

annual **report 2023**

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Presentation

Sustainability is our reason for being. We believe in a more sustainable future for people and the planet, and have been aiming our efforts daily to building an experience beneficial for everyone. Guided by this commitment, we have published another edition of our Annual Report, where we present the most 2023 significant initiatives and earnings, and how we created value for our stakeholders: shareholders, investors, employees, customers, suppliers, partners, government, and society. |GRI 2-3|

In this document, we describe the main programs and actions that we carried out for the purpose of transforming the lives of Brazilian people by promoting a low-carbon and inclusive economy, and supporting our customers in the transition to a more sustainable portfolio. We want to open paths that reconcile financial earnings, environmental care, and societal development.

The content of this report meets the demands of both the market and our stakeholders, and is aligned with global and domestic guidelines, and with the management of risks and impacts related to our core business. The earnings release is also in line with the materiality process that we performed in 2022 (learn more on page 26). Also, in accordance with the main global transparency in accountability-related trends, this report was prepared based on the GRI Sustainability Reporting Standards 2021 and is verified by Deloitte Touche Tohmatsu Auditores Independentes Ltda. The GRI contents are labeled with bookmarks throughout the text and can be viewed in more detail in the GRI Annex. Another major reference is the Integrated Reporting methodology principles, under which we seek to address, in an integrated, noncompeting way, the creation of financial and nonfinancial value, through our financial, environmental, social, and climate performance. The business context and internal and external factors that affect our value creation are also covered in this document.

The presentation of our economic and financial data follows the Brazilian Corporate Law and the rules issued by the Securities and Exchange Commission of Brazil (CVM) and the Central Bank of Brazil (BCB). The balances disclosed refer to the performance of the BB Conglomerate, according to the financial statements available on the Investor Relations portal. The information related to environmental and social disclosures refers 100% to Banco do Brasil, which, in 2023, contributed 81.28% of the operating income of the BB Conglomerate.



In this 2023 Annual Report, we reiterate our commitment to establishing a constructive, transparent dialogue with our stakeholders; enhancing our relationship with customers and their financial business experience; building sustainable earnings by adequately remunerating the capital allocated by our shareholders; developing financial solutions relating to the low-carbon and inclusive economy; improving environmental, social, and climate risk management; ensuring the soundness of our corporate governance; and boosting people management best practices.

We are aware that our actions make a difference in people's daily lives and building a fairer, more egalitarian future. This is the path that will take us to being one of the most sustainable banks in the world.

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

Message from *the Board of Directors*

Dear reader,

We had a historic year for Brazilian society and especially for Banco do Brasil, marked by the appointment of the first woman as Bank's CEO in its 214-year history. Once again, we achieved unprecedented results based on the pillars proximity to our customers, excellence in service delivery, innovation, and commitment to environmental, social and governance causes.

We closed 2023 with record adjusted profit of R$35.6 billion, a year-on-year increase of 11.4%. The expanded loan portfolio totaled R$1.11 trillion, up 10.3% year over year, as a result of the relationship with our customers and the customized solutions offered.

We played our transformative role in society through responsible credit supply and by supporting Brazilian exports, financing home ownership, fostering sustainable agriculture and the growth of small, medium-sized and large businesses, building solutions for the Federal Government, States and Cities, and promoting the sustainable productive development nationwide. By fulfilling our long-term commitments and the goal of assisting our customers in the transition to a sustainable economy, Banco do Brasil's Sustainable Loan Portfolio reached a stock of R$343.1 billion, an 4.8% in increase year over year. Today, this portfolio accounts for approximately 30% of our entire portfolio.

Also in 2023, Banco do Brasil launched Twelve Commitments for a More Sustainable World. These commitments involve Sustainable Credit, Responsible Investment, ESG and Climate Change Mitigation Management, and Positive Impacts on the Value Chain. In line with the United Nations (UN) Sustainable Development Goals (SDGs), Agenda 30 BB responds to the international call to build a world guided by the appropriate management of natural resources, respect for human rights, and the creation of value for our different stakeholders. 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.

Also in 2023, Banco do Brasil became part of the portfolio of the B3 Diversity Index (IDiversa B3), which includes companies that promote diversity and gender and race/color representation in all our spaces, including our boards. Banco do Brasil also became an ambassador for the UN Global Compact after assuming three commitments related to racial equity, gender equality, and decent work, namely, Elas Lideram 2030 (Female Leads 2030), Raça é Prioridade (Race is a Priority), and Salário Digno (Dignified Wage).

We have already started 2024 reaping the benefits! We were included for the fifth time by Corporate Knights' Global 100 ranking as the most sustainable bank in the world and ranked sixth place in the overall ranking, which was disclosed at the World Economic Forum in Davos, Switzerland.

Banco do Brasil is made up of people, in all their race, gender, social, and regional origin diversity. Our special thanks to all our employees throughout Brazil and the world, who every day interact with our customers, interact with the BB brand, by delivering value and bringing solutions, public policy and human, economic, social and environmental development to the regions where they operate.

This team is the real protagonist of the excellent numbers we present in 2023. We believe that 2024 will be even better, with many opportunities and achievements for our Banco do Brasil.

Congratulations, Banco do Brasil!

Dario Carnevalli Durigan
Chairman of the Board of Directors
(Mandate 2023/2025)



The BB team is the true protagonist of the excellent numbers we presented in 2023. We believe that 2024 will be even better, with many opportunities and achievements for our Banco do Brasil.

Message from *the CEO*

|GRI 2-22|



Hello dear readers,

It is with great joy that I submit this Annual Report of Banco do Brasil, which is much more than outstanding figures. It is the result of the work of our team to become closer and more relevant for people's lives at all times.

In this report, we outline the main actions taken by BB in 2023 and which, together with other drivers, contributed to our record adjusted profit of R$35.6 billion.

When I became CEO of Banco do Brasil, I declared that one of my goals for Brazil was to collaborate to the creation of a greener economy, aligned with a vision focused on people, the future and the planet and today, with the support of each employee responsible for our way of being BB, I can say that we are on the right track.

Our value added to society reached R$86.1 billion, a year-on-year increase of 6.8%. And I confidently emphasize that these figures result from actions that have had social and environmental impacts through our transactions, our partnerships, and the work of Fundação Banco do Brasil. The work developed and the results achieved change lives and play a key role in building Brazil's economic and social development.

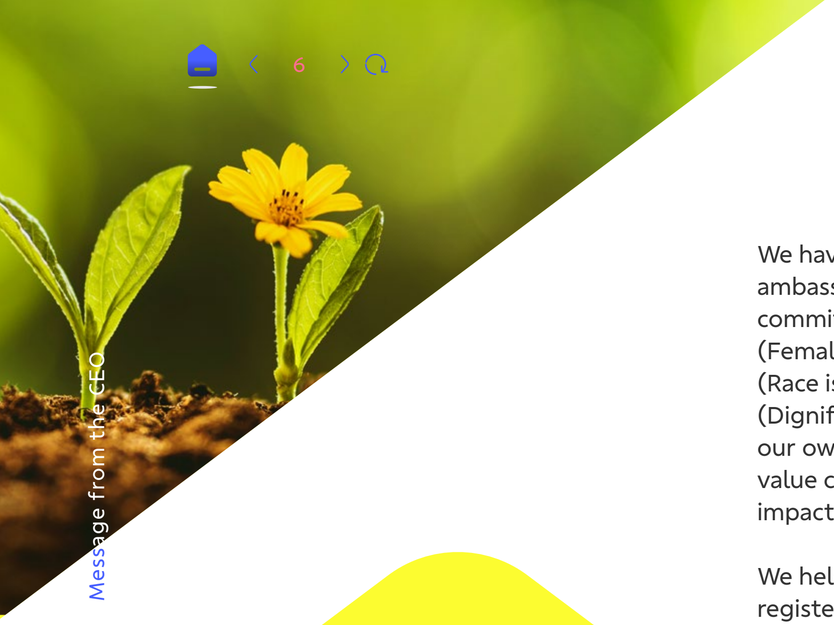
Sustainability has been part of BB's reason for being since we were founded. We follow the best management and governance practices by adhering to domestic and international commitments that encourage sustainable development by supporting the implementation of public policies and promoting sustainable businesses that are important for society.

I emphasize our commitment to transparency and providing relevant, reliable information that meets the market needs and our stakeholders' requirements.

In line with the United Nations (UN) Sustainable Development Goals (SDGs), Agenda 30 BB responds to the international call to build a world guided by the appropriate management of natural resources, respect for human rights, and the creation of value for our different stakeholders.

I have been saying, wherever I go, and I repeat: the sustainability agenda, including aspects related to diversity, equity and inclusion, is not competitive. It is something that we build drawing on collective strength. Without collaboration it is not possible to think about a sustainable future and this is why we created the CEPED (People, Diversity and Equity Executive Committee), created as part of our governance body, an unprecedented decision to further debates and initiatives addressing these issues, here at Banco do Brasil.

I highlight our commitment to transparency and to providing relevant, reliable information that meets the needs of the market and our stakeholders.



We have become UN Global Compact ambassadors when we assumed three commitments: Elas Lideram 2030 (Female Leads 2030), Raça é Prioridade (Race is a Priority), and Salário Digno (Dignified Wage), which take outside our own house by mobilizing our entire value chain and leading initiatives that impact the entire Brazilian society.

We held the BB hiring exam, which registered 1.5 million applicants, resulting in 6,000 new coworkers as sales agents or technology agents.

In our daily work, we deliver what we call a BB for each client. We do this by delivering focused, personalized solutions to serve our individual and corporate clients, while offering the best experience through innovative, sustainable, and above all humanized products and services.

BB has strengthened its operations in the voluntary carbon market while supporting its customers in developing projects that generate credits and their sale, and offering the possibility of offsetting emissions through the acquisition of carbon credits generated by projects with a major environmental additionality.

We are and we will continue to be the largest agribusiness partner in Brazil. We support the sector in all stages of its production chain, and provide sustainable solutions for all rural customers, from megaproducers to small producers, that couple growth and sustainability in the countryside while encouraging good agricultural practices.

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

I want to thank each of our customers and partners for their trust and for building BB together with us.

And I want to thank my 125,000 coworkers who believe and work for the present and future of BB and our country. I was always sure that we would do the best. Banco do Brasil's biggest difference is us. And I am very proud to represent everyone who delivers the most sustainable bank on the planet to society.

Tarciana Medeiros
Chief Executive Officer of Banco do Brasil

We will remain focused on the transition to a green inclusive economy that, through our Sustainable Loan Portfolio, generates a positiveimpact on society and the environment.

Awards and recognition

Sustainability

- **Ranking of the 100 Most Sustainable Corporations in the World 2024 – Global 100, Corporate Knights:** ranked for the fifth time as **the most sustainable bank on the planet**. In addition to the leadership position among banks, BB is ranks 6th among companies in general.
- **Dow Jones Sustainability Index (DJSI):** We remain listed on the New York Stock Exchange index, in the World portfolio and among the top 5% scores in the banking sector.
- **B3's Corporate Sustainability Index (ISE) for the 19th consecutive year.** The OISE gathers shares of publicly-traded companies with the best sustainability practices for the purpose of informing investors' investment decision-making and encouraging companies to adopt good ESG practices.
- **Selected to be part of the B3 IDIVERSA,** the first Latin American index to combine, in a single indicator, gender and race criteria, which recognizes listed companies that stand out in diversity and promotes greater representation of these groups in the market.
- **The Sustainability Yearbook 2023:** ranked in the Top 5% category among banks, as it is within the equivalent range of 1% to 5% of companies in the sector in the DJSI 2022 evaluation process.
- **FTSE4 Good Index Series – London Stock Exchange's sustainability index:** listed for the eighth consecutive year, posting progress in the index assessment to reach a score of 4.1 in 2023 and a maximum score (5.0) in the environmental dimension.
- **South America's most sustainable bank** CFI.co for the second time in a row.
- **ESG rating by Sustainalytics:** we have achieved a Low Risk rating of 19.3 (in 2022 our rating was Medium Risk with a score of 20.6).
- **Terra Carta Seal:** an initiative designed by King Charles III that acknowledges private sector organizations that are leading the global acceleration toward a sustainable transition. In the last edition, only 19 companies received this seal, including BB, which was the only company in Latin America. In Brazil, only Natura and BB have ever received the seal.
- **GHG Protocol:** for the 13th consecutive year, we received the Gold Seal for the Corporate Inventory of Greenhouse Gas (GHG) Emissions, granted by the Center for Sustainability Studies of the Getúlio Vargas Foundation (FGVces).
- Because we have a Board of Directors that is 50% made up of women, we received the **30% Club Brazil Award**, which recognizes companies that support and believe in the strength of leadership diversity.
- **Best Private Bank in Latin America for Diversity and Inclusion** at The Global Private Banking Awards 2023.
- **CEBDS Female Leadership Award 2023:** o BB and President Tarciana were recognized by the Brazilian Business Council for Sustainable Development (CEBDS).



100 Global Ranking of Corporate Knights: ranked for the fifth time as the most sustainable bank on the planet.



We were named the best bank in Brazil in Bank of the Year 2023.

Institutional

- **Best bank in Brazil** in Bank of the Year 2023.
- **Best Brazilian bank** in the **Corporate Governance** category, awarded by the Global Banking & Finance Review.
- **Conquer of four categories of the Best Performance Award:** Excellence in ESG; Best Post-purchase Support; Excellence in Customer Attraction, Loyalty and Retention; and Excellence in Digital Customer/Consumer Service (UX, CX and Customer Success).
- **For the 11th consecutive year, we have been recognized by the Top Employers Institute.** We are the only Brazilian company certified in all editions, which attests to our goal of providing the best experience to employees and our customers.
- Recognition by the **Best Digital Bank, by Global Finance,** in the Best Info Security & Fraud Management category.

Customer relations

- **First place in the ABT Award** with a case from Banco do Brasil's Customer Service Center (CRBB) and 2nd place in the case from Customer Service (SAC BB).
- **Second place in the Reclame AQUI** Award, in the Banks category, with 1st place in Reputation on the platform since 2022 in this category.
- **SA Customer Award:** Gold trophy in the Customer Culture category.
- Silver Trophy in the **Face to Face Performance Award** with the case "BB e Procons: Successful Partnership in Mediation and De-judicialization."
- Awarded, for the fifth consecutive year, the **Friendly Company certificate**, granted by the Court of Justice of São Paulo.

Business

- **2023 Leaders League Ranking in the Wealth Management category – Private Bank Brasil**, which recognizes the best strategies in Brazil in wealth and wealth management for Private customers.
- **Best Private Bank in Brazil** in the World Business Outlook 2023. At the same awards, BB was also recognized in the categories: Best Private Bank for Women; Best Private Bank for Succession Planning; Brazil's Most Sustainable Private Bank.
- **Best Private Banking Institution in Brazil** in the 2023 International Business Magazine, recognized in the categories: Fast Growing in Private Banking, Best Financial Advisory for Women, Best Wealth Management, and Best Financial Advisory for Agribusiness.
- **Best Private Bank in Brazil** at the Global Business Awards 2023, organized by Corporate Vision, an international financial market specialist.
- **We appeared for the ninth time in the Broadcast Analysts Ranking**, again in first place. In all, three BB analysts were among the top 10 market analysts.



- **BB Asset was the winner in the Brokers and Dealers category of the award.** 2023 Finance Plus from the newspaper O Estado de S. Paulo. We was also featured in the **FGV Guide to Investment Funds 2023** and were awarded in the 2nd Best Multimarket Manager category.

- First place in the **TOP Asset general ranking, of the Investidor Institucional magazine**, and 1st position in the Fixed Income, Pension Funds, Pension Funds, Government, Open Pension, and Own Social Security Regimes (RPPS) segments.

- **AEVO Intrapreneurship Award:** "Plataforma Simplifique" case among the 10 winners in the Sustaining Innovation – Team category.

- **ABRACAM (Brazilian Foreign Exchange Association) Compliance seal** for the foreign exchange market for the 2nd consecutive year.

- Macroeconomic projections – Banco do Brasil has shown a high degree of assertiveness in its projections. In 2023, we gained prominence by appearing 10 times in the **rankings of the Central Bank of Brazil** (Top 5) and Agência Estado (Broadcast Projeções).

Innovation

- Most awarded organization, for the second consecutive year, at the **Open Summit Awards** 2023, which is considered the largest Open Finance event in Brazil.

- Silver trophy at the **ABT 2023 Award** with the case "My Finances on WhatsApp BB: Talking about Financial Education with AI".

- **2023 Agile Trends Award**, with the case "Connectivity Management Automation Agility at BB" and a special recognition plaque for the "Brablox" case.

- **FID Insiders Award** in the Financial Solutions Innovation Offering category.

- Recognition in **The Innovators, from Global Finance**, with the "Brablox Metaverse" case.

- **Legal Department AB2L 4.0 Certification, and Gold Seal**, from the Brazilian Association of Lawtechs and Legaltechs (AB2L) for its collaborative, efficient work and digital and integrated performance using new technologies.

- **Banking Transformation Award 2023:** BB's CEO Tarciana Medeiros was recognized as a Personality in Innovation and we won the Operational Efficiency and AI Innovation categories.

- **Best Private Bank in Wealth Management Innovation** at The Global Economics Awards 2023.

- **Inovativos Award:** gold in the Customer Service category.

- **Brazil Ombudsmen Award:** best innovation case for the management of public consumer complaint and satisfaction indicators.

- Gold Trophy for the best innovation performance in South America at the **CMS Financial Innovation**.

- **Innovation in the Public Sector Award** with a focus on the citizen, recognized by the Brazilian Institute of Public Governance (IBGP).

- **Awarded as the 'Most Connected Bank in Brazil'** by Aberimest Brasil, at the opening of the Global Smart Summit 5G Tech.

- **First place in the Evolve Cloudera 23 Awards**, Industry Transformation category – Cloudera Data Impact Awards. – Cloudera Data Impact Awards.

Highlights *of the year*

Governance

- In 2023, we prepared the 2024-2028 BB Corporate Strategy (ECBB), involving **more than 7,000 interactions** with our stakeholders, especially BB employees
- We revised our Compliance Program by reinforcing our commitment to **promoting Diversity, Equity and Inclusion** and mitigating environmental, social, and climate impacts

Environmental

- In 2023, part of our electricity consumed came from fifteen plants solar projects, which generated savings of **R$19.3 million** in 2020-2023
- **100%** of the energy consumed by BB comes from renewable sources[1]
- We ended 2023 with more than **600,000 hectares** of forest conserved in carbon projects

Financial

- Adjusted Net Income[2]: **R$35.6 billion**
- Net Interest Income: **R$93.5 billion**
- Expanded Credit Portfolio: **R$1.11 trillion**
- Basel Ratio: **15.47%**
- Common Equity Tier 1: **12.12%**
- Fee Income: **R$33. 8 billion**

Social

- The value added to society totaled **R$86.1 billion.** Growth of **6.8%** year over year
- We have included **diversity** in the BB values and are sharing content on the subject at bb.com.br/diversidade
- In 2023, the social investment made by the BB Foundation amounted to **R$137.3 million**. These included **312** projects that reached **300,000+** people
- We pioneered the launch of an investment fund linked to B3's IDIVERSA, called 'BB Ações Diversidade IS', which raised **R$36 million** in 2023

Sustainable Credit Portfolio

- In December 2023, this Portfolio had a **balance of R$343.1 billion** in sustainable loan transactions, a year-on-year growth of **4.8%**
- LCA Verde (Green Agricultural Time Deposits): **stock of R$7.8 billion** in 2023 and a reduction of six million metric tons of CO_2 into the atmosphere
- In 2023, RenovAgro raised **R$2 billion,** which strengthens our performance in promoting sustainable agriculture

[1] Own plants, free market and Renewable Energy Certificates (RECs). | [2] Net income without extraordinary items.

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1 who **we are**

Profile

|GRI 2-1|

Founded 215 years ago, Banco do Brasil S.A. (BB) is deemed to be the world's most sustainable bank by the Corporate Knights Global 100 ranking. BB also stands out in several other financial market sustainability indexes, such as the DJSI (Dow Jones Sustainability Index), the ISE (Corporate Sustainability Index), and the FTSE (Financial Times Stock Exchange).

We are a publicly-traded company, governed by private law and controlled by the Federal Government, which holds 50%[1] of our share capital. We were the first company to carry out a public offering of shares in the Brazilian capital market and, since 2006, we have been listed in the *Novo Mercado* segment of B3 S.A. – Brasil, Bolsa, Balcão, which requires advanced corporate governance practices.

We contribute to the Brazilian development with a Sustainable Credit Portfolio with a balance of R$343.1 billion[2]. It is made up of credit lines with high environmental and/or social additionality or aimed at financing activities or segments that have positive social and environmental impacts for the renewable energy, energy efficiency, construction, sustainable transport and tourism, water, fisheries, forestry, sustainable agriculture, waste management, education, health, and local and regional development sectors, reinforcing our transformative role in the development of Brazil.



Our guiding values

Proximity, Efficiency, Innovation, Integrity, Commitment to society, and Diversity.

Purpose

Be close and relevant in people's lives at all times. |GRI 2-12|

[1] The Federal Government controls BB with 50.0000011% of total shares.

[2] Position: December 2023.

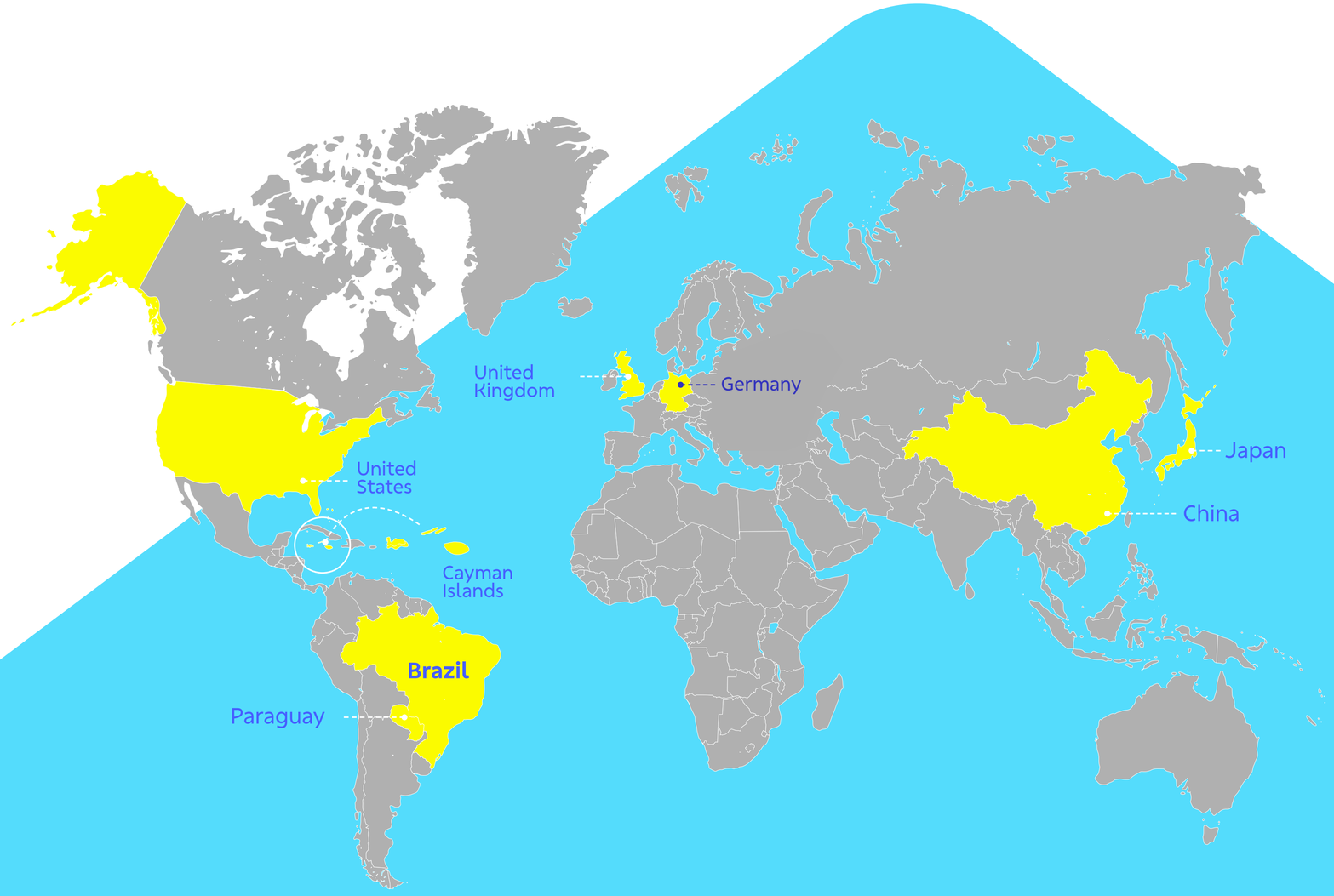
Distribution network *and relationship*

|GRI 2-1| 2-6|

We are present in 93.1% of all Brazilian municipalities with more than 54,064 service posts, including our own and shared service network, and correspondents.

Our foreign service network comprises 11 branches located in seven countries. In addition to this structure, we have agreements with other financial institutions abroad to serve our customers. At the end of 2023, 604 banks operated as BB correspondents in 116 countries.

We also have 13 other entities that Banco do Brasil affiliates (Afreximbank, Banco Patagonia, BB AG, BB Americas Bank, BB CIH, BB Securities Londres, BB Securities USA, BB USA Holding Co Inc. , Bladex, Cielo USA, GPAT Compania Financiera SA, Patagonia Inversora S.A., and Patagonia Valores), located in nine countries: Argentina, Austria, Cayman Islands, Egypt, France, Panama, Portugal, the United Kingdom, and the USA.



Domestic presence

Number of employees |GRI 2-7|

Region	2021	2022	2023
North	3,678	3,897	3,830
Northeast	13,919	14,025	13,944
Midwest	16,090	16,719	17,762
Southeast	35,894	36,100	35,826
South	14,997	15,193	14,840
Abroad	19	19	18
Total	**84,597**	**85,953**	**86,220**

Number of branches

Region	2021	2022	2023
North	254	254	253
Northeast	818	817	820
Midwest	394	396	399
Southeast	1,704	1,704	1,706
South	809	812	814
Total	**3,979**	**3,983**	**3,992**



Types of service network

	2021	2022	2023
Own service network	**11,360**	**11,115**	**10,778**
Branches	3,979	3,983	3,992
Service posts	1,704	1,616	1,551
Automated Service Machines	5,677	5,516	5,235
Mais BB network	**19,860**	**19,710**	**18,847**
Shared network	**24,862**	**25,042**	**24,439**
Banco24Horas	24,265	24,417	24,247
ATMs: Partner Banks	597	625	192
Total	**56,082**	**55,867**	**54,064**

Business *overview*

World

2023 was characterized by high volatility and uncertainties in the global markets. The highlight was the continuation of monetary tightening by major economies, due to the resilience of the inflationary process. Against this backdrop, it is worth noting that the basic interest rate in the United States reached the 5.50% level, the highest level in recent decades. Despite this tightening, the impacts on U.S. economy have not major spillovers. This is due to consumption staying at higher levels and the resilience of the labor market, which resulted in a higher-than-expected GDP increase, reaching an average growth of 2.5% in the year. As regards China, despite all the risks involving the real estate sector – a vector also in 2024 – the local government managed to ensure the growth of the economy in 2023 (5.2%) at a level above the target set (5.0%).

Brazil

In Brazil, the year 2023 was also characterized by many uncertainties and volatilities. However, the overall interest rate and inflation scenario differed from most of the world. Here, we were already anticipating the start of the interest rate cut cycle, which started at the August 2023 meeting, when the base rate was at 13.75% p.a. At the end of the year, with continued cuts made by the Monetary Policy Committee (Copom), Selic dropped to 11.75% p.a. as a result of current inflation that continued to fall throughout the year. We highlight, however, that the interest rate level reached at the end of 2023 is still restrictive and consistent with the existing challenge of bringing inflation to the center of the target. In detail, 2023 was marked by a significant drop in food and manufactures prices, driven by the normalization of global supply chains and the record harvest in Brazil. This contributed to the Broad Consumer Price Index (IPCA) closing the year at 4.62%, below the target ceiling of 4.75% established by the National Monetary Council (CMN). In addition, there were major institutional developments, such as the approval of the tax rule and the maintenance of the inflation target at 3.0%. These factors were key for Brazil's economic management in the period.

Given the monetary easing scenario, the strong contribution of agriculture in 2023 (15.1%[1]), the disinflation process, and the growth in disposable income, economic activity stood out positively throughout the year and ended the year with an 2.9%[2] growth, a result that far exceeded market expectations at the beginning of the year (approximately 0.80%).

On the credit side, according to the Central Bank, the volume of the National Financial System (SFN) portfolio increased 8.1% in 2023. However, this growth was lower than the 14.5% increase recorded in 2022. It should be noted that this deceleration of the SFN's total loan portfolio was already expected in our baseline. On the other hand, we highlight the significant deceleration of the corporate loan portfolio, which grew 4.7% in 2023, down from 10.1% growth in 2022. Similarly, credit to households grew by 10.4%, down from 17.7% growth in the previous year. By analyzing free credit (i.e., credit not linked to specific programs), there was an expansion of 5.5% in the year, compared to the 14.9% growth in 2022. As for earmarked funds, even though there was a considerable increase of 11.9%, this rate also slowed down from the 14.0% in the previous year.

Overall, given all the events in 2023 and the different adverse scenarios taken into consideration, we ended the year in a more constructive way, both in the global and domestic scenarios.



[1] Agricultural growth in 2023.

[2] GDP growth (economic activity).



Our *top brands*

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

In December 2023, we had 594 registered trademarks and 120 trademarks in the process of being registered in Brazil.

The Banco do Brasil brand conveys our attributes and our reason for being to society. Our focus on the customer boosted our brand value throughout 2023, from R$24.5 billion to R$47.8 billion, a growth of 95%.

In addition to better assessing customers in general, with emphasis on the Retail Individual and Corporate (PJ) markets in the period, our solid financial results each quarter has a direct impact on this growth.

In December 2023, we had 594 registered trademarks and 120 trademarks in the process of being registered in Brazil. Abroad, we have 76 registered trademarks in several countries in the Americas, Europe and Asia.

The valuation of intangible assets, such as the brand, is critical for companies listed on the stock exchange, as it can affect their share price and their risk rating. Intangibles have the power to influence consumer loyalty, demand across sales channels, employee engagement, and investor interest, thereby transforming business performance and the bottom line.

The Banco do Brasil Conglomerate consists of companies[1] that, depending on the nature of their relationship with us, are classified as subsidiaries, affiliates, immaterial interests, managed entities, sponsored entities, or foundations. See the highlights on the following page[2]:

[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, see the complete organizational chart on the Investor Relations website.

Subsidiaries |GRI 2-1| 2-2| 2-6|

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

BB Asset — 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$1.5 trillion in assets under management (AuM).[1]

BB Seguros — 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.

BBTS — 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 2023.

Affiliates and immaterial interests

Brasilcap — A special savings bonds *(capitalização)* company with over R$2.5 billion in redemptions.

Brasilprev — Brasilprev is the national leader in the private pension segment.

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

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

elo — 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.

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

cateno — 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

BB Previdência

Founded in 1994, BB Previdência is a multisponsored 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).

Previ

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

Fundação BB

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 Brazil.

Cassi

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.



2 strategy and sustainability

"Our economic activity is based on renewable and sustainable forest products and, accordingly, we strive to advance our ESG agenda. Our commitment to the responsible use of natural resources, to communities and to transparent governance is key to our growth and to strengthen our position in the market. Having access to the BB credit line enabled us to properly advance our business and materialize some projects that we deem vital and that reflect our essence, such as the FSC forest management certification for all our own forests and the FSC certified chain of custody for all our industrial facilities in Brazil. In 2023, we also completed our first emissions and carbon sequestration inventory (related to 2022) and fostered our social actions."

Corporate customer of the Sustainable Credit Portfolio

Corporate *Strategy*

|GRI 2-12| 2-29|

The process of drafting the BB Corporate Strategy (ECBB) 2024-2028, which took place as of the second quarter of 2023, focused on ensuring the involvement of stakeholders and, as a priority, on expanding the involvement of the Bank's employees by seeking to increase the sense of belonging and enrich the content by involving employees from different segments and regions, including by involving Entities Affiliated to BB (ELBBs), totaling more than 7,000 interactions.

We used a set of planning methodologies in the process, aligned with best market practices, adopted at Banco do Brasil, especially the SWOT (strengths, weaknesses, opportunities and threats) matrix, the Balanced Scorecard (BSC), and the SMART methodology, the main goal of which is to ensure that indicators and targets are specific (S), measurable (M), attainable (A), relevant (R), and Time-bound (T).

The process consisted of the following steps:

- surveying perceptions using institutional surveys that addressed financial industry trends, uncertainties, and scenarios, and market studies about trends in banking consumer behavior;
- involving experts on key topics in online lectures;
- conducting planning workshops, during which employees had the opportunity to actively participate in discussions and make proposals strategic decisions;
- setting the goals, strategic drivers, and their related indicators and targets, informed by inputs from the previous steps; and
- top management's discussion and decision-making.

Considering, therefore, that the 2024-2028 ECBB preparation was a collaborative process, with the involvement of representatives of the entire staff, management was engaged to review and prioritize proposals, which was done during a specific meeting of senior management members and invited executives. Finally, the Corporate Strategy was approved by the Board of Officers (CD) and the Board of Directors (CA). The preparation of the Strategy, therefore, can be described as a bottom-up approach (from the bottom to the top of the organization).



The preparation of the 2024-2028 ECBB was steered by the following guidelines:

- Emphasis on end-to-end customer centricity by strengthening of the relationship with the Bank.
- Strengthening the commitment to sustainability in ESG practices.
- Sustainable profitability growth, capital optimization, profitability, and operating efficiency.
- Accelerating digital transformation and innovation.
- Developing the organizational culture through innovation, integration and equity.

Markets of operation

|GRI 2-12| 2-29|

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

During the preparation of strategies, discussions are held to define main market Strategic Drivers, which generally reflect the loan portfolio growth in line with financial market expectations, strengthening core business operations, 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.

These drivers and ambitions were submitted to the Bank's Senior Management and used to prepare the Risk Appetite and Tolerance Statement (RAS), and the General Budget, which reflect the expectations from each market and main business lines.

Strategic Goals and Drivers

|GRI 2-12| 2-29|

The Organization's Strategic Drivers and Goals for the coming five years are embodied in the Strategic Map and distributed among five perspectives:

	Customers	Financial	Sustainability	Digital Transformation and Processes	People and Culture
Goals	We offer solutions that provide the best customer experience.	Create value and generate sustainable results.	Become a sustainability leader and in promoting of ESG transactions and practices	Advance our way of working to accelerate digital transformation and innovation	Have people engaging with BB's values and promote collaboration, respect and inclusion
Drivers	• Strengthen customer engagement • Deliver relevant, integrated solutions to each customer segment • Offer an omnichannel platform tailored to each customer's context • Win and retain new generations of customers	• Diversify and elevate results while taking into consideration our customers' needs and strengths • Mitigate risks in business generation and management • Accelerate and integrate value creation into ecosystems and new businesses • Assume, with adequate profitability, a leading role in relevant businesses under threat • Expand operations in value chains	• Promote a culture of sustainability and ESG in practice • Generate value from products and services with ESG features • Promote the decarbonization of the planet • Boost Diversity, Equity and Inclusion among all stakeholders, both internal and external	• Expand the use of data and analytics with an emphasis on experience and results • Boost value delivery through the phygital experience and a culture of innovation • Optimize and transform the Conglomerate's processes and solutions portfolio • Strengthen the Conglomerate's integrated risk management, with an opportunity for conscious experimentation	• Improve compensation methods, career development, and recognition • Promote the development of an engaging leadership and continuous learning for all employees • Improve work models • Ensure a that we have psychologically healthy workplace • Offer the best experience of being BB to our employees

The Corporate Strategy drivers are expressed in our daily operations through the other plans that make up the strategy framework, the budget, and the induction and performance assessment tools. The results are monitored using performance indicators, a strategy management tool, as well as regular reports to the governance bodies.

It is worth noting that, in addition to the guiding role of its work in preparing the ECBB, the Board of Directors approves the **Code of Ethics** and the **Environmental, Social, and Climate Responsibility Policy (PRSAC)**, which guides our behavior regarding our stakeholders and considers, in an integrated manner, the social, environmental and climate dimensions in business, the ethical and transparent relationship with our stakeholders, the promotion of human rights and fundamental labor rights, and the respect for and appreciation of diversity and equity in relationships.

Master Plan

|GRI 2-12| 2-29|

The Master Plan (PD) is a set of strategic indicators and goals for the coming five years, based on the ECBB's Strategic Goals and Drivers. It outlines broadly the results we want to achieve, for the Bank as a whole, and based on these results, breaks down the Induction and Assessment Tools and the Objectives and Key Results (OKRs) of Integrated Planning.

The Board of Directors approves the Code of Ethics and the Environmental, Social, and Climate Responsibility Policy (PRSAC), which guides our behavior regarding our stakeholders.





Integrated Planning is fully designed collaboratively and seeks to achieve a strategic alignment at all organizational levels.

Integrated Planning

|GRI 2-12| 2-29|

The Strategic Units (UE) break down the long-term strategic goals into annual Business OKRs using the Integrated Planning.

The OKRs are reviewed by the Board of Directors and shared with the UEs so that they can declare initiatives that will make corporate KRs feasible. These are followed up on a monthly basis by the Strategy and Organization Executive Office, during meetings with the leasing UEs that calculate the KRs. This procedure consists of reporting the performance of each KR and the initiatives that make each key result feasible. The goal of applying the OKR framework is to promote the convergence of joint efforts of the UEs so that the organization achieves the desired results. Integrated Planning is fully designed collaboratively and seeks to achieve a strategic alignment at all organizational levels.

