, and with the pacts and commitments undertaken voluntarily.	21-34 https://ri.bb.com.br/en/corporate-governance-and-sustainability/sustainability/
1.2. We are guided by the ethics, the promotion of human rights and fundamental labor rights, the universalization of social rights and citizenship and the respect for the environment.	12, 21-33, 86, 88, 123-129, 145, 146
1.3. We consider the social, environmental and/or climate impacts of our activities, processes, products and services.1.3. We consider the social, environmental and/or climate impacts of our activities, processes, products and services.	38-51, 175-186 and ESG Databook (GHG inventory)
1.4. We encourage, disseminate and implement social, environment and climate practices in our value chain.	55-99, 24-32
1.5. We adopt a social, environmental and climate responsibility governance structure proportional to our size and business model, the nature of our operations, the complexity of our products, services, activities and processes; and a risk management structure appropriate to the size and relevance of our exposure to social, environmental and climate risks.	34, 131-133, 143-145
1.6. We continuously seek to improve our social, environmental and climate performance.	21-33
1.7. We seek business opportunities that consider social, environmental and/or climate aspects, aligned with the sustainable business portfolio growth objective and the transition to a low-carbon economy.	39-53, 175-186
1.8. We act in compliance with the regulatory environment in which we operate, considering ethics, integrity and civility as the guiding principles of our relations with competitors and other stakeholders.	116-129, 141
1.9. We engage and enable our employees at all levels to comply with this Policy.	62, 127



Statements	Location
2. Social, Environmental and Climate Guidelines	
2.1. We seek to develop initiatives for the socioenvironmental management, the eco-efficiency and the prevention of pollution, and carbon emission of products, services and processes, as well as the attention with the proper disposal of generated wastes.	96-99 , 148 , 149
2.2. We adopt exclusion criteria in conducting business, in contracting goods and services, investments or corporate partnerships with third parties that submit workers to degrading conditions of labor or analogous to slavery; that practice the sexual exploitation of minors and/or child labor; and that are responsible for intentional damage to the environment.	86 , 145 , 146
2.3. We respect, encourage and value diversity and equity in relationships, as well as repudiate conducts that may characterize harassment of any nature.	57 , 58 , 171 , 172
2.4. We continually seek to improve professional relationships, based on mutual respect and trust, in order to maintain a good working environment.	55 , 59
2.5. We value dialogue, maintaining channels able to receive and process doubts, denunciations, complaints and suggestions, as well as guaranteeing anonymity.	91-94
2.6. We prioritize the search for solutions to customers and users demands, quickly and accurately, to ensure their satisfaction with our products and services.	91-95
2.7. We seek to generate value for customers and society through our business performance by stimulating financial education, innovation, entrepreneurship, and socio-productive inclusion.	35 , 42 , 47-49 , 76 , 107-114
2.8. We work with suppliers that comply with the current legislation and mandatorily state and commit to good social, environmental and climate practices, as well as being aligned with the values and culture of Banco do Brasil."	86-89
2.9. We voluntarily transfer resources in a planned, monitored and circumstantial way for social projects and programs, besides making donations and volunteer activities involving employees.	90 ESG Databook (Private social investment)
2.10. Specifically for asset management:	
2.10.1. We adopt our own methodologies for analyzing the companies belonging to our coverage universe that evaluate social, environmental and climate criteria, based on the pillars of economic-financial performance, corporate governance, and environmental and social aspects.	51 , 52 https://www.bb.com.br/pbb/pagina-inicial/bb-asset#/
2.10.2. We observe BB DTVM's Responsible Investment Guidelines, which aim to guide the Company's behavior regarding the best practices related to Responsible Investment, including the processes to evaluate, select, and engage companies, considering environmental, social, and corporate governance (ESG) aspects.	https://www.bb.com.br/pbb/pagina-inicial/bb-asset#/
2.10.3. We observe the Guideline for Exercising Voting Rights at BB DTVM's Meetings, which aims to guide the Company's behavior regarding to voting on relevant mandatory matters when participating in Meetings held by issuers of the financial assets instruments that make up the portfolio of its funds based in Brazil.	https://www.bb.com.br/pbb/pagina-inicial/bb-asset#/