In addition to these initiatives, it is worth highlighting, in this context our Sustainability Plan – Agenda 30 BB, which is the tool used to improve our business and processes, by aligning the Bank with the best global practices and contributing to ensure environmental, social, and climate responsibility permeate the entire Conglomerate, while seeking to generate sustainable results. The Sustainability Plan is reviewed every two years using a systematic process that involves all strategic areas of the Bank and representatives of our main stakeholders (employees, customers, suppliers, partners, shareholders/investors, civil society representatives and sustainability experts, competitors, regulators, press/media, and the government). Learn more about our Sustainability Plan on page 28.

Sustainability

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

Corporate Sustainability is crosscutting aspect of business and process management. We believe in the viability of reconciling the interests of shareholders with socially and environmentally sustainable businesses by engaging in ethical, responsible relationships with the various stakeholders.

We disseminate the importance of incorporating sustainability principles in planning and implementing actions throughout the value chain. In order to generate value for stakeholders and minimize any negative impacts, we have leaders committed to the challenge of reconciling business competitiveness with building a fairer, more inclusive society.

We follow the best management and governance practices by adhering to domestic and international commitments that encourage sustainable development, support the implementation of public policies, and promote sustainable businesses that are important for society.

In 2022, Banco do Brasil approved its **Environmental, Social and Climate Responsibility Policy (PRSAC)** and the corresponding action plan, in compliance with CMN Resolution No. 4945/2021, which provided the requirements for the establishment of the PRSAC and procedures for its effective implementation by the financial system institutions. In 2023, we updated the PRSAC by including some concepts that clarify the its provisions, without changing strategic directions.

Against this backdrop, the PRSAC guides the conduct of Banco do Brasil and the Affiliates that are part of BB Prudential Conglomerate, and is guided by the materiality, proportionality and efficiency principles. The principles and guidelines stated in the PRSAC are conveyed in the initiatives that comprise the BB 2030 Commitments for a More Sustainable World, the Sustainability Plan – Agenda 30 BB, and internal regulations, which results in weighting economic, social, environmental and climate variables to design and develop processes, products, and services.

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 importance, these guidelines are replicated in the **BB Sustainability Guidelines for Credit** and in the **BB Socioenvironmental 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 set of information and performance gathered periodically is part of reports (sustainability, financial, emissions, among others) that are made available on Banco do Brasil's websites.



José Ricardo Sasseron
Chief Government Affairs and Sustainability Officer

"We are one of the world's most sustainable banks, in accordance with the main global references, which means that we play a transformative role in society, adopting sustainable business and practices in the relationship with our customers and suppliers.

This is materialized in projects focused on the transition to a green, inclusive, diverse and low-carbon economy and in the fostering of projects for forest preservation and restoration and for the recovery of degraded areas in the different Brazilian biomes.

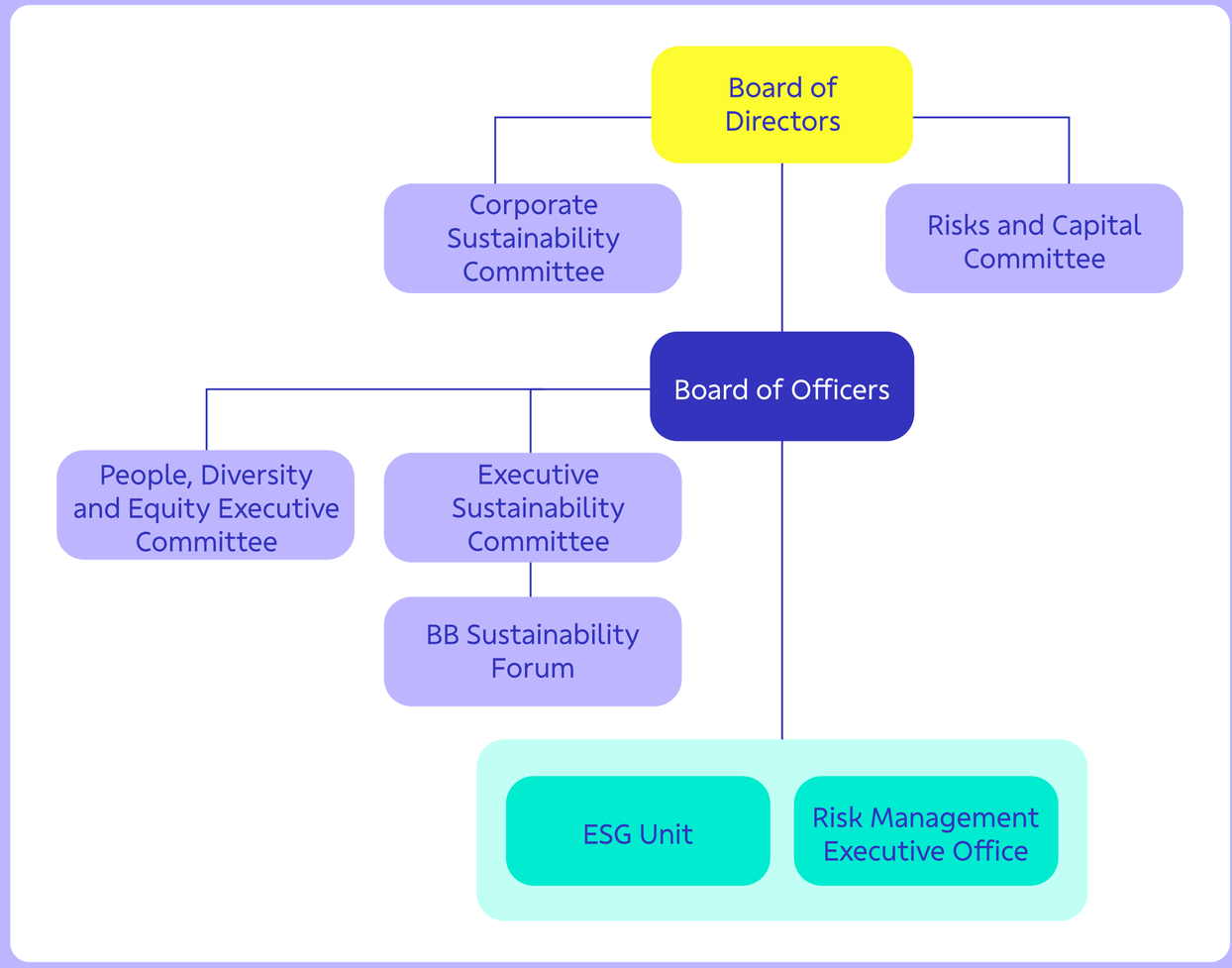
We also work for the promotion of bioeconomy, the development of financial solutions aimed at a sustainable and inclusive model. Additionally, we granted a record volume of credit to States and Municipalities, in line with BB's efforts to support the development of Brazil, social inclusion, generation of jobs and income, and care for the environment, generating sustainable results."

Sustainability Governance

|GRI 2-9| 2-12| 2-14|

The main objective of sustainability governance is to ensure the compliance of the best practices regarding corporate sustainability and manage the environmental, social and climate performance, based on the **Environmental, Social and Climate Responsibility Policy (PRSAC).** At Banco do Brasil, it conforms to the following structure:





Board of Directors (CA)

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

Board of Officers (CD)

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

Corporate Sustainability Committee (Cosem)

A collegiate body created for the purpose to advise the Board of Directors on issues related to the sustainability and environmental, social, and climate responsibility of Banco do Brasil, based on best market practices and the commitments voluntarily assumed by the Bank.

Risks and Capital Committee (Coris)

Advises the CA in the performance of its duties in connection with risk management, including environmental, social and climate and capital risks for the institutions that are part of the Banco do Brasil Prudential Conglomerate.

People, Diversity and Equity Executive Committee

Reports to the CD and is composed of chief officers and officers. It is responsible for approving the guidelines and goals related to the Diversity, Equity and Inclusion (DE&I) Program; monitoring the implementation of the structuring actions related to the Program, among other people management-related duties.

Executive Sustainability Committee (Cesus)

Reports to the CD 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

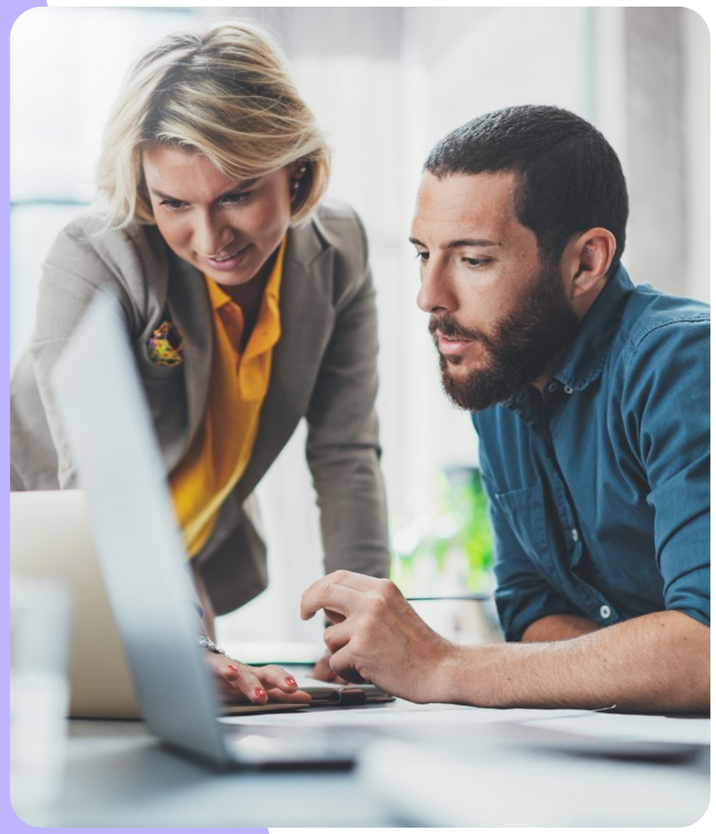
Body composed of executive managers of the Bank and Fundação Banco do Brasil. The Forum supports the incorporation, alignment and sharing of sustainability principles and practices, in addition to monitoring environmental, social and climate initiatives and the implementation of the Sustainability Plan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

ESG Unit

Strategic unit reporting to the Business, Government and Corporate Sustainability Chief Officer, responsible for planning the Bank's corporate sustainability actions to promote the strategic guidelines and acculturation of the topic. It is also responsible for the specific management of environmental, social, and climate risks.

Risk Management Executive Office

Strategic unit reporting to the Business, Government and Corporate Sustainability Chief Officer, responsible for the corporate management of environmental, social, and climate risks.



Materiality

GRI 3-1

The last process to process to define material sustainability topics to guide our management and reporting was carried out in 2022.
The study was based on a comprehensive consultation with stakeholders in 2020, the company's strategy and the update of the domestic and international scenarios, which resulted in the definition of 23 topics, 11 of which were considered material (priorities), from a sustainability standpoint.

In turn, these topics are broken down into the sustainability challenges that make up the Sustainability Plan – BB Agenda 30. Every two years, the topics/challenges are reviewed and at the end of 2023, we concluded the 9th revision cycle of the Sustainability Plan – BB Agenda 30, for the period 2023-2025.

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; sectoral studies; benchmarking with domestic and international peers; the 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 (impact materiality or inside-out), as well how these issues affect its performance, position and development (financial materiality or outside-in).

As in the process of prioritizing sustainability issues, the definition of the Bank's material risks takes into account BB's Corporate Strategy, risks inherent to the activities of Entities Affiliated to Banco do Brasil (ELBBs), regulatory guidelines, internal and external risk factors for the Bank, benchmarking with domestic and international peers, consulting firms, and specialized publications.

The definition of material risks draws on material sustainability topics, as well as other topics related to external and internal scenarios. Management processes are defined for these risks to control exposure and contribute to the sustainable achievement of the projected goals. It is worth noting that the process of prioritizing sustainability topics is constantly improving, so that new topics and issues of BB's Corporate Strategy are taken into account and integrated into the process, including corporate risk management-related material topics and issues.

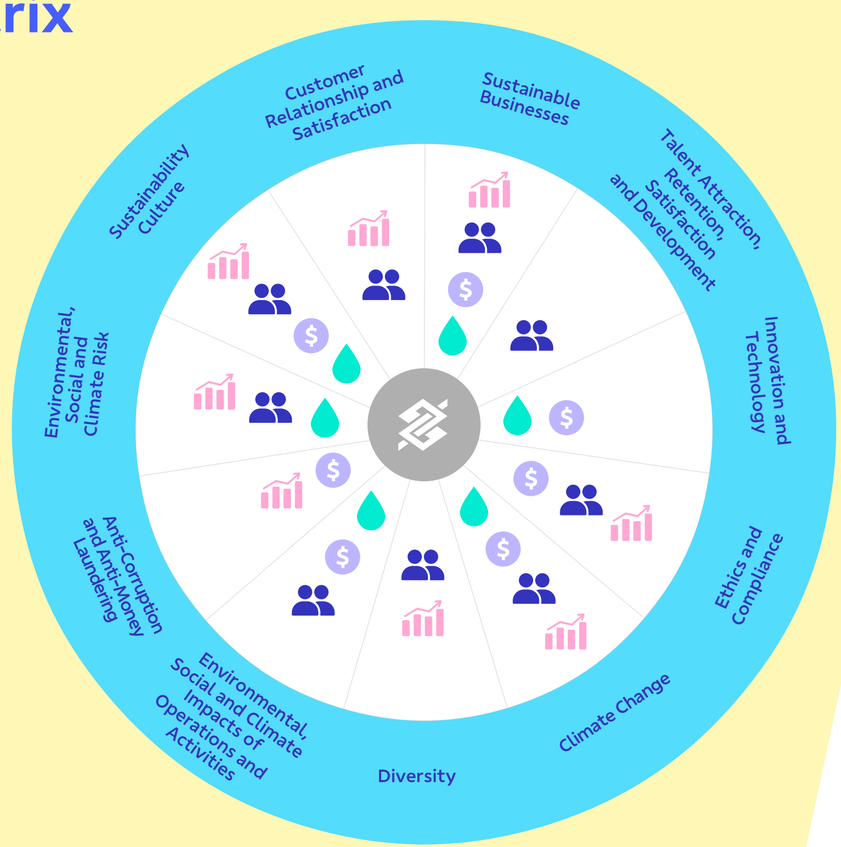
Check out the GRI Attachment to this report to see how our materiality process was in 2022.

The 11 material topics GRI 3-2

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
9. Environmental, Social and Climate Risk
10. Sustainability Culture
11. Customer Relationship and Satisfaction

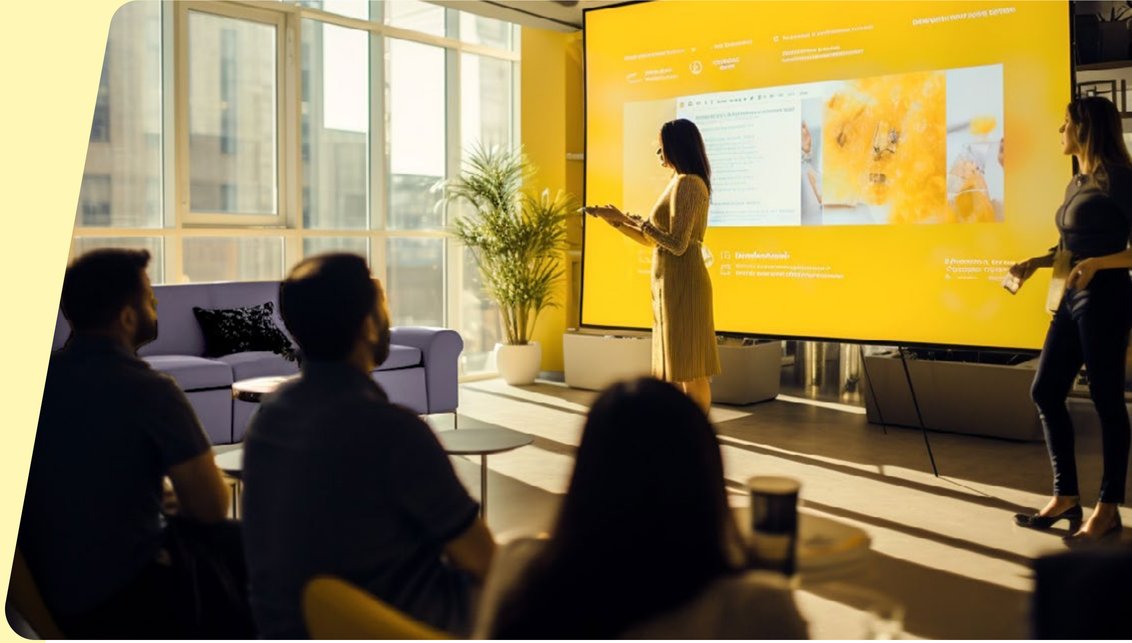
Materiality matrix

|GRI 3-1| 3-2|



LEGENDA

Environment
People
Economy
Businesses

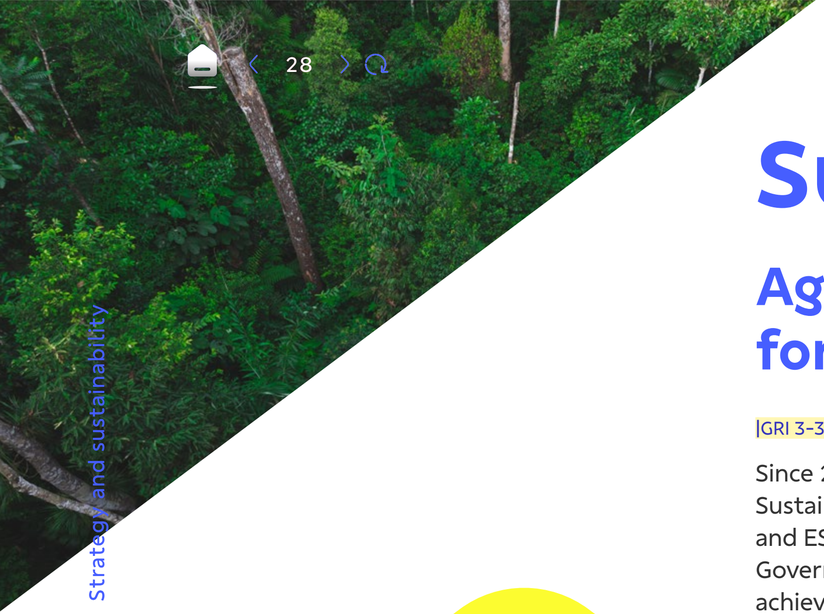


Our stakeholders

|GRI 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 affiliated 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 and 2030 Commitments for a +Sustainable World

|GRI 3-3 For Sustainability Culture| 2-24| 2-29|

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. The plan, entitled Agenda 30 BB, in line with the United Nations Organization's Sustainable Development Goals (SDGs), seeks to strengthen our transformative role in the offering of products and services, promoting the transition to a low-carbon and inclusive economy, and expanding 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. Thus, our Sustainability Plan, broken down into sustainability challenges, covers actions, indicators and goals for a three-year period.

Agenda 30 BB 2023-2025

In 2023, Agenda 30 BB was updated in its ninth version, resulting in 47 actions and 100 indicators linked to 25 sustainability challenges. As part of a process that involved virtually the entire organization in its implementation, was revised based on the evaluation of domestic and international ESG trends, market studies and indices, sustainability ratings and rankings, 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 Agenda 30 BB is a result of the ongoing process of improving our performance and commitments.

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.

The Agenda 30 BB 2021-2023 covers actions with indicators and targets aimed to enhance sustainability governance and the management of risks and opportunities related to climate issues, work in favor of, but not limited to, decarbonization, develop and offer financial solutions and business models that incorporate ESG aspects, promote diversity, evaluate and measure environmental, social, climate and economic impacts (externalities), develop initiatives aimed at reducing deforestation.

We present below the results of the initiatives implemented in 2023, and those scheduled for 2024, within the scope of Agenda 30 BB 2023-2025.

Accountability 2023 – Agenda 30 BB[1]

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 impacts of activities, products, services or projects by June 30, 2023.
- **Accountability:** Update and increase the coverage of the analysis of the economic, environmental and social impacts arising from BB's operational and commercial activities.
- **Impacted SDGs:**



Environmental, Social and Climate Risk

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

- **Action:** Review BB's credit process from the environmental, social and climate risk standpoint.
- **Indicator:** Review and publish BB's Sustainability Guidelines for Credit and Environmental and Social Guidelines – Restrictive List and Exclusion List by December 31, 2023.
- **Accountability:** Review and publication of BB's Sustainability Guidelines for Credit and of the Restrictive and Exclusion lists on BB's Investor Relations website.
- **Impacted SDGs:**



[1]We only publish non-confidential actions and indicators that are linked to the material topics / challenges since the plan is more comprehensive and takes into consideration the other sustainability topics and challenges identified in the materiality process and in the update of Agenda 30 BB (link to the Agenda 30 BB).

Sustainable Business

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

- **Action:** Issue and originate a sustainable bond.
- **Indicator:** Prepare and disclose the Sustainability-Linked Finance Framework (SLFF) by December 31, 2023.
- **Accountability:** Approval of BB's Sustainability-Linked Finance Framework (SLFF).
- **Impacted SDGs:**

Talent attraction, retention, satisfaction and development

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

- **Action:** Strengthen initiatives whose reward is impacted by individual performance evaluation.
- **Indicator:** Maintain 100% of employees covered by the multidimensional performance evaluation, considering the environmental, social and climate aspects, which has an impact on compensation by December 31, 2023 (find out more on page 79).
- **Accountability:** Achievement of 100% of employees covered by the multidimensional performance evaluation, considering the environmental, social and climate aspects, which has an impact on compensation.
- **Impacted SDGs:**

Innovation and Technology

Challenge: Anticipate market trends and promote the innovation necessary so as to ensure Banco do Brasil's competitiveness.

- **Action:** Innovate, with the help of new technologies, BB's business models, products and services.
- **Indicator:** Indicator: Have 10.6 million customers with high digital maturity by December 31, 2023.
- **Accountability:** Achievement of around 12 million customers with high digital maturity.
- **Impacted SDGs:**

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 of climate issues.
- **Indicator:** Improve climate-related information in financial reports by June 30, 2023.
- **Accountability:** Publication of information related to climate issues in BB's financial and non-financial reports, such as Performance Analysis, Management Report, Annual Report, ESG Databook and Reference Form.
- **Impacted SDGs:**



Challenge: Work towards the decarbonization of BB's own emissions, financed emissions and investments, in line with the best market practices and investor expectations.

- **Action:** Develop initiatives for the decarbonization of BB's financed emissions and investments.
- **Indicator:** Submit a proposal for intermediate GHG and/or net zero targets to the applicable body, including a business approach and funding guidelines, based on the Science Based Targets initiative (SBTi) criteria and recommendations, by December 31, 2023.
- **Accountability:** Approval of the proposal for financed GHG emissions reduction targets for the Corporate Loans segment and the inclusion of Environmental and Social Guidelines for the activities of mineral coal extraction and mineral coal-fired thermal power generation.
- **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 that are prone to consume these products by December 31, 2023.
- **Accountability:** Adoption of strategies to make the offer to target customers, taking into consideration the Retail, Wholesale and Government pillars.
- **Impacted SDGs:**



Challenge: Promote financial education initiatives and solutions so as to contribute to the digital inclusion and financial decisions of BB's customers.

- **Action:** Improve financial education initiatives with a view to expanding the knowledge about products and services.
- **Indicator:** Carry out a debt renegotiation program involving vulnerable/over-indebted customers so as to bring customers back into the credit market by December 31, 2023.
- **Accountability:** Adherence to and implementation of the debt renegotiation program called Desenrola Brasil (Renegotiate Brazil), which enabled the offer of many special conditions.
- **Impacted SDGs:**



Agenda 30 BB 2023-2025 – Commitments 2024[1]

Sustainable Business

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

- **Action:** Increase the balance of sustainable investment products or products that integrate ESG aspects.
- **Indicator:** Develop sustainable investment funds/ products or funds/products that integrate ESG factors, in line with the rules of CVM Resolution No.175 of December 31, 2022 by December 31, 2024.
- **Impacted SDGs:**



Talent attraction, retention, satisfaction and development

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

- **Action:** Improve talent recruitment and selection processes with a focus on diversity.
- **Indicator:** Establish parameters in professional advancement processes that factor in diversity and contribute to reducing unconscious biases by June 30, 2024.
- **Impacted SDGs:**



Innovation and technology

Challenge: Anticipate market trends and promote the innovation necessary so as to ensure Banco do Brasil's competitiveness.

- **Action:** Innovate, with the help of new technologies, BB's business models, products and services.
- **Indicator:** Enter into at least two strategic partnerships aimed at developing sustainable businesses by December 31, 2024.
- **Action:** Improve processes and initiatives that contribute to the management of ESG data and information.
- **Indicator:** Include information on BB's sustainability documents in the automated customer service chatbot on the IR website by June 30, 2024.
- **Impacted SDGs:**



[1] We 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**.

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.

- **Action:** Strengthen ethical and responsible communication and marketing practices.
- **Indicator**: Include in the "Manual of relationship with advertising agencies" assumptions related to the identification and prevention of greenwashing practices by June 30, 2024.
- **Impacted SDGs:**



Climate change

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

- **Action:** Implement initiatives to strengthen BB's operation in the carbon credit market.
- **Indicator:** Provide a tool for customers in the SME segments to be able to measure their carbon footprint and purchase carbon credits for the corresponding neutralization by December 31, 2024.
- **Impacted SDGs:**



Challenge: Work towards the decarbonization of BB's own emissions, financed emissions and investments, in line with the best market practices and investor expectations.

- **Action:** Develop initiatives for the decarbonization of BB's financed emissions and investments.
- **Indicator:** Measure scope 3 category 15 financed emissions (absolute and intensity) in relation to the 2023 fiscal year by June 30, 2024.
- **Impacted SDGs:**



Diversity

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

- **Action:** Promote diversity in the workplace.
- **Indicator:** Define and disclose targets to increase the number of People with Disabilities (PwD) in the workforce by June 30, 2024.
- **Indicator:** Define and publish targets to increase the number of women in /promote women to positions such as: junior management, middle management, senior management and technology (Stem) by December 31, 2024.
- **Impacted SDGs:**



Environmental, social and climate risk

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

- **Action:** Incorporate ESG criteria into the development of banking products and services.
- **Indicator:** Improve the criteria for assessing environmental, social and climate impacts on the product development and revitalization process by June 30, 2024.
- **Impacted SDGs:**



Challenge: Develop initiatives aimed at reducing deforestation and increasing the financing of projects of conservation of Brazilian biomes, in particular the Amazon.

- **Action:** Support the combat of deforestation and the implementation of actions that promote environmental preservation.
- **Indicator:** Increase the recovery of degraded areas through good farming practices financed by BB in relation to the previous year by December 31, 2024.
- **Impacted SDGs:**



Sustainability culture

Challenge: Foster the sustainability culture through the implementation of policies, programs, commitments and actions that encourage a behavior change with BB's stakeholders.

- **Action:** Foster a sustainability culture and recognize the sustainable performance and initiatives of BB employees and society.
- **Indicator:** Include sustainability targets (reduction of energy and water, increase of ESG business, etc) in the induction instruments of all premises by December 31, 2024.
- **Action:** Promote awareness-raising and the training of BB employees and Senior Management in sustainability.
- **Indicator:** Assess the need to provide and/or update an educational solution to train employees on new opportunities related to environmental assets (carbon market, renewable energy, among others) and, depending on the need identified, implement them by December 31, 2024.
- **Impacted SDGs:**



Customer relationship and satisfaction

Challenge: Promote financial education initiatives and solutions so as to contribute to the digital inclusion and financial decisions of BB's customers.

- **Action:** Improve financial education initiatives with a view to expanding the knowledge about products and services.
- **Indicator:** Improve the Financial Education Program for BB's customers and society (over-indebted, vulnerable, university students, among others) by June 30, 2024.
- **Impacted SDGs:**



Contribution of Agenda 30 BB to the SDGs

|GRI 2-24|

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



BB 2030 Commitments for a + Sustainable World

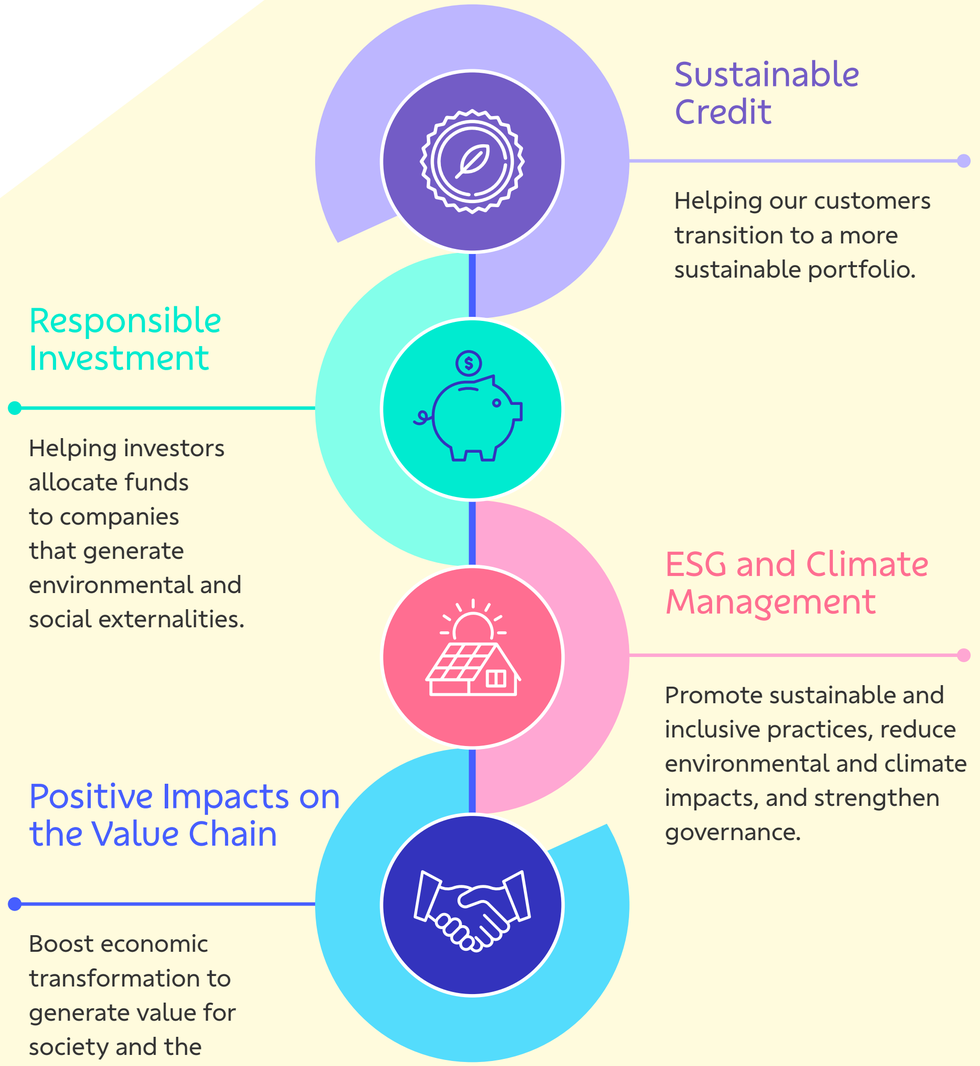
|GRI 2-16| 2-24|

In 2021, Banco do Brasil launched its 10 Long-term Sustainability Commitments, which have been helping guide our actions in line with the demands from society, the Global Sustainable Development Goals (SDGs), and the Paris Accord.

In 2023, by seeking to reinforce its commitments, BB took an important step by renewing its goals to be achieved by 2030. This step resulted in the formulation of 12 commitments, structured based on the axes Sustainable Credit, Responsible Investment, ESG and Climate Management and Positive Impact on the Value Chain.

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 Credit

Sustainable Loan Portfolio
Reach a stock of **R$500 billion** by 2030

Renewable energy
Reach a stock of **R$30 billion** by 2030

Sustainable agriculture
Reach a stock of **R$200 billion** by 2030

State and Municipal Efficiency
Disburse **R$40 billion** by 2030[1]

Responsible Investment

Sustainable Investment Products
Reach a stock of **R$22 billion** in sustainable investment funds by 2030[2]

Sustainable Funds
Originate **R$100 billion** in sustainable funds for BB and our customers by 2030

ESG and Climate Management

Direct GHG emissions
Offset 100% of Scope 1 and 2 emission

Use of 100% renewable energy starting 2023[3]

Reduce direct emissions (Scope 1) by 42% by 2030[4]

Diversity
Achieve 30% of women in leadership positions by 2025

Achieve 30% of black, brown, indigenous, and other underrepresented ethnicities in leadership positions by 2025

Digital maturity
Reach 17 million digitally mature customers by 2025

Positive Impacts on the Value Chain

Financial inclusion
Renegotiate debts of 2.5 million customers with incomes of up to two minimum wages by 2025

Reach 1 million entrepreneurs, with access to credit, by 2025

Private social investment
Invest R$1 billion in education, environmental care, inclusion, encouragement of volunteering, and social technologies through Fundação BB by 2030

Reforestation and Forest Conservation
Reach 1 million preserved and/or reforested hectares by 2025

Strengthen practices that promote the recovery of pasture and degraded areas and ensure zero illegal deforestation in BB financing

[1] 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.

[2] In line with the regulatory change in investment funds.

[3] Own plants, deregulated market, and RECs.

[4] Year base 2022.

Our business model and *value creation*

Capitals

Human capital
+ 86,000 employees

+ 2,200 online courses available at UniBB

Intelectual capital
R$32.8 billion invested in technology from 2016 to 2023

BB Ventures: + 600 startups examined and **48** invested

Innovation Platform: + 11 thousand employees impacted who generated **+ 2 thousand** innovation ideas

Natural capital
Reduce direct emissions (Scope 1) **by 42%** by 2030[1]

100% of the energy consumed by BB is linked to renewable energy sources

Social and relationship capital
+ 83 million customers

+ than 1 million shareholders

+ than 5,000 suppliers with 16,860 current contracts

Financial capital
+ R$1.11 trillion in assets Loan Portfolio

R$1.5 trillion of third-party funds under management

Manufactured capital
Service Network: **54,064**

Our Strategy

Strategic drivers
- Customers
- Financial
- Sustainability
- Digital transformation and processes
- People and culture

Corporate strategy
Active participation of our stakeholders

ECBB 2024-2028
- Offer solutions that provide the best customer experience
- Create value and generate sustainable results
- Be a protagonist in sustainability and in the promotion of business and ESG practices
- Evolve the way we work to accelerate digital transformation and innovation
- Engaging people with BB's values and promoting collaboration, respect and inclusion

Our governance

Purpose

Values

Transparency/ Ethics/Integrity:
- Internal Audit
- Internal Controls
- Anti-money laundering and anti-corruption

Accountability

Equity

Corporate responsibility

Our differentials

Services
Agribusiness market share: 49.6%

Credit market share: 16.2%

Sustainable Loan Portfolio
R$343.1 billion
Up 4.8% from 2022

Physical presence

Digital business

Brand

External context
- **Macroeconomic context and financial industry**
- **Digital transformation**
- **Climate change**

Our results

11.2 million training hours

3.7 million courses completed at UniBB

Adjusted Net Income: **R$35.6 billon**
Growth of **11.4%**

Brand value: **R$47.8 billion**
Growth of **95%**

Blog BB: **+ 1.9 million** visitors

100% of total assets under management with ESG screening (R$1.5 trillion)

Record of the Agribusiness Portfolio: **R$355 billion**
Growth of **14.7%**

Market Share Agribusiness BB: **49.6%**

Market Share Agribusiness Individuals: **56.3%**

Bacen ranking: **-12,93%** of valid complaints in relation to 2022

Issuance structuring of our second Social Bond in the debt foreign market at the amount of **US$750 million**

29.6 million active customers on digital platforms, which represent **93%** of BB customer operations

Our contribution

100% GHG compensation in scopes 1 and 2

Pronaf: around 196 thousand family farmers served with a total of **R$21 billion** and around 308 thousand operations

Desenrola Brasil: R$21 billion in debts renegotiated, benefiting **1.1 million** individuals

[1] Year base 2022.

Value chain

|GRI 2-6|

Services
Stakeholders
Impacts

Employees
Over 86,000 employees in all Brazilian states and abroad

Shareholders
Over 1.000.000 shareholders, of whom 98.6% are individuals and 1.2% are companies

Impacts on the consumption of natural resources

Water: 1,301.41 CM

Energy: 520.54 GWh

Paper: 88.9 t

Materials
water, energy and gas R$0.49 billion

Suppliers
R$13.4 billion paid to suppliers

Data processing and communication
R$1.1 billion

Services[11]
R$3.5 billion

Maintenance and conservationof assets
R$0.8 billion

Individuals and Companies

- **Services**
  Purchase, sale and custody of marketable securities, portfolio management and fund and investment club management.
- **Markets**
  Individual, Corporate and Institutional Investors.

Operating income
R$3.7 billion

Banking segment

- **Services**
  Deposits, loan operations and service provisions, which are made available to clients through the many distribution channels located in Brazil and abroad.
- **Markets**
  Retail, wholesale, government, microentrepreneurs and the informal sector.

Operating income
R$302.1 billion

Business model

Insurance, pension and premium bond segment

- **Services**
  Products and services related to life, property and vehicle insurance, pension plans and premium bonds.
- **Markets**
  Individuals and Companies.

Operating income
R$10.6 billion

Segment of means of payments

- **Services**
  Intermediation and distribution of debts in the primary and secondary markets, equity interests, provision of financial services, economic and financial advisory services, investments in marketable securities.
- **Markets**
  Individual and Corporate, investors, fund raisers.