Federal Court of Accounts Index

Federal Court of Accounts Index	Section/page
Pretextual elements	
Information that helps the reader, as required, to locate the information contained in the report, in the form of a summary.	2. The current page (205) also meets the request
Organizational overview and external environment	
a) identification of the Reporting Unit (UPC) and statement of its mission and vision;	12
b) indication of the main guiding norms	https://ri.bb.com.br/en/corporate-governance-and-sustainability/bylaws-policies-and-code-of-ethics/
c) organizational structure chart, including governance structures (governance boards or committees, among others)	https://ri.bb.com.br/en/banco-do-brasil/organizational-structure-2/
d) business model, including inputs, activities, products, impacts, generated value and its recipients, and value chain diagram, aiming to provide a comprehensive understanding of the organizational overview	35, 36
e) if applicable, the list of government policies and programs/budgetary actions, as well as programs from the Multiyear Plan, other domestic, sectorial and transversal government plans in which it operates, with their respective objectives and goals	Accountability will be disclosed through the Annual Chart .
f) information about management contracts entered into and how they are integrated in the value generated by the unit;	Not applicable
g) relationship with the external environment and the recipients of the products and services produced by the organization;	14
h) share capital and equity interests held in other companies.	https://ri.bb.com.br/en/banco-do-brasil/ownership-structure/
Risks, opportunities and outlook	
a) what are the main specific risks identified that could affect the ability of UPC to achieve its goals and how does UPC addresses these issues;	Risk Management Report 4Q/22
b) what are the main opportunities identified that could enhance the ability of the UPC to achieve its goals and the related actions to take advantage of them;	17-20
c) the specific sources of risks and opportunities, which may be internal, external, or usually a combination of the two;	Risk Management Report 4Q/22

Federal Court of Accounts Index	Section/page
d) assessment, by the UPC, of the likelihood that the risk or opportunity will occur and the magnitude of its effect, should it occur, taking into account, such as the specific circumstances that would lead to the materialization of a risk or opportunity.	132-151
Governance, strategy, and performance	
a) description of how the governance structure supports the achievement of the strategic goals, addressing the relationship with society and the organization's stakeholders, as well as taking into consideration of their needs and expectations in defining the strategy, risk management, and management oversight;	34 , 120-122 , 131-134
b) strategic objectives, responsible parties, performance indicators, with the agreed upon targets for the period and their annual unfolding, as well as their link to the Multiyear Plan, to the domestic and sectoral government plans and the higher governance bodies, indicating the results already achieved by comparing them with the agreed upon targets and goals;	17-20 and Annual Chart
c) short-term plans of the organization with the indication of the annual goals, the measures, initiatives, projects, and programs necessary to achieve them, the deadlines, the people in charge, the goals for the period to which the management report refers, and the results achieved by comparing them with the agreed targets and goals	MD&A 4Q22
d) summarized presentation of the results of key areas and/or operations/activities of the main programs, projects, and initiatives of the UPC, also covering, as applicable, the contribution of independent agencies and foundations and subsidiaries, management contracts, and SPEs, according to the materiality of the segments' contribution to making up the value added by the UPC.	55-114
e) measures adopted with respect to governance and management indicators measures adopted, such as the indicators those addressed by the TCU in Decisions 588/2018-Full Court and 2699/2018-Full Court (both reported by Justice Bruno Dantas);	207-213
f) main oversight, control, and corrective actions adopted by the UPC to ensure the lawfulness, legitimacy, cost-effectiveness, and transparency of the use of public funds.	Accountability Report 2022
Budget, financial, and accounting reporting	
a) summary of the UPC's financial position (balances of the main accounts and/or groups of accounts, profit or loss, revenue and expenses) and the unfolding of the annual period compared to previous year;	Earnings Summary Financial Statement
b) the accounts relating to the financing funds shall present information about the overall shareholders' equity and the gains and losses of the loan operations carried out on account of these funds in light of the goals set;	Earnings Summary Financial Statement
c) key accounting facts, accounts, or groups of accounts, balances and occurrences relating to the performance and financial position of the UPC during the year;	Earnings Summary Financial Statement
d) conclusions from independent auditors and/or public supervisory bodies and the measures adopted with regards to the conclusions reached or possible notes;	Earnings Summary Financial Statement
e) indications of places or electronic addresses where balance sheets, statements, and explanatory notes are issued and/or can be accessed in their entirety;	Investor Relations website
f) clarifications about the way the financial statements were handled in case the UPC has more than one accounting entity in its composition.	Banco do Brasil BB Banco de Investimento S.A. BB Asset BB Leasing S.A. BB Seguridade BB Tecnologias e Serviços Banco Patagonia BV Cielo Elo Cartões Participações S.A

Federal Court of Accounts Appendix

Information that helps the reader, as required, to locate the information contained in the report, in the form of a summary.

The Banco do Brasil 2022 Management Report, following the main world trends related to the transparency in accountability, was prepared showing our alignment with the principles of the Integrated Report and is incorporated into our 2022 Annual Report, resulting in a single document. In it, we address, in an integrated manner, the financial and environmental and social performance and the internal and external factors that affect our creating shared value, with content guided by a multistakeholder materiality process, aiming at ensuring the integrity of information (reliability,

accuracy and completeness) in accordance with TCU Regulatory Decision No. 198/2022.

In order to facilitate the reading and understanding, an exclusive summary is provided with the items of the integrated report included in the TCU decision and an attachment with details on these key indicators. Accordingly, it is possible to directly access extracts of the report where the requirements of the Integrated Report methodology are complied with, as well as the suggestions for improvements included in the regulatory decision are addressed.