Operating income
R$1.8 billion

Segment of means of payments

- **Services**
  Capture, transmission, processing and financial settlement of transactions through electronic means.
- **Markets**
  Issuance, brand and acquiring services.

Operating income
R$2.7 billion

Fundação BB
Since 2014, R$2.7 billion has been invested on social and environmental projects and over 6.8 million people had their lives changed by Fundação Banco do Brasil (Banco do Brazil Foundation)

Community
22 years of the BB Volunteer Program: + 29 million voluntary actions developed and +25,000 registered volunteers.

Total value added:

R$86.1 billion

- **Personnel:** R$28.7 billion
- **Government:** R$18.3 billion
- **Remuneration on equity and third-party capital:** R$39.1 billion

[11] Third parties, surveillance, advertising and transportation



3 A transformative role

“The operations we have carried out with BB are essential to expand our business, in addition to providing access to competitive credit lines with the National Bank of Economic and Social Development (BNDES). We highly count on BB’s support to build our platform of assets and services for shared micro mobility.”

Corporate customer of the Sustainable Loan Portfolio

"We were provided excellent service by the General Manager of our BB branch. We were very happy because we managed to raise the funds that will help us improve our company’s technology with a potential impact for the next two years of a 30,000 sq.m. production of 100% waste-made plastic coatings."

SME Customer

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.

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.

Our commitment to developing environmental, social, and climate aspects business solutions is guided and stated in our **Environmental, Social and Climate Responsibility Policy** and is also based on the **BB Sustainability Guidelines for Credit**, which are in synergy with the commitments made by the Federal Government, including those related to mitigation and adaptation to the effects of climate change.

In the coming years, sustainability will continue to play a leading role in our brand and our business, including the by promoting domestic economic growth on a sustainable basis to incorporate production chains with lower environmental, social, and climate risk and with higher returns. For this reason, we will continue to support fundraising models to invest in projects that are premised on sustainability and in opportunities to finance reforestation, urban infrastructure, mobility, decentralized energy generation, energy efficiency, and sustainable production chains in agricultural activities.



Sustainable Loan Portfolio

|GRI 203-2|



Our Sustainable Loan Portfolio (CCS) comprises the amount of loan transactions/facilities intended to finance activities and/or segments with positive environmental and social impacts.

To ensure even more reliability and robustness to the portfolio, we reviewed the credit facilities and transactions that comprise it, based on a methodology developed by the Brazilian Federation of Banks (Febraban), which deals with the measurement and identification of funds allocated to green economy industries, and our sustainable finance framework.

In November 2021, we submitted, for the second time for this review, the independent assessment of the consulting firm Sitawi Finanças do Bem, which issued a second-party opinion (SPO) based on the alignment of loan transactions with international standards for the assessment of sustainable projects and businesses, awarding a rating ("A" to "C"), according to the environmental and social complementarities found for each facility.

In 2023, a new SPO process was initiated with ERM NINT (formerly Sitawi), i.e., the third revision of the CCS, completed in January 2024. This review included new credit facilities, the revision of the classification rules, and other facilities and excluded facilities that no longer met the eligible criteria. We also reviewed complementarities and compliance with international methodologies and agreements to which the Bank has submitted.[1]

Based on the reviews and rates awarded by ERM NINT relative to the environmental and social complementarity of the loan facilities and activities considered in Banco do Brasil's Sustainable Loan Portfolio, it was concluded that the largest stock of loans is linked to financial instruments with high social and/or environmental complementarity (A rating), while highlighting its positive and transformational contribution to sustainable development and the transition to a low-carbon, climate-changing, and inclusive economy.

The portfolio consists of loan transactions targeting renewable energy, energy efficiency, building, sustainable transport and tourism, water, fishing, forestry, sustainable agriculture, and waste management industries, and pandemic emergency action. In addition, to foster an inclusive economy, social areas such as education, health, and local and regional development are taken consideration. The volume of funds was allocated to customers from all segments, such as Individuals (Retail and Private Banking), different size businesses (micro and small companies (MSE), Corporate, Wholesale), and Government.

In December 2023, this Portfolio had a balance of R$343 billion in sustainable loan transactions, a year-on-year growth of 4.8%.[2]

We also highlight that during the COP 28, in the United Arab Emirates, we signed a memorandum of understanding for the materialization of our first sustainability-linked loan with customers and sought partnerships to operate in the bioeconomy value chain in the Amazon region. As a result, we signed a memorandum of understanding with the Ministry of the Environment for the promotion and development of the bioeconomy in Brazil.

[1] The purpose of this opinion is to provide an independent opinion about the alignment of Banco do Brasil's Sustainable Business Portfolio with the best domestic and international standards for reviewing sustainable projects. This is the third review of the CCS carried out by ERM NINT, which applied its proprietary review method, referenced by the Green Bond Principles (GBP), Social Bond Principles (SBP), Climate Bonds Standards, Climate Bonds Taxonomy, European Union Sustainable Finance Taxonomy, "Don't Lose That Bond" and Febraban's Green Classification. The review used information and documentation provided by Banco do Brasil, some of which were confidential, documentary research, and interviews with Bank staff. This process was carried out in November 2023.

[2] Available in the **4Q23 MD&A**.

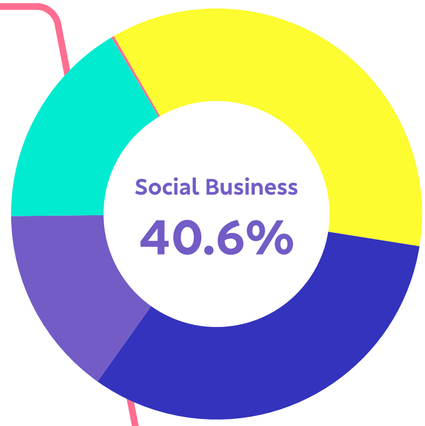
Sustainable Loan Portfolio

Total:

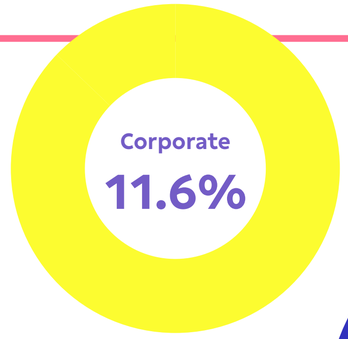
R$343.1 billion

3.03 million operations

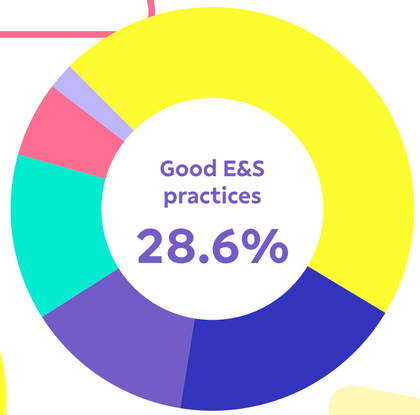
Mostly high/ transformative



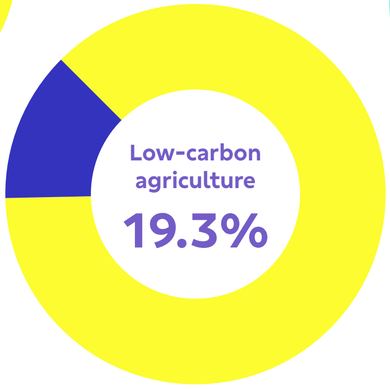
R$139.2 billion
1.45 million operations



R$39.7 billion
135,000 operations



R$98.1 billion
1.3 million operations



R$66.1 billion
146,700 operations

[1] PCA: Warehouse Construction and Expansion Program

[2] Moderagro: Resources Modernization and Conservation Program

Check out the full assessment:

Check out the full assessment

ERM NINT

Social business

Government	54.67	
Fundo de Financiamento Estudantil (Fies)	40.83	
Housing	19.40	
Emergency Covid	24.03	
Other	0.27	

Good E&S Practices

Pronaf Mais Alimentos	41.82	
Investments	19.07	
PCA[1]/ Moderagro[2]	14.61	
Pronaf Custeio	13.95	
Infra and Regional Development	6.91	
Pronaf Investimento	1.78	

Low-carbon agriculture

Custeio Plantio Direto	56.68	
ABC Program	9.38	

Corporate

Corporate	39.70	

Additionality/ Contribution to Sustainability

High/Transformative
Moderate/Effective
Limited/Transitory

(R$billion) | Status – Dec 2023

Sustainable Finance Model

|GRI 203-2| SASB FN-CB-410a.2|

In order to strengthen our commitment to the transition to a green economy, BB qualifies to issue sustainable debt and loans in the global market, based on which we hope to expand support to customers in the implementation of their strategies and provide access to investment diversification in projects capable of generating financial, environmental, social and governance (ESG) benefits, while monitoring through indicators related to sustainability and transparency.

Sustainable funding |GRI 203-2|

In 2023, we launched the first Social Bond Fund Allocation and Environmental and social Impact Report. This report meets the assumptions of the Sustainable Finance framework and received the opinion of the independent auditor's limited assurance.

During the year, we also issued the second international bond under this framework. The international funding of senior debt, in the form of a sustainability bond, amounting to US$750 million, matures on April 18, 2030 and has a coupon of 6.25% per year. The funds raised will be allocated to renewable energy projects and finance micro and small businesses, especially female-led businesses.

During the period, Banco do Brasil and the Inter-American Development Bank (IDB) signed a letter of intent to form a financing partnership that is part of a Conditional Loan for Investment Projects (CCLIP) facility. The transaction should promote bioeconomy and sustainable infrastructure initiatives, while focusing on connectivity and renewable energy sources for the Legal Amazon. The announcement was made during a meeting in New York.

The purpose of the initiative is to promote an inclusive, sustainable development model in the region based on two components. The first is to support the development of companies and farmers that are part of the Amazon bioeconomy's value chains. The amounts consist of funds from the IADB and the Green Climate Fund.

We have made progress in our cooperation with the World Bank aimed at the transition to a low-carbon economy and the promotion of projects for the recovery of degraded areas in the Legal Amazon region. This work front seeks to identify sustainable solutions for forest restoration and promote sustainable low-carbon agriculture, with a special geographic focus on the Legal Amazon region to support the National Plan Against Deforestation in the Amazon (PPCDAM).

The goal is to identify and explore technical assistance financial opportunities, together with other public and private partners at the regional, state and national levels, to develop value chains, increase economic opportunities, maintain biological, cultural and social diversity, and reduce greenhouse gas emissions.

Also, during the Climate Week in New York, Banco do Brasil and BMO Financial Group (BMO) signed a Memorandum of Understanding to grant Sustainability Linked Trade Loans for Advances on Foreign



***Click here** to learn more about our Sustainable Finance framework*



Exchange Contracts (“ACC”) and Advances on Foreign Exchange Delivered (“ACE”), with an emphasis on exporting goods from sustainable production and agriculture systems.

The new operation, unprecedented in the Brazilian market, will foster the export chain of sustainable and Brazilian goods by encouraging better trade finance practices and supporting the supply of certified and quality products to the main world markets. Among the innovations, we will offer special terms and conditions for ACC/ACE transactions, provided that it is evidenced that sustainability goals have been achieved in line with our commitment to sustainable agriculture and are agreed by the parties.

In line with the best ESG practices, we have taken actions to minimize our impact on the world, in addition to encouraging sustainable actions and supporting green companies. We offer Yankee CD – ESG, a fixed income security issued exclusively by our New York branch. The purpose of the paper is to raise medium-term funds to finance green or social projects managed by BB in Brazil. In addition, our Tokyo branch quantified and enabled the voluntary offsetting of its carbon emissions during 2022. The United Nations Framework Convention on Climate Change, linked to the UN, granted the certificate to BB Tokyo, which had the help of a plant located in the Parnaíba River Delta region, in Piauí, so that the transaction could be consolidated.

Carbon Market

GRI 201-2

The Bank operates in the carbon market in support of its customers in the development of carbon projects, using the most accepted and integral methodologies in the market, from forest conservation (REDD+[1] projects), reforestation and forest restoration (ARR), sustainable agriculture (ALM), biogas (biomethane generation), and renewable energy projects (wind and solar farms).

We closed 2023 with more than 600,000 hectares of forests preserved in carbon projects. One of our 12 commitments is to preserve and/or reforest one million hectares of native forests by 2025.

We also operate in the sale of carbon credits generated from high-integrity projects, offering our customers the best opportunities to access and foster this market.

Our performance in numbers:

+640,000 hectares of forests preserved

8 contracts signed, of which

7 REDD and 1 Biogas contracts

[1] REDD - Reducing Emissions from Deforestation and Forest Degradation. REDD+ is an extension of REDD defined in 2007, during COP13 in Bali, when emissions related to degradation entered the context of the mechanism.

Products and services with environmental, social and governance (ESG) features

|GRI 3-3 For Sustainable Businesses|

The commitment to develop business solutions addressing environmental, social, and climate issues is guided and declared in our ***Environmental, Social, and Climate Responsibility Policy (PRSAC)***. It is also supported by the **BB Sustainability Guidelines for Credit**, which are in synergy with the international commitments assumed by the Federal Government, including those related to mitigating and adapting to the effects of climate change.

With a domestic focus on the development of financial solutions and business models that promote the transition to a sustainable, inclusive economy, we consider climate change in planning and seize business opportunities for a low-carbon economy, especially to meet the emission reduction needs assumed by Brazil in the Paris Accord.

For customers, sustainable business models provide solutions that generate financial returns and bring environmental, social, and climate benefits. The solutions trigger actions in energy efficiency, energy generation from renewable sources, low-carbon agriculture, protection of natural resources, improvements in mobility and urban infrastructure, as well as cleaner and less degrading production practices.



Renewable energy initiatives

|GRI 3-3 For Climate Change| 201-2|

In 2023, loan transactions were contracted to finance and provide guarantees for 13 medium and large renewable energy generation projects – wind, solar and Small Hydroelectric Power Plants (SHPs) – totaling R$3.16 billion.

The partnership between BB and the EDP Group resulted in the financing of R$400 million for building a wind farm in Rio Grande do Norte, with total investments of R$860 million. The implementation of renewable source projects also favors the job creation and generating local income, in addition to contributing to Brazil's energy security.



Inclusive business

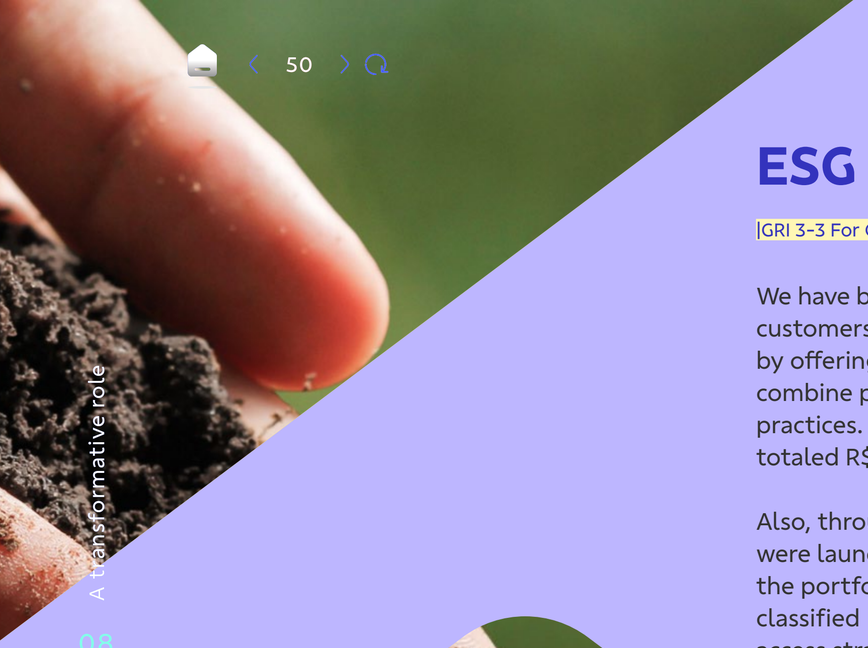
|GRI 3-3 For Sustainable Businesses | SASB FN-CB-240a.1 | SASB FN-CB-410a.2

Through social businesses, we work in favor of productive development, entrepreneurship, and the promotion of social and financial inclusion. We provide products aimed at specific and strategic customer segments, which enable the renewal and loyalty of the customer portfolio while encouraging the economic development of Brazil.

All initiatives are in line with the commitments of the **Environmental, Social, and Climate Responsibility Policy (PRSAC)** and the **BB Sustainability Guidelines for Credit**.

The Guided Productive Microcredit (MPO) is a financial inclusion program and thus aimed towards the bankarization of a significant niche of microentrepreneurs in Brazil, most of whom work in the informal sector. Customers seek our financial institution to meet their needs to expand sales, through working capital, the acquisition of inputs and/or raw-materials for sale or provision of services. In 2023, more than 10,000 customers were served in more than 11,000 transactions, totaling a portfolio of R$23.4 million. |FS7|

On the other hand, BB Accessibility Credit is a facility for the acquisition of Assistive Technology goods to improve the quality of life and social inclusion of people with disabilities. The facility offers special interest conditions, ranging from 6% to 7.5% per year. The target group consists of individual accountholders with monthly gross income of up to 10 minimum wages. In 2023, Banco do Brasil granted R$99.9 million in approximately 8,000 lending transactions and reached more than 7,900 customers. Regulated by the Federal Government since 2012, when this tool was set up, our investment has already reached R$975 million benefitting over 100,000 people throughout Brazil. |FS14|





ESG investment portfolio

|GRI 3-3 For Customer Relationship and Satisfaction | FS7| FS8|

We have 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$11 billion at the end of 2023.

Also, throughout the year, five new funds were launched within this topic. Currently, the portfolio has 17 different strategies classified as ESG that allow investors to access strategies abroad. ESG-themed funds totaled net worth of R$3.2 billion.

As a member of the portfolio of the B3 diversity index (IDIVERSA B3) – the first Latin American index that measures gender and race criteria in listed Brazilian companies to recognize companies that promote greater representation of underrepresented groups (women and black and indigenous people) – BB was a pioneer in launching an investment fund linked to the index, BB Ações Diversidade IS, available to all segments, with R$36 million raised in 2023.

Four new external management dealers were also made available to investors in general, which raised R$167 million – BB MM Blackrock, ESG, Pictet Global, Allspring Climate and SulAmérica Crédito ESG.

Our customers also have access to the Green LCA, whose funds target low-carbon operations, renewable energy, and other fields that meet the ESG criteria provided for in the Sustainable Finance framework. In 2023, the product reached a stock of R$7.8 billion and impacted the reduction of six million tons of CO_2 in the atmosphere. |FS8|

These products complement our ESG investment solutions portfolio that has been in growing demand as investors seek to diversify to strategies that are aligned with their values and market trends.

Any customer can access investment suggestions, reports and market analysis produced by Banco do Brasil's specialists on the webpage **bb.com.br/carteirasugerida,** including a suggested portfolio of companies that follow the highest sustainability standards and have a potential for appreciation. To learn more about Banco do Brasil's ESG investment products, visit our showcase at **bb.com.br/asg.**

Sustainable agriculture

|GRI 3-3 For Sustainable Businesses| 203-2|

As part of the financial system, we assume a responsibility to direct the application of resources and assist in the transition from a high-impact economy to a low-carbon, inclusive economy, with correct risk management and the development of innovative models to attract investments.

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 farmers 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. We lead the support to Brazilian agribusiness, with a 49.6% share of financing for the sector.

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), which indicates the municipalities with climate and soil suitability for certain crops and the most adapted plant varieties. It is the main guiding framework for the financing of crop costs in the various municipalities of Brazil.

The Agricultural Technical Reference System (RTA), 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.

Crop monitoring, through Agricultural Alerts, is another tool applied nationwide, based on weather and market event alerts issued by agribusiness advisors (BB professionals with a background in agricultural sciences), which are recorded directly in the BB system and make it possible to observe the incidence of adverse climatic events. This information sensitizes rural loan operations and enables proactive actions to mitigate financial risks and activate insurance, making it possible for producers to remain in rural activities.

Throughout 2023, the Agricultural Alerts system registered 397 alerts of climatic adversities that impacted agricultural activities in Brazil. The alerts reported losses for 37 agricultural activities in 1,796 municipalities, affecting 9,877 financed operations.

The total balance of products and services with environmental, social and governance (ESG) features in 2023 (R$157 billion) represents 49% of the Classified Agribusiness Portfolio (R$320 billion).

|SASB FN-CB-000.A|



Initiatives to promote sustainable production

Sustainable Farming Systems Financing Program (RenovAgro) [GRI 201-2]

Initiatives that target the reduction of farming CO_2 emissions and environmental preservation are supported and sponsored by the Low Carbon Agriculture Program (ABC Program), which, starting with the 2023/2024 Crop Plan, is renamed the Sustainable Farming Systems Financing Program (RenovAgro). In 2023, we continued to be funding leaders, reaching 38% of the market by conducting covering transactions that totaled R$2 billion.

National Family Farming Strengthening Program (Pronaf)

Pronaf, which has the support of rural credit-trained teams, investment specialists and agronomists, targets micro and small farmers to promote income generation and strengthening the activities developed by family farmers.

In 2023, approximately 196,000 family farmers received support from the Pronaf, totaling R$21 billion in approximately 308,000 transactions, with a 39% contract market share measured in costing, investment and processing transactions. The business reached 82% of Brazilian municipalities, which shows the program's scope. In 2023, we hired R$13.45 billion in transactions under the Pronaf Correspondent program. [FS7]

Risk mitigation

Customers have at their disposal a portfolio of products that includes Agricultural Insurance, Agricultural Revenue Insurance, Proagro, and Proagro Mais. In 2023, 58% of all agricultural costs, amounting to R$40 billion, were covered by Agricultural Insurance and Proagro to mitigate the risk of production loss due to extreme weather events. [GRI 201-2]

Agro Energia (Farming Energy) Program

For the purpose of encouraging the use of renewable energies in rural departments, we offer credit through the *Agro Energia* Program. In 2023, we disbursed R$1.2 billion under this Program. [GRI 201-2]

Business circuit, farm training and attendance of agricultural trade shows

[GRI 3-3 For Customer relationship and satisfaction]

In 2023, Banco do Brasil expanded the Agribusiness Circuit and, in partnership with Senar, started the Farm Training Circuit focused on technical and management training for micro and small farmers. These projects were key for Banco do Brasil to increase our closeness to our customers and partners.

In 2023, these projects totaled:

241 steps

690 municipalities impacted

7.500 people trained

R$5.0 billion in prospected transactions

200,000 km driven

Farming Agreements

Throughout 2023, we increased our efforts to grow the volume of transactions with companies associated with Banco do Brasil's customers. This efforts allowed us to expand our operations and reach a rural credit portfolio of R$5.4 billion, with 53 companies supporting their suppliers. Farming Agreements are key to support the production chains because it provides benefits such as the guarantee that quality raw material are supplied to the partners and the opportunity to access credit, specialized technical assistance, and new technologies for rural producers.

BB's agribusiness agreements are an incentive to production and are available in the Integration, Raw Material Origination, and Government modalities.

"Banco do Brasil increasingly reaffirms its performance as the largest partner of the agribusiness industry, historically playing the leading role, fostering the financing of family and corporate farming and its whole value chain, through sustainable practices and business, as sustainability is embedded in the Bank's DNA.

We provided the largest Crop Plan in BB's history, making credit reach over 5,300 municipalities, reaffirming the commitment to support the industry through specialized service and solutions in low-carbon farming, inclusion and digital transformation in the countryside, and integration of production links. The initiatives go beyond granting credit, such as training, technical assistance and dissemination of good practices and technologies.

This performance brings positive social, economic and environmental externalities, which contribute to the increase and diversity in production, higher productivity, food and nutrition security, forest preservation, generation of jobs and income, more quality of life in the countryside, development of the municipalities' economy and increase in the inflow of foreign currency to Brazil.

BB reinforces every day its purpose to be always close and relevant in the life of women and men in the countryside, families, companies, cooperatives, communities and society as a whole."



Luiz Gustavo Braz Lage
Chief Agribusiness and Family Officer

Degraded Areas Recovery Program

BB recently launched the Degraded Areas Recovery Program, based on a study carried out on the situation of areas intended for cattle raising in Brazil. The analysis revealed that, of the 160 million hectares exploited, about 101 million hectares have moderate or severe degradation, and need investment for recovery.

We developed an analytical model informed by these data that identifies BB customers engaged in cattle raising in these areas, totaling an initial demand of about R$34 billion for the recovery of 1/3 of the areas with severe degradation and 1/5 of moderately degraded areas. Based on this information, BB is working with the identified customers by offering investment facilities available for the recovery of degraded areas. |GRI 201-2| FS8|

Commitments to a + Sustainable World

In 2023, BB gave another demonstration of its commitment to sustainability by announcing its new "BB 2030 Commitments for a + Sustainable World." The new targets, to be reached by 2030, are aligned with global sustainable development priorities, such as the Sustainable Development Goals (SDGs) and the Paris Accord, and are part of Banco do Brasil's Sustainability Plan, the Agenda 30 BB. |GRI 2-23|

Agribusiness plays a key role in several of these commitments. In terms of Sustainable Agriculture, the goal is to reach a stock of R$200 billion in loan transactions in sustainable agriculture. In December 2023, this portfolio totaled R$157 billion.

We have also committed to promoting Renewable Energy. The goal is to reach a balance of R$30 billion by 2030. In 2023, the stock of these transactions was R$4 billion. In terms of Reforestation and Forest Conservation, the goal is to reach 1 million preserved and/or reforested hectares by 2025. In 2023, 25,000 hectares were preserved (**learn more about this issue on page 39**).

Mitigating policies and instruments for the granting of rural credit

GRI 3-3 For Sustainable Businesses

Our lending policy and guidelines require taking into consideration environmental and social criteria when reviewing and granting loans and financing facilities, with reviews at all stages of the process: proposal analysis and loan and tranche (in the case of investment finance disbursements).

Thus, borrowers are required to submit documents that evidence environmental and social compliance (licenses, water permits, Severance Pay Fund (FGTS) Good Standing Certificate (CRF), when applicable). All transactions entered into by the Bank contain contractual clauses with the prerogative of suspending the transfer of funds or accelerating contract maturity to immediately collect the debt, if a borrower fails to comply with environmental and social requirements.

Specifically for rural loan transactions, proposals are reviewed using several tools to ensure the environmental and social compliance of the funded projects. These tools include:

Rural Environmental Registry

Since January 2019, granting rural loans in Brazil has been subject to the submission of the registration document of the related rural property with the Rural Environmental Registry (CAR) (Art. 78-A of Law 12651/2012 – New Forest Code). In addition, starting August 2023, granting rural loans to rural properties with a canceled or suspended CAR is prohibited.

Inspection of areas embargoed by IBAMA and indigenous lands

The Transaction 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, or Funai) and embargoed areas (Brazilian Institute of the Environment and Renewable Natural Resources, or IBAMA) nationwide (no matter the percentage of overlay). The related transaction is suspended if such case is verified.

Transactions in the Amazon Biome – BCB Resolution No. 3545/2008

At Banco do Brasil, transactions to the benefit of projects located in the Amazon Biome have a special flow. The review, approval and release of a transaction is carried out by a specialized team. The following documentation is 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
- receipt of registration in the Rural Environmental Registry;
- proof of non-existence of embargoes in force (a Clearing Certificate on the Ibama website) – a new inquiry is to be made for each disbursement/tranche.

‘Diagnóstico Geo Sócio Ambiental’ (environmental and social geo diagnosis)

We check for any overlap between mapping databases and the 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.

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, such as areas embargoed by Ibama and ICMBio (and properties embargoed in the Amazon Biome), Indigenous land and land owned by descendants from slaves (Quilombolas), and Conservation Units.

In addition, the tool checks areas with illegal deforestation alerts, using the MapBiomas Alerts platform. The overlapping analysis of the geographic coordinates of the land on public databases is carried out before a transaction is formalized and, if an impeding verified, the loan is discontinued.

Prohibition of financing soy production in deforested areas within the Amazon Biome after July 24, 2006

We joined the Soy Moratorium Working Group (GTS). The studies prepared by the 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. The Moratorium was launched by the Brazilian Association of Vegetable Oil Industries (ABIOVE) and the National Association of Cereal Exporters (ANEC).

The database provided by Abiove is used by the Geo Environmental and Social Diagnosis tool and restricts the financing of soy production in areas with evidence of deforestation in the Amazon Biome.

It is worth noting that the actions taken by Banco do Brasil prioritize environmental and social issues when granting loans, with instruments that avoid financial support for projects that in some way may harm the environment and society, and help in the search for increasingly sustainable businesses.

We will continue to support fundraising models to invest in projects that are premised on sustainability and in opportunities to finance reforestation, urban infrastructure, mobility, decentralized energy generation, energy efficiency, and sustainable production chains in agricultural activities.



Low-income housing

|GRI 203-2| FS7| 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) program. 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 2023, four building projects were completed, totaling 2,640 new housing units (UHs). Two projects were also resumed, in the states of Pernambuco and Mato Grosso, comprising another 2,054 UHs. In addition, we published a Call Notice for Building Companies to ensure transparency as construction and the mitigation of legal risks.

All these projects delivered, as well as the resumed construction programs, belong to Tier 1 of the *Minha Casa Minha Vida* Program – a modality that addresses services provided to the Federal Government – reinforcing our participation in promoting the reduction of the housing deficit for families with monthly incomes of up to R$2,640.00.

Productive development and support to entrepreneurship

|GRI 203-2| FS7| SASB FN-CB-240a.1 |SASB FN-CB-410a.2|

We have been increasingly investing in the specialization of the service to the micro and small enterprises (MSE) market. We expand the managed service that increased the satisfaction and results of our customers, optimizing our resources, gaining scale and generating more efficiency.

As regards micro and small enterprises, we have more than 7,200 professionals dedicated exclusively to serve this segment. This specialized team, supported by our technology solutions and customer knowledge, has been ensuring faster and more assertive performance in the delivery of cash flow, working capital, investments, and even default management solutions.

In order to achieve the goal of transforming BB into "A Bank for Every Customer," there is an intense effort to continuously improve and innovate the portfolio of products, services and solutions offered to corporate customers.

For the entrepreneurial public, we enable innovative solutions such as BBPay, a simple, intuitive platform that generates multiple payment methods with just one click. Easy, agile and simple (learn more on page 140).

For small and medium-sized companies, we launched the Card Sales Conciliator, which centralizes and manages the entire sales flow of POS machines, regardless of the card company. We believe that time is valuable to our customers.

In larger companies, our specialty is the integration with ERPs and APIs, available directly in our Developers Portal, ready to use. We have a team dedicated to this segment, our network of Cash Managers, ready to offer specialized service.

In order to enrich the partnership and business journey through assertive and hyper-personalized communication, we implemented the Esteira Multicanal Varejo PJ (Multichannel Corporate Retail conveyor), which allowed automating the recommendation of BB solutions for micro and small business customers, in digital channels.

We have a material presence in the micro and small enterprise ecosystems by handling transactions beyond banking to help them do business and generate new sources of revenue for the Bank. Check out, in the following pages, some more initiatives to support productive development and entrepreneurship.



MSE Credit

|SASB FN-CB-000.B|

We reached the mark of more than R$103 billion in the expanded loan portfolio (Brazil + Abroad), a 20% growth in 2023 (disregarding the effect of the customers' migration from Retail to Wholesale).

In addition, we have made progress in launching facilities and reviewing our journeys in products, credit limits and pricing. In order to attract more customers to credit, we have improved the customer experience with the Double Yes in contract closing, launched the new Corporate App after revising the menus, direct offers, and availability of the digital ceilings center, in addition to revising the Cielo experience.

Female Entrepreneurship – Women at the Top

|GRI 3-3 For Customer Relationship and Satisfaction| SASB FN-CB-240a.1|

We have more than 1.3 million female-led businesses among our customers, which account for more than 42.2% of our customer portfolio. These companies account for 37% of our loan portfolio stock. To intensify support for female entrepreneurship, we have the Women at the Top strategy, which aims to support women who wish to create a business or expand their businesses.

The initiative offers financial, entrepreneurial education, and health and wellness solutions. Among the different actions of the program, we developed an exclusive platform with special content and benefits for all women. This initiative is also part of BB's Farming Business Circuit that encourages participation and supports female entrepreneurs in each of the regions and municipalities visited by the Agribusiness truck.

With a focus on credit for women, we launched facilities with special conditions for this segment. The **FCO Female Entrepreneurs**, a program aimed at the Midwest, was launched in August 2023 and has exclusive conditions compared to other FCO lines, such as an increase in the fundable limit, a longer grace period, and exemption from a consultation letter.

In September 2023, the ***Giro Mulher Empreendedora*** (Working capital for businesswomen) facility was also launched, with longer terms and a working capital grace period, available to female-led companies across Brazil, expanding the value offer for this segment. The amount disbursed under these two facilities has already totaled R$245 million.



Carla Nesi
Chief Retail Business Officer

"The close relationship with customers and the ability to transform realities permeate our strategy as fundamental principles. Understanding our individual and company customers' needs and expectations, with a comprehensive view of their relationships, has been the starting point for our actions.

Based on this standpoint, we work every day to become increasingly closer to our stakeholders, offering a phygital journey with a 360o view of our customers, which goes beyond traditional banking solutions, providing guidance and training for managing their financial life, strengthening the connections with companies and customers.

Incorporating this view into our performance, we recognize and encourage the key role of entrepreneurship and the leading role of women and young people in the future of Brazil. Investing in these stakeholders is, in fact, to be an agent of social and economic transformation, generating jobs and income, fostering the enterprising spirit and nurturing a culture of innovation. These are the pillars on which we build our sustainable and prosperous future."

Support for female entrepreneurship:

1.3+ million female-led businesses

42.2% of our customer portfolio

37% of the balance
of the stock of our loan portfolio

R$245 million disbursed by the FCO Mulheres Female Entrepreneurs and *Giro Mulher Empreendedora* facilities



Hyper-personalized communication for MSE customers

|GRI 3-3 For Customer Relationship and Satisfaction|

In order to enrich the partnership and business journey through assertive and hyper-personalized communication, we implemented the Multichannel Corporate Retail Trail, initially with 291 variations of personalized communication, including credit, cash flow and security solutions, which allowed automating the recommendation of BB solutions for micro and small business customers, in digital channels.

It is a strategy that targets a personalized experience and has the corporate customer as its center. By using analytics, Esteira uses technology to transform information and consumer habits into offers more aligned with customer needs by increasing our presence in times of opportunity, while contributing to business continuity and long-term value creation.

Designed based on several features such as buying behavior, next best offer model, business cycle, and company profile, among others, communication is also used to reinforce the concept of personalization. The use of a tone appropriate to the entrepreneurial activity and a creative line aligned with its context seeks to generate more connection and proximity with customers. Thus, the Multichannel Conveyor reinforces the proximity and partnership values with the corporate retail segment, with the commitment to deliver value solutions to micro and small businesses.

Expansion of credit-ready customers

The use of analytics allowed us to reach, in 2023, more than 44 million customers eligible for credit, through automated analyses for Individuals, Farmers, and Micro and Small Business customers.

Operation in value chains

Another important initiative, implemented in 2023, was the expansion of operations in value chains and niches. The value chain strategy plays a crucial role in the ecosystem of organizations by providing competitive advantages that add value to the final product or service. In the context of the MSE Market, chain operations have brought a significant set of both business and relationship opportunities.

To increase profitability and business expansion, we intensified our operations with the use of data intelligence, coupled with the government and wholesale markets, through strategies with anchors and the Corporate Farming segment, based on the performance agribusiness products and suppliers within the ecosystem.

In addition, we have improved our operations in strategic niches, which allows us to offer more personalized experiences, promoting the verticalization of BB's strategy with these audiences. Approximately 351,000 customers, classified in the franchising, foreign trade, agribusiness, and investor niches, are benefiting from the delivery of a value proposition aligned with their specific needs, while strengthening the relationship and expanding business with these companies.

Farming MSE

|SASB FN-CB-240a.1|

In support of micro and small rural producers and food manufacturer, we made available the resources of the 2023-2024 Harvest Plan at matched interest rates for farming costs, investment and marketing facilities.

In addition, the target audience for the Rural Product Note (CPR) facility was expanded, with the inclusion of corporate retail customers with annual gross revenues (FBA) starting R$15 million. CPR enables the production and sale of production through the advance of a rural loan. These solutions support rural and food manufacturing MSEs to fund their activities, improve productivity, and invest in sustainable practices. In December 2023, the MSE market reached a historic milestone with more than R$1 billion in profitable agribusiness portfolio stock, representing a 70% increase when compared to December 2022.

Local Productive Arrangements (APL)

|GRI 3-3 For Sustainable Businesses|

In order to further develop the ecosystems in which MSEs operate, in 2023, we resumed our transactions under Local Productive Arrangements (APL) by structuring and supporting the production of sustainable colored cotton in Paraíba.

APLs are groups of companies and projects, located in the same geography, which have productive specialization, some type of governance, and maintain peer-to-peer coordination, interaction, cooperation, and learning and links with other local players, such as: government, business associations, and loan, teaching and research institutions.

Foreign Trade for MSEs

|GRI 3-3 For Customer Relationship and Satisfaction|

For customers operating with foreign trade, we provide specialized business service and offer a complete solutions portfolio to leverage their business. We even offer special terms and conditions for the acquisition of courses focused on supporting internationalization.

The strategy resulted in revenue of R$223.7 million in foreign trade products, a 28.8% increase year over year.

First MSE Export Program

|GRI 3-3 For Customer Relationship and Satisfaction|

Initiative in partnership with the Brazilian Trade and Investment Promotion Agency (ApexBrasil) that aims to support the growth of micro and small businesses in the foreign market. The goal of the program is fostering entrepreneurship through business training with the support of specialists, to increase the international maturity of customers and expand the number of new businesses exporting Brazilian goods. The initiative registered 1,900 applicants and more than 600 customers attending the digital course, including 350 that received specialized advice.

BB Franchise

|GRI 3-3 For Customer Relationship and Satisfaction|

SASB FN-CB-240a.1|

The BB Franchise Program offers solutions to modernize and expand a business, at special interest rates, special grace period for repaying working capital, discount on fees, team with exclusive service to franchises, managed service and special advantages for franchisees building their business.

BB reached 349 accredited brands and more than 9,200 MSE accountholders, which totaled R$779.7 million in credit stock in December 2023, a year-on-year 45.2% increase.

To support the sector even more closely, we attended the 30th edition of ABF Franchising Expo, the largest franchise tradeshow in the world, organized by the Brazilian Franchising Association (ABF), in São Paulo at the end of June 2023. The event brought together more than 400 brands and added more than 60,000 visitors in four days. The specialized BB Franchise team provided assistance to visitors to the booth, informing the benefits of the agreement for those who intend to invest or expand their business in the sector and started approaching 163 new brands to close new contracts.



|GRI 3-3 For Customer Relationship and Satisfaction|

New Corporate App

Throughout 2023, we achieved significant milestones in our digital transformation journey, including the launch of the new Corporate app. This development, designed with a focus on improving the customer experience, is an example of how we are using technology to more effectively meet the needs of our customers.

The new Corporate App introduced several important improvements, which benefited more than 700,000 micro and small businesses that exclusively use this tool to carry out their transactions every month, by making the user experience more intuitive and efficient.

Painel PJ – the platform that simplifies finance management of MSEs

It is a multi-service on-line platform that offers an Open Finance vision for BB customers. This means that MSEs, which are BB customers, can access, in a simple and secure way, all payment and receipt information, such as bank slips, instant payments (PIX), transfers and cards, both from BB and from other institutions, in one place. Thus, businesses may have more efficient control of their cash flows, plan better their spending, and keep track of their financial commitments.

The platform also has the Card Reconciler module, which allows you to reconcile sales from any card machine on the market, without necessarily having your domicile at Banco do Brasil. The solution makes it possible to check and audit sales via cards from the main acquirers in the market, thus increasing the transparency and security of operations.

The Painel PJ (corporate dashboard) is a solution that goes beyond what financial institutions traditionally offer as it integrates different financial and nonfinancial services that can help MSEs grow and stand out in the market. The Dashboard is part of BB's strategy of always being present in the mutual value creation dynamics among the agents of the different ecosystems in which the Bank participates.

With the current Open Finance environment, BB seeks to be the platform that leads the delivery in the form of solutions that companies use for their cash, inventory and payroll routines, among many others, by expanding BB's presence in the ecosystem.

In addition, the solution shows the concept beyond banking, as it offers simplified, integrated, and intelligent financial management, which helps entrepreneurs optimize their time, reduce costs, increase revenues, and achieve their goals. Painel PJ has already reached the milestone of supporting the management of R$125 billion in estimated revenues, from approximately 50,000 customers in the MSE segment. |SASB FN-CB-240a.1|

Painel PJ receives award from the Financial Times

Banco do Brasil received the award "Bank of the Year 2023" as the best bank in Brazil in 2023. The award ceremony took place in London, UK. The event is organized by The Financial Times and is considered the Oscars of the financial industry. Painel PJ – Financial Management Platform for micro and small enterprises was one of the winning cases submitted by BB, among other strategic initiatives of the Bank also awarded.

Painel PJ – All in One Place



Keep the cash up-to-date

Follow-up of inflows, outflows, and the up-to-date cash position.



Balances of all banks

With Open Finance, you can access your account balance without having to switch between different apps and websites.



Cash Flow for Planning

Access to expenses payable and receivables, allowing for assertive business planning.

Click here to learn more about the Painel PJ (business dashboard).

|GRI 3-3 For Customer Relationship and Satisfaction|

Business Coach – the smart financial assistant that supports the decision-making of MSEs

It is BB's smart financial assistant, currently included in Painel PJ, which delivers predictive recommendations based on a customer's businesses, through the intensive use of analytics.

Business Coach uses advanced data analysis techniques to analyze the profile, behavior and needs of customers and offer personalized solutions tailored to their demands. The tool can suggest the best way to anticipate receivables, renegotiate debts, raise loans, invest funds, among other actions that can improve the financial health of businesses.

The solution also sends smart text alerts and customized insights that support business owners' management and decision-making. There are already more than 14,000 customers impacted by the messages.

Business Coach is a solution that puts technology and analytics at the service of MSEs, to generate greater productivity, competitiveness and sustainability gains. With it, each entrepreneur can have a more strategic view of his or her business, identify opportunities and risks, and make the best decisions for its growth and transformation.

Liga PJ

The solution, available on the website **ligapj.com.br**, which reached more than 1.7 million users and has 85,000 subscribers to receive a newsletter, is a space for the exchange of information, experiences and business connections between this market entrepreneurs and players.

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 themed articles for download, a newsletter, leadership tips, people management and best practices in financial management, partner solutions, book tips, podcasts, in addition to education trails aimed at the entrepreneurial universe, on topics such as leadership, people management, best practices in financial management, digital presence and the main trends and news about entrepreneurship can be found on this platform.

2023 MSE Week

In 2023, the 6th edition of MSE Week reiterated our commitment to strengthening small businesses. The event, which provides a platform for micro and small businesses to advertise their products and services digitally free of charge, while connecting the individual and corporate ecosystems and stimulating sales aimed at MSEs, set a new record with more than 103,000 participants.

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Funds under management [FS11]

A BB Asset Management (BB Asset) 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$1,498 billion and market share of 18.51% in December 2023, representing a year-on-year growth of 7.08% in the volume of third-party funds managed (R$1,399 billion). In addition to the funds computed for the ranking among institutions participating in the market, R$77 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 2023 with R$1,475 billion in assets covered by this methodology, representing 100% of the assets eligible for ESG review.

BB Asset, as a signatory to the Principles of Responsible Investment (PRI) and the Brazilian Stewardship Code, considers, in the processes of evaluating assets invested from third-party resources, the combination of financial returns with ESG principles.

The asset manager manages 13 investment funds with sustainable strategies (SI) and three funds that integrate ESG issues, in accordance with the Rules and Procedures of the Brazilian Financial and Capital Markets Association (Anbima) and CVM Resolution 175, Article 49. It ended 2023 with a stock of R$1,175 million in sustainable funds (IS) and R$1,311 million in integrated ESG funds.

In order to deepen the review of ESG aspects, BB Asset has developed a proprietary methodology for assessing the sustainability of companies in its coverage framework, structured products, and the Sovereign ESG Rating (MRS-ESG) methodology.

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 buildup 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 variable income assets, a ranking is prepared with the best-placed companies, influencing various resource allocation strategies. The assessments are made available to managers so that they can apply practices favorable to the integration of environmental, social and corporate governance issues in their investment portfolios. 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. In addition, BB Asset does not assume credit risk (negative filter) for certain business activities.

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.

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

Additionally, BB Asset manages investment funds with sustainable strategies, applying positive and best-in-class filters.



In 2023, BB Asset developed a methodology for calculating climate risk for the portfolio of all funds managed by the manager. |SASB FN-CB-410a.2| GRI 201-2|

In order to guarantee and ensure the ESG integration of the assets managed, in 2023 the manager prepared a dashboard that shows the ESG Rating of the assets, investment funds, and also the climate risk of the investment portfolios. Through this application, it is possible to monitor the application of integrated screening.

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.

The risk rating agencies Moody's and Fitch Ratings awarded BB Asset the highest rating for asset management. 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. In turn, Fitch Ratings 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 and control framework.

Private Investments Funds (FIP)

The Private Equity and Venture Capital Investment Program is undergoing a divestiture process. In 2023, the Investment Program had 10 FIPs, five of which had ESG features. Two divestitures were made in assets of FIPs invested by BB – Banco de Investimentos (BB-BI).

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

- 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.

The fund regulations set corporate governance rules and standards to be complied with by managers so that these are adopted and implemented by the investees prior during the period the FIP acts as a shareholder.

In 2023, BB Asset launched the first diversity-focused ETF in Brazil, the BB ETF IDIVERSA B3 IS Index Fund. The fund, which tracks the IDIVERSA B3 index, invests in companies listed on B3 that have an outstanding performance in diversity, considering gender and race criteria. To reinforce their commitment to diversity, BB Asset and B3 signed a strategic agreement aimed at expanding and promoting best practices in the capital markets, focused on the continuous development of the IDIVERSA B3 index.

Additionally, as part of our fiduciary and stewardship duty, we expanded the engagement process with investees by taking part of collaborative engagements such as Climate Actions 100+, Investors for Climate and PRI Network.

Private Equity Investment Funds (FIP) invested by BB-BI[1] (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 2021 (R$million)	Fund's net worth in 2022 (R$million)	Fund's net worth in 2023 (R$million)
Brasil Sustentabilidade FIP – Multiestratégia	9.50%	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.	126.3	142.0	91.3
Brasil Agronegócios FIP – Multiestratégia	19.05%	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.	592.0	551.8	301.2
Fundo Brasil de Internacionalização de Empresas FIP – Multiestratégia	24.44%	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.	336.1	204.4	168
Brasil Portos e Ativos Logísticos FIP	18.81%	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.	216.0	176.3	260.2
FIP Brasil Internacionalização de Empresas II	21.45%	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.	781.5	580.0	606.1

[1] BB - Banco de Investimentos



4value creation

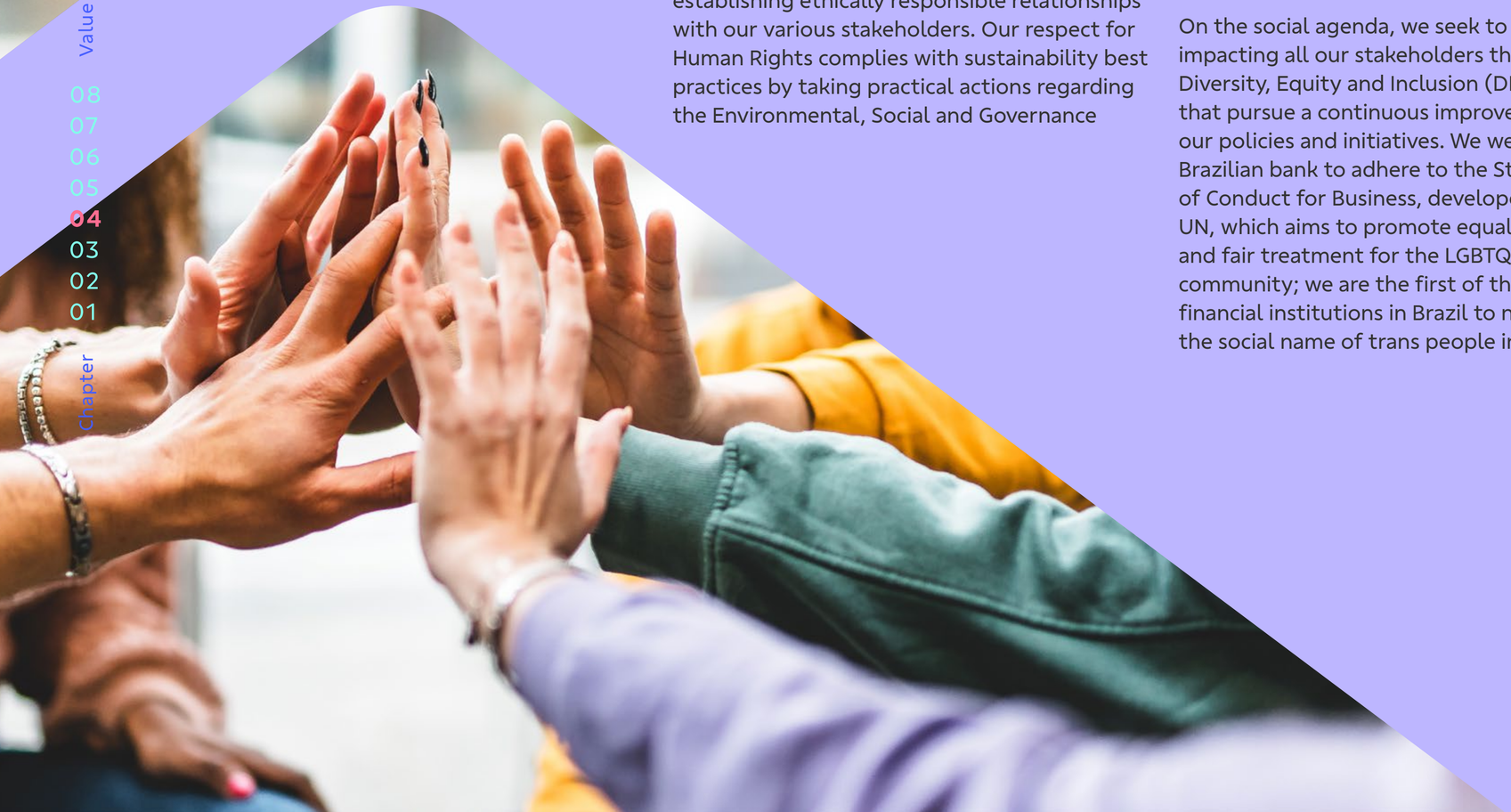
“We have a global commitment to sustainability and, particularly in Brazil, we have been working to reduce CO_2 emissions in our process. Our relationship with Banco do Brasil is an opportunity to follow good ESG practices and be part of a value chain committed to decarbonization”.

BB’s service provider

"It’s a privilege to work with one of the major Brazilian banks, a state-owned bank concerned with the quality of life of its employees, especially of neurodivergent employees. We are very happy with this advancement in people management of such an important organization as Banco do Brasil, which may be a reference to other government bodies with respect to Diversity, Equity and Inclusion. This company’s view, under the leadership of its CEO, demonstrates BB’s commitment to this agenda."

Specialist of Civil Society

Diversity, equity, inclusion *and Human Rights*



|GRI 3-3 For Diversity |405-1|

Banco do Brasil's activities are based on establishing ethically responsible relationships with our various stakeholders. Our respect for Human Rights complies with sustainability best practices by taking practical actions regarding the Environmental, Social and Governance (ESG) pillars that cut across our Corporate Strategy and strengthen the implementation of initiatives that reflect our commitment.

On the social agenda, we seek to act by impacting all our stakeholders through our Diversity, Equity and Inclusion (DE&I) actions that pursue a continuous improvement of our policies and initiatives. We were the first Brazilian bank to adhere to the Standards of Conduct for Business, developed by the UN, which aims to promote equal rights and fair treatment for the LGBTQIAPN+ community; we are the first of the main financial institutions in Brazil to normalize the social name of trans people in our staff.

At the beginning of 2023, the first woman to lead BB in BB's 214-year history, Tarciana Medeiros, took office and she appointed three women as Retail, Digital Business and Corporate chief officers. For the first time in history, Banco do Brasil has 45% women, 22% black people and two self-reported people from the LGBTQIAPN+ community on the Board of Directors.

As one of the largest financial institutions in Brazil, as a way of accelerating transformations, we brought together in a matrix team consisting of people from different fields who worked exclusively to integrate and address solutions, and developing policies, action plans, metrics and indicators that should guide BB's performance in fostering Diversity, Equity and Inclusion among its internal stakeholders, and in the relationships with our suppliers to influence and create positive impacts throughout society.

How we contribute to promoting the topic inside and outside BB

We held Regional Diversity Forums attended by 648 people (215 in person and 433 remotely), totaling 38 meetings, in 19 capitals, which addressed the topics gender, generations, LGBTQIAPN+, people with disabilities, ethnicities, and neurodiversity in all regions of Brazil.

For the first time, we supported the São Paulo LGBT+ Pride Parade and sponsored the 22nd Cultural Diversity Fair, an event that opens the celebrations of LGBTQIAPN+ Pride month.

We signed a Memorandum of Understanding with the Ministry of Racial Equality (MIR) in order to join efforts in actions aimed at overcoming racial discrimination, inclusion, and appreciation of black women.

We became ambassadors of three important Human Rights movements of the UN Global Compact Brazil Network: Females Lead 2030, Race is a Priority, and Dignified Wage, which seek to mobilize companies and organizations to achieve the SDGs.

We were selected to be part of the B3's diversity index portfolio (IDIVERSA B3), which includes 79 assets from 75 companies, covering ten industries, with emphasis on BB as the company with the largest weight in the portfolio at its launch.

BB's Board of Officers was invited to speak about the importance of the ESG and Diversity agenda at the UN headquarters and we promoted an action in Times Square in favor of the Amazon and indigenous peoples.

We entered into a partnership with Fundação Banco do Brasil and Faculdade Zumbi dos Palmares, a college, through which we will invest in research applied to racial issues and present the tools for historical revision, accelerating representation and fight against discrimination in Brazil, and whose call for proposals will be launched in 2024.

During the Black Consciousness month, BB launched the Ourocard Raízes card and a call for socioeconomic projects aimed at black women.

We held six editions of the Diversity, Equity and Inclusion Advisory Council meeting, which were attended by members of BB's executive board and civil society representatives, market experts, and topic authorities. At each of the meetings, we delved into the challenges and opportunities for each group of difference social markers prioritized in our diversity program: LGBTQIAPN+, Gender, Neurodivergent, Generations, Race and Ethnicity, and People with Disabilities.

We launched BB Ações Diversidade IS, a fund that aims to allocate funds to shares of companies that adopt the best diversity practices, based on the new Brazilian stock exchange (B3) index.

We approved the inclusion of "diversity" in BB's values (values that determine our behavior, define us, and strengthen our positioning) in the review of the Corporate Strategy and included indicators in BB's Master Plan to accelerate racial and gender representation in leadership positions for 2024.

We approved the revision and expansion of the Diversity, Equity and Inclusion Program, in which we declared our ambition "to be a diverse and inclusive bank that promotes equity, innovation and sustainable business for all stakeholders".



To materialize Banco do Brasil's commitment, we have published on the website **bb.com.br/diversidade** content on awareness and literacy on the topic, and a complete list of our actions and initiatives either completed and in progress.

Employees

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

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. |GRI 2-29|

We seek to offer our employees benefits and incentives that set us apart from other companies in the market. But these are not the only reasons why make people want to stay in a company and involve a set of attributes that make up the workplace.

In this sense, in 2023, the Bank approved **the Value Proposition for BB Employees**. This proposition, called Employee Value Proposition (EVP), refers to a set of attributes and advantages dedicated to an organization's employees and refers to what makes a company desired by talents who are not yet working in it and which aspects are valued by those who already are.

Through this proposition, we are able to give more meaning and value to the actions aimed at our internal stakeholders. More than that, we systematically highlight our strengths by increasing the sense of belonging and, consequently, our team's engagement. Our Employee Value Proposition was incorporated into the Specific People Management Policy for the purpose of guiding and guiding our people management and our organizational culture.

We believe that our digital transformation will be consolidated by the ongoing training and our employees' leading role.



Organizational Culture "echoing" at BB

In 2023, we worked hard with Ecoas – voluntary communities of employees focused on supporting organizational culture actions – seeking to update their purpose and fronts of action, aligned with the strategic directions and needs of employees. The intention is that each member of these communities feels empowered and motivated by the recognized value of the actions they develop for the benefit of the workplace, organizational culture, and the best employee experience.

In the same period, we also started a project connected to this topic in an effort to improve the actions that make up BB employees' life cycle. Our goal is to create an even more positive and rewarding workplace for everyone.

Employee profile

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 gender[1] |GRI 2-7|

	2021			2022			2023				
	Female	Male	Total	Female	Male	Total	Female	Male	Other[2]	Undisclosed[2]	Total
CLT[3]	35,927	48,670	84,597	36,002	49,951	85,953	35,557	50,416	102	145	86,220
Statutory	4	28	32	4	29	33	9	25	-	-	34
Interns[3]	17	16	33	157	38	195	211	177	-	-	388

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

[2] Gender self-reporting was made available to employees only starting 2023. Thus, we only have data for this period. The 'undisclosed' field for the gender self-reporting includes employees who chose not to reply.

[3] Individual employment contract governed by the Brazilian Labor Laws (CLT).

BB entrance exam

In 2023, we started to call the people approved in the last BB 2022/001 External Selection, which had more than 1.4 million applicants. A total of 2,327 new employees were hired, including commercial agents, to work in the agency network, and technology agents.

For this selection, when called the applicants were able to name the regions where they would prefer to work. This change is beneficial both for the approved applicants and ourselves, as the bank will hire more motivated employees.

Another novelty was the creation of a single tool for assessing the probation period, which generates more agility and transparency both for the trainers and the strategic departments, and the new hires themselves.

The new hires were evaluated during the probation period, in their roles as sales/technology agents and the following skills were monitored: Customer Focus, Adaptability, Innovation, Takes Ownership, Collaboration and Inspires Confidence. 89.65% of all those assessed showed high potential in all skills assessed, 94.20% showed high potential in Customer Focus, 93.37% showed high potential in Adaptability, 93.79% showed high potential in Innovation, 97.93% showed high potential in Taking Ownership, 98.16% showed high potential in Collaboration, and 96.48% showed high potential in Inspiring Confidence.

This external selection brought more than new employees to Banco do Brasil: it brought renovation, and diversity of knowledge, ideas and experiences. The continuity and evolution of BB's technologies and business requires constant renewal.

Diversity, equity, and inclusion

In addition to promoting the improvement of labor relations, generate value and improve our reputation, our diversity initiatives are a unique feature that allows us to be listed as one of the companies with the best HR practices by the international institute Top Employers. They also contribute to the Bank ranking as a sustainable company, recognized nationally and internationally.



Diversity is one of the priority topics of the Sustainability Plan – Agenda 30 BB, which is made of actions for the entire organization. In this context, we took on the challenge of "promoting diversity and combating any form of discrimination in the workplace and in working with stakeholders."

Our Diversity Program, as well as the other initiatives of the Agenda 30 BB, is aligned with the Sustainable Development Goals (SDGs) of the United Nations (UN), more specifically, SDG 5 (Gender Equality), SDG 8 (Decent Work and Economic Growth), and SDG 10 (Reduction of Inequalities).

The Program outlines broad challenges for the entire Organization. The goal is to promote a collaborative and inclusive workplace, disseminate the culture of inclusion through dialogue, and increase stakeholder satisfaction. With this, we ensure that BB maintains its corporate reputation, being recognized for good practices in People Management.

The actions to promote diversity in the workforce are guaranteed by general policies, including the Specific People Management Policy and the Code of Ethics. We have also matured the devices and actions in favor of gender equality in terms of awareness, accountability and organic buildup of internal representation. The Bank's internal rules highlight that no selection criteria shall be used to take any action that would characterize discrimination or prejudice, such as: age, gender, race, length of time in the bank, among others.

In 2023, we revised our Specific People Management Policy and reinforced our commitment to diversity. A statement was included in which we stated that "we value diversity, equity and inclusion, we have an inclusive, equitable culture that respects the diversity and individuality of each employee, while enabling each person to be who they are, creating a fair and safe workplace." In addition, given its transversality, the topic permeates other policy statements.

Creating a culture of diversity

We have specific objectives for five groups: women; black people (while ascertaining whether there are other races and ethnicities that would require action); People with Disabilities; generations (to attract and retain young people, while respecting and acknowledging the contribution of older employees); and the LGBTQIAPN+ population.

Gender |GRI 3-3 For Diversity |405-1|

Among the actions promoted, we highlight the progress in the Women's Leadership Program, created with the objective of increasing the number of women in senior leadership positions. In five years (2018-2023), we increased the percentage of women in these positions from 18.88% to 25.33%. Considering all managerial functions, women total 37.17% (a percentage very close to the percentage of the female staff, i.e., 41.32%). It should be noted that, at Banco do Brasil, employees who hold the same job are paid the same wages.

The second edition of the Women's Leadership Training Program, launched in 2020, aimed to increase women's participation in professional advancement opportunities in the company and disseminate a gender equality culture throughout the Bank. In this new version of the program, all employees can access educational actions, available in the Women Leadership Space at the Banco do Brasil Corporate University (UniBB) or in the UniBB Mobile App.

Also within the scope of the Female Leadership Program' actions, in 2023, conversation circles were held that aimed to clarify, encourage and empower women to apply for leadership positions and lectures with renowned market authors who talked to senior leadership on topics relevant to BB's cultural transformation. These conversations, subsequently, became video lessons made available on the UniBB Portal for all company employees.

Due to the materiality of the topics addressed in the lectures, the Female Leadership Space was part of the 2023 Strategic Track, from a sustainability perspective. More than 18,000 employees have completed over 50% of the trail.



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Race and ethnicity |GRI 3-3 For Diversity |405-1|

BB advocates for diversity in the workforce at all hierarchical levels. Awareness-raising and training actions have been contributing to increasing diversity. In the pillar race, diversity in senior leadership increase to 24.77% from 19.8% in the last five years. We have also made progress in management positions as a whole. The percentage of black people in these positions is practically equivalent to the percentage of black employees at the Bank: 24.96% and 25.7%, respectively.

In this sense, in 2023, we launched the Black Leaders Mentoring program and the Race is a Priority Acceleration Pilot program. The second aims to identify black employees (black and brown) with a leadership profile to take the roles of executive manager, state superintendent, sales and regional superintendent, solutions manager, and team manager at the headquarters.

In the first stage, all self-reported black and brown employees belonging to several positions – including analysts, advisors and middle-managers – received an invitation to express interest in attending in the program. In the next stage, scheduled for 2024, up to 150 black people will be identified for career development and acceleration. This identification will take into account employees who deliver results and, at the same time, have behaviors aligned with the Corporate Strategy.

Finally, the candidates selected for career development and acceleration will be monitored by the committees of their units and guided by a specialized outsourced company. The goal is to improve the leadership skills of the selected candidates, in order to make them able to compose a talent bank.

People with Disabilities |GRI 3-3 For Diversity |405-1|

In terms of the People with Disabilities (PwD) pillar, we recorded a significant increase in the number of PwD employees in the past five years, to 2,231 in 2023 from 1,646 employees in 2018. We are investing in access to assistive technologies, such as OrCam glasses[1], notebooks and furniture listed by the group participants to improve their working and personal living conditions.

In addition, committed to diversity and inclusion and with the objective of improving the reception of new employees, the Banco do Brasil Corporate University has prepared corporate educators with specific training to work with People with Disabilities who were approved in the last public service entrance exam.

[1] Orcam Glasses, a cutting-edge artificial intelligence technology that allows you to identify people's faces, objects, read printed or digital texts, identify banknotes, distinguish colors and other visual information.



Ana Cristina Rosa Garcia
Chief Corporate Officer

"Development and diversity are part of BB's trajectory and of the daily lives of all of us, as we believe in the importance and the role of each one to build a Bank that contributes to a more humane, inclusive and sustainable society.

We believe that each challenge is an opportunity to become relevant to people's lives and to the country. We recognize that the world is changing increasingly faster and we have the strength, the structure and the ability to reinvent ourselves: we were and continue to be pioneers in everything that represents advancements and innovation in our performance.

This is reflected in the constant evolution of our relationship with all stakeholders, seeking to share with our value chain the commitment to positively impact the governance, environmental, social and climate aspects."

The training of the educators of the Tô On no BB (I'm On at BB) Program enabled them to learn about the law and appropriate terms, as well as teaching resources and practical ways to convey contents in a more accessible, inclusive way. To support an educator's work, we made available specific material that gathers information and tools that enable the best participation of People with Disabilities in training.

In addition to specific content on PwD, the training included diversity content covering various topics to prepare educators not only to handle the topic during the training of new employees, but also to act inclusively.

Another initiative is the PIT+ Talent Identification Program, which we used to put in place affirmative actions for PwD, women, and black people and other underrepresented ethnicities. Of the 3,822 certified talents to be considered for future job opportunities in the branch network, 46.7% are women.

LGBTQIAPN+ |GRI 3-3 For Diversity|

In another pillar, we were the first Brazilian bank to adhere to the Standards of Conduct for Business, developed by the UN for the purpose of promoting equal rights and fair treatment for the LGBTQIAPN+ community. This commitment translates into respect for our employees by simplifying procedures to ensure the inclusion of dependents in same-sex unions; special assistance from the Internal Ombudsman's Office when requested; adoption leave of up to 120 days for employees in a common-law same-sex union equivalent to women's leave; guidance for physicians regarding the request for periodic health examination for transgender employees; use of the bathroom according to the employee's gender identity; possibility of using the social name on the badge, business card, stamps, and e-mail for transgender people.

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Diversity (number of employees) |GRI 405-1|	**2021**	**2022**	**2023**		**Change 2022-2023**
	Number	**Number**	**Number**	**% of total**	
Black people	2,600	2,894	3,283	**3.81**	**13.44%**
Brown people	17,444	18,128	18,877	**21.89**	**4.13%**
Indigenous people	144	139	147	**0.17**	**5.76%**
People with disabilities[1]	1,567	1,709	2,231	**2.59**	**30.54%**
Total	21,755	22,870	24,538	**28.46**	**7.29%**

Diversity in managerial positions |GRI 405-1|	**2021**	**2022**	**2023**		**Change 2022-2023**
	Number	**Number**	**Number**	**% to total**	
Black, brown and indigenous people	7,284	7,390	7,867	25.07	**6.45%**
People with disabilities[1]	370	3 91	460	1.4	**17.65%**
Total	7,654	7,781	8,327	26.47	**7.02%**

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

Employee satisfaction

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

In line with the purpose of "being close to and relevant in people's lives at all times", during the year we conducted the Engagement Survey in partnership with Gallup, which allowed us to compare BB's results with the results of hundreds of companies in Brazil and around the world. In both editions, the quiz was sent to all Banco do Brasil employees and we had more than 50,000 respondents, which meant a 57.8% participation.

This Engagement Survey is conducted using our own submission and calculation methodology. The survey allows us to compare the Bank's engagement results compared to other financial and nonfinancial corporations in the market and constitute a valuable input to inform decision-making on people management practices.

Engagement Survey	2022	2023	2022 target	2023 target	2024 target
BB engagement ratio	63.8	**67.1**	66	68	**70**
Female	65.0	**69.0**			
Male	63.0	**65.8**			
Managerial	63.9	**68.3**			
Advisory	70.4	**72.5**			
Technical	83.0	**75.5**			
Operational	60.7	**66.4**			
Clerks and Executive Cashiers	63.3	**62.8**			

Banco do Brasil Volunteering Program

Established in December 2001, the BB Volunteering Program completed 22 years in 2023, after undergoing a strategic revision to align the program with Banco do Brasil's commitments to social development, thus strengthening the 'S' of ESG.

To support the work of volunteers, in 2013 BB launched the BB Volunteering Portal. As a result of the revision of the Program, we were able to take inventory of the great accomplishments of the last decade: more than 29 million voluntary actions developed based on the UN Sustainable Development Goals and about 25,000 registered volunteers. In 2023 alone, another 1,300 volunteers were registered and more than 800 actions were carried out throughout the year, in all regions of Brazil.

22 years of the BB Volunteering Program

29 million +
voluntary actions performed

25,000+
volunteers registered

Alignment with the ***UN SDGs***

Corporate development and education

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

Corporate education is a strategic resource for achieving the purpose and goals, in addition to strengthening organizational values. In order for the educational solutions offered to effectively contribute to employee development, our corporate education system is structured in four interrelated subsystems: Diagnosis and Analysis of Training Needs, Educational Planning, Educational Actions' Output Implementation and Assessment.

In 2023, with the new Training Needs Analysis model, we received 55 demands for the development of educational actions, 17 were of which were considered compliant with the Corporate Strategy.

The output of the training actions is assessed via the Integrated Assessment System of Training, Development and Education Programs (SIAP). The purpose is to provide comprehensive, reliable data to inform decision-making and improve actions, the performance of educators and trained staff, organizational outputs, and resource allocation.

Initiatives	2021	2022	2023	Change 2022-2023[1]
Number of demands for the development of training initiatives	38	0	55	N.A.
Number of initiatives out of the total demands identified as compliant with the Corporate Strategy	21	0	17	N.A.

[1] Due to the restructuring of the diagnosis process used to review training needs and the implementation of the Trails Project, there was no analysis of demands for the development of educational solutions in 2022. With the resumption of the process in 2023, the strategic units were able to request the development of courses again. In light of this scenario, it is not possible to report the change in 2022 vs. 2023

InvestLovers Journey

Journey with the goal of preparing and training employees with market concepts and financial investments in order to provide greater security in the negotiations and offers of investment products.

The achievement of the above goal helps supporting the succession plan for the most specialized segments in serving investor clients and disseminating the topic and investment products to all levels of a relationship, and also brings personal gains to the employee in terms of financial education.

6,000+ participating employees and 650 school grants awarded.

Banco do Brasil Corporate University (UniBB)

UniBB's actions are in line with the Corporate Strategy and contribute to achieving our vision of the future, achieving our strategic goals and strengthening our beliefs and values, and consolidating our commitment to stakeholders. We offer in-person, live online, and distance educational actions. In 2023, we conducted more than 11.2 million hours of training and more than 3.2 million courses.

Within the scope of the Higher Education Scholarship Program, throughout 2023 we held a selection process for the Specialized Graduate Program, to fill 17 researcher vacancies at BB. This type of more in-depth studies allow employees to be dedicated to strategic research, of interest to the strategic Unit that sponsors it, whose results impact innovation or product development.

The process, which took place in two contests, approved, in the end, 13 employees as BB researchers. Currently, they are developing their research and, thus, providing us with technical and scientific knowledge and contributing to the achievement of sustainable results.

BB also offers language scholarships that are made available throughout the year, with a focus on regular courses, improvement courses in Brazil, preparatory courses for international certification, crash courses, and instrumental and preparatory courses abroad. Employees can apply to a scholarship at any time and a scholarship can be awarded if they meet the related rule's requirements.

Throughout 2023, we granted grants for strategic MBAs to employees from several bank departments based on the specific needs identified, whose goals are the continual improvement of staff. We launched training programs for the development of various target audiences, such as the new phases of the Cultiva Agro (Farming Growth) and Jornada Conexão Clientes (Customer Connection Journey) programs, and the update of the Tô on no BB (I'm On at BB) Program training syllabus, prepared for the Bank's new hires in 2023.

UniBB also offers the BB Mentoring Portal, an online environment that supports professional guidance processes to share staff knowledge and experiences in order to manage corporate knowledge and the development of important skills for the professional growth growth. In 2023, we held 121 mentoring programs, attended by 3,913 mentees.

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Information	2021	2022	2023
Number of courses in the online catalog	2,036	2,040	**2,217**
Number of courses completed in the year	3.54 million	2.8 million	**3.7 million**
Number of courses completed since 2013 – overall since launching UniBB Portal	25.63+ million	28.56+ million	**32.26+ million**
Number of courses completed in the year via UniBB Mobile	79,430	52,300	**15,730**
Number of courses completed since 2013 – overall since launching UniBB Mobile	2.78+ million	2.8+ million	**2.85+ million**

Scholarship

Type of scholarship granted	2021	2022	2023
BB MBA hired class	257	292	**391**
Specialization	437	423	**84**
Undergraduate	257	146	**126**
Languages	229	405	**202**
Masters/Doctorate	63	38	**14**
Grand total	1,243	1,304	**817**
Total of no. of scholarships ongoing at December 31	4,492	1,893	**1,631**

Sustainability trail

The Sustainability Trail, made up of 33 training solutions, brings together every training sustainability-related contents in one single environment. In 2023, 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.

Customer Connection Journey

The program Customer Connection Journey (JCC) started in 2022 for the purpose of developing skills for a sustainable and increasingly customer-centric business service. The target audience are sales agents, business assistants, CRBB attendants, executive cashiers, and service supervisors. As a continuation of previous actions, we launched new blocks in 2023 that addressed the following topics related to the BB Service Strategy and the sales fundamentals: behavioral economics in negotiations, the science of selling, and the negotiation and sale of BB solutions in practice.

In addition to the asynchronous actions, we made available two synchronous actions for an in-depth approach of the contents: Business Workshop in BB Service and Mentoring for Sustainable Business. Thus, JCC was able to implement practical activities that are consistent with the employees actual work.

Cultiva Agro Program

The *Cultiva Agro* Program, on the other hand, was developed in 2022 for the purpose of specializing employees to provide a better experience in the service to Agrobusiness Customers, based on portfolio management planning, with a view of the business chain and the profile and needs of these customers to expand value delivery.

The training journey featured diversified learning experiences, including formal education actions, such as online courses, video lessons, podcasts, and active learning methodologies, such as peer-to-peer learning and hands-on learning. From this journey, the goal was to provide a service experience that results in high levels of satisfaction so that these customers become increasingly loyal to Banco do Brasil. The target audience of the program were approximately 2,050 employees working in the Agrobusiness market.

The contents for the program were developed with the collaboration of McKinsey & Company, UOL EdTech, and other renowned market professional organizations, as well as our internal experts. In 2023, with the commitment to understand and meet the needs of our customers, we turned our eyes to the future of the agrobusiness sector by launching new topics, such as: Farm Visits, Agrobusiness Customer Journey, Farming Sustainability, Women in Agrobusiness, and Agrobusiness Future.