Measures adopted with respect to governance and management indicators, like those addressed by the TCU in Decisions 588/2018- Full Court and 2699/2018-Full Court (both reported by Justice Bruno Dantas)

By adopting good corporate governance practices, we show our commitment to the basic principles of transparency, accountability, equity and Corporate responsibility and foster trust in relations with all stakeholders. Hiring Management (IGovContrat) analyzes the existence of coordinated activities to implement related governance guidelines, aimed at guiding the hiring macroprocess (grouping work processes for planning, selecting suppliers and managing contracts) to achieve the organizational goals. This index is the result of the combination of

results "Hiring governance" (GovContrat) and the "Hiring Management Index" (IGestContrat).

The iGestContrat was built by assessing:

- i the collaboration between human resources managers and hiring managers;
- ii the existence of work processes structured to determine hiring plans, planning, selection of suppliers and contract management;

iii the existence of risk management, including risk analysis for relevant hiring;

iv the preparation of contracts based on performance and management of the performance of those hired.

As a measure for hiring, we use separated specialized technical areas so that the hiring process can be carried out in a synchronized manner.

Thus, once the need for services is verified, the requesting department, noting its particular responsibilities, sends to the purchasing department the request to carry out the hiring.

Thus, by following the necessary procedures, hiring is carried out, pursuant to Law 13303/2016, as well as the Bidding and Procurement Charter of Banco do Brasil (RLBB).

The Procurement Department is subdivided into processes such as Purchasing and Hiring Management (pre-contract execution) and Contract Management (post-contract execution).

Our model

Requesting department of a purchase/hiring, tangible goods or services manager: responsible for justifying the need for hiring, planning, defining the object to be procured by making the request and authorizing it, including authorizing the expenditure or forwarding it for decision by the competente hierarchy, when the estimated expenditure exceeds its approval level;

Procurement and hiring area: does not have the authority to authorize expenses; responsible for carrying out bidding processes, bidding waivers and nonrequirement, with the aim of obtaining the subject-matter (good or service) specified and requested by the requesting department, by formalizing a specific contract for this purpose;

Contract management area: responsible for monitoring the strict fulfillment of the contractual provisions, including Consulting the requesting department/manager of goods or services/oversight of service, as to the fulfillment/performance of agreed upon conditions;

Payment department: responsible for making the payments as long as the delivery and acceptance of the good, material, or service defined by the requesting department or user area are proven.

Similarly, the Contract Management process includes a managing department that strategically follows up, way, contract management (contract management/ monitoring) since each contract's execution. In the Supplier Management specialized center, each contract is individually monitored by the Contract Manager and the Contract Inspector. This follow-up is done using a departmental tool called Digital Supply Platform (PDS), in which all the individualized monitoring/follow-up per contract is done using specific scoreboard. In these scoreboard, it is possible to monitor contractual deadlines (with due date alerts as from 180 days), contract consumption, contract balance, performance irregularities records, certificate expiration controls, disciplinary processes, etc.

In addition to said controls, the managing department monitors the activities of the specialized center by monitoring progress indicators and contract termination performance deadlines, disciplinary actions over the contract period, timely payments, etc., as well as monthly compliance checking, where regularity/compliance checks are applied to contract management processes and disciplinary actions on a sample basis, to ascertain the effectiveness and quality of the procedures performed by the specialized center (through the work of contract inspectors and managers).

In both processes, the information is stored in specific databases of each tool used, which can be made available for consultation by managers or audit/oversight agencies.

BB relies on the 'Specific Supplier Relationship Policy', which is part of the list of policies associated with BB's operational risk management. The text is reviewed annually and the revisions, if any, must be approved by BB's Board of Directors. On December 20, 2022, the Policy On 12.20.2022, the revision of the Specific Policy for Relationship with Suppliers was approved, including wording adjustments to adapt it to the approach to the climate issue arising from the approval of the Specific Policy for Social, Environmental and Climate Responsibility (PRSAC).

This Policy is part of BB's internal charters, on the **BB/Supplier Relations website** and the **Supplier's Portal**.

In each draft contract, company representatives represent that they are aware of and shall comply with the Bank's Specific Policy on Relationships with Suppliers, Code of Ethics, BB's Compliance Program, as well as the Specific on Prevention and Combating Money Laundering, Terrorism Financing and Corruption. 205-2

In the Supplier Portal, companies must declare they are aware of and compliance the Code of Ethics and the Bank's Specific Supplier Relationship Policy to

have access to the system. Beginning December 31, 2022, 6,116 representatives of 4,524 suppliers, representing 98.11% of the total of 4,611 declared they were aware of the Code of Ethics. Also, 5,164 representatives of 3,892 suppliers declared they were aware of the revised version of the Bank's Specific Supplier Relationship Policy issued December 22, 2021 (84.40% of total). 205-2

The Supplier Portal is an internet solution for the relationship between BB and its suppliers, aiming to be the main channel of communication with these stakeholders by interacting with them in a standardized, secure way.

We created a Self-registration feature for companies that wish to supply goods or services to the Bank, which can be accessed by clicking on the button 'Do you want to be a supplier?', on the Supplier Portal homepage. Using this module, a company registers with the Bank by inputting its data, contacts, supply lines, among other information.