Tô on no BB Program

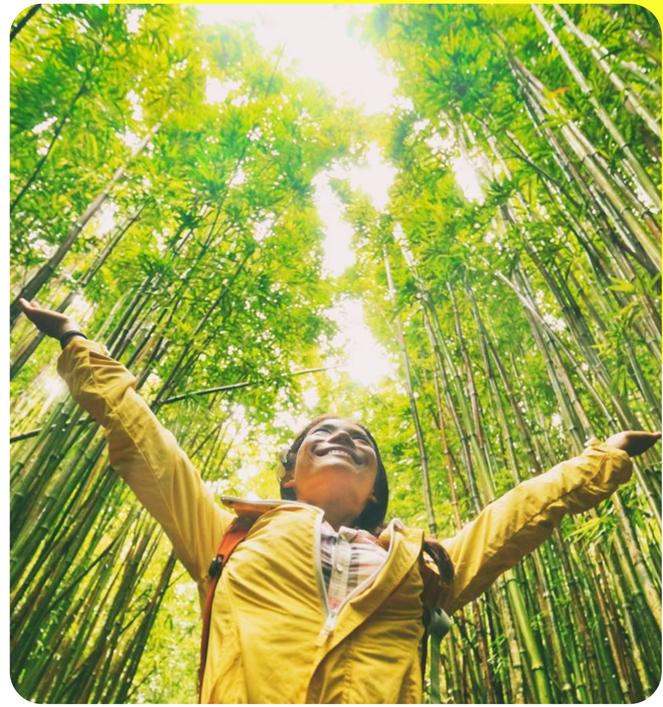
During this period, UniBB updated the Tô on no BB Program, revised primarily to welcome the new hires from BB's last external selection, train them, and provide them with the key content for their induction into our company. The program began in 2023 with the appointment of the new hires and will continue throughout 2024, as more applicants are hired.

The Program has some new features regarding resources, techniques, and learning methodologies. The new employees are invited to be part of a program in which the contents were made available in computer, digital environments, coupled with integration, guidance and monitoring actions, which allowed them to be prepared to act in line with the Corporate Strategy guidelines.

The three learning journeys are designed to convey the key components needed for an optimal workspace. They are implemented in an online platform, mediated by two corporate educators who, as career employees, can make onboarding an effective integration time by combining content with actual perceptions and experiences.

The program consists of two weeks of intense learning. In the first week, during the *Tô on at BB* Journey, participants learn about key topics, such as Corporate Strategy, Financial Ecosystem, BB Results, Communication, and Nonviolent Communication. The entire training program consists of delivering dynamic, interactive solutions, such as, but

The target audience of the Cultiva Agro program were approximately 2,050 employees working in the Agrobusiness market.



not limited to, Games, Simulations, Case Studies, and Escape Room Learning. The highlight of this first week are the contents dedicated to innovation and creativity, when employee attend the Ideas Workshop and are faced with the challenge of creating a banking solution, improved throughout training, to be argued for in a final pitch.

Another highlight of this Journey is the module on Diversity, which includes a video lesson about careers and good practices regarding the diversity pillars at BB. During the Journey, employees can still reflect, discuss, and practice the lessons learned about the topic through case studies and roleplaying.

The *Tô on no BB* Journey was attended by more than 2,300 students and reached 90 points in the NPS. And to make the Tô on no BB Program possible, more than 400 corporate educators were trained.

The second week is dedicated to the Negotiation Journey or the Technology Journey, depending on the audience. There were 1,478 and 828 participants, with an NPS of 87.5 and 94.66, respectively. In these two days, the new employees get to know the details of the topics of the areas in which they will work, in a practical, dynamic and, above all, playful way. As part of the Technology Journey, the topics addressed included Digital Transformation, Agile Teams, IT Knowledge, among others. On the other hand, in the Business Journey, students learn about various aspects of key topics for the performance in BB Branches, such as Service Standards, Sales Techniques, Service Channels, and BB's Core Business, in addition to performing assisted services and service and sales simulations.

	2021	2022	2023
Minimum number of annual training hours per employee	30	40	40[1]
Percentage of employees who have completed the minimum number of annual training hours	99.16	98.51	99.84
Target percentage of employees who should complete the minimum number of annual training hours	90	90	90

[1] The 40 hours of training include the educational solutions available in the UniBB and Alura catalog, in-person and distance learning. Employees are instructed to use part of these hours to take courses considered strategic during the year for their area of expertise.

Investment in corporate talent development and retention programs (R$million)	**2021**	**2022**	**2023**	**Change 2022-2023**	**% target achieved**
Amounts invested	62.40	80.40	**80.20**	**-0.24%**	**94.30**

Performance evaluation

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

The Connection Platform, which is the performance evaluation tool used by the Bank, is used every six months to assess the performance of BB employees, taking into account the following dimensions: 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 multidimensionally, from multiple standpoints, including self-evaluation and evaluation by the immediate superior, peers and subordinates (if any).

The Results dimension covers individual and collective indicators. The goal of the collective indicators is to encourage employees to work as a team, collaborate and build results together since they reflect a Unit's work arrangement. The individual indicators aim to stimulate employees higher performance, highlighting the importance of their direct contribution to BB's results, in which the deliveries made, during which the goals achieved and the agreed deadlines are evaluated. Thus, performance

evaluation is used to inform other people management subsystems and programs.

The monitoring of employees' performance should be carried out throughout the evaluation cycle by encouraging continuous, timely feedback, through agile conversations, while promoting a workplace favorable to the development and alignment of expectations in favor of achieving the agreed goals, considering any recognitions and needs for enhancement/improvement observed throughout the period.

For employees who had unsatisfactory performance in the previous evaluation cycle, a Development Agreement is made for the current cycle, with training and/or capacity building actions, outlined by the team managers together with the evaluated, for the skill development and result improvement.

The evaluations' results make it possible to measure the performance of employees based on displayed professional skills and each employee's contribution to the achievement of the expected results, in addition to guiding the professional development process, facilitating the achievement of organizational goals and contributing to career planning.

Finally, these results also inform other people management subsystems and programs, such as UniBB Scholarships, Performance-Bonus Program, Recruitment and Internal Selection, Professional Growth, and Automatic System of Competition for Transfer (SACR).

Performance evaluation [1] |GRI 404-3|	2021	2022	2023
Number of assessable employees[2] [3]	84,315	85,164	**84,177**
Number of employees who underwent performance evaluation[4]	83,203	84,419	**83,470**
Percentage of employees who underwent performance evaluation	98.68	99.12	**99.16**

[1] Fluctuation due to possible absences for more than 90 days in each evaluation cycle, in addition to changes in the number of employees in the staff.

[2] "Number of Assessable Employees": number of employees who worked for at least 90 days in the six-month period, excluding those absent due to different leaves, seconded, on probation, etc.

[3] The criteria for selecting/defining the assessable employees do not allow using the same audiences in the 405-1 content.

[4] "Number of employees evaluated": number of employees who received concepts in the total performance evaluation and who, at some point in the cycle, were considered assessable, even if later (within the cycle) they moved to the condition of "non-assessable".



In 2023, 99.16% of BB's employees underwent performance evaluation, considering the following dimensions: Skills and Results.

Compensation |GRI 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.

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.

Performance-Related Bonus Program (PDG)

The Performance-Related Bonus Program (PDG), the last edition of which was held in the first half of 2023, 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 2023, PDG benefitted over 35,000 employees, who were granted bonus ranging from 40% to 400% of the basic salary assigned to the related position.

Connection Award

The Connection Award, whose first edition was held in the second half of 2023, is an award that aims to recognize the unique performance of employees who work in the Bank's business and service departments, using management and result indicators, in line with BB's strategic goals.

Created based on the Performance-Related Bonus Program (PDG) platform, it was designed with the purpose of improving the employee recognition experience. It has award tiers that are more appropriate to the performance of the awardees, in addition to more adherence to the Connection Platform, the Bank's official performance evaluation program. Bonuses under the new award model for the business and service departments will be paid during the first half of 2024.



In the first half of 2023, PDG benefitted over 35,000 employees, who were granted bonus ranging from 40% to 400% of the basic salary assigned to the related position.



Joga Junto BB

#JogaJuntoBB (Play Together) is a recognition and awards model, guided by behavioral dimensions and encouraging material achievements, and also guided by BB's Organizational Culture and Strategy. This model is aimed at approximately 20,000 employees who work in strategic, tactical, and support units.

The program goals are:

- recognize and reward employees who have performed better than ordinarily expected;
- promote cross-functional recognition at all position levels;
- promote a collaborative, trustworthy, transparent environment that values the plurality of ideas; and
- seek the engagement in a way that employees identify with and feel recognized.

Recognitions and awards within the scope of Joga Junto BB take place through three structural dynamics: Behavior Recognition; Outstanding Achievement - Recognition of Individual and Collective Achievements; and Engagement Actions. Bonuses under this new model will be paid during the first half of 2024.

Profit Sharing (PLR) |GRI 2-19|2-20|

Profit Sharing (PLR) is a program that encourages the search for better results at the Bank by giving back to employees part of the profit earned in each period. Its main goals include:

- strengthen the partnership between each employee and the Bank;
- recognize the individual and team effort to build up results;
- stimulate the interest of employees in the Bank's management and destiny;
- distribute profits to the Bank's employees; and
- leverage the Bank's business and profit.

The profit sharing program provides for the distribution of fixed and variable installments, the latter of which is contingent to the performance of the units in which the participants worked during the valued period. Under the relevant legal requirement, we ratified with the entities representing the employees the Collective Agreement on Profit Sharing (PLR), which outlines the eligibility criteria for the program and the triggering, distribution and payment terms.

Health, safety and wellbeing

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

Our People Management Policy contains specific subitems on occupational health and safety (OHS) and provides for the search for the continual improvement of these matters' management systems on these topics. We consider occupational safety and health as one of the main institutional pillars, adopting quality of life practices that provide healthy, safe working conditions and wellbeing.

To learn more about the bank's performance in this area, see our **ESG Databook.**

Quality of life |GRI 403-6|

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

We believe that quality of life at work arises from jointly building institutional conditions that provide people with a sense of value by allowing them to perform meaningful work both for themselves and the organization, our customers and society. Our approach encourages open discussion, practical knowledge, collaboration, and the harmonious integration of work and life to promote health and safety in the workplace.

Banco do Brasil's Quality of Life at Work Program includes a list of more than 30 previously authorized practices that offer the various branches the opportunity to hire them through the use of institutional funds. There is also the possibility of developing a Well-Being Project, whose actions are linked to the results obtained in the employees' EPS by enhancing the results in the promotion of quality of life and well-being.

The Mental Health Program, created in the second half of 2021 (in the midst of the Covid-19 pandemic), involves different actions and levels of prevention, with a focus on the integral health of the individual. The Program leis on five pillars: Healthy Habits, Education, Ergonomics, Psychological Support and Care. Throughout 2023, several actions were implemented, which we list below.



Healthy Habits Pillar

With a focus on the three-pronged approach "physical activity + real food + full awareness," BB already has more than 18,000 active employees on a physical activity platform that offers, in addition to online classes, access to gyms, meditation programs, yoga, sleep therapy, healthy habits, mental health, financial health, etc.

In addition, the game "Mexa-se com o BB" (Get Moving with BB), in its fourth round, was attended by almost 4,000 employees. In partnership with the Albert Einstein Hospital, the Health on the Plate Program encourages changes in eating habits. In its second edition, at least 1,580 obese employees have already gone to their first consultation.

We also had the "Top Chef BB" gameshow, in its fifth edition, themed 'Healthy Lunchbox'. More than 430 recipes were submitted to promote a culture of healthy eating to offer nutritious meal or snack option that can be prepared at home and consumed during working hours.

Education Pillar

The continuity, in 2023, of the "Videos of the Specialists" series, resulted in more than 80 videos on the UniBB Portal, on the Mental Health Trail, with content such as: physical exercise and nutrition, ergonomics, psychological support for the prevention and treatment of pathologies, burnout, anxiety, lifestyle, mindfulness, therapeutic approaches, emotional and adaptive needs, among other topics.

In order to demystify the topic of mental health, we maintained the Conversation Circles held in the teams under the leadership of the leaders. There were more than 16,000 employees who had contact with the topic, through courses, videos and meetings. Speaking of training, since the trail was launched in 2021, we added more than 261,000 pieces of content on the Mental Health Trail, offered by the Banco do Brasil Corporate University.

Ergonomics Pillar

The Specialized Services in Occupational Health and Safety (Sesmt) team provides all employees with ergonomics advisory for workplace assessment, whether in the office or teleworking. In 2023, we conducted 934 inquiries.

Another key action of this pillar is the offer of weekly online work gymnastics sessions in partnership with Cassi. Classes are broadcasted live and recorded to be made available to employees who wish to take them afterwards. In addition to avoiding injuries, improving posture and reducing fatigue and stress, the practice can improve concentration, favor muscle strengthening and become a stimulus for the employee to start other physical activities.

Psychological Support Pillar

In addition to the possibility of attending psychotherapy sessions included in the health care plan, employees have free online psychological care through a partner platform that offers up to four free online sessions per month. The same platform make available conversation circles, a care journey with specialist psychologists (chat), an app for emotional support, interactive exercises and mental wellbeing trails. There are more than 8,500. active participants and approximately 71,000 appointments made at the free on-line psychological care program in 2023.

Care Pillar

BB is aware of the importance of taking care of employees on leave, treating their reintegration into the workplace to ensure it that acknowledges the potential of each individual. The Reintegration Program focuses on employees who have been on leave for more than six months. The employee is accompanied by a multidisciplinary team, and may receive indications of adaptations in the workplace to ensure a more welcoming and effective reintegration.



There are protocols with the Internal Ombudsman's Office to address incidents involving mental disorders, aiming at an effective approach in resolving the reported situations.

In 2023, we started a pilot program on Substance Dependence Program (Smoking, Alcohol and Drugs), in partnership with Cassi. When an addicted employee is identified, they are invited to go to an interview, medical evaluation and to join a support group. Depending on the case, there may include referral to specialized professionals, consultation with a psychiatrist, or psychological evaluation. Sesmt, together with Cassi, monitors the evolution of each employee's clinical condition.

In addition to the possibility of attending psychotherapy sessions included in the health care plan, employees have free online psychological care through a partner platform.

Training and education |GRI 403-5|

The Banco do Brasil Corporate University (UniBB) has a wellbeing trail that includes courses on obesity, cardiovascular risk, people with disabilities, emotional health, ergonomics, and work organization.

The trail for full-time workers and the employees responsible for accident prevention includes legal courses, such as: NR 5, harassment in the workplace, hazards and risks, labor law, occupational risks, contingencies, work-related musculoskeletal diseases, and first aid.

The mental health trail, on the other hand, was created based on the need identified during the COVID-19 pandemic, and it is constantly improved and expanded. It includes courses on burnout, work-life balance, work organization, emotion management, healthy habits, emotional balance, and therapeutic approaches.

We also have the remote work trail with courses such as time management, ergonomics, how to stay productive, nonviolent communication, and leadership in remote work. We also have the occupational architecture, engineering, and safety trail with more specific courses on safety, such as NR 8 buildings, NR 5, accident prevention committee (CIPA), and other topics.

	2021	2022	2023	Change 2022-2023
Lost days – absolute figures[1] |GRI 403-10|	771,929	1,022,371	**833,795**	**-18.44%**

[1] Days lost include sick leave for occupational and nonoccupational causes.

	2021	2022	2023[2]	Change 2022-2023
Rate of lost days (%)[1] |GRI 403-10|	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] 2023 = (2,467+52,949) * 100/21,555,000= 0.2

	2021	2022	2023[2]	Change 2022-2023
Occupational disease rate[1] |GRI 403-10|	0.00	0.00	**0.00**	**-**

[1] Disease frequency/number of employees.

[2] 2023 = 22/86,220 = 0.00. Occupational disease rate: includes all cases of occupational diseases that have been investigated and recognized as work related. The statistics include all cases of occupational illness, regardless of the severity or need for a leave from work.

Absenteeism rate (%)[1] |GRI 403-9|	2021	2022	2023
Total absenteeism for health reasons	3.65	4.76	**3.87**
Absenteeism for occupational health and safety reasons	0.2	0.22	**0.26**
Absenteeism for nonoccupational health and safety reasons [2]	3.45	4.54	**3.61**

2023 target: 3.90

[1] Absenteeism Rate = (scheduled days lost to days scheduled) x 100. Absenteeism excludes excused absences such as holidays, study leave, 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 2021. In 2022, we had the highest peak of cases between January and February, with a significant impact on absenteeism for the year.

Benefits and programs |GRI 3-3 For Talent Attraction, Retention, Satisfaction and Development| 401-2|

Benefit/ Program	Description	Gains for/effects on employees	Monitoring indicators
Quality of Life at Workplace Program (QLW)	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.	Organizational engagement; Absenteeism rate; RHC indicators; Ergonomic consulting.
Ergonomics at the workplace	Ergonomic Workplace Analysis 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.	Organizational engagement; Absenteeism rate.
Stress management	Follow up data on occupational or nonoccupational stress.	Early detection and intervention in cases of stress-related illnesses tend to fend off the worsening of cases, preventing prolonged absences from work.	Absenteeism rate; Outcome of specific test (Lipp).
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 offset in up to six months. Accumulated overtime can be used for rest, either by reducing the working day on a certain day(s), or by using time off.	Personal and professional balance.	
Remote work	Implemented in 2022, this is the institutional remote work scheme for units with processes that can be carried out remotely. Throughout 2023, the model evolved with attendance conditions, started to include managers and new units, among others. The model is in constant assessment and 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.	Support employees with their families.	
Allowance to employees with 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/ Program	Description	Gains for/effects on employees	Monitoring indicators
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 the children's therapeutic treatments.	
Benefits for employees who breastfeed	Reduction of two 30-minute rest periods or, in the case of twins, 60 minutes each for mothers, fathers of single-parent families or employees with same-sex stable unions registered with the bank or social security with children under one-year old.	Longer time spent with the child, favoring breastfeeding and/or the child's development.	
Special Hours as a result of Paternity Leave	Possibility of reducing an employee's daily working hours by one (1) hour, for 10 calendar days, immediately at the end of paternity leave.	Greater time with the child, favoring his or her development and the father-child relationship.	
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* program.	Longer time spent with the child, strengthening paternal responsibility bonds.	
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 parent.	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.	
Support for Robbery and Kidnapping Victims (Pavas)	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.	Absenteeism rate; Occupational diseases rate.

Customers

|GRI 3-3 For Customer Relationship and Satisfaction|

The customer is at the core of our strategy. Our premise is to “be close and relevant in people’s lives at all times.” This care materializes in the improvement actions of the Customer Experience throughout his or her entire journey.

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 farmers.

We adopts a **Customer and User Relationship Policy**, the main goal of which is to improve customer experience, promote a sustainable business, and generate economic, social and environmental value for the organization and society.

In 2023, we took several actions using analytical intelligence, aiming to develop work to improve customer satisfaction and reduce risks.

These include providing specialized and priority service to vulnerable customers to ensure that these consumers receive appropriate, customized service. In addition, there was an increase in the complaint monitoring to identify opportunities for improvement and more agile and efficient troubleshooting.

Another key action was the dissemination of the Relationship Policy statements to ensure that all Bank employees are aligned with the policy guidelines and can apply them in their daily activities on relevant topics such as ESG, diversity and inclusion, financial education, vulnerable customers, and ethics. In addition, vulnerability-related information has been included in several processes to ensure that vulnerable customers are identified and served appropriately.



Amendment to Agreed Terms and Conditions (ACP)

We have mechanisms that allow changing transactions contracted by its customers, through the Amendment to Agreed Terms Conditions (ACP) tool, which has the purpose of correcting, revising, and/or adjusting the terms and conditions established for a contracted transaction.

The ACP allows, in an automated way, the fulfillment of customer requests to adjust the originally contracted terms and conditions, such as the need to replace guarantees, make changes to the payment schedule, reduce or increase of discount ceiling amounts.

Some transaction operating ceiling are subject to automatic renewal when the general credit terms and conditions and the specific terms and conditions of a facility are met.
The process allows automated renewal for a period of up to 360 days, if favorable terms and conditions are identified.



Customer satisfaction: NPS & experience survey

|GRI 3-3 For Customer Relationship and Satisfaction|

Service quality is key for customer satisfaction, as it contributes to increasing trust while generating business opportunities and increasing profitability. By measuring customer satisfaction, we check whether the materialization of the value proposition is perceived for the purpose of taking management actions, improving processes, products and services, and adjusting action strategies.

We use the NPS (Net Promoter Score) to measure customer loyalty to Banco do Brasil, in view of their needs and expectations, which measures how much a customer recommends our company. The pursuit of NPS excellence is a constant goal that, throughout 2023, showed an evolution of more than 10% in the index compared to the last quarter of 2022.

Customer satisfaction is also measured using other factors and attributes using Customer Experience and Service Evaluation Surveys, which survey customer satisfaction with the service received, whether in person, by telephone or via messages exchanged using the BB application.

The service score received is linked to the semiannual performance assessment of our employees to ensure that the quality and our customers' satisfaction is a common goal for all.

We also closely monitor the CES (Customer Effort Score) and the EES (Employee Effort Score) with the aim of constantly improving our processes.

The management of our satisfaction indicators is constantly evolving, feeding back into our relationship strategies and contributing to the implementation of improvements and solutions offered by BB.

It is worth emphasizing that we were the first financial institution in Brazil to approve and publish the **Customer and User Relationship Policy**, a requirement of the National Monetary Council (CMN), which ratifies the commitment to improve customer relations. This policy guides the behavior and conduct of compliance activities based on ethics, responsibility, transparency and due diligence principles, while pursuing convergence of interests and the consolidation of an institutional credibility, security and competence image.

The suitability index was revised in order to provide the best customer experience and out in place sustainable relationships, including from the customer standpoint, with registration and behavioral variables that reflect their needs and interests, and our standpoint, in order to improve management.

In order to provide quality services, consistent with each customer's characteristics and complying with the suitability principles, the vulnerability available in the systems used by employees is bookmarked, by highlighting information to ensure its correct identification. This bookmarking aims to protect the customer's interests and avoid possible conflicts or losses when offering financial products and services.

NPS result

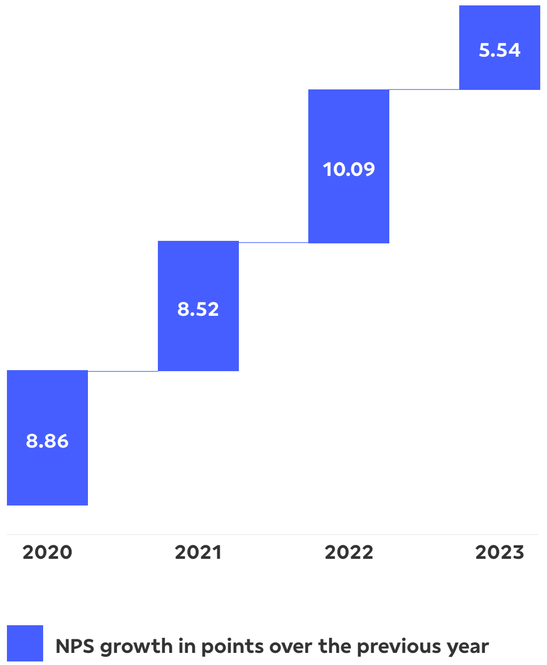
|GRI 3-3 For Customer relationship and satisfaction|

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.

We monitor our customer experience using various indicators, including the Net Promoter Score (NPS). 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).

In the period from 2020 to 2023, NPS BB increased 33.01 points. It is worth noting that, as we get closer and closer to the zone of excellence, the pace of NPS growth decreases, but the increase in each period is maintained. The continued evolution of NPS evidences the success of our corporate strategy by putting the customer at the center and providing increasingly better experiences for our customers.

Annual Net Promoter Score (NPS) Growth





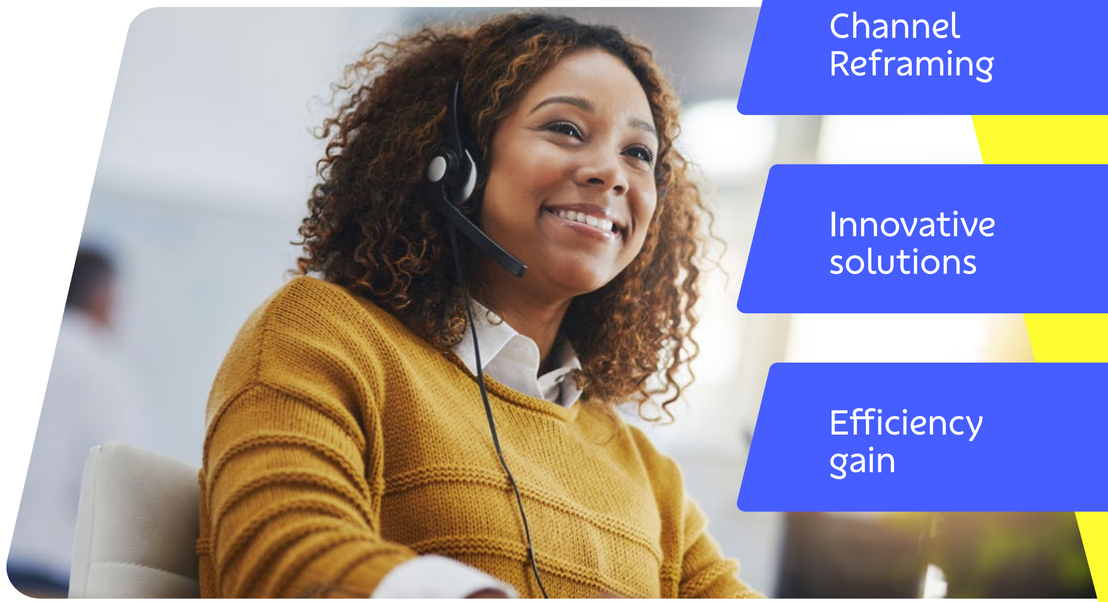
Segmentation-wise, we set value propositions and specific strategies by prioritizing actions to expand business and favor increased satisfaction, retention and attraction of new customers.

Relationship strategy

|GRI 3-3 For Customer Relationship and Satisfaction| 2-29|

In 2023, we approved the revision of the 2024-2028 Strategic Plan for Service and Physical and Digital Channels (PEAC), which defines the guidelines for our operations in the channels, taking into account the different drivers that affect quality and customer perception, following Banco do Brasil's Corporate Strategy (ECBB).

The 2024-2028 PEAC covers physical, digital, own, and partner channels, and seeks to increase efficiency, integration and innovation in the way we offer services, taking into consideration the specificities and typology of each segment, and the profile and behavior of customers.



This document is connected with the ECBB, with the Strategic Drivers and the Integrated Planning to define the five guidelines for the departments involved, as follows:

Omnichannel Service	Enable Omnichannel service by considering the convenience of both customers and employees
BB Network Presence	To be present via channels appropriate to the marketplace needs, with effective services
Channel Reframing	Modernize channel models and formats so that they adapt to consumer behavior, integrate customer experience, and enhance the value perceived by the customer
Innovative solutions	To be a benchmark in channel and personalized services innovation and integration
Efficiency gain	To be a benchmark for the financial market in efficiency gains in service channels by providing the best experience for customers and employees

Customer Council

|GRI 2-29|

Customer Councils are formed by representatives from Banco do Brasil's senior management and customers from all relationship models. The goal is to amplify customer voices at the various levels of the Bank and bring the customer to the center of decision-making to promote the continuous improvement of customer relationship and the better delivery of the Value Proposition to the different customer profiles. These initiatives is an opportunity to share customer perceptions, experiences and desires about our customer service, services and solutions, while strengthening and consolidating the customer centricity culture.

In 2023, we held four meetings in the cities of Rio de Janeiro, Belém, Curitiba and Brasília, which were attended by customers from the following models and niches: Estilo Investor, Strategic Professional, Retiree and University Student.

The goal of the Customer Council is to amplify the voice of the customer at the different Bank levels and bring this voice to the center of decision-making.



Featured on social media

The contents of the **Blog BB** were a key component in our digital journey and, in 2023, the platform received more than 1.9 million visitors, with 1.6 million new users, surpassing 3.1 million views. In addition to financial education content, the Blog BB also focused on the digital security section, with information on preventing scams and tips on how to act in case of suspicion.

Using Analytical Intelligence to improve our customer relationship and engagement

We are constantly investing in analytical knowledge by using current technologies and solutions available to provide our customers with the best experience, recognizing that we all have different life journeys. We work to develop appropriate and personalized offers for the customer's life moments and their values, materializing what we call the 'segment of one'.

Analytical intelligence is used to improve actions, communication, benefits and relationships, based on 49 Propensity Models and external variables. The daily processing of the analytic analytical models, combined with the use of Open Finance data, is currently applied to over 80 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.

Offers and approaches are made based on recommendations from Customer Relationship Management (CRM), which analyzes more than 128 million customers and prospects every day, resulting in more than 2.6 billion possible offers, distributed in more than 38 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 507 million business indications and opportunities that fit the customer profile.



In 2023, we acquired a market tool to improve our CRM management by opening up a range of new forms of relationship and engagement, notably by building intelligent communication journeys, using Artificial Intelligence, data-driven decisions, and the exploration of new business opportunities. The tool provides a 360º view of customers and allows a new level of integration of data and information, in an omnichannel view. This evolution brings us even closer to the purpose of being close to and relevant in people's lives.

Hyper-personalized communication

Using analytical models and tools, we guide our relationship cycle actions by mapping the customer journey by taking into consideration our value proposition and segmentation for the purpose of delivering the best interaction, at the most appropriate time and in the ideal channel, while reinforcing features such as proximity and materiality, with hyper-personalized approaches that integrate the customer's omnichannel journey.

With a focus on technology and humanized service, we make qualified, personalized and assertive offers, consistent with the context and moments of customers' lives, while seeking to anticipate their needs and expectations in their relationship with BB.

The context interactions of the automated tools are based on the relationship cycle, which considers micro moments of a customer's journey with BB and allows us to capture needs and opportunities that can generate business or strengthen the relationship, in real time.

In 2023, we implemented more than 1,600 personalized strategies that generated about 1.1 billion approaches and 313 million contacts with customers. These included:

- **Desenrola Brasil:** the initiative resulted in R$21 billion in renegotiated debts, benefiting 1.1 million individuals, encompassing Tiers 1 and 2 of the Program. Considering only Tier 2, we renegotiated R$2.3 billion for 345,000 individual customers; |SASB FN-CB-240a.4|

- **BB Friday:** is the main commercial date for individual retail, materialized by several campaigns with the goal of increasing product sales, traction of Shopping BB, and contributing to the increase in card revenue. We generated R$7.4 billion in total revenue from transactions with individuals, generating disbursements significantly higher when compared to the strategy in the previous year. In addition, we engaged 186,000 customers;

- **Credit squad:** an initiative that generated more than 180 new business clusters in campaigns and increased 77 automated strategies, generating efficiency and greater hyper-personalization of approaches.

The disbursement calculated taking into account customers contacted in the approaches was R$8.5 billion, in September-December 2023.

In 2023, we implemented more than 1,600 personalized strategies that generated about 1.1 billion approaches and 313 million contacts with customers.

Financial Education

|GRI 3-3 For Customer Relationship and Satisfaction|

Financial education supports the customer relationship strategy and strengthens the principles of ethical, responsible and diligent performance in the Brazilian banking sector by boosting informed decision-making, encouraging sustainability in doing business, and raising people's wellbeing and financial health.

We invest in financial education actions, as we believe in its power to contribute to improving the quality of life of our customers by advising them on their personal and financial needs and prospects, positioning BB as a partner in personal financial guidance and strengthening the bond with our organization.

In order to improve the hyper-personalized service and increase the proximity to our customers, financial profiles with useful guidelines and concepts were made available to 27 million business customers. The initiative makes it possible to equip the network's employees during service, with guidance on financial education and the offer of budget management solutions. It is a novelty that comes to improve our customers' personal relationship with money and financial health.

Also to support customers in their financial management, the following features are available: **My Finances**, Investing with a Goal **(BB App)**, the **Investments App**, and the **InvesTalk Content Hub**. The topic is also increasingly present in the profiles through periodic posts on the proprietary channels of the social media and on the Blog BB (**bb.com.br/blog**).

Integration of the URA and WhatsApp channels

In line with the challenge of providing the best experience through a continuous, consistent and integrated omnichannel service journey, we launched, in a pioneering manner in the Brazilian financial market, the integration of Central Relationship Channels services between (CRBB) and BB WhatsApp. This integration involves the deployment of service via URA CRBB in journeys via WhatsApp BB (via the number (61) 4004-0001), in the Desenrola Brasil (debt renegotiation) products and services, Card and Opt-in WhatsApp BB.



Financial education supports the customer relationship strategy and strengthens the principles of ethical, responsible and diligent performance in the Brazilian banking sector.

Individual

BB relationship program

|GRI 3-3 For Customer Relationship and Satisfaction| GRI 2-29|

In 2023, the BB Benefits Platform continued to evolve in the expansion and customization of its offers to our customers. By seeking to improve the financial efficiency of the Individuals Relationship Program, while ensuring the satisfaction of individual customers, advancing in the delivery of benefits increasingly aligned with the level of relationship, moment of life and consumption profile of customers.

As part of the PF Promotions Center, an initiative responsible for developing incentives for BB customers, made possible through the partnerships of the BB Benefits Program, we highlight the 'Invest in your dream' action with a total of 6.7 million lucky numbers generated for about 1 million participating customers, increasing R$98 billion in global volume of investments during the promotional period, resulting in 115% of the established target – 2% of the daily average for investments in May 2023, showing the commercial leverage potential of these actions.

As regard the distribution of promotional assets, we highlight the "BB Mimo", a solution that allows relationship managers to give "gifts" to their customers to strengthen the relationship, by making the customer to feel special and valued. More than 95,000 gifts were made delivered to about 9,600 wallets with reward options aligned with the profile of each customer group, from vouchers for online purchases of wine, chocolate, and in transportation and food apps, movie tickets, among others. This strategy sets the BB brand apart from the competition by making it more attractive to potential customers and generating engagement from those already in the program.

Within the scope of *Vantagens BB* (BB Advantages), our coupon platform, we expanded the number of offers available to our customers. There were 1,546 coupons published, including BB products and allowed actions for accumulating, redeeming and donating points.

In the 'Cashback with Points' vertical, which allows customers to use accumulated points to pay or reimburse water and electricity bills, BB products, and other expenses, R$254.9 million in cashback was generated for customers, an amount 57% higher than the amount recorded in 2022.

The BB Benefits Club, our subscription club, grew by 4% in gross revenue year over year, to R$431.9 million from R$416.2 million. We continue to evolve together with our partners in the personalization and delivery experience of our rewards cloud, which includes rewards related to health, education, leisure, streaming, wellbeing, among others.

In the BB Benefits Program points ecosystem, we reached a record number of 4.75 million engaged customers, an increase of 16.34% year over year. This is the result of the several strategic and sales actions taken within the scope of our BB Benefits Platform, representing an important lever in the recurrence, engagement and loyalty of our base.

In October, we launched a new benefit, which arrived to bring more satisfaction to our customers. Now, those who are part of the BB Benefits Program can elect to receive cashback, automatically, directly in a checking account or in an investment fund created especially for this purpose. Customers can also continue to accumulate points on Livelo or Dotz if they prefer.

The Automatic Benefit Conversion is a simple, key solution that positions BB in the market by increasing the engagement of customers who seek reward variety when electing their benefits. With this solution, when a customer elects to receive cashback, whenever there is payment of the participating credit card bill, a conversion percentage will is applied to the scorable transactions and is automatically converted into cash.

In just over two months, the Automatic Benefit Conversion obtained more than 430,000 adhesions, generating approximately R$4.3 million in the period, with approximately 90% of customers opting for cashback in a checking account.



Desenrola Brasil

|SASB FN-CB-240a.2|

In 2023, we started our participation in and support for the Federal Government's Delinquent Debt Renegotiation Emergency Program, named Desenrola Brasil, which aims to encourage the renegotiation of debts of individuals in Defaulters Lists, reducing indebtedness and restoring people's financial lives.

Under *Desenrola Brasil*, customers have access to special conditions to solve their default situations. Desenrola Brasil represents, therefore, the possibility for millions of Brazilians to clear their names and regain the financial dignity of their families.

In addition to intensive communication with target customers, as well as specialized and priority service at the branches, we also information disseminated to the general population.

The volume of renegotiated debts was R$20.8 billion, from 1.09 million customers relating to 1.3 million contracted transactions. The highlight was D-Day, on November 22, with the early opening of retail branches across Brazil, that produced expressive results and a subsequent increase in the average volume of renegotiations.

Over-indebted customers

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, which reached more than 600,000 customers. |SASB FN-CB-240a.2|

Citizen Platform

We provide a Government Sector Platform with services and public utilities for citizens. The environment is fully digital, available at **bb.com.br/cidadao,** and includes the release of salary allowances, inquiries on social security benefits and payments, and inquiries on labor information. The "Serviços para o Cidadão" (services for citizens) solutions suite is accessible by logging in via the gov.br portal (customers or non-customers).



In 2023 the volume of renegotiated debts was R$20.8 billion, from 1.09 million customers relating to 1.3 million contracted transactions.

INSS beneficiaries

BB has been expanding its digital solutions to improve the INSS (Brazilian Social Security Institute) beneficiary customer experience. In 2023, we permitted customer to check their benefit statements and balances on the Citizen's Center. This new service is available to all customers who receive benefits at BB, even those who do not have a checking account or who do not use the bank's app. All their have to do is access **bb.com.br/minhapagina** and use the login and password of the Gov.br platform. The solution is more convenient for customers and it eliminates the need to go to a branch to make such query.

We also made available a new ecosystem of exclusive advantages in our services and the services of partner companies, in line with the expectations and needs of these customers. The service can be access using the "Mew INSS +" icon, on our BB App and on the Citizen's Center. There are several special conditions such as Bonus Points, Telemedicine, discount on protection insurance, among others.

In addition, we launched a series of campaigns with security tips that reinforce institutional actions on the subject, and exclusively for INSS cardholders, information on advantages and solutions that the bank provides to accountholders.

Retirees

Civil service or private sector retirees are an important pillar of our customers strategy. Our retiree base is growing constantly and consistently by focusing on high-income customers and priority niches. We have been focusing on expanding this base by prospecting new salary payment agreements, as well as conquering new retirees through pension portability.

Communication with retirees is personalized and emphasizes the benefits and experiences in order to strengthen the perception of BB as the best bank to work with and receive their pensions. The advantages and benefits of receiving a pension at BB are described on our website **bb.com.br/meusalarionobb**.

InvesTalk Hub

One of our goals is to be perceived as a complete bank, specialized in investments, with human and digital advisory solutions accessible to all customers. One of the pillars of our specialized investment platform is InvesTalk, created in July 2019 as a playlist on BB's YouTube channel. In 2023, it became an integrated content hub with 23.4 million page views and 4.5 million users worldwide.

Service to People with Disabilities

Customers with disabilities (PwD) can self-report their condition directly on our app, without the need to go to a branch. With this new feature, we strengthen our commitment to the inclusion and accessibility of our customers by offering practical and safe solutions for their daily lives. In addition, service via the BB Relationship Center (4004-0001) for these customers was expanded to 24/7.



New Investments app

In 2023, we launched a new version of the digital channel specialized in investments, the Investments App, which is no longer a transactional application and became an advisory and relationship platform. This version includes: consolidated investment management; access to Investalk content and news; and expert advice – human and digital. Consolidated management allows a customer to monitor the portfolio position at B3 and the savings balance in other banks. On the other hand, the integration with the Investalk hub allows a customer to access material information for his or her investment decisions on the BB environment.

In 2023, we registered three million monthly accesses and 240,000 unique users per month, with a digital share of 15% and a digital turnover of R$7.7 billion per month.

Estilo Experience

Throughout 2023, we worked to deliver exclusive experiences and benefits to customers of the *Estilo* relationship model based on active listening to *Estilo* customers' needs and expectations. The actions implemented are aimed at building loyalty, engagement and enchantment of an customer group that has been widely approached by both traditional competitors and fintech banks.

Of particular note are the TAG BB actions, which made available up to two tags at no monthly cost in the prepaid plan, and the implementation of the Automatic Annuity Discount (DAA) that allows customers to have automatic discounts on their annual card fees without the need to contact the relationship manager or call center.

It is worth noting that these customers have a special relationship with managers, certified by ANBIMA CPA-20, advice from investment, insurance and private pensions specialists, in addition to other financial solutions that contribute to the feasibility of their goals and projects.

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 in 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.

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.

In 2023, we focused on expanding this initiative and held three meetings, two in São Paulo and another in Recife. The first, held at our headquarters in the city of São Paulo, focused on the topic of financial education. The guests participated in two immersive afternoons on investments and personal finance, and addressed key concepts applied according to the reality of each of the attendants.

Such strategies are proving to be very assertive. In 2023, BB Private grew almost double the market in Assets under Management (Anbima, December, 2023), and we also increased the portfolio of sustainable investment products in this segment.





Investment Funds Portfolio

In 2023, BB expanded its open architecture base with several launches of third-party funds. These include BB RF Occam Private Credit, ACE Capital, Giant Zarathustra and Trígono Flagship Small Caps. Also noteworthy were sustainable investment products, in compliance with the objectives goals of Agenda 30, available for the Private and Retail segments. These include:

- BB Multimercado Blackrock Multi-Asset ESG IE: a balanced fund, with exposure to equities, fixed income and alternative investments, which seeks to deliver a global and diversified portfolio, both in terms of assets and regions, with ESG filters in its management.

- BB Multimercado BRL Allspring Climate Transit IE: invests two-thirds of its assets in investment-grade credit debt securities issued by corporate issuers domiciled anywhere in the world. The fund accesses a wide range of private credit opportunities abroad that represent the pursuit of rapid large-scale decarbonization and advanced climate transition process;

- BB Ações BRL Pictet Global Environm Opportun IS IE: the fund invests in global stocks whose companies are engaged in sustainable solutions such as clean energy, sustainable agriculture, reforestation, and other areas of the environmental chain.

- BB Ações Diversidade IS: this fund aims to track the new index of the Brazilian Stock Exchange (B3), the IDIVERSA B3. The asset portfolio will consist of Brazilian companies that stand out in terms gender and racial diversity in their workforce. This way, the fund's strategy contributes to more companies adopting better diversity practices;

- BB Espelho Renda Fixa SulAmérica Crédito ASG CP IS RL: a private credit fund that focuses on the allocation of debt securities that use resources in line with the best ESG practices and that promote positive contributions to the sustainable development agenda.

In 2023, we launched BB Private Lounge, a content hub that gathers materials and disclosures for the BB Private banking segment. We have also reformulated the digital strategy focused on this customer group by creating a specific visual identity for each platform and a review of the social media content ruler. The objective was to strengthen the BB Private brand and give harmonize the communication and relationship with customers in the segment.

Loan disbursements in business correspondents

An effective strategy to expand Banco do Brasil's presence nationwide is to provide customized financial solutions to our customers involving the use of business correspondents. These professionals work as facilitators, serving as a bridge between the Bank and customers, simplifying access to a variety of credit operations, including payroll, personal, agribusiness, and mortgage loans. In addition, the business correspondents network is able to open individual and corporate checking accounts, unlock banking options, sell insurance, consortium and premium bond products in partnership with BB Seguros and BB Consórcios, while providing more convenience and accessibility to our customers.

In individual loans, net disbursements totaled R$7.3 billion. If we consider the contracts linked to INSS beneficiaries, correspondents accounted for 19.75% of BB's contracts.

Solidarity Change

Solidarity Change is a sustainable initiative that allows customers and users of the correspondents channel to voluntarily donate change from their transactions or other amounts for investment in social projects. At BB, the Solidarity Change is available in the MaisBB Correspondents Network, and proceeds go to Fundaçãothe Banco do Brasil to be used in its projects.

The solution aims to generate a positive social impact on people's lives and communities by benefiting the entities served by the Foundation and the companies that join the campaign that, in addition to supporting the projects, help the MaisBB Network to solve change difficulties due to a potential lack of coins.

BB Internacional app

At BB Japan, it is now possible to open an account entirely digitally using the BB Internacional app, which is less time consuming and does not require customers to go to a physical unit. The product is aimed at non-account holders, resident in Japan and since its implementation in July 2023, we have seen an increase of 37% in demand for new accounts.



The goal of Solidarity Change is to have a positive social impact on the lives of people and communities by benefiting the entities served by Fundação Banco do Brasil and the companies that join the campaign.

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 2023.

In addition to being entitled to a credit limit analysis based on a differentiated methodology, this customer group enjoyed credit fees, mainly in lines with non-payroll debit, aimed at customers from different professional occupations: doctors, partners, lawyers, nurses, engineers, dental care professionals, among others.

In the year, the customer base under this strategy increased by 2%, to 10.2 million in December 2023 from 10.0 million in December 2022. Also. It is noteworthy the 26% growth in the average monthly loan disbursements (CDC) for these customers in the same period.

New customers

Over 2023, 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.



Relationship with agribusiness stakeholders

[GRI 2-29]

Banco do Brasil is one of the main agents supporting agribusiness in Brazil, acting strongly in the granting credit to the sector, and has a 49.6% market share. The Individuals Retail market accounts for 96.7% of BB's agribusiness revenue. To work with these customers, we provide business service to the segment in all branches by offering a wide portfolio of products and services, as well as digital solutions such as the financial manager, Geo Rural Map and Agrobot.

In order to improve the relationship with and get closer to farmers, we provide a specialized structure of 18 Agrobusiness Branches and more than 1,000 dedicated relationship managers. The specialization strategy with this segment has been continuously expanded.

In 2023, we strengthened our work with women in agribusiness by sponsoring and participating in events specifically targeting female customers, in addition to dedicating programming and actions in the Agro Business Circuit trucks and in major agribusiness tradeshows and events. This initiative aims to encourage the inclusion of women in agribusiness, support the information, training and professionalization of these customer, help them to achieve better performance in their activities, and promote gender equality in the sector.

It is also worth mentioning the implementation, expansion and improvement of the Família Agro (Farming Family), a business continuity program that aims to initiate and maintain the relationship with successors, together with the leading customer by integrating the new generation into BB's Agrobusiness solutions, products and services and offering the same business terms granted to the predecessor.

Megaproducer Strategy and ESG

Environmental, social, and climate concern is part of BB's raison d'être. We follow the best management and governance practices by adhering to domestic and international commitments to encourage sustainable development. Our goal is to foster an inclusive, low-carbon economy.

Accordingly, BB Private customers can count on Assessoria Agro (Farming advisory), focused on business management, financial advice, with an integrated view of Individual/ Corporate activities, and a holistic view of the production chain. Therefore, we encourage our megaproducer customers to have sustainable farming practices by providing specialized advice and offering solutions for agricultural production with the lowest greenhouse gas emissions.

Total Credit

The global economic scenario has required Brazilian agribusiness players to increasingly seek to specialize and modernize their activities. In particular, the Megaproducer segment has sought specialized advice to adapt to this global context. For the 2023/2024 harvest, the new European environmental preservation regulations and the requirement for international certifications are the challenges to be overcome.

With regard to lending operations, the highlight at the ended 2023 was the Agricultural Investment portfolio, which grew 22% in the period, while retaining asset quality and the same default rates.

Agribusiness loans in business correspondents

In 2023, the volume of agribusiness loans contracted through business correspondents was R$55.8 billion and this channel was responsible for 34% of the agribusiness contracts entered into by Banco do Brasil. When we consider only the National Family Farming Program (Pronaf), correspondents accounted for 66% of the contracted volume. These figures evidence the importance of Banco do Brasil's correspondent channel in the agribusiness segment, not only because they support the branch network in agribusiness loans but also because they play a key role in serving rural producers. SASB FN-CB-240a.1



Young customers

GRI 3-3 For Customer Relationship and Satisfaction

Customer revitalization platform

In 2023, we strengthened our strategy of getting even closer to young customers, both children and adolescents and university students, through a series of improvements in solutions, by focusing on the language and channels used, aimed at delivering experiences that increasingly meet the demands of the youth segment.

Engaging these customers was one of the main strategic drivers of our operations in 2023. The intention was to ensure the sustainability of BB's results through hyper-personalization by providing experiences that make sense in the lives of young people.

BB Cash

Since October 12, 2022, we launched have expanded our service channels for adolescents by launching of BB Cash, a fully digital banking solution for young people aged 8 and over.

The process of opening a BB Cash account in the BB App begins with the prior authorization of the person in charge. The young person, aged 8 to 17, receives a notification about the possibility of opening a BB Cash account, downloads the BB App on his or her smartphone and completes the process. As soon as the young person completes the process of opening a BB Cash account, the person in charge is notified and approves the release of the account for use, all via the BB App.

We are undergoing a maturation and development stage and we are creating new features in the app and TAA menus; as a result, we started to approach young people and their guardians using the Business Desk, using social media focused on each customer segment, which can be TikTok, Instagram or even Facebook.

We closed 2023 with a total of 216,000 customers. The amounts internalized at BB by BB Cash customers amount to R$307 million distributed among investments, pension plans, savings, and checking accounts.

BB Cash focus on customer experience and satisfaction at both ends, i.e., the parents and the young customers. We perceive the positive result generated when we see a 90% engagement of underage customers and the digital maturity of their guardians. These data strengthen our pursuit of customer centricity.

BB Cash in the BB App strengthens the digital transformation position, improves customer experience, reduces approval time, reduces operating costs, and increases customer satisfaction.



We closed 2023 with a total of 216,000 customers via the BB Cash Solution. The amounts internalized at BB by BB total R$307 million distributed among investments, pension plans, savings, and checking accounts.



Positioning Actions: *Rolê Que Rende*

The expansion of financial solutions launched in recent years targeting underage customers, requires us to raise awareness about how to deal with money. As a result, we launched the game Rolê Que Rende (Lucrative Stroll), using the four geographies of the Banco do Brasil brand as a backdrop for stories where participant have to make decisions leading to a given outcome that contains feedback on the choices that were made and leaves tips on best practices terms of financial education.

This game is on the **rolequerende.bb.com.br** Platform and can be accessed by logging in. The game was introduced in a private school in the Federal District as an MVP and will be disseminated in other schools in Brazil in specific actions carried out with the support of our network.

University students

As a target segment of the banking system due to its potential, university students continues to gain special attention, as they have different expectations and needs from previous generations, already known by the market.

In 2023, we reached the mark of 1.9 million university student customers by offering a free digital account; international credit card with a credit limit of R$1,500 (proof of income not required), zero annual fee, contactless payment, virtual card for online purchases, in addition to card customization with a photo of the customer's choice; access to Ourocard card benefits, with special benefits at concerts and 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.

In addition to banking services, we sought to provide remarkable experiences to young people by providing access to events such as tradeshows and festivals, including Festival João Rock, Primavera Sound, Turá, CCXP, and other events.

In 2023, BB reached the mark of 1.9 million university student customers. In addition to banking, we seek to provide remarkable experiences through events, tradeshows, and festivals.

Companies |GRI 3-3 For Customer Relationship and Satisfaction|

BB Corporate benefits

In addition to an ecosystem structured for the corporate market, the BB Corporate Benefits program is the best solution to make sure customers perceive the value and closeness of BB in several options that transform the banking relationship into points and benefits.

Another novelty is the *Mimos BB PJ* (Company Gifts) solution, which allows sending, via the branch network, free digital benefits to company managers from different segments. In 2023, the number of customers engaged in the program grew by 51.9%, Livelo achieved a 34.6% share in the number of points used, and managers delivered more than 8,000 Mimos BB PJ gifts.

BB *Fale Com* Chat

The expansion of text service via the BB Fale Com chat for Retail Banking customers was one of the ways to materialize the value proposition for these customers in 2023, and offering yet another channel reinforces our goal of providing a better experience to our customers. This channel is available to more than 7 million customers in three specialized cells: card for 5.1 million customers, debt solution for 892,000 customers, and general service for 1.09 million customers.

Inova Varejo

In 2023, we created *Inova Varejo* (Innovating Retail) Program to develop new service and relationship models at an operational, tactical and strategic level, in the context of phygital services.

The word “phygital” is a combination of the words physical and digital and represents the ever-increasing convergence between the physical and digital worlds. As technology progresses and digital integration increases in several areas of our lives, the concept of phygital becomes more prominent as a hybrid approach that joins the best characteristics of both worlds.

High-end Retail Segment

We created the High-end Retail segment to include customers with annual gross revenue (FBA) between R$15 and R$50 million. This new way of looking at Corporate Retail customers will allow us to deliver a value proposition that is more appropriate to the needs of these customers, by customizing the relationship and service, while never leaving their sides.

By delivering a unique relationship model, we expect to fully meet the needs typical of this type of company, through specialized advisory, a complete product and service portfolio, enhancing the increase of business and strategic partnerships, and making improvement in satisfaction rates and generation of sustainable, lasting business.



Analytical Intelligence in lending processes

We have developed Artificial Intelligence tools aimed at improving our processes, built into BB's secure environment. AI technology is applicable to and can be integrated into various stages of our processes via APIs. The application of AI tools has been generating support and inputs in the lending process that have contributed to increased business opportunities, expediting credit analysis, and increasing customer satisfaction.

Ourocard Companies cards: new solutions

Throughout 2023, we added new transactions to be made via WhatsApp so that customers had access to card information in an streamlined, simple way to reduce the use paper and mailing costs.

In addition, following the trend of companies that were looking for more flexible solutions adapted to their needs, we launched the pre-printed card, an innovative response that reinforces the commitment to meet the demands of our customers in an effective and practical way. With this solutions, corporate customers can leave a branch with a card in hand, ready for use. In 2023, 62,000 pre-printed business Visa cards were issued.

We started to grant access to card states in PDF format for corporate customers. In addition to its practicality and agility, this is a big step towards sustainability by reducing paper consumption and issue and mailing costs.

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$50 million to R$1.3 billion. The relationship model with this segment aims at consolidating BB as the bank for medium-sized businesses in Brazil, with a focus on customer satisfaction and sustainable business generation.

For the relationship with Corporate Wholesale customers, the model has 400 relationship 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 80 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.



Francisco Augusto Lassalvia
Chief Wholesale Business Officer

"Proximity, diversity and the integration of business strategies are a differential for our results.

The close relationship is what strengthens our strategy and is at the core of the work to offer a bank tailored to each customer at all times of their journey.

It's the attention when one needs it the most and that generates customer satisfaction, thus resulting in good performance and in the belief that we've walked the right path.

Today we have operations in twelve countries that help our customers wherever they are in their journey.

This is our way of working with a view to the best customer service, which is what makes us a strong bank and that increasingly believes in people and adds value to society."

In this context, 2023 was marked by the creation of 15 new Corporate Bank Offices and 44 new portfolios, in order to provide closer, more agile services, in addition to promoting the offer of solutions aligned with the needs and particularities of each customer.

Of the new offices, five are specialized in serving agribusiness, in line with the strategy of serving by niches, with sales operations focused on the consumption and relationship profile of the most important customer groups for the market. This allows us to offer solutions that are more consistent with their peculiarities and value propositions that are more appropriate to their needs.

One of our strategic drivers is to increase the profitability of the portfolio by increasing the customer revenue and decentralizing results. As a result, in 2023, there was an 18% growth in the total Risk-Free Contribution Margin in the Corporate Wholesale market and a 19% increase in the number of customers above the expected contribution margin.

The increase in profitability is linked to business segments engaged by the market, such as the intensification of transactions in value chains by entering into partnerships with customers that optimize business in other BB markets, such as retail.

These partnerships include Payrolls, with 3,463 groups processing their payments at BB, which boosted the Bank's Individuals customer base with more than 230,000 new customers. The presence of approximately 200 companies with a Corporate Wholesale profile in the Broto virtual ecosystem, a platform that brings together rural farmers, suppliers and resellers of solutions for the Agrobusiness market is another achievement.

In the Cash Management business, in 2023, Pix grew by 77% in the volume of settlements, which shows it gained a major share of payments and receipts by companies. Aware of this trend, in the second half of 2023, we completed the necessary steps of our modernization plan to implement intraday settlement, which ensures customers have definite and timely access to funds.

It is also worth highlighting the Derivatives business, which posted a 29% increase in volume and 113% in the earnings compared to 2022, as a result of the work carried out to structure and improve customer quotation and contracting work.

In 2023, the segment's Loan Portfolio reached the historic milestone of R$74.8 billion in stock, a year-on-year increase of 21.2%. The strong growth observed was accompanied by strict discipline both in the analysis of new loans and the management of active transactions, which allowed us to keep default rates strictly within the expected levels.



We highlight, in particular, the performance of the Sustainable Loan Portfolio (CCS), which, in this segment, increased by more than 13% until December 2023, surpassing the R$7.7 billion milestone.

The constant development of our Loan Portfolio reflects our commitment to promoting the economy, production chains, and job creation in this important corporate segment.



In terms of ESG, during 2023, we took actions related to Agenda 30 BB that include documenting the business model of partnerships for the development of solutions in the carbon market. Currently, customers rely on the expertise of partners to develop their projects, take inventory of greenhouse gas (GHG) emissions and request decarbonization-related support from specialized consulting firms.

More than R$600 million were also documented in transactions with a sustainable seal, which had various social and environmental goals, including financing energy projects in vulnerable communities in the Amazon, decarbonization of urban mobility, preservation, reforestation and implementation of solar and wind farms.

In the CBIOs (Biofuel Decarbonization Credits) market, we held transactions with 26 customers that generated R$305,000 in custody fees.

The year was also marked by the events held to bring customers closer. In total, there were 126 events, attended by 3,500 company representatives. We should highlight Conecta Agro, which took place in the cities of Passo Fundo (RS), Ribeirão Preto (SP) and Palmas (TO), with the participation of 300 important agribusiness customers, and Vipat Experience, which took place in Salvador (BA), São Paulo (SP) and Rio de Janeiro (RJ), with the participation of 900 customers.

Corporate and Large Corporate Segment

The Wholesale Pillar is responsible for the management of corporate clients of the Corporate and Large Corporate segment with consolidated gross annual revenues starting at R$1.3 billion. Aimed at strengthening even more the relationship with corporate customers by 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 at all times. 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

More than R$600 million were documented in transactions with a sustainable seal, which had various social and environmental goals, including financing energy projects in vulnerable communities in the Amazon, decarbonization of urban mobility, preservation, reforestation and implementation of solar and wind farms.

marketplace that makes it possible to offer products from partners through the Bank's channels. Of the 118 companies taking part in the project, almost 50% 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.

Another example is the formalization of partnerships that benefit the value chain, such as the agreement signed with fintech companies Liber and Monkey to expand participation in credit solutions to suppliers, operating under the logic of Banking as a Service (better known by the acronym BaaS), which authorizes companies from different segments to offer financial services to their customers. without them having to go to banks or financial institutions.

BB Export Credit

In 2023, we launched BB Export Credit, which aims to finance the production of goods and services for export, as well as support the related activities (exporters and production chain) even before shipment. The product targets primarily Private Banking, Corporate and Large Corporate segment customers. The facility allows the production chain to use export financing in foreign currency, an innovative product at BB. With this initiative, customers have advantages such as the use of cash flows for repayments, the possibility of keeping funds in foreign currency abroad, and even obtaining tax exemptions. We estimate that we in the next three years we will close 400 transactions, representing a volume of R$9 billion.

Digital transformation and innovation

We are transforming flows and products to meet an ever-increasing demand for agility, transparency, and security. In the case of Digital Export Financing (Finimp), a customer can now quote transactions using simulations on the BB Digital PJ platform, in addition to being able to send proposals and link documents using this tool.

For Digital Advances of Exchange Contracts (ACC), the simulator allows a customer to obtain prices, costs and the amount it will receive in its account before the contract is finalized. We added tools to Our Foreign Exchange Center in direct synergy with **BB Digital PJ** and BB App and, as a result, we increased the number of transactions via this channel by 19,4%.

We also implemented a new exchange quotation and closing solution, the Exchange API, which allows the exchange of currencies at BB directly through the customer's corporate system.



Public sector

|GRI 3-3 For Customer Relationship and Satisfaction|

The Public Sector customer service model consists of a network of specialized offices and platforms, called the Public Sector Network, which provides exclusive service to this segment, through its Relationship Managers, Payment Solutions specialists, and Receipts and Investments for the Own Social Security Systems.

Currently, we serve all 5,568 Brazilian municipalities with solutions appropriate to the reality of each municipality, in order to support the efficient management of public resources and the implementation of public policies.

Customer relations are strengthened through proximity by meeting their needs and providing specialized advice via a range of different channels. For this reason, we have a physical network of 41 Public Sector Offices, present in all state capitals and in the cities of Ribeirão Preto and Campinas, as well as digital channels to provide agile and problem-solving service.

We also provide a Customer Room in the Public Sector Offices, a space prepared to receive municipal managers, when on a mission to a state capital, which is an extension of their own offices.

We work on several fronts to support Brazil's development and generate value for society with innovative solutions and sustainable results.

Support for states and municipalities |GRI 203-2|

In 2023, we disbursed around 14.28 billion in loan transactions with States, the Federal District, and Municipalities to enable the execution of investment programs included in the multi-year plan of public entities.

Government procurement

We consolidated the platform Licitações-e for government procurement as an electronic bidding solution. The platform ensures transparency and efficiency in the use of public funds.

This year, we launched the new Licitações-e portal, an evolution of the current platform with new features, such as electronic waving, electronic bidding, and a new visual identity, with a focus on user experience, user-friendly navigation, and simple language. The platform brings together buyers, suppliers and society and allows making agreements that join common goals and sustainable businesses.



Currently, we serve all 5,568 Brazilian municipalities with solutions appropriate to the reality of each municipality, in order to support the efficient management of public resources and the implementation of public policies.

The entire website is integrated with the National Public Procurement Portal (PNCP), which will receive information on purchases made on the BB platform, providing more efficiency and transparency to the process. The solution is compliant with the new Bidding Law (Law 14133/21), which guides the procurement processes of states and municipalities.

Interconnection with courts

We advanced the interconnection to integrate our Judicial Deposits Control System (Siscon DJ) into those of the 19th Region Labor Court (Alagoas). Currently, 31 appellate courts, among labor and state courts, are integrated into BB's systems via SisconDJ, issuing online judicial deposit redemptions without the need for manually operating procedures by either Bank employees or the beneficiaries of these funds.

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 54.78 metric tons of paper in 2026, reaching a 76.7% share of the total electronic withdrawals in the year, a year-on-year increase of 41.7%.

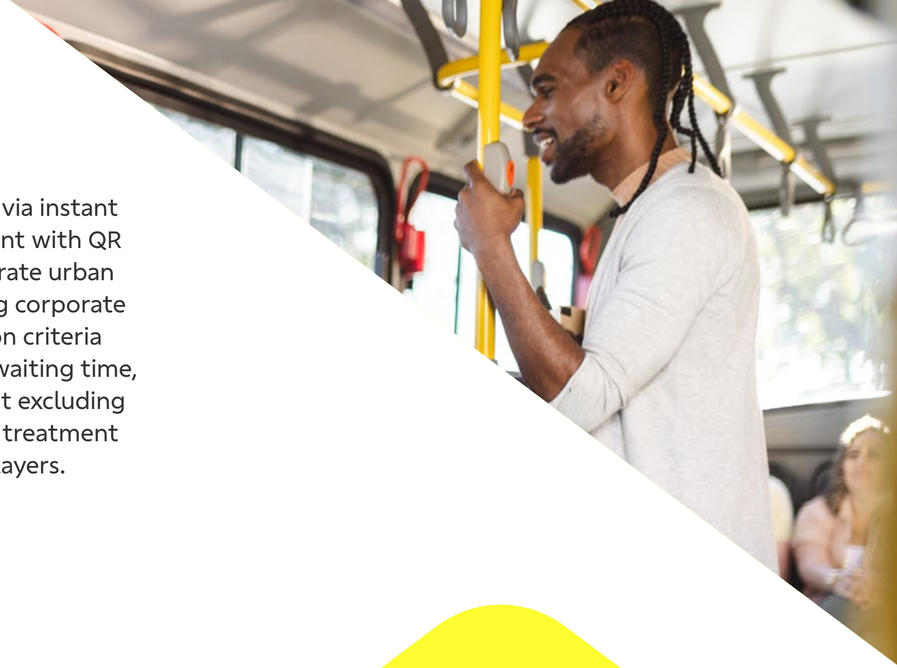
Innovation and partnerships

As part of the Open Innovation strategy, we have been approaching startups that develop solutions aimed at the Public Sector, with a focus on digital transformation, business boosting, and citizen experience.

The partnerships aim to develop or improve solutions for public entities, including, in 2023, the investment in proofs of concept involving collection and urban mobility services.

- **Collection:** during the testing phase with the Federal Revenue of Brazil (RFB), the Checkout Collection solution allows the public entity to make available to taxpayers, in its own channel, in addition to the consultation and payment form generation options, the possibility of paying these forms in the same environment, via credit card, in cash, or in installments.

- **Urban Mobility:** the management of public and corporate urban transport is a key topic for BB's work in the Public Sector. For public urban transport management, a proof of concept focused on digital ticketing was initiated with the municipality of Ponta Grossa (PR). With this initiative, we intend to validate the experience in the use of digital payments, allowing the purchase of transport credit via instant payment, contactless payment with QR Code, and bank cards. Corporate urban transport consists of offering corporate commuting services, based on criteria such as lower price, shorter waiting time, and vehicle category, without excluding competition, ensuring equal treatment for all integrated mobility players.



As part of the Open Innovation strategy, we have been approaching startups that develop solutions aimed at the Public Sector, with a focus on digital transformation, business boosting, and citizen experience.

Service channels

|GRI 3-3 For Customer Relationship and Satisfaction| 2-29|

In 2023, we consolidated the experience and authoritativeness of the new website launched the previous year. Based on browsing data, journey assessments, and search interest by users, we structured the strategy to attract new visitors and improve organic positioning in search engines. Another goal was to deliver simpler and more customized experiences according to the users' profiles that increased engagement and the conversions of new businesses.

In the last quarter of the year, the pages of the **bb.com.br** reached 673 million impressions, 60 million clicks on Google, and attracted by more than 23 million users, a year-on-year increase of 27%, with more than 18 million new visitors (16% more than in 2022). These figures have garnered more than 84 million views.

It is worth mentioning the number of visits to the website pages that include information about opening a checking account for individuals. There were more than 593,000 views in the last quarter of 2023 alone, a 200% growth in engagement compared to the same period last year.

As for the Virtual Assistants, Banco do Brasil operates on several platforms such as WhatsApp, Instagram, Facebook, Twitter, Internet self-service and BB Portal, and has been standing out for the number of services and products offered. In the customers' preferred channel, WhatsApp, we recorded a growth of 30.9% compared to the third quarter of 2023, reaching 19.6 million active users at the end of the last quarter of the year. In addition, there as an increase in customer satisfaction with the channel, reaching 4.21, a 2.6% increase compared to the third quarter, on a scale of 1 to 5. In the last quarter of the year, only 1.7% of WhatsApp conversations needed to be transferred to human service, which evidences the virtual assistant's ability to solve problems.

Following the innovative performance in financial assistants, we added new features to WhatsApp, such as Channel Integration – IVR (Desenrola Brasil Program), My Finances – Financial Summary, Consortium Bid Offer, CDB Maturity Alert, Private Securities, Treasury Direct, LCI, LCA and Pronaf Business Costing Statement.

BB App

BB App remained one of the best-rated apps of the financial sector, with a 4.6 score on Google Play (rated by over 6.3 million users) and 4.7 on Apple Store (with 3.1 million reviews), on a scale with a maximum five star score.

2023 highlights

Returning users [2] (>12 accesses per month) :
11.6 million

7.3% increase
in average daily users: 8,800

We reached
22.9 million
unique users on the channel

	2021	2022	2023	Change 2022-2023
% of total transactions via the App	79.47%	81.80%	**83.20%**	**1.4 p.p.**
Customers who access the App on a monthly basis	18.4+ million	19.7+ million	**20.7+ million**	**5.1%**
App stores' rating	4.6 for Android	4.6 for Android	**4.6 for Android**	**-**
	4.7 for iOS	4.7 for iOS	**4.7 for iOS**	**-**

	2021	2022	2023	Change 2022-2023
Number of app users (in millions)	20.3	21.8	**22.9**	**5.0%**

[2] Returning users = Total users with more than 12 unique days of monthly access.

Digital Channels Survey Outcome

In 2023, digital channels reached an 87.8% satisfaction score. Among BB App users, satisfaction reached 89.4%, while on the internet it was 86.2%.

Accordingly, the share of transactions in BB's physical channels keeps on a downward trend, which had already been noticed in the comparison between 2021 and 2022, compared to mobile and internet transactions, which increased by 0.5 p.p.

Transactions by type (%)	2021	2022	2023	Change 2022-2023
Mobile + Internet	91.7	92.5	**93**	**0.5 p.p.**
Other (Cashier, POS, Domestic Correspondents and CABB)	5.4	5	**4.1**	**-0.9 p.p.**
ATMs	2.9	2.6	**2.4**	**-0.2 p.p.**



87.8% satisfaction

89.4% among app users

86.2% on the internet

Suppliers

|GRI 3-3 For Environmental, Social and Climate Impacts of Operations and Activities| GRI 3-3 For Environmental, Social and Climate Risk| 308-1| 414-1|

We have a **Specific Supplier Relationship Policy** that guides our behavior and is reviewed annually. |GRI 2-29|

In the second half of 2023, we started a study for the creation of the Third-Party Relationship Policy to replace the Supplier Relationship Policy and the Policy for Acting and Hiring Correspondents, also covering digital partners. The Third Party Relationship Policy is expected to become effective in 2024.

We have specific standards for sustainable contracting, which also include the document 'Sustainable Procurement and Disposal Standard'. The contractual clauses contemplate social and environmental responsibility and record the suppliers' commitment to environmental preservation practices, equity, social development, as well as compliance with labor and social security legislation and the fight against corruption.

Thus, 100% of our suppliers are selected based on environmental criteria, since these criteria and the commitments to adopt good environmental practices are clauses that appear in all contracts signed with the Bank. In addition, in the contracting processes, managers must formally express their opinion on the establishment of environmental criteria or justify their inapplicability, if any.

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. |GRI 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. 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 laws and regulations;
- not use, directly or indirectly, through their suppliers of products and services, illegal labor and/or compulsory labor;
- not employ, directly or indirectly, through their suppliers of products and services, minors under 18 years of age in nightshift, hazardous or unhealthy work; and
- 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; and in this case, the work may not be hazardous or unhealthy, take place at night and/or interfere with school attendance;

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. 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. |GRI 408-1| 409-1|

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. |GRI 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. In 2023, 5,394 representatives of 4,187 suppliers, representing 82.64% of the total of 5,066 suppliers, declared they were aware of the Code of Ethics. Also, 5,361 representatives of 4,179 suppliers declared they were aware of the revised version of the Bank's Specific Supplier Relationship Policy issued in January 2023 (82.49% of total).

Since 2021, we also require in contracts that a Company representative/proxy completes the courses made available by BB 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 865 suppliers (17% of total) declared that they had completed courses provided by BB or the market. Of these, 37 were carried out in 2023, five of which were suppliers in the strategic segment. |GRI 205-2|

Supplier Portal **(fornecedor.bb.com.br)** is a web-based solution for BB's relationship with its suppliers, with the objective of being the main communication channel with these stakeholders by establishing interactions in a standardized, secure manner.

The fulfillment of labor and social security obligations is a contractual and legal duty. Thus, we check prior to payment, the suitability of these devices by the suppliers.

Considering that we hire services, not workers, the standard draft contract for labor assignment services, in line with the relevant laws and regulations and the jurisprudence of the Superior Courts, establishes that the hired company assumes full responsibility for all labor, tax and social security obligations, including those arising from accidents. It also defines that a supplier is fully liable to comply with the applicable regulatory Occupational Health and Safety standards, as well as, if applicable, the obligation to have in place an Internal Commission for Accident Prevention (CIPA). |GRI 403-10|

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 2023, 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. |GRI 409-1| 414-2|

In 2023, 74 supplier sanctioning processes were completed, including 72 for noncompliance with labor laws and 2 for noncompliance with environmental laws and regulations, out of a total of 9,216 contracts in force, representing a 0.80% rate of contractual noncompliance. A total of 74 administrative sanctions were applied in the 74 sanctioning proceedings, of which 39 consisted of fines (52.70%), three warnings (4.05%), and 32 temporary suspensions of the right to bid and enter into contracts with BB (43.24%), 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.

Profile of Banco do Brasil's suppliers |GRI 2-6|

The supply chain covers a series of sectors and activities related to the supply of goods and services. In 2023, the Bank had 5,257 suppliers with 16,860 contracts in force.

Of this total number of suppliers with contracts in force in 2023, 657 refer to new suppliers, which is equivalent to 12.97% of the total.

Of the R$13.4 billion paid to suppliers, R$37.4 million were made to six suppliers domiciled abroad – resulting from seven contracts – that is, 0.28% of the payments disbursed.



Information on contracts by type of supply

Type of Supply	Number of contracts		Number of suppliers[1]		Contracted amount (R$ million)		Amount Paid (R$ million)	
	2022	2023	2022	2023	2022	2023	2022	2023
Services	11,561	12,565	4,181	4,649	32,954.20	39,918.38	8,569.49	10,916.55
Buildings	3,076	3,293	289	284	3,196.52	3,538.4	745.53	922.68
Equipment	445	512	152	180	4,568.10	6,738.18	492.20	1,491.12
Furniture	396	302	51	56	2,523.76	1,721.71	44.44	56.41
Consumables	58	22	38	18	39.90	13.89	3,04	2.08
Fixtures	99	126	38	45	85.41	103.82	4.97	9.02
Software	45	40	27	25	335.80	284.28	40.07	10.62
Total	**15,680**	**16,860**	**4,611**	**5,257[1]**	**43,703.72**	**52,318.71**	**9,899.74**	**13,408.48**

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

Integrated due diligence

|GRI 3-3 For Environmental, Social and Climate Impacts of Operations and Activities| GRI 3-3 For Environmental, Social and Climate Risk| GRI 308-2| 414-2|

2023 was the fifth year of BB's Integrated Supplier Due Diligence, which includes the Environmental, Social (Human Rights), and Integrity dimensions, as an integral part of the Supplier Risk Management Program. The focus of this annual post-contracting assessment are the suppliers classified as strategic or critical, bids with an estimated value of more than R$5 million, direct contracts above R$5 million, purchases and contracts related to Information Technology, and, this year, we expanded to suppliers of new purchases and contracts that involve the assignment of labor regardless of the amount.

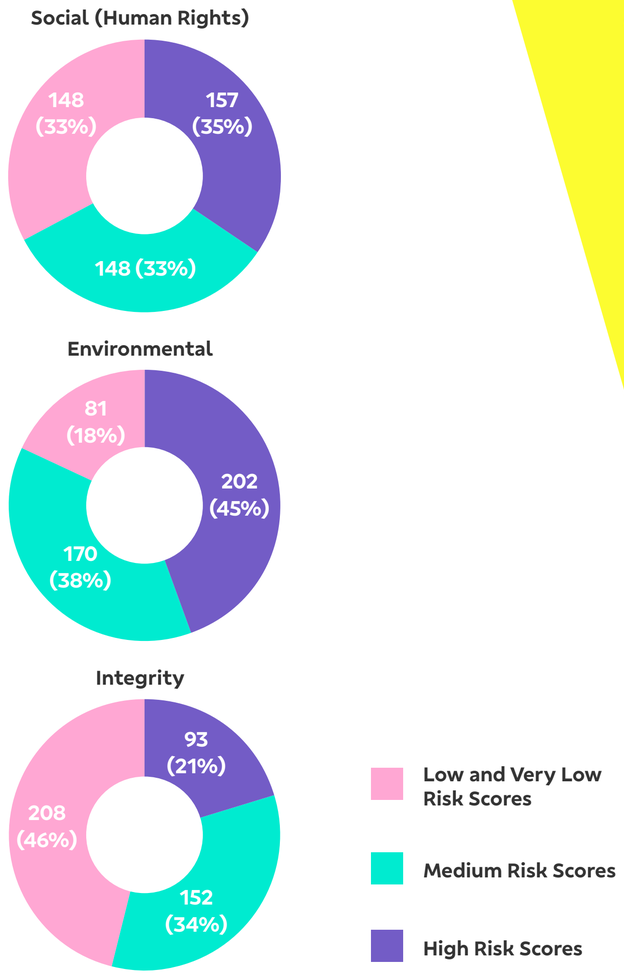
The Integrated Due Diligence of BB Suppliers complements the documentary due diligence carried out in contracting and payment, and contributes to mitigating risks and avoiding bad associations. In the period, 453 due diligence processes were carried out in suppliers of goods, materials and services that were contracted through public tenders, under the State-Owned Companies Law,3 and supplementary legislation and Banco do Brasil's own Bidding and Contracts Regulation (RLBB), of various sizes and segments. These assessed stakeholders correspond to approximately 88% of the total amount hired by BB (December 2023 position).