Topics such as ethics and integrity are extremely relevant. Accordingly, in order to strengthen and disseminate our values among suppliers and service providers, BB makes available on its Portal, courses that address the following content: Prevention and Combat of Corruption, Money Laundering, and Harassment, and Ethics. 205-2

Since October 2021, we require that a Company representative/proxy completes the courses or that the Company sends proof of market courses taken by its employees on similar topics. The course completion statements or the proof of attendance of similar courses can be uploaded to the Supplier Portal.

Since then, a total of 828 suppliers (17,95% of total) declared that they had completed courses provided by BB or the market. Of these, 181 were carried out in 2022, 38 of which were suppliers in the strategic segment.

205-2

Operational models

In 2021, Banco do Brasil conducted studies on global supply chains. Market practices experienced in recent years have shown the strategic importance of having effective Supplier Management to increase business competitiveness and efficiency, while ensuring that, through a relationship strategy, performance and exposure to risk, better cost control, the quality of products and services purchased, and customer and shareholders satisfaction are monitored. In line with these studies, in 2021, we approved the relationship and performance operational models.

The relationship operational model creates a centralized structure of indicators focused on the integration of information, defining roles and responsibilities in the proposition of the structures that are involved in the relationship with suppliers. It introduces an integrated approach between relationship, performance, and risk management, while monitoring the supplier's journey in multidisciplinary teams engaged in planning development actions and supplier monitoring by focusing on each segment's Relationship Plan.

The operating performance model creates a centralized structure of indicators focused on information integration by defining roles and responsibilities in the proposition, assessment, and review of supplier performance indicators.

Supplier performance is monitored based on indicators, satisfaction surveys, and compliance with the Service Level Agreements (SLAs), where applicable.

In order to disseminate the Supplier Management topic among BB employees who work directly with these stakeholders, we created a specific capacity building track at UniBB. We selected courses available at Unibb, such as: Contract Administration, Risk-based Management,

In 2022, we updated the track and included courses related to Preventing and Combating Corruption, Code of Ethics, Assertive Communication and Sustainability. In the first half of 2022, 98.20% of the employees who deal directly with this public (total of 339) completed the trail and in the second half we were able to expand the initiatives to the entire Supply, Infrastructure, and Assets Department employees (total of 1,956) and up to 12.31.2022 more than 33% of employees completed all the indicated courses. Contract Management and Inspection, Four Minutes of Negotiation, among others.

The Supplier Management Department has a 'Relationship Plan' with the best market practices, that assigns strategic importance to the efficient management of the relationship with suppliers. It also segmented the plan as follows:

Strategic Suppliers – a customized approach that seeks to restrict risks posed by and vulnerabilities to material strategic suppliers;

Critical Suppliers – subject matter of a preventive approach that seeks to avoid disruptions in product/services supply;

Leverage Suppliers – emphasis on the conventional approach that seeks to maintain business continuity;

Tactical Suppliers – we have a reactive approach, focused on the supply strategy and on simplified service;

The contracts contain a 'Risk Matrix', which sets, under a contractual provision, the risks and responsibilities between the parties, outlining the initial economic and financial balance of the contract, in terms of possible financial charges resulting from outside events the hiring terms.

The parties are restricted from entering into amendments resulting from subsequent events attributed to the contractor in the risk matrix. Bidding procedures for lots with estimated prices above R\$5 million, and all IT purchases/ contracts, as subject to a specific procedure that involves the obligation to answer the 'BB Suppliers Due Diligence Questionnaire'. There is also an 'Evaluation Metric' for these cases.

In 2022, we conducted 342 due diligence assessments for 316 suppliers of goods, materials and services contracted through public bidding, of different sizes and segments.

IT Governance and Management Index (iGovTI)

Since 2017, the IT governance assessment is no longer a specific survey, but part of the integrated governance assessment questionnaire.

To compare the iGovTI evolution, the index obtained in 2017 was used as the baseline, already calculated using the integrated questionnaire. The main purpose of this assessment is to create conditions for organizations to understand the reason why IT exists and design strategies focused on delivering value to the business.

It is a slow process that takes into consideration that the necessary transformations result from a change in culture, strongly influenced over time by an ownership-oriented model, that does not properly grasp the meaning of public affairs. In other words, we started from an overly extremely unfavorable governance scenario.

The main weakness showed by the 2017 survey involves management monitoring and assessment. Two-thirds of the organizations assessed still do not have an adequate structure to perform basic governance functions. Thus, they can hardly detect weaknesses or deviations while implementing their IT policies and plans or promote the necessary changes.

IT governance capacity is assessed based on the issues that address the 'IT management model', 'IT management monitoring and assessment', and 'IT output' components. In alignment with the Cobit 5 Process Reference Model and unlike previous IT governance assessments, IT outputs were included in this dimension for index calculation purposes, since the component is directly related to the 'Ensure Benefit Delivery' process, one of the five IT governance processes established by Cobit 5.

The IT management capacity is assessed based on the issues that addressed component planning, people, and IT processes. This last component specifically includes the practices that constitute the essence of an IT department's activities: IT services and service levels, IT risks, information security, software process, IT projects, and IT hiring.