During this cycle, we reached 90% of the supplier base considered Strategic or Critical. In terms of potential negative environmental and social impact of the suppliers assessed, 157 presented a high risk in the Social dimension (Human Rights) and 202 presented a high risk in the Environmental dimension, of which 114 presented a high risk in both dimensions. None (0%) of the suppliers had their contracts terminated due to environmental impacts in 2023.

In terms of negative social and environmental impact, 0.88% 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, 2.43% present environment liabilities, whereas 1.55% received tax deficiency notices, fines or notifications in the past 10 years for crime or noncompliance with environmental legislation. Meanwhile, 8.20% of the suppliers do not have structured reverse logistics procedures in accordance with Law No. 12305/2010, and 76% of them do not have a selective garbage collection program in

Results of due diligence processes by dimensions



2023 was the fifth year of BB's Integrated Supplier Due Diligence, which includes the Environmental, Social (Human Rights), and Integrity dimensions, as an integral part of the Supplier Risk Management Program.

place. BB terminated the contract with CDP and, thus, its suppliers were not submitted to the 2023 CDP Supply Chain cycle.

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

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).

Base year 2023 [GRI 2-6]

	Number	Amount paid in R$
Lessors	3,235	1,408,503,422.53
Lenders	1,538	-
Total	**4,773**	**1,408,503,422.53**

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.

Shareholders

We have a base of more than one million shareholders, 98.6% of whom are individuals and 1.2% are legal entities. In the end of December 2023, our ownership structure was composed of 50% shares held by the Federal Government, 49.6% free float and 0.4% treasury shares. Local investors account for 72.7% of the free float, whereas foreign investors hold 26.3%. Our shares (ticker BBAS3) had a 3.440% stake in Ibovespa (São Paulo Stock Exchange Index) for the last four-month period. Banco do Brasil's shares closed the last trading session of 2023 at their all-time high, quoted at R$55.39, a 76,2%[1] increase in the year.

Shareholders	31/12/2023		31/12/2022	
	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	102,208,674	3.6	131,948,214	4.6
Treasury shares[2]	11,640,980	0.4	11,830,375	0,4
Other shareholders	1,318,858,824	46.0	1,288,929,889	45.0
Total	**2,865,417,020**	**100.0**	**2,865,417,020**	**100.0**
Residents in Brazil	2,112,869,944	73.7	2,198,566,514	76.7
Residents abroad	752,547,076	26.3	666,850,506	23.3

[2] It includes, at December 31, 2022, 50,250 Banco do Brasil shares held by BB Asset (49,614 at December 31, 2022).).

	Common shares[3]	
	12/31/2023	12/31/2023
Board of Directors (except for the CEO of the Bank)	1,000	3,988
Executive Board (includes the CEO of the Bank)	93,425	128,355
Supervisory Board	10,839	1,000
Audit Committee	2,404	2,012

[3] The shareholding of CA, Direx and Coaud represents approximately 0.004% of the Bank's capital.

Market Indicators (except treasury shares)	2021	2022	2023	Change 2022-2023
Earnings per Share (R$)	6.86	10.83	11.78	8.7%
12-Month Price/Profit	4.21	3.21	4.70	46.4%
Price/Book Value	0.61	0.64	0.97	51.6%
Market Capitalization (R$ billion)	82.3	99.1	158.0	59.4%
Price of common shares (R$)	28.85	34.73	55.39	59.5%

[1] We consider prices adjusted for earnings.

Shareholder Payouts

The Shareholder Payout Policy seeks to ensure the due valuation of shareholders, combined with the continuity and financial sustainability of the Bank in the short, medium and long terms, based on the premise of flexibility and financial soundness that ensure the sustainability of the business.

In FY 2023, the Bank approved the distribution of dividends and/or interest on own capital (JCP) corresponding to 40% of profit for the year, adjusted as provided for in Article 202, I, "a" and "b", of Law 6404/76 (Brazilian Corporate Law), based on the Bank's profit for the year, its financial position, cash requirements, the Capital Plan, and its targets and respective projections, the Risk Appetite and Tolerance Statement, prospects for current and potential markets, existing investment opportunities, and the maintenance and expansion of operating capacity. The total allocated to shareholders in 2023 was R$13.0 billion and the value per share was R$4.566.

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.

Tax incentives (R$million)[1]	2021	2022	2023
Rouanet Law to Support Culture	3.8	4.0	7.0
Childhood and Adolescence Rights Funds	0	5.0	2.4
Funds for the Elderly	0	5.0	2.4
National Program for Cancer Care (Pronon)	0	0	2.4
Total donations	**3.8**	**14.0**	**14.2**

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

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

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. Its main range of action is Social Technology, performing since 2001 the role of certifier of innovative solutions for environmental and social challenges. Recognized as a promoter and multiplier of Social Technology, 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.

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.



Project *Mãos Dadas BB* (Hand in hand) – Volunteering

For 14 years, *Mãos Dada BB* – Volunteers has supported projects of institutions that work with children, adolescents and the elderly, which rely on the voluntary work of BB's employees. The funds transferred to the Childhood and Adolescence Fund (FIA) or the Fund for the Elderly for come from the Corporate Income Tax reliefs.

In the last 10 years (2014-2023), R$2.7 billion[1] has been invested in social and environmental initiatives, which have already reached 6.8 million people. Approximately 3,400 Brazilian municipalities were contemplated, in all states of Brazil and in the Federal District.

In 2023, the social investment made by Fundação BB amounted to R$137.3[2] million. A total of 312 projects were supported in over 588 Brazilian municipalities. From north to south of Brazil, more than 307,000 people were assisted during the period.

In this context, we have adopted actions that generate positive social and environmental impacts through our initiatives, partnerships and the work of Fundação Banco do Brasil, which have contributed to the Banco do Brasil brand being recognized worldwide as the most sustainable bank in the world by the Corporate Knights Global 100 Ranking. Thus, the Fundação BB's activities are complementary to the actions developed by Banco do Brasil, since the partnership between both institutions creates the necessary synergy for the value creation with social and environmental responsibility and greater added value to society.

[1] Cumulative amount from 2014 to 2023, adjusted by SELIC.
[2] Social Direct Investment in 2023.



In 2023, the social investment made by Fundação BB amounted to R$137.36 million. A total of 312 projects were supported in over 588 Brazilian municipalities. From north to south of Brazil, more than 307,000 people were assisted during the period.

In the past ten years:

R$2.7 billion
in social and environmental investment

6.8 million
people benefited

3,400
Brazilian municipalities contemplated, in all states of Brazil and the Federal District.

Contributions from the BB Conglomerate to Fundação the Banco do Brasil by source (R$million)

Sources of Funds	2021	2022	2023
Banco do Brasil S.A.	69.9	116.4	**83.5**
BB Asset Management	2.8	0.5	**0.28**
Federação Nacional de Associações Atléticas Banco do Brasil (National Federation of Athletic Associations Banco do Brazil) – FENABB	22.8	22.9	**20.7**
BB Administradora de Consórcios S.A	1.5	2.0	**3**
Ativos S.A	1.0	0.0	**0**
Cielo S.A.	0.5	0.0	**0**
Elo Serviços S.A.	0.1	0.0	**0**
BB Tecnologia e Serviços S.A.	0.0	0.1	**0**
BB Seguridade	0.0	0.0	**0**
Banco Votorantim	0.4	0.0	**0**
Livelo S.A.	0.0	0.2	**0.2**
Brasilprev	0.0	0.1	**0**
UBS BB			**0.5**
Brasilcap			**0.2**
Alelo			**0.2**
Cateno			**0.1**



Childhood and Life Action

The Childhood and Life Action is an initiative of Banco do Brasil and Fundação BB, in partnership with the National Confederation of Support and Assistance Institutions for Children and Adolescents with Cancer (Coniacc). It aims to support the fight against childhood cancer through early diagnosis and humanized care of patients undergoing treatment and the family members who accompany them. Since 2015, more than R$3 million has been raised, fully used in projects presented by institutions affiliated with Coniacc.



5our performance

“Concerns about ESG issues are increasingly evident in the organizational culture of Banco do Brasil. They have been demonstrated not only through the adoption of a strong positioning in the market. But, as an employee, I have noticed an actual concern in transmitting these values and purposes in its internal communication, especially demystifying the topic, valuing sustainable, diversity and inclusion practices. This means that the recognition of the Bank as the most sustainable Bank in the world for the 4th time is not by chance. There is a genuine concern for disseminating the ESG culture in the Bank and we can notice it.”

BB’s employee

"We found in Banco do Brasil a partner not only of financial resources, but also of interests and concerns about the country's economy combined with good agricultural practices and the use of sustainable resources. Photovoltaic solar energy is undoubtedly an excellent option for a clean and renewable energy source."

Agriculture sector customer

Environmental

|GRI 3-3 For Social, Environmental and Climate Impacts of Operations and Activities | Culture of Sustainability | Social, Environmental and Climate Risk | Climate change|

In line with our **Environmental, Social and Climate Responsibility Policy (PRSAC)**, 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) |GRI 305-5|

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.

Continuing with what was developed in previous years, we sought greater coverage and reliability of the GHG Emissions Inventory by hiring a company specialized in environmental audits for external verification of the document, in accordance with the ISO 14.064 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 power matrix, we are committed to reducing direct emissions (Scope 1) by 42% by 2030[1]. 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 Power Certificates (RECs).

Complete data is published annually in Banco do Brasil's GhG Emissions Report, and on the Investor Relations website.

[1] Year base 2022.



Data centers

We are committed to power efficiency and sustainability. In our data centers, we implement sustainable measures such as:

- installation of oxycatalysts and use of Diesel S10, which reduces nitrogen oxide emissions by up to 98% and sulfur oxide and other particles by up to 80% compared to regular diesel oil;
- electrical power from sustainable sources, such as wind, hydro and solar; and
- collection of unusable furniture exclusively through a sustainable disposal company from transport to final destination (reuse, recycling, or raw material for new components).

We also make non-hazardous recyclable waste (paper, plastic, glass, and metal) available to formally constituted collector associations and cooperatives, providing work and income generation and environmentally appropriate disposal of these items, totaling around 30 tons in 2023. Furthermore, from 2021 to the first half of 2023, more than 2,100 microcomputers and notebooks were donated, benefiting many different entities.

ICO2 Internal Pricing

|GRI 3-3 For Environmental, Social and Climate Impacts of Operations and Activities |201-2|

Based on the average price of projects qualified to make up the portfolio for offsetting our emissions,at the end of 2019, we approved internal carbon pricing, with the adoption of R$ 18.00/tCO2e (or US$ 4.50/tCO2e), obtained by calculating the average of carbon ton prices recorded in negotiations within the market in Brazil and abroad.

The definition of the internal carbon pricing methodology and of the internal carbon price is intended to guide the process of acquiring credits to offset our Scope 1 and 2 emissions, in accordance with our **Commitment to Climate Change**, and to evaluate investments in the institution's own structure.

Carbon pricing also makes it possible to direct investments towards less carbon-intensive solutions by internalizing part of the externalities represented by emissions, i.e. companies can incorporate these external costs into their business decisions and look for alternatives to minimize their effects.

Power matrix with renewable sources |GRI 201-2|

In 2020, we made a commitment to increase the share of renewable sources in our power matrix: our goal is to reach a 90% renewable power supply level by 2024. This will be achieved through remote distributed generation, of up to 22%, and deregulated market, of up to 68%.

In this sense, we are already consuming power generated from fifteen solar plants, which brought savings of R$19.3 million between 2020 and 2023. Another eleven renewable power plants are under construction and six are under contract, totaling thirty-two plants by 2024. When all are in operation, they will generate enough power to serve 1,700 branches, allowing the organization to save R$603.8 million over 15 years.

Continuing the strategy of increasing our presence in the free power market, we currently have 72 migrated buildings. In parallel, we are implementing the migration study of over 1,600 consumer units by 2025. Operating in the free market resulted in savings of R$70 million, with the expectation of reaching an accumulated result of R$97 million by 2024.

As part of the climate change management strategy, we started to use the purchase of Renewable Power Certificates – RECs as coverage for power consumption, concurrently with the implementation of projects to expand operations in the deregulated market as well as distributed generation projects. In this way, the Bank guarantees that 100% of the power consumed by the company is linked to renewable power sources.

Supporting this strategy, RECs linked to power consumption in 2023 will be acquired on a platform that allows consumers to acquire power certificates from a tracked renewable source, in addition to the consumption of photovoltaic power generated in the 15 plants, totaling 520.54 GWh consumed in 2023. This initiative addresses one of the 10 Sustainable Commitments made by BB, the “Promotion of Renewable Power”.



Financed emissions

In line with our adherence to the Business Ambition for 1.5°C and supported by the SBTI sectoral guidelines, BB is committed to emissions neutrality by 2050 and to the objective of reducing the intensity of emissions resulting from the corporate loan portfolio[1] by 25% in 10 years, considering the base year of 2021.

The calculation of financed emissions follows the PCAF (Partnership of Carbon Accounting Financial) methodology. In 2021, financed emissions reached 11,190,000 tCO2e in a corporate loan portfolio of R$108.32 billion, which is equivalent to an emissions intensity of 0.1033 million tCO2e for every R$1 billion in loans granted.

In 2022, our financed emissions reached 13,410,000 tCO2e in a corporate loan portfolio of R$133.41 billion, which is equivalent to an emissions intensity of 0.1005 million tCO2e per R$1 billion of loans granted. This represented a 2.7% reduction in emissions intensity in 2022, surpassing the 2.5% reduction target set for the year.

[1] Loans aimed at companies with a turnover of R$200 million or more.

Ecoefficiency

Ecoefficiency management results in the reduction of natural resources consumption, such as water and power, thus minimizing environmental impact and expenses on the purchase of such inputs. For the same purpose, GHG emissions and the consumption of materials such as paper, toner and fuel were rationalized, reducing the generation of solid waste.

Banco do Brasil's Environmental Management (GABBi) assumptions include the ongoing improvement of management; 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.

Ecoefficiency management results in the reduction of natural resources consumption, such as water and power, thus minimizing environmental impact.

Power |GRI 302-1| 302-4|

Overall target	**-9.29% of consumption in 5 years, relative to 2022 (2023-2027)**				
Annual reduction targets	**2023**	**2024**	**2025**	**2026**	**2027**
	-1.46%	-1.80%	-1.95%	-2.08%	-2.00%

Yearly consumption (GWh) [1] |GRI 302-4|	**2021**	**2022**	**2023**
	516.99	509.46	520.54
Reduction target set as % change relative to previous year	-3.00%	-2.50%	-1.46%
Target met	not reached (-2.97%)	not reached (-1.46%)	**not reached (+ 2.17%)**

Power consumption – Detailing (GWh)				
Yearly consumption (GWh)	**2021**	**2022**	**2023**	**Change % 2022-2023**
Interlinked National System (SIN)	423.59	412.57	386.36	-6.78%
Free hiring environment (ACL)	80.57	81.18	99.51	18.42%
Distributed generation (solar power)	12.83	15.71	34.67	54.69%
Total yearly consumption (GWh)	**516.99**	**509.46**	**520.54**	**2.17%**
Total yearly consumption (GJ)	**1.861.174,8**	**1.834.088,4**	**1.873.965,2**	**2.17%**

Power expenses				
Yearly total (R$ million)	**2021**	**2022**	**2023**	**Change % 2022-2023**
Interlinked National System (SIN)	444.80	449.80	478.30	6.33%

[1] Since 2020, Banco do Brasil has purchased I-RECs to ensure that 100% of electrical power consumed comes from renewable sources, thus avoiding the emissions of 100% of Greenhouse Gases (GHH) from electrical power consumption.

Water |GRI 303-5|

Overall target	- 5.00% of consumption in 5 years, compared to 2022 (2023-2027)				
Annual reduction targets	2023	2024	2025	2026	2027
	-1.00%	-1.00%	-1.00%	-1.00%	-1.00%

Annual consumption (thousand m³)[1]	2021	2022	2023
	1,139.33	1,128.40	1,301.41
Reduction target set % change on a year-on-year basis	-5.00%	-5.00%	-1.00%
Target achieved	not reached (+ 19.21%)	not reached (+ 0.96%)	not reached (+ 15.33%)[2]

Water expenses				
Total in the year (R$ million)	2021	2022	2023	Change 2022-2023
	29.70	28.20	31.60	12.05%

[1] Due to the nature of our industry, we have not yet measured the total water consumption in all areas with water stress in megaliters. Water supply is provided by concessionaires, recycled water is not used in the units and water consumption data for the year 2023 was obtained based on expenses with water bills. 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. We monitor the need for facilities to purchase mineral water from sources other than local water concessionaires. In these cases, where the water supplied is not suitable for consumption or even if there is no supply of this item, mineral water is purchased by the dependency in two ways: water truck, to supply the dependency as a whole (water tank); bottled mineral water, for the consumption of employees and customers.

[2] In 2023 there was a 15.33% increase in consumption compared to 2022. This increase was due to the El Niño climate phenomenon, with higher temperatures leading to an increase in water consumption. According to the National Institute of Meteorology (Inmet), the high temperatures recorded made 2023 the hottest year in history in Brazil. The use of air conditioning systems increased, and many of these devices use water as a cooling and condensation medium.

Paper |GRI 301-1|

Overall target	-70.00% of printed matter, by 2028, compared to 2017				
Annual reduction targets	2023	2024	2025	2026	2027
	-4.00%	-4.25%	-4.50%	-5.50%	-5.75%

Consumption			
Number of printouts (million) |GRI 301-1|	2021	2022	2023
	103.76	91.01	88.90
Effective reduction target % change on a year-on-year basis [1]	-20%	not set	-4.00%
Target achieved	not reached (-8.03%)	not set (-12.29%)	not reached (-2.32%)

[1] For 2020 the target was a 50% reduction in the volume of impressions, based on the year 2017 (224.22 million impressions). For the following years, the target became a reduction in relation to the previous year.

Renewable material				
Use of paper	2021	2022	2023	Change % 2022-2023
Paper use total (metric tons)	1,740	1,963	1,656	-15.64%
Certified virgin paper (metric tons)	1,622	1,588	1,359	-14.42%
Recycled paper (metric tons)	118	375	297	-20.80%
Percentage of recycled paper	6.76%	19%	18%	- 1.p.p

Waste

|GRI 306-3|

Weight of non-hazardous waste, broken down by type of disposal	2021	2022	2023	Change % 2022-2023
Reuse – donation (unit)	12,755[1]	0[2]	**11,786**	**n.a.**
Reuse – internal (unit)	42,157	35,236	**37,634**	**6.80%**
Recycling (metric tons)	4,258.39[3]	2,715.04	**3,299.50**	**21.52%**
On-site storage[4]	-	-	**-**	
Public collection (mixed or nonrecyclable waste generated by facilities taking part in the selective collection program) (metric ton)[5, 6, 7]	128.9	220.34	**257.98**	**17.08%**

[1] 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.

[2] In 2022, because it is an election year, the Bank is prohibited by law from donating goods.

[3] 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.

[4] 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.

[5] 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. Highly discrepant data is disregarded, since recording is voluntary and refers to estimated quantities.

[6] 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.

[7] 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.

Non-hazardous waste (metric tons)	2021	2022	2023	Change % 2022-2023
Plastic	32.9	50.3	**60.73**	**20.73%**
Metal	11.5	9.05	**13.93**	**53.92%**
Glass	3.8	12.12	**15.31**	**26.32%**
Paper	257.7	229.2	**272.28**	**18.79%**

Weight of hazardous waste, broken down by type of disposal (bulbs, batteries, and electronic boards)	2021	2022	2023	Change % 2022-2023
Other (chemical reaction and decontamination) (metric tons)	67.97	19.06[1]	**96.92**	**408.49%**

[1] In 2022, electronic board data was not included due to the change of supplier, whose contract provides for the separation of waste in a different way than before, without specifying electronic boards

Financial

Adjusted net income of R$35.6 billion. 11.4% increase relative to 2022

The R$35.6 billion adjusted net income in 2023 reflected good commercial performance in multiple lines of business, especially in the offer of quality credit, the diversification of products and services and the discipline in expense management.

Our classified loan portfolio reached R$975.3 billion, an increase of 9.4% compared to December/22. The portfolio for individuals, excluding farmers, grew 7.9%, with emphasis on payroll loans. The corporate portfolio, excluding agricultural companies, grew 9.7%, with emphasis on the balance with Large Business customers, which increased R$117.2 billion. Credit operations with farmers and agricultural companies grew by 12% in the same period.

Summarized Income Statement – R$ million

	2021	2022	2023	Change (2022-223)
Net interest income	**59,305**	**73,397**	**93,497**	**27.4**
ALL Expanded View	(13,108)	(16,747)	(30,531)	82.3
ALL – Recovery of Write-offs	7,808	8,771	8,275	(5.6)
ALL – Credit Risk	(17.884)	(23,547)	(32,221)	36.8
ALL – Impairment	(897)	(795)	(4,900)	516.5
ALL – Discounts Granted	(2,135)	(1,176)	(1,686)	43.4
Net Financial Margin	**46,198**	**56,650**	**62,966**	**11.1**
Fee Income	29,343	32,333	33,831	4.6
Administrative Expenses	(32,026)	(33,599)	(36,130)	7.5
Legal Risk[1]	(6,264)	(6,033)	(5,426)	(10.1)
Net Gains from Equity Method Investments	3,246	5,639	7,325	29.9
PREVI - Plano de Benefícios I	1,627	2,904	2,903	(0.0)
PREVI - Fundo Utilização Restatement	1,482	1,158	954	(17.6)
Other Components of Income[2]	(5,898)	(10,202)	(14,168)	38.9
Profit Before Taxation and Profit Sharing	**31,352**	**48,852**	**52,255**	**7.0**
Income and Social Contribution Taxes	(6,080)	(10,195)	(8,382)	(17.8)
Employee and Directors Profit Sharing	(2,645)	(4,059)	(4,524)	11.5
Non-Controlling Interests	(1,606)	(2,683)	(3,788)	41.2
Adjusted Net Income	**21,021**	**31,915**	**35,562**	**11.4**
One-off Items	(1,311)	(803)	(1,743)	117.0
Net Income	**19,710**	**31,112**	**33,819**	**8.7**

[1] Group containing the balance of the 'Civil, Tax and Labor Claims' line.
[2] Group containing the results of the 'Other Provisions', Tax Expenses, 'Other Operating Income/Expenses' and 'Non-Operating Result' lines.

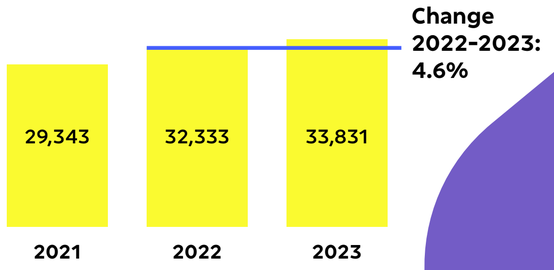
Net interest income (NII)

In 2023, the net interest income (NII) totaled R$93.5 billion, growth of 27.4% in the accumulated view (2023 vs 2022). Contributing to the increase in NII was the 27.4% increase in finance income (23.3% in credit operations and 39.9% in treasury income), driven by an increase in volumes and rates in the loan portfolio and by TVM result, while finance costs increased by 27.2%. The growth in commercial funding expenses was 29.4%, influenced by the increase in the TMS in the period (13.04% in 2023 against 12.39% in 2022) and the growth in the balances of funding sources, with emphasis on time deposits (+10.6%) and for LCA (+49.8%).

Fee Income

Fee income totaled R$33.8 billion in 2023, an increase of 4.6%, compared to the previous year with positive performance in most business lines, highlighting the increase in consortiums and insurance, pension plans and capitalization.

Change in fee income – R$ million



Net Interest Income – R$ million

	2021	2022	2023	Change % 2022-2023
Net interest income	**59,305**	**73,397**	**93,497**	**27.4**
Finance income	**92,406**	**144,267**	**183,626**	**27.3**
Credit operations	76,479	109,863	135,495	23.3
Treasury[1]	15,927	34,404	48.,32	39.9
Finance costs	**(9,889)**	**(10,886)**	**(12,509)**	**14.9**
Commercial funding	(23,211)	(59,985)	(77,621)	29.4
Institutional funding[2]	(9,889)	(10,886)	(12,509)	14.9

[1] This includes the result from interest, tax hedge, derivatives, and other financial instruments that offset the effects of the foreign exchange differences on net income.

[2] This includes senior bonds, subordinated debt, and Hybrid Instruments in Brazil and abroad



Marco Geovanne Tobias da Silva
Chief Financial Management and Investor Relations Officer

"In 2023, we disclosed the highest adjusted net in the bank's history, of over R$35.6 billion. This result was based on the close and deep relationship with customers, a sustainable performance of our entire conglomerate and an excellent performance of our corporate strategy.

In addition to the robust result that remunerates shareholders, strengthens our capital and supports the growth of credit, we added R$86.1 billion in value to society when considering payment of taxes, salaries and dividends, among other components, up 7.3% on a year-on-year basis.

BB closed a historical year, led by a woman for the first time, with a record result and complying with our purpose of being close and relevant in people's lives at all times, and supporting the development of Brazil."

Administrative expenses and cost-to-income ratio

In 2023, administrative expenses totaled R$36.1 billion, an increase of 7.5%, within the range of Corporate Projections, influenced by the collective dispute in the banking category and the hiring of new employees in the last quarter of the year, some of whom were technology professionals, in addition to investments in IT. The twelve-month cumulative cost-to-income ratio reached 27.5%, the best in the historical series.

Loan portfolio

The expanded loan portfolio, which includes, in addition to the classified portfolio, private securities and guarantees provided, totaled R$1.11 trillion in December/2023, up 10.3% in the year.

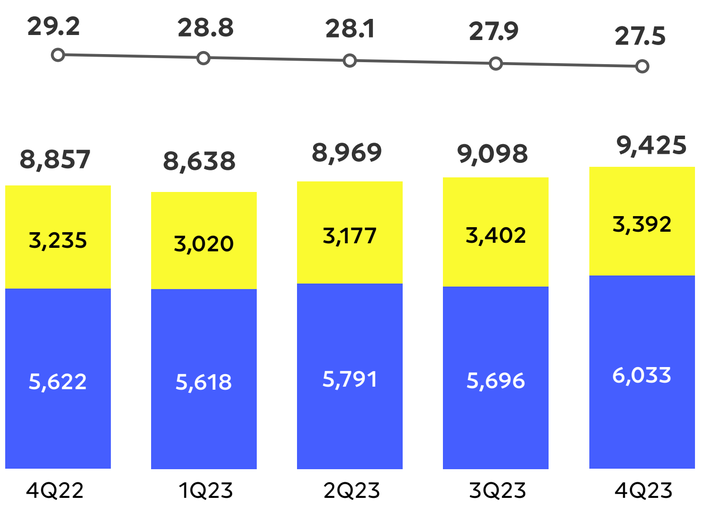
The expanded individual portfolio grew by 8.1% in 12 months, mainly influenced by the performance of payroll loans (9.8% y/y).

The expanded corporate portfolio grew 9.0% in 12 months, with emphasis on the performance of working capital operations (+7.6% y/y) and investment (+20.7% y/y).

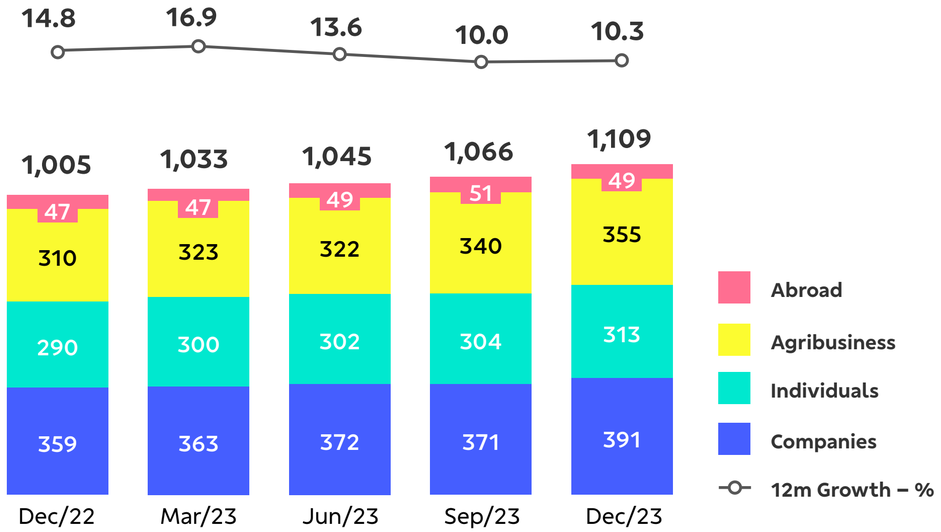
The expanded agro portfolio grew 14.7% in 12 months, mainly reflecting the expansion in funding operations (+15.3% y/y), investment (+23.4% y/y) and agro securities (+48.1% y/y).

The expanded agro portfolio grew 14.7% in 12 months, mainly reflecting the expansion in funding operations, investment and agro securities.

Administrative expenses – R$ million



Expanded loan portfolio – R$ billion





[1] Cost-to-income ratio: Administrative expenses / Operating revenues. Data related to income statement with reallocations

ALL expense

In the year-to-date, the ALL expanded view totaled R$30.5 billion, an increase of 82.3% relative to 2022.

ALL Expanded View – R$ million

	2021	2022	2023	Change % 2022-2023
Expanded ALL	**(13,108)**	**(16,747)**	**(30,531)**	**82.3**
ALL – Recovery of Write-offs	7,808	8,771	8,275	(5.6)
ALL – Credit risk	(17,884)	(23,547)	(32,221)	36.8
ALL – Impairment	(897)	(795)	(4.900)	516.5
ALL – Discounts granted	(2,135)	(1,176)	(1,686)	43.4

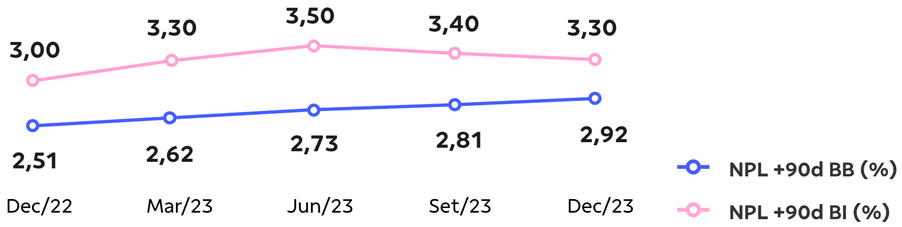
Credit quality

Non-performing loans (NPL) +90 days (ratio of operations overdue for over 90 days to the related loan portfolio balance) increased compared to 2022 and reached 2.92%, below the Brazilian financial system's overall ratio.

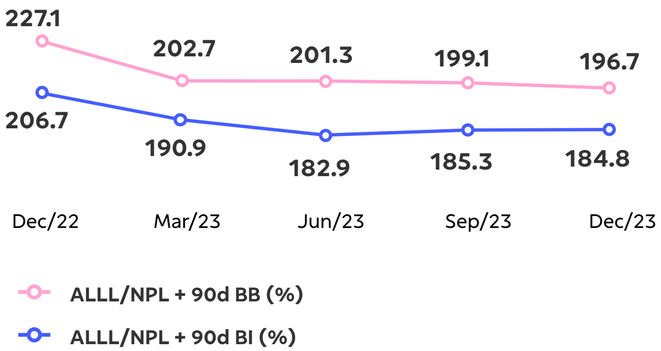
Coverage ratio (ratio of balance of provisions to the balance of operations overdue for over 90 days) was 196.7%.



NPL +90d of Classified Loan Portfolio – %



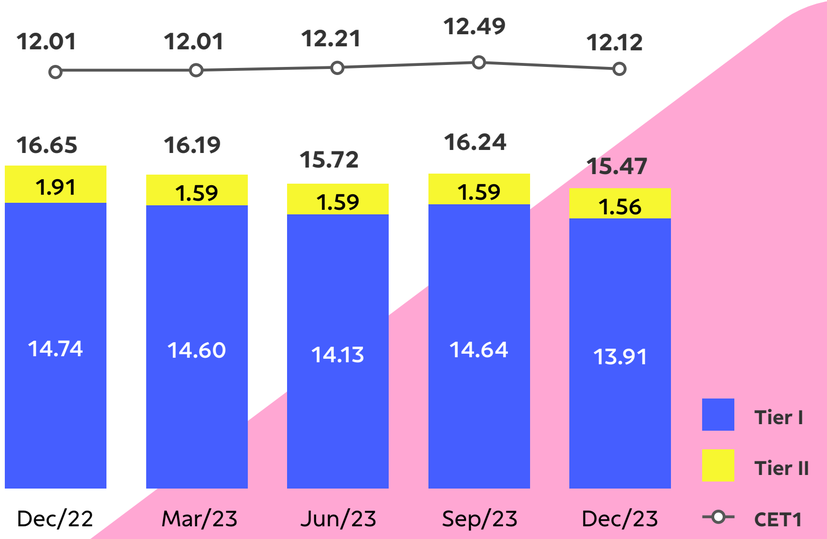
Coverage Index of Classified Loan Portfolio – %



Banco do Brasil's coverage ratio ended December at 196.7%, remaining above the National Financial System.

BIS Ratio

The BIS ratio was 15.47% in December 2023. Tier 1 was 13.91%, with 12.12% being principal. The referential equity, which considers the Basel regulatory capital calculation requirements, reached the amount of R$174.0 billion, a reduction of 2.6% in 12 months.



Innovation and *digital business*

GRI 3-3 For Innovation and Technology

BB believes in the ability to continually improve customer and employee experience through investments, innovation, and strategy. We invest continually in people and in cutting-edge technology solutions with a robust and permanently modernized IT architecture.

With a technology park with a physical area equivalent to six football fields, almost four trillion IT transactions were conducted, enabling major BB movements, such as Pix and Open Finance.

We are attentive to market movements and innovations, monitoring trends and emerging technologies, evaluating, testing, and adopting those that are relevant. BB has service areas, cards and administrative support using Generative AI. With regard to DREX, the digital Brazilian real, BB was one of the first participants to enter the pilot network, in addition to being the first financial institution to trade federal public securities.

Our technology departments work in harmony with the business and customer departments, aiming at offering the most advanced tools without losing the quality and effectiveness of face-to-face service to our customers.

Banco do Brasil's digital strategy is supported by a set of initiatives that focus on digital optimization and transformation, some aimed at preparing and experimenting, such as the experimentation and new technologies laboratories – Lenses BB – and Real Digital, others to accelerate and scale, as is the case for the expansion of Loja BB and Open Finance, and others focused on expanding and diversifying, such as technological platforms and new Bank-as-Platform business models.



Marisa Mattos
Chief Digital Business and Technology Officer

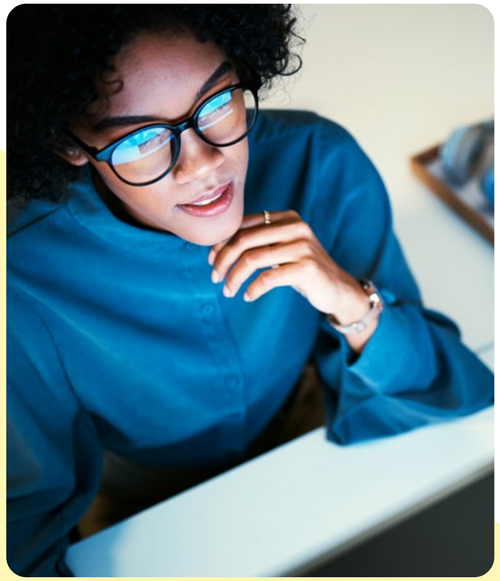
"We are a technological and digital bank focused on anticipating market demands and providing the best experience to the users of our solutions.

We fast track digital transformation and constantly invest in innovation. Through analytical intelligence and the best use of new technologies, we keep a focus on improving models, processes, products and channels, aimed at making them simpler, more agile, and responsive.

This means making solutions available to our over 83 million customers that suit their profile and their needs, ensuring we are at the forefront of banking technology."

Investments in technology
R$ billion





Digital strategy

BB's IT Strategic Planning (PETI) directs the strategic units that have direct participation in technology processes and is aligned with BB's Corporate Strategy (ECBB). The PETI is five-yearly, with annual updating and biannual review conducted with the participation of all respective units. In 2023, it had two central objectives, aimed at generating value for the customer and efficiency for the Bank.

Based on these directions, BB's IT ecosystem focused on providing charming and sustainable experiences to customers and promoting the digital transformation of processes with a focus on value creation.

As a result of these actions, users of the BB Individuals app expressed themselves as "very satisfied" through the Customer Satisfaction Score (CSAT) indicator survey, with a score of 89.21 on a scale of 1 to 100. Furthermore, among BB's 29.5 million digital customers, around 12 million have reached the “advanced” level of digital maturity, according to criteria from an internal indicator. The BB App remained among the best rated in the financial market.