Information Technology

The Technology Department reports to Banco do Brasil's Business Development and Technology VicePresident. In order to discharge its technology duties, the Department is divided into: (a) two Engineering and Solution Construction Units (UEC I and UEC II) responsible primarily for structuring and developing solutions, with UEC I comprising six solution building Executive Managers and UEC II comprising five solution building Executive Managers, and one Executive Manager charged of Technological Evolution and IT Architecture; b) A Solutions Operation Unit, consisting of five Executive Managers responsible for IT Solutions Operation and 3 Technology Managers abroad; and c) Two Executive Managers responsible for IT Administrative Management. This department comprises 3,858 employees.

Since the implementation of the Lines of Defense Reference Model, the Chief Technology Officer (Ditec) became the IT risk manager. This work required the development of a methodology to identify and assess risks, and define the scope of prioritized processes. The goal of the assessment work is to ensure that the main risks inherent to each IT process are identified, classified, and assessed for the purpose of defining possible mitigation, control, and monitoring actions. This assessment work is periodic and covers all IT processes reported by the Bank, with an annual review of the processes to be assessed.

ISO/IEC 20000

A renovação da certificação internacional ISO20000 atesta a qualidade da gestão do sistema de serviços prestados pelos processos de TI do BB. O selo foi recebido pelo Banco em 2009, sendo recertificado e supervisionado nos 13 últimos anos. A última avaliação, realizada em abril de 2022, concluiu o processo com 100% dos 354 requisitos desta ISSO cumpridos dentro do padrão da norma, sem qualquer não conformidade, e com observações positivas sobre o Sistema de Gestão de Serviços de TI.

Ao permanecer com o selo, o Banco continua a ser visto internacionalmente como uma empresa que cumpre os mais altos padrões de processos de TI. Além disso, dentro dos processos que a norma ISO20000 avalia, a validação e o reconhecimento do processo de gestão de resposta a incidentes cibernéticos pela certificação atestam – para órgãos reguladores, clientes e parceiros – que o BB também mantém, em nível de excelência, as melhores práticas em cibersegurança.

A renovação do selo ISO20000 pela Ditec se soma ao selo ISO45001 do Edifício BB, em Brasília, e ao ISO55001 do data center do BB, o primeiro do mundo a ser certificado por esta norma ISO.

Cost Management

We have defined cost management methodologies aimed at identifying, calculating, allocating, and evaluating our costs. We use a hybrid proprietary strategic management model, based primarily on the Activity Based Costing (ABC) and Absorption Costing methods. To identify fixed costs, we take into account the time required for the hiring and maintenance activities of the bank's products and services, which allows us to quantify the resources consumed in order to calculate the unit cost.

The system used to calculate the costs is called Result Calculation System (RST) – Fixed Costs Module. The managerial information generated by the RST allows us to comparatively identify the costs allocated to the products in the reviewed periods.

Cost information allows us to make strategic decisions, during product and service pricing process, optimize and allocate resources/processes, analyze product feasibility, determine market performance, and determine the reimbursement of costs of related parties.



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External Ombudsman

Our External Ombudsman's department meets the regulatory requirements of CMN Resolution 4860, dated October 23, 2020. Our External Ombudsman is responsible for (i) handling, as a last resort, the claims of the Bank's customers that were not solved in its primary service channels; (ii) acting as a communication channel between the Bank and its customers and product and service users, including as conflict mediator; and (iii) reporting its actions to the Bank's Board of Directors. Every six months, we issue a report containing detailed information about the activities of the External Ombudsman.

Governance and People (iGovPess)

Succession & Career Advancement

Career advancement actions contribute to talent identification and retention and the resulting maximization of the potential and effectiveness of leadership and of our succession program.

In line with the company's corporate strategy, the implementation of these actions strengthens BB's commitment to innovation, meritocracy and sustainable results, in addition to improving employee and customer experience and engagement. BB Leadership programs, projects and processes complement each other and interact with other people management subsystems and business areas.

Talent development and retention are critical to the achievement of goals and business continuity. Therefore, investing in these aspects is a way for us to remain competitive, against an accelerating cultural and digital transformation and customer-oriented background.

At Banco do Brasil, career advancement relies on assumptions and principles aimed at ensuring that the organization can quickly and dynamically identify the people best suited to current and future needs, and that employees can structure and implement their career planning, with no form of discrimination. Among this process assumptions, we can quote isonomy, opportunities open to everyone, and meritocracy.

Principles involve opportunities open to all those who meet the requirements and criteria of clear-cut, transparent competition, that is, available for the knowledge of all company's employees.

In 2022, a number of actions were carried out to identify and develop leaders. We launched a new edition of Pit+, a program aimed at identifying, developing and retaining the talents most aligned with the company's strategy through the cross-reference of different indicators of results and behaviors. Alignment with the market is mainly driven by the use of people analytics, a people management data analysis method that collects, organizes, diagnoses and matches information about teams, optimizing human resources management. A career advancement program was also launched for Solutions Managers at strategic units.

Training was conducted for 173 professionals whose mission is to reconcile their current role challenges with the build-up of the Bank of the future. This was a well-structured and innovative process, with over 2,000 applications in the recruitment stage and 1,063 evaluations at management committees.

Based on the assumption of reconciling desired technical profiles with key leadership skills, in addition to different solutions for different needs, we also launched the Vinet Career Acceleration program (Vice presidency of digital business and technology) with the objective of identifying, developing and evaluating the potential of these employees from time to time. 68 employees joined in the process, of whom 58 were recruited and evaluated by management committees. This stage of evaluation by management committees took place in partnership with the committees at the strategic units, and also included consultants from Korn Ferry and employees of the People and Culture Directorship (Dipes). After this stage, six employees were selected for the immediate evaluation stage at the directorships where there were job openings for executive managers. These six candidates were interviewed by one officer, one recruitment and selection employee and one consultant from a partner company. All of them have been trained and appointed to the function. Furthermore, 20 employees were identified by their committees to undergo a career acceleration process. They will be monitored for a period from six months to one year by their managers, general managers/officers, together with Korn Ferry and Dipes, and will undergo evaluations every two months alongside some actions aimed to prepare

them to take over as executive managers at Vinet.

With regard to senior management training, in 2022 we conducted evaluation cycles for BB Leaders (Officers, General Managers and General Auditor), Leaders of the Entities Affiliated to Banco do Brasil (ELBB), and Executive Managers and Superintendents. Overall, more than 80 interviews were held and calibration committees were set up, which enabled us to identify areas with higher succession risks and provide direction to speed up talent training, with actions such as the partnership with the consulting firm LHH for evaluating the entire target audience of the Leaders Program, and the leadership workshop held in partnership with Amcham, in an immersive journey in international innovation ecosystems for 150 executives, and MIT, in the Guided Hackathon Bootcamp, for 40 executives. Lists with names recommended for leadership positions for both BB and the Conglomerate were created.

Main oversight, control, and corrective actions adopted by BB to ensure the lawfulness, legitimacy, cost-effectiveness, and transparency of the use of public funds

Internal Audit monitors the audit and oversight activities carried out by the Governmental Oversight and Audit Agencies. Within the Conglomerate, it is responsible for receiving and forwarding requests related to supervision and oversight, and is in charge of assessing the consistency and completeness of the responses to the requests made.

The findings presented in this work result in instructions and recommendations to managers, which, combined with the findings of the Internal Audit work, contribute to the improvement of governance and risk and control management. These recommendations are previously certified by Internal Audit and the notes are taken into consideration in process assessments, thus adding value to the conclusions about the audited items.

Throughout 2022, Internal Audit assessed transactions with government entities, retail, loan operations and agribusiness processes, exposed to risks related to ensuring the lawfulness, legitimacy, cost-effectiveness, and transparency of the use of public funds.

We periodically monitor and report on the transfer of funds to related parties. Further clarifications are available in section 16.4 of the Reference Form and in section 4 of the Annual Public Policy and Corporate Governance Letter.

Organizational Culture

In addition to having strategic policies and investing in compliance programs aimed to ensure that all planned and approved actions are properly carried out, we aim to comply with the best Governance practices, including by taking into account the records of regulators, such as the Ministry of Transparency and Office of the Controller General of the Government, as in the Pro-Ethics program, for instance. All units are responsible for ensuring the application of ethical guidelines.

The staff has a leading role in carrying out those actions that make up the guidelines. Every day, in the exercise of their duties, employees apply laws, regulations, rules, policies and procedures, complying with principles of integrity, ethical conduct, efficiency and business sustainability.

A major challenge faced in view of our broad network is developing, implementing and consolidating an organizational culture based on ethical principles and respecting regional, cultural and individual differences. To this end, actions are taken to share anti-corruption culture, training on

this topic is provided and controls are implemented in processes. When an illegal act is identified, proper disciplinary measures are taken, including a timely and comprehensive investigation and the application of solutions to those involved.

With respect to disciplinary actions, the Internal Ombudsman, via Ethics Committees, is responsible for dispensing due disciplinary treatment to those involved. In 2022, the Regional Ethics Committees resolved complaints claiming interpersonal conflicts regarded as legitimate by the Internal Ombudsman, investigating any alleged misconduct of each defendant and assigning measures aimed at their repositioning.

Loan operations

We have a systematized process for analyzing, granting, and conducting credit loan transactions intended to mitigate the credit and environmental and social risks, prevent money laundering, and ensure the privacy and protection of our customers' and users' data. The process is based on technical parameters and criteria, in line with the provisions of the laws and regulations applicable to Brazilian financial institutions, the amendments to which are monitored using a specific proprietary institutional tool.

The basic principles for carrying out loan transactions with Banco do Brasil are the

segregation of credit risk management from business management and collegiate decision making based on an approval level structure.

The Specific Credit Policy, with its practices disclosed by BB's Environmental and Social Guidelines – Restrictive List and Exclusion List and by the Sustainable Credit Guidelines, prohibits granting loans to customers who submit workers to degrading forms of work or conditions analogous to slavery, or who practice the sexual exploitation of minors or child labor. The credit granting systems are prepared to inhibit new transactions with customers falling into these conditions.

All loan operations of the Bank include contractual clauses that allow for the early maturity of the agreement, and immediate suspension of disbursements, in case of final administrative decision approved and/or unappealable decision due to discrimination based on race or gender, child labor, forced or compulsory labor, human trafficking or moral or sexual harassment.

Accordingly, all credit proposals are analyzed under Human Rights aspects, both at the registration and receipt stages, prior to contracting, and during the term of the operation, by monitoring customer's compliance with this topic.

Agribusiness

The Agribusiness Department is responsible for conducting and monitoring the identification, assessment, and mitigation of risks; implementing and maintaining controls; and ensuring compliance of agribusiness-related processes.

To automate the compliance of rural financing, BB has a tool called 'Diagnóstico Geo Sócio Ambiental' (environmental and social geo diagnosis), which automatically prevents rural operations from taking place in legally restricted areas, including areas where deforestation has been detected. The solution allows the identification of the business in public mapping databases and can be used as a tool to assist in the inspection of operations, targeting funds, identifying risk areas, and automatically ensure legal and organizational compliance.

In addition, we have the tool 'Indicadores de Atenção AGR Online' (attention indicators), which flags proposals with certain characteristics and that, for this reason, require attention at the time of approval. These indicators represent the characteristics previously detected in rural loan transactions that identified as fraud. Its purpose is to mitigate operational risks before rural financing

is granted so that the related transactions can be monitored according to the identified occurrences, and to provide more security in the formalization of rural loan transactions. The presence of AGR Online's attention indicators in a proposal does not necessarily imply that there is fraud, but it can indicate the need to reassess the transaction before its approval.

We also have the following tools:

- **RTA/ARE:** A farming technical reference system that provides inputs for assessing costs and outcomes of rural undertakings financed;
- **Rural inspection:** subsequent to the operation release, this process makes it possible to verify the correct application of credits and own funds, the development and results of financed activities, the status of guarantees provided, as well as any factors that might jeopardize the return on financed capital. This inspection service has been incorporating new technologies and visions, such as georeferenced information and an environmental and social approach;
- **Treatment of irregularities:** based on different inputs that guide the operation monitoring, notably those related to inspection, operations undergo specific assessment and additional documentation requirements, which may result in accelerated debt maturity or its disqualification from the rural credit portfolio;

It should also be noted that the Executive Board and the products, services, and processes under management are periodically subject to supervision by the External Audit, as well as our Internal Audit and the Internal Control departments.

If applicable, the list of government policies and programs/budgetary actions, as well as programs from the Multiyear Plan, other national, sectorial and transversal government plans in which it operates, with their respective objectives and goals.

The information regarding the 2022 follow-up of the PPA 2020-2023 is disclosed in the [**Annual Public Policy and Corporate Governance Letter – Reporting year 2022.**](#)



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Letter of Assurance 2-5

INDEPENDENT AUDITOR'S LIMITED ASSURANCE REPORT ON NON-FINANCIAL INFORMATION INCLUDED IN THE ANNUAL REPORT 2022

To the Shareholders, Directors and Management of Banco do Brasil S.A.

Introduction

We have been engaged by Banco do Brasil S.A. ("Banco do Brasil" or "Bank") to submit our limited assurance report on non-financial information included in the Annual Report 2022 of Banco do Brasil, for the year ended December 31, 2022.

Our limited assurance work does not comprise information from prior periods or any other information disclosed in conjunction with the Annual Report 2022, including any embedded images, audio files or videos.

Responsibilities of Banco do Brasil's Management

Banco do Brasil's Management is responsible for:

- Selecting and setting appropriate criteria to prepare the information included in the Annual Report 2022.
- Preparing the information based on the Global Reporting Initiative - GRI ("GRI - Standards").

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- Designing, implementing and maintaining internal control over relevant information for the preparation of the information included in the Annual Report 2022, which is free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express a conclusion on the non-financial information included in the Annual Report 2022, based on the limited assurance engagements conducted in accordance with Technical Communication - CT 03/2022, issued by the Federal Accounting Council (CFC), and based on Brazilian standard NBC TO 3000 - "Trabalhos de Asseguração Diferente de Auditoria e Revisão", also issued by the CFC, which is equivalent to the international standard ISAE 3000 - Assurance Engagements Other than Audits or Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standards Board - IAASB. Those standards require that we comply with ethical requirements, independence requirements and other related responsibilities, including as regards the adoption of the Brazilian Quality Control Standard (NBC PA 01) and, therefore, the implementation of a comprehensive quality control system, including documented policies and procedures on the compliance with applicable ethical requirements, professional standards and legal and regulatory requirements.

In addition, those standards require that the work be planned and performed to obtain limited assurance that the non-

financial information in relation to the GRI - Standards, included in the Annual Report 2022, taken as a whole, is free from material misstatement.

A limited assurance engagement conducted in accordance with Brazilian standard NBC TO 3000 (ISAE 3000) consists mainly of making inquiries of Management and other professionals of Banco do Brasil involved in the preparation of such information in relation to the GRI - Standards, included in the Annual Report 2022, as well as applying analytical procedures to obtain evidence that enables us to reach a limited assurance conclusion on the information taken as a whole. A limited assurance engagement also requires the performance of additional procedures when the independent auditor becomes aware of matters that cause the auditor to believe that the information included in the Annual Report 2022, taken as a whole, might present material misstatements.

The procedures selected were based on our understanding of the aspects related to the compilation, materiality and presentation of the information in relation to the GRI - Standards, included in the Annual Report 2022, other circumstances of the engagement and our consideration of the areas and processes concerning the material information disclosed in the Annual Report 2022, in which material misstatements might exist. The procedures comprised:

- a) Planning the work, considering the materiality, the volume of quantitative and qualitative information and the



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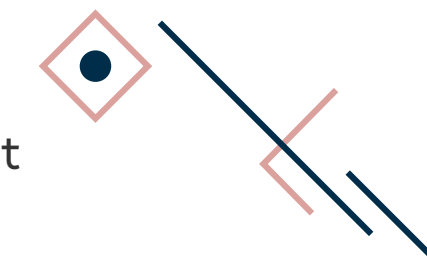
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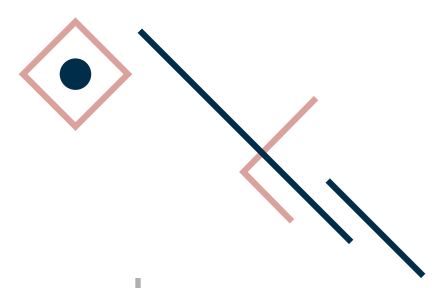
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operating and internal control systems that were used to prepare the information in relation to the GRI - Standards, included in the Annual Report 2022.

- b) Understanding the calculation methodology and the procedures adopted for the compilation of indicators through interviews with the managers responsible for preparing the information.
- c) Applying analytical procedures to quantitative information and making inquiries about the qualitative information and its correlation with the indicators in the non-financial information in relation to the GRI - Standards, disclosed in the Annual Report 2022.
- d) For cases in which non-financial data are correlated to financial indicators, comparing such indicators with the financial statements and/or accounting records.

The limited assurance engagements also comprised the compliance with the guidelines and criteria of GRI - Standards, applied in the preparation of the information included in the Annual Report 2022.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our limited assurance conclusion.

Scope and limitations

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less extensive than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Had we performed

a reasonable assurance engagement, other matters and misstatements that might exist in the non-financial information in relation to the GRI - Standards, included in the Annual Report 2022 might have been identified. Accordingly, we do not express an opinion on this information.

Non-financial data are subject to more inherent limitations than financial data, due to the nature and diversity of the methods used to determine, calculate or estimate such data. Qualitative interpretations on materiality, relevance and accuracy of the data are subject to individual assumptions and judgments. In addition, we have not performed any work related to data disclosed for prior periods or future projections and goals.

The sustainability indicators have been prepared and presented pursuant to the criteria of GRI - Standards and, therefore, are not intended to ensure compliance with social, economic, environmental or engineering laws and regulations. However, the aforementioned standards provide for the presentation and disclosure of possible non-compliance with such regulations when sanctions or significant fines are applied. Our limited assurance report should be read and understood in this context, which is inherent in the criteria selected of GRI - Standards.

Conclusion

Based on the procedures performed, which are described herein, and on the evidence we have obtained, nothing has come to our attention that causes us to believe that the non-financial information in relation to GRI - Standards, included in the Annual Report 2022, was not prepared, in all material respects, based on the criteria and guidelines of GRI - Standards.


Other matters

Scope of the limited assurance

The criterion for defining the scope of the limited assurance consisted in the selection of the GRI - Standards directly associated with material aspects informed by the Bank during the materiality study and their correlation with GRI - Standards during the planning stage of the engagement. We list below the GRI - Standards that were the subject matter of this assurance:

- "General Aspects": 2-12, 2-13, 2-23, 2-26, 2-27 and 2-29.
- "Material Aspects": 3-1, 3-2 and 3-3.
- "Economic Performance": 201-2.
- "Anti-corruption": 205-1, 205-2 and 205-3.
- "Energy": 302-1, 302-3 and 302-4.
- "Water and Effluents": 303-5.
- "Effluents and Waste": 306-3.
- "Supplier Environmental Assessment": 308-2.
- "Employment": 401-1 and 401-2.
- "Occupational Health and Safety": 403-9.
- "Training and Education": 404-1 and 404-3.
- "Diversity and Equal Opportunity": 405-1 and 405-2.
- "Non-discrimination": 406-1.
- "Child Labor": 408-1.
- "Forced or Compulsory Labor": 409-1.
- "Supplier Social Assessment": 414-1 and 414-2.
- "Marketing and Labeling": 417-2.
- "Customer Privacy": 418-1.

Brasília, May 23, 2023


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