We also continue to expand our efforts and investments, among other fronts, in artificial intelligence, platforms, low code development (citizen developer) and cloud processing capacity that includes solutions such as Pix and Open Finance.

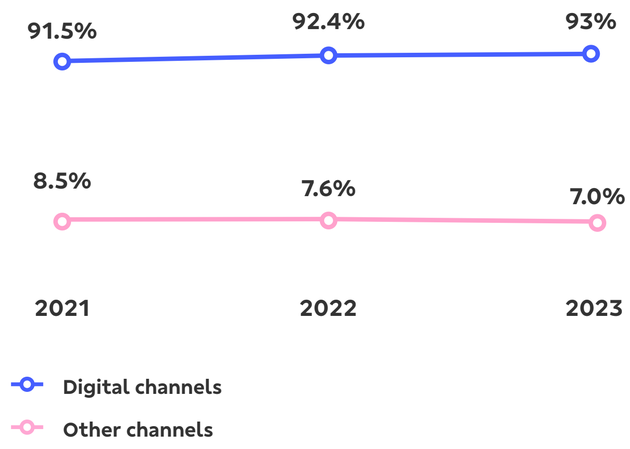
Digital engagement

In December 2023, Banco do Brasil had 29.6 million active customers on digital platforms. Transactions through these channels represented 93% of BB customer transactions.

The Banco do Brasil app remained one of the best-rated apps in the financial industry in the app stores with a 4.6 rating in Google Play (rated by over 6.3 million users) and 4.7 in Apple Store (with 3.1 million reviews), on a scale with a maximum score of five stars.

In the fourth quarter of 2023, BB reached a record number of 22.9 million users on the app. Customers not only make inquiries, but also buy, invest, and conduct financial transactions via the BB app. Digital platforms accounted for 35.7% of the disbursements in personal loans. In the last quarter of the year alone, 30.9% of service transactions (such as investments, card applications, account opening, and capitalization, insurance, and buyers' club transactions) were conducted using digital solutions.

Share of Customer Service Channels in transactions – %



Engine for BB Artificial Intelligence Assessment

With regard to technological and digital transformation, for example, the implementation of technologies such as Artificial Intelligence (AI) improves efficiency in banking operations, resulting in faster transactions, reduced costs and better experiences for customers and employees. In this context, BB's Artificial Intelligence Assessment Engine (MAIA) brought significant advances in terms of operational efficiency. By automating tests for the validation of artifacts used in development, MAIA reduced the average validation time for AI models from 18 hours to just one hour.

Open Finance

Banco do Brasil remains in a prominent position as one of the most relevant players in Open Finance in Brazil and abroad. In the last quarter of 2023, Open Finance in the country underwent some changes. Following the publication of Central Bank Joint Resolution No. 6, institutions participating in the ecosystem can offer longer deadlines for renewing data sharing, in addition to the 12 months currently in force. Changes were also approved that improve customer experience during renewal, removing the need for redirection to the data-transmitting institution for confirmation.

Customer adherence to Open Finance remained stable during the period, including renewals of expired consents. Banco do Brasil has the best renewal rate on the market. At the end of 2023, BB had around 1.9 million unique customers sharing data and almost 3 million active consents.

Also at the end of 2023, the Bank reached the mark of R$3.4 billion in increases in individual credit limits, based on information shared via Open Finance with BB. This is an increase of 50% compared to the previous quarter and refers to credit card limits and the Automatic CDC credit line (unsecured credit, for free use), whose analysis models consider data from other institutions in their calculations.

BB's prominent position is due to the implementation of unprecedented solutions, such as the possibility of paying the first installment of a consortium contracted at BB with the balance available at another institution, through the initiation of the payment transaction (ITP) via BB Pay.

New solutions implemented throughout 2023 enhanced the generation of value for our customers through data sharing. Those who had a debt balance at another institution were able to take out credit at lower rates at BB. From July to December 2023, more than R$136 million were disbursed to more than 5 thousand customers.

With the start of sharing investment data, also in 2023, we improved our models to generate value for customers, in addition to adding new data to the Multibanco Investment Portfolio, available on the Investments App, to provide a better experience for investors.

We evolve with the organization's readiness to use data, with actions to expand analytical intelligence and new solutions for employees' work with customers. Such initiatives focus on improving the experience of this audience, offering new benefits through the generation of insights and new businesses.

We were the most awarded institution in Open Summit Awards 2023, the biggest event in Open Finance from the country. BB was elected “Financial Institution of the Year (S1 and S2) and was the winner in the “Credit Use Case” categories with the Personalization of Corporate Fees case and “Use Case for Individuals” with the Minhas Finanças case on WhatsApp.



Minhas Finanças Multibanco

Since 2022, we have made available to all BB customers the new version of Minhas Finanças, Banco do Brasil's multibank financial manager, integrated with the advantages and possibilities of Open Finance.

In 2023, the solution continued to be improved to offer the best management and financial advisory experience on the market. Among other implementations, Minhas Finanças now presents a compilation of the customer's entire financial situation in the “See My Finances” option, unifying the Multibank Statement, Financial Agenda, My Expenses and Financial Planning views. Consultations on the Multibank Statement and My Expenses can also now be conducted via Internet Banking.

Through the Financial Summary on WhatsApp, case winner of the ABT Awards and Banking Transformation 2023, users have access to information about financial management, balance data and transactions from Banco do Brasil and other banks. The solution was developed through the integration of the tools available in Minhas Finanças with the WhatsApp BB bot to provide reports that provide the user with a complete and general view of their financial situation, in the current financial period or prior to the consultation, free of charge.

Through this channel it is possible to consult the complete Financial Summary or specific reports with information on ATM Balance, Inflows and Outflows, My Expenses and Financial Planning. In addition, we provide financial advice aimed at increasing our revenues, through the offer of credit and investments, depending on the results of the client's financial planning.

This year, the solution accumulated more than 10 million unique users, conducted 1.8 million financial plans, and closed the year with 4.6 million active users in the last quarter. In the month of December, 3.2 million unique users made more than 10 million accesses. Additionally, 10% of consents to share data via Open Finance received from other banks were initiated in My Multibank Finances.



Pix

The advances promoted by Pix go beyond the agility and practicality of instant payments and transfers. Offering transactions in real time, for any institution participating in the arrangement, at no cost to individual customers, the payment method was responsible for the financial inclusion of millions of Brazilians who were unbanked.

The solution attracted people from all profiles and regions, from the countryside and cities, literate or not, young and old, people who previously kept resources at home to pay small expenses, bills, and debts. With the wide acceptance of Pix, there was a reduction in cash in circulation, reducing costs with printing banknotes and coins and making cash available.

Data from the Central Bank of Brazil (BCB) confirms the population's massive adoption of Pix, including street vendors, the unemployed and homeless people, who signed up to the printed QR Code Pix or the Pix key to receive donations or payments. All users of the tool have a cell phone with internet access and, even without proven income, were able to enter the financial market, which demonstrates the democratization of access to banking services.

Created to reduce the time and cost of transfers and payments, Pix already represents more than 90% of all banking operations **(Febraban Tech)**, becoming the most used payment method, mainly due to its availability, without restrictions on days and times of use, and other added benefits, such as convenience and versatility, which enable multiple uses.

Pix also increased market competitiveness, enabling the inclusion of small payment institutions and fintechs in businesses previously operated only by large multiple banks, mainly due to the obligation to offer the solution to all participants in the arrangement.

The ambitious agenda for implementing new solutions and functionalities, defined by the BCB, places Banco do Brasil in a prominent position, due to its strict adherence to the schedule, with positive impacts on the institutional image and the solidity of the brand. In addition to the Central Bank's agenda, BB implements constant innovations and improvements, which are essential to guarantee user satisfaction and support the branch network in customer loyalty.

Pix also increased market competitiveness, enabling the inclusion of small payment institutions and fintechs in businesses previously operated only by large multiple banks, mainly due to the obligation to offer the solution to all participants in the arrangement.

At the end of 2023, more than 4.9 billion Pix transactions sent and received were recorded, reaching a transacted value of more than R$3.5 trillion. The increase in the number of Pix sent and received by BB was greater than 39% compared to the previous year. In terms of volume transacted, growth was 41.3% in the value sent and 37.9% in the value received, generating a total of R$432 million in fees for BB.

The year 2023 was also marked by the implementation of new solutions such as Pix Periódico and the Secondary Messaging Channel (CSM), in addition to new anti-fraud mechanisms and new regulations on security incidents.

For 2024, Pix Automático is expected to be made available, a solution equivalent to the automatic debit of recurring bills. Today, this service is only offered by large institutions, with robust customer bases, as they have agreements with public and private entities to conduct debts. With the launch of the solution, this market will be spread across participants in the Pix arrangement.

For the future, new solutions are planned, such as Pix Garantido and Pix Internacional, with no defined schedules yet. In addition, definitions on the generation of QR Codes by the payer, new settlement options and new ways of initiating transactions are awaited.

The Pix revolution, with its multiple functionalities, has been breaking business models previously considered solid and stable and replacing them with simple, practical, and lightweight tools. In this highly dynamic and competitive environment, maintaining and acquiring customers have become challenges that must be faced with innovation and constant improvements and, above all, with a close eye on the customer experience, to guarantee BB's protagonism in the market and, consequently, the longevity of the business.



Other innovation initiatives

|GRI 3-3 For Innovation and Technology|

Corporate Venture Capital

The Corporate Venture Capital program is key to drive open innovation by helping to develop 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 evaluated and active customers, prioritizing those that have clear goals, metrics and targets for environmental, social impact and responsible governance.

BB Ventures ended 2023 with more than 670 startups examined. Currently, there



are 48 invested startups, six of which through our exclusive funds: Aprova Digital, BWS (bitfy), Pagaleve, Payfy, iRancho and Yours Bank.

These investments have the potential to create value in relevant strategies, such as traceability in the livestock production chain and management solutions for farms and companies, 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.

Lentes BB: Banco do Brasil's Experimentation and New Technologies Lab

This is Banco do Brasil's corporate program that enables projects to become real, promoting their purpose through a structure that connects people, develops skills, and enables new business models. It has three main goals: 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 conducted based on three pillars: Laboratory, Education, and Community, as detailed below:

Laboratory front

In 2023, the first cycle of experimentation with blockchain technology was completed. From 46 ideas presented, six projects were modeled and developed, with 50% of them approved for scale implementation, providing opportunities for efficiency gains and new business models. For 2024, a new cycle is being structured, focusing on Generative Artificial Intelligence.

Education (or knowledge) front

Two Business Design classes were completed, enabling professionals to develop new businesses or products focused on generating value for the customer. The course used a lean approach to present design tools and concepts, combining classes, practical activities, and mentoring. A group of 60 employees, from 15 Strategic Units, developed 10 new business projects, going through modeling, validation, positioning and launch stages. In the end, all were submitted to evaluation panels made up of managers from the sponsoring Units.

BB Innovation Community Front

Set up in 2023, it is aimed to integrate and connect people to promote the construction of an innovation culture. On this front, a partnership with MIT – Technology Review Brasil created the Lentes para o Futuro program. There were seven in-person events with live broadcasts, based on the BB Directors Program and participation by members of the Executive Board and managers representing the Bank's Strategic Units. The initiative benefited 47 Strategic Units and 50 Tactical Units, with 2,803 employees impacted.

Innovation Platform

Implemented in February 2023, the platform is a SaaS solution that supports innovation and intrapreneurship processes from collecting ideas to executing projects. It has already impacted 11,779 employees from eight Strategic Units and more than 400 Units (Tactical and Business), who presented 2,051 innovation ideas throughout the eight campaigns launched in the period.

Developers Portal

The Developers Portal is the main channel for integration with BB APIs. It offers an end-to-end digital journey, including a test environment for solutions, documentation of APIs, in addition to connecting the developer audience, maintaining an active community that contributes to the construction and improvement of the Bank's services.

Currently, ten APIs are available for contracting via the Portal. As follows: Billing, Pix, Pix Collection, Batch Payments, Automatic Debit Authorization, BB Login, Account Validation, BB Pay, Collection and Statement Services.

BB's portfolio of APIs, which also includes those made available via the Developer Portal, ended the fourth quarter with 24 integrated business APIs with calls.

At the end of the third quarter, the Regulatory APIs were launched: Premium Bonds, Investments, Foreign Exchange, Pensions, Insurance, Credit Rights, Bank Fixed Income, Fixed Income Credit, Equity, Investment Funds and Direct Treasury, totaling 25 APIs available in the Open Finance ecosystem.

Indicator for number of customers and APIs	Dec 21	Dec 22	1Q23	2Q23	3Q23	4Q23
APIs with calls in live environment	14	22	23	23	23	21
Regulatory APIs	15	15	15	15	15	25
Customers with calls in live environment	3,076	6,681	14,709	16,650	18,519	20,558

BB Pay

BB Pay is a platform that simplifies the receipt process and adds several payment methods and features. With BB Pay, a small business can generate a payment link to send to its customer, an e-commerce can process payments in its store using an API-integrated solution and the conglomerate itself can enable new businesses, for example.

From 2022 to January 2024, BB Pay managed more than R$1.6 billion in more than three million transactions conducted in different ways of using the payment platform. These numbers represent a significant jump in 2023 compared to 2022 due to the integration with several internal BB systems to enable business and the expansion of business models and payment methods over time (currently the platform supports payments with PIX (instant electronic payment solution), slip , credit card, cryptocurrencies, the latter being in partnership with Bitfy).

Furthermore, BB Pay is integrated with Open Finance, providing a BB White Label API as an initiator of payment transactions. This performance earned BB the position of first bank to receive payments from other institutions for investment funds and loan repayments, at the end of 2022 and beginning of 2023, respectively, and BB Consórcios, which also uses the BB Pay platform, the first company in the consortium market to use Open Finance to sell consortiums (in December 2023).

New Business Development Structure

The new business development structure focused efforts on carrying out studies and development of non-core products and services and, especially, in enabling initiatives for BB to accelerate its positioning and operations in the context of the tokenized economy, which has been gaining strength with the advancement of Brazilian CBDC (Central Bank Digital Currency), Drex, and market and competition initiatives. The models involve open innovation intensively, as most of the projects involve not only Bank Units, but also external partners.

BB Digital Week

As an increasingly digital Bank, BB maintains its purpose of being close and relevant in people's lives also in its optimization and digital transformation actions. In this sense, BB Digital Week (BBDW), a technology, innovation, business, and sustainability event, held in November 2023, in Brasília, brought together more than 13 thousand participants during the three days of actions. It was an opportunity for debate and exchange of experiences with BB employees, government bodies, representatives of society, academia, and the press.

In addition to the lectures and panels, participants also enjoyed two hackathons in a space built especially for this purpose. In one of them, BB, in partnership with BB Asset, proposed the following challenge to the university audience: how to make Financial Education and the understanding of investments even more attractive and innovative for younger generations? In total, 25 teams participated, 10 of which were finalists, who competed for R$8,000 in prizes. The winner was Team Capital with the proposal for an education and financial planning tool with content delivery and gamified interaction connecting play with the real world.

In another action, the proposal was Generathon, a challenge to build Generative AI solutions using the Azure, Vertex and Watson X platforms. The objective was to create innovative solutions for financial institutions, using Generative AI, based on adding value to an existing business functionality or even a new functionality. A total of nine teams and 18 participants took part. 95 thousand Livelo points were distributed to the winners.

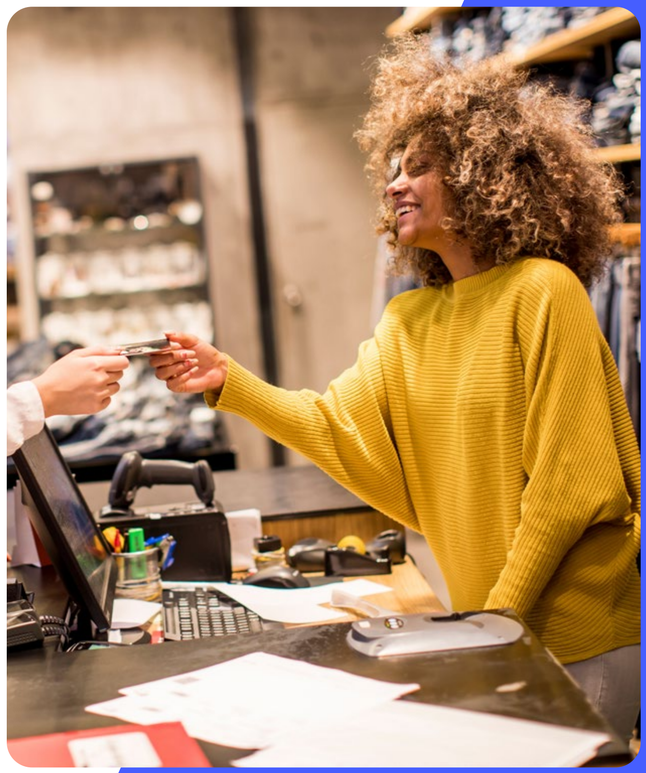
Shopping BB

Launched in 2021, Loja BB became Shopping BB in 2023, reflecting the continuous improvement of the bank's strategy as a platform. Since launch, millions of customers have had the experience of purchasing non-financial products and services, demonstrating and expanding operations beyond core banking and increasing the relevance of BB platforms for customers.

Throughout the year, Shopping BB received several improvements, among which we highlight:

- expansion of e-commerce partnerships available to Banco do Brasil account holders to meet their main needs, closing the year with 128 e-commerce partners;
- availability of new gift card content, distributed among games, transport services, delivery, streaming, sports stores, educational games, and business solutions, among others, totaling 31 brands, presented in our app through the gift cards section and the Gamer Area section;
- recharge of mobile phones for the major operators in Brazil.

Throughout 2023, Shopping BB recorded approximately 35 million transactions involving a volume of more than R$1.2 billion in the sale of non-financial products and services to approximately 5.2 million customers.





6 governance, ethics and transparency

"It is critical to develop strategic fronts that promote sustainable practices and, at the same time, create effective funding mechanisms to foster initiatives on this topic. This requires sound partnerships, innovation in financing models and an ongoing commitment to transparency and responsibility."

Specialist of Civil Society

"The investment that the municipality has made to implement photovoltaic energy panels, with the support of financing from Banco do Brasil, represents a marked advance towards an ecologically correct, sustainable and economically viable future for our city. The adoption of solar energy not only reinforces our intelligent choice for the present and the future, but also promotes considerable savings in resources. In addition, we are committed to making our municipality the city of biomes and sustainable businesses, where environmental preservation and economic development go hand in hand, driving our progress in a conscious and responsible way."

Mayor of a small municipality - Public sector customer

Corporate Governance

|GRI 3-3 For Ethics and Compliance|

We adopt good corporate governance practices as part of our commitment to transparency, accountability, equity and corporate responsibility, strengthening the trust of our stakeholders, especially shareholders and investors.

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)*. 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

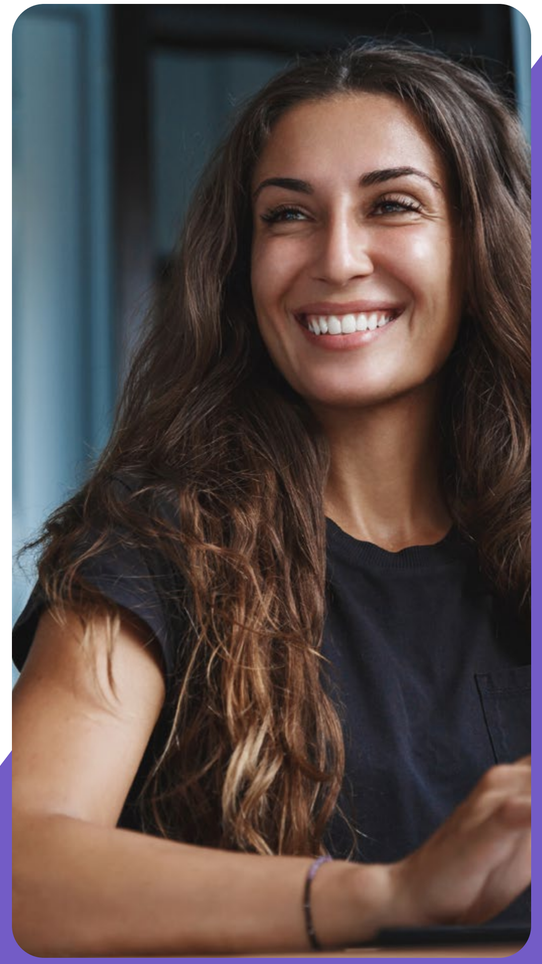
Our Corporate Governance architecture is governed by the laws and regulations applicable to the Bank, the Bylaws (ESBB), the minutes of the General Shareholders' Meeting, the Internal Regulations of the governance bodies and the Board of Directors' Advisory Committees, General and Specific Policies, and the Corporate Regulatory Instructions. The Bylaws supplement the relevant laws and regulations and prescribe the form of operation, and the duties and responsibilities of each governance body, and it is the exclusive competence of the General Shareholders' Meeting to amend it.[1]

The joint decision-making model has been adopted since 1995. 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, thus mitigating the concentration of responsibilities. |GRI 2-15|

We also 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. |GRI 2-15|

The internal regulations govern the operation of the governance bodies, including the advisory committees to the Board of Directors (CA), the Executive Board (Direx), and the Supervisory Board, in order to ensure that their performance is in line with the Bylaws as regards their purpose, composition and duties, among other provisions.

Our governance structure has a Board of Directors and a Board of Officers, consisting of a Chief Executive Officer and eight Chief Officers.



[1] According to Law 6.404/1976 (Brazilian Corporate Law), article 122.

Governance structure [GRI 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 (CA) [GRI 2-12]

The Board of Directors is a collegiate management body that sets the overall direction of the business of Banco do Brasil and its subsidiaries and investees. The Board of Directors, therefore, brings together strategic, guiding, elective, and oversight duties, which does not include operating or executive duties.

One of the duties of the Board of Directors (CA) is to approve the Corporate Strategy, which consolidates decisions about the company's operations for the next five years. Upon receiving the matters for deliberation, the Board of Directors discusses and makes decisions. After approval, the topics are forwarded to the departments responsible for their implementation. In some cases, when making the decision, the Board of Directors determines that periodic reports of the matters deliberated are presented to it, in order to keep itself informed about the progress.

The Chair of the Board of Directors does not hold executive positions in the Organization or advisory committees. The Chair and Vice Chair of the Board of Directors cannot jointly hold the position of the Bank's CEO, even on an interim basis, to avoid conflicts of interests. [GRI 2-11]

The Board of Directors consists mostly of outside members. Of the eight directors, only two, BB's CEO and the director representing the employees are not outside directors. [GRI 2-11]

The Board of Directors is advised by the Corporate Sustainability Committee (Cosem) on issues related to sustainability and Banco do Brasil's environmental, social, and climate responsibility, and its operation is regulated by its Internal Regulations.

Click here to see the Board of Directors Internal Regulations.

Board of Officers (CD)

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.

Click here to see the Board of Officers Internal Regulations.

Supervisory Board (CF)

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.

Click here to see the Supervisory Board Internal Regulations.

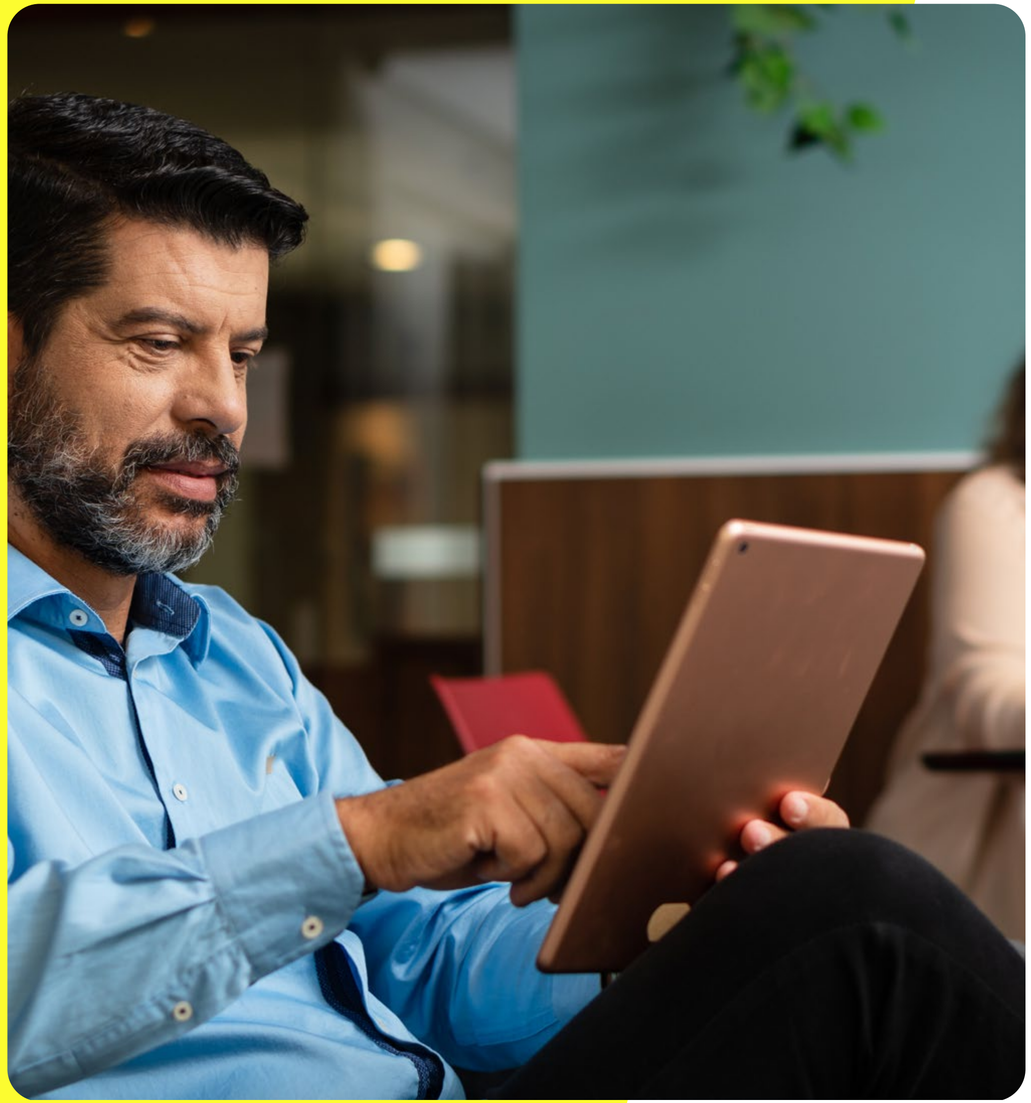
Executive Board (Direx)

The Executive Board, which consists of the CEO, Chief Officers and Executive Officers is responsible for our management. 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 discharging the duties defined by the Board of Directors, pursuant to good banking techniques principles and good corporate governance practices.

Click here to see the Executive Board Internal Regulations.

Internal Audit (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.

Click here to see the Internal Audit Internal Regulations.

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 (BCB); evaluating the quality and adequacy of the internal control system, including electronic data processing and risk management, evidencing the identified deficiencies; describing the noncompliance 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. |GRI 2-9|

The following are the advisory committees to the Board Of Directors of BB:

Audit Committee (Coaud)

Statutory and permanent body responsible for advising the Board of Directors in the exercise of its audit and oversight duties. The Committee permanently oversees the activities and evaluates the work of the independent auditors, and exercises its duties and responsibilities vis-à-vis the subsidiaries that adopt the single Coaud regime. It is also incumbent upon the Audit Committee to monitor and evaluate the Internal Audit activities, to assess and monitor risk exposures, to monitor accounting practices and to provide information transparency, and to advise the Board of Directors in deliberations on matters within its competence, notably those related to management oversight and compliance with the principles and rules of compliance, corporate accountability and governance.

Click here to see the Audit Committee Internal Regulations.

Human Resources, Compensation and Eligibility Committee (Corem)

Statutory and permanent body whose duties, among other duties provided for in the law, are to advise the Board of Directors in the design of policies for personnel management, compensation of key management personnel,

and the appointment and succession of officers. It is also incumbent upon Corem to issue opinions that inform shareholders' appointment of managers, members of the advisory committees to the Board of Directors, and members of the Supervisory Board, check whether all requirements are met for and there are no impediments electing such members, as well as verifying the compliance of the assessment process of managers, members of the advisory committees to the Board of Directors, members of the Supervisory Board, the Auditor General, and the Ombudsman.

Click here to see the Human Resources, Compensation and Eligibility Committee Internal Regulations.

Risk and Capital Committee (Coris)

Statutory and permanent collegiate body the primary duty of which is to advise the Board of Directors on risk and capital management. Thus, among other duties, Coris oversees the Executive Board's compliance with the terms of the Risk Appetite and Tolerance Statement; assesses proposals for the creation and revision of specific risk- and capital-related management policies; oversees compliance with such policies; and assesses the level of degree of compliance of the risk management procedures and framework with the risk- and capital-related management policies.

Click here to see the Risk and Capital Committee Internal Regulations.

Technology and Innovation Committee (Cotei)

Statutory collegiate body the purpose of which is to advise the Board of Directors on issues related to technological trends, new business models and innovation projects or initiatives, in order to address these trends and their effects on Banco do Brasil.

Click here to see the Technology and Innovation Committee Internal Regulations.

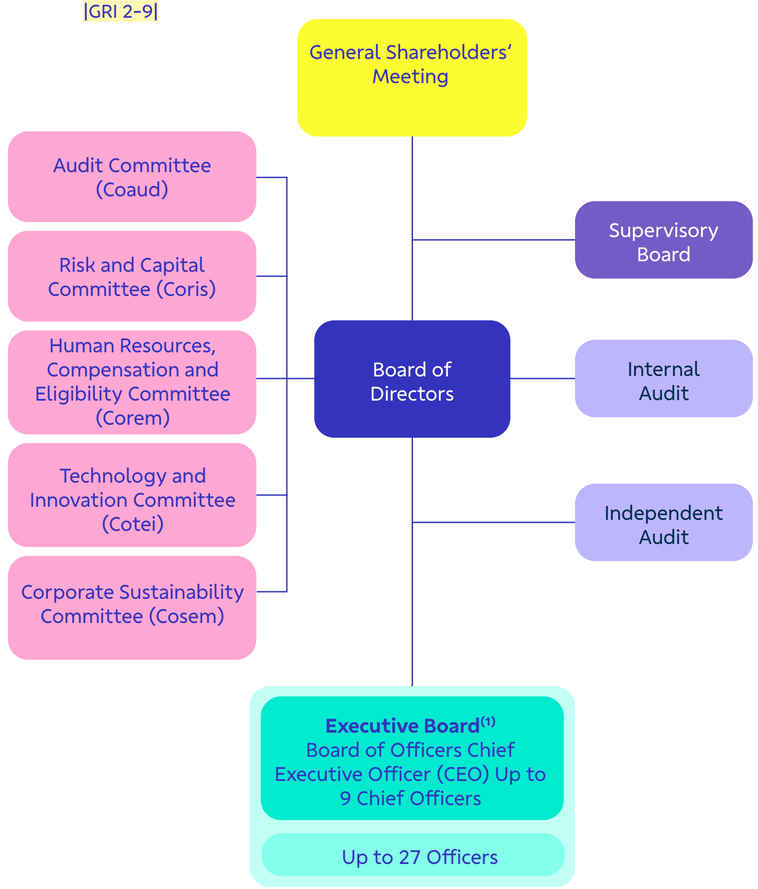
Corporate Sustainability Committee (Cosem)

Statutory collegiate body the purpose of which is to advise the Board of Directors on issues related to the Bank's sustainability, taking into account the best market practices and the commitments assumed by BB.

Click here to see the Corporate Sustainability Committee Internal Regulations.

Governance Structure

|GRI 2-9|



[1] Article 24, II and III, of our Bylaws, allows up to nine Chief Officers and twenty-seven Officers. We currently have eight Chief Officers and twenty-three Officers. The organization chart is available on: **https://ri.bb.com.br/en/banco-do-brasil/organizational-structure-2/** > Internal Structure.

Governance of the Conglomerate

Segmentation of the Entities Affiliated to Banco do Brasil by type of participation

- Subsidiaries
- Affiliates
- Foundations Complementary Pension Plans
- Operators of Private Health Plans to Employees - OPASs
- Foundations

GSM

Supervisory Board

Audit Committee

Board of Directors

Executive Board of Officers

Governance of Related Companies Executive Commitee

Participants:

- Related Companies Governance Unit;
- Strategy and Organization Executive Office;
- Controllership Executive Office;
- Legal Executive Office;
- Risk Management Executive Office;
- Accounting Executive Office;
- Finance
- Executive Office.

Related Companies Governance Unit

Corporate governance, strategic guidance, and monitoring of the business of the Entities Affiliated to Banco do Brasil, with the aim of aligning policies and practices, monitoring performance, minimizing risks, adding value, and quality decision making.

Information

Advisory

Members nominated



Entity Afiliated 1 | Entity Afiliated 2 | Entity Afiliated 3 | Entity Afiliated N

BB Strategic Units:
areas that work for the Conglomerate and respond in the relationship with the Entities Affiliated to Banco do Brasil for their scope of action (Advisors, Sharing Resources and Structure, Governance and Ecosystem Managers).

Principle of independence of appointed members BB's

Respect for the legal personality of each entity

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

Accounting information:

- Link to FSs
- Information on share capital
- See more about the Entities Affiliated to Banco do Brasil

Appointment and selection |GRI 2-10|

The appointment and succession procedures for the members of BB's governance bodies, including the Board of Directors, are transparently structured, primarily based on merit and the skill set and experience required for the organization to operate.

We have an **Appointment and Succession Policy** that outlines the behavior patterns that guide the appointment of the members of the Board of Directors (CA), its Advisory Committees, the Supervisory Board (FC), the Executive Board, and the head of Internal Audit. It also comprises and outlines the definitions arising from laws and regulations and the Banco do Brasil Bylaws, addressing the appointment process for Senior Management positions and the minimum requirements and impediments that must be observed in each case.

We recognize the importance of diversity in the composition of our governance bodies and, therefore, we seek to ensure that management positions are occupied by prepared and experienced people, familiar with the Bank's activities and able to implement the defined strategy, taking into account the education background, qualification, and experience diversity, including in terms of gender, age, race, and education. In 2023, the percentage of women on the Board of Directors was 50%, including the Vice Chair of the Board. **Learn more about Diversity**

BB Leadership Program

|GRI 2-17|

The Leadership Program, created in 2016, is primarily intended to act, in a planned and proactive manner, in the identification and preparation of potential successors for senior management roles at BB and the conglomerate; assess and mitigate possible succession risks and in inform transfer and succession decision-making for the Program's focus positions. 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.

After the work of the assessment committees is completed, the technical team prepares the Succession Matrix that indicates the readiness of those who were assessed for each vacancy, and identifies potential risks from the lack of potential successors, and possible strategies for retaining identified talents.

In 2023, new sources of information were included for assessing BB Executive Managers and Superintendents, in order to broaden the reviewed performance of these leaders:

Career Conversations: one-on-one interview with executive managers and superintendents about planning, career interests, and development needs.

Assessment with subordinates: survey on the performance, potential, and readiness of leaders, as well as perceptions on the key competencies for prominence and improvement, assessment on the creation of an psychologically safe workplace, and possible risks of career derailment identified.

More than 900 responses to the evaluation were received with the subordinates, more than 200 career conversations and 50 interviews and calibration committees were conducted, which allowed planning to mitigate potential succession risks and directions for talent development.

Delegation of responsibility for managing impacts |GRI 2-13|

The General Shareholders' Meeting is responsible for the authority delegation process, embodied in our Bylaws, and implemented by the Board of Directors, which is responsible, in the form of the ESBB, for electing the members of the Executive Board, outlining their duties, and overseeing their management.



Also in 2023, we invested in a training model called "Lecture Cycle for Senior Management," in which we offered more than 20 hours of lectures with renowned professionals, acknowledged for their expertise both in the local and foreign markets, such as Carolyn Taylor, Jacob Morgan, Djamila Ribeiro, Suzy Clavery, Liliane Rocha, lecturers from MIT, who addressed topics relevant for the Bank's Corporate Strategy such as ethics, diversity, sustainability, employee experience, and digital acceleration.

The training action format is innovative because, in addition to providing the public with in-person classes, the same content is made available on the UniBB Portal for the entire staff, to foster democratic access to these strategic contents.

As regards the Board's training and collective knowledge, the Senior Management Trail, which has been available on the UniBB Portal since 2018 and currently has 19 solutions, is updated every year to add new topics or deepening those already addressed. In 2023, we included courses that address topics relevant to Banco do Brasil's Strategy, such as diversity, ethics, psychological safety, and inclusive leadership, taught by local and international professional who are authorities in these topics. |GRI 2-18|

Senior Management compensation

|GRI 3-3 For Talent Attraction, Retention, Satisfaction and Developments| 2-19| 2-20|

In compliance with CMN Resolution 3921/2010, we have a Human Resources, Compensation and Eligibility Committee (Corem), the purpose of which is to assist the Board of Directors to set the management members' compensation policy.

The **Management Members' Compensation Policy** aims to attract, encourage, reward, and retain managers to conduct business in a sustainable manner by observing the appropriate risk limits, in short-, medium- and long-term strategies and reconciling the interests of shareholders and other stakeholders. The amounts actually paid are also disclosed, in each period, in accordance with the laws 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's requirements.

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 and is paid 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. 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.

The sustainability guidelines are assessed using indicators that range from the strategic level, with the Master Plan, to the operating level, in the work agreement of the units and in the evaluation of the performance of the employees. The indicators include the evaluation of earnings in the operating plans of the units, which impacts the variable compensation of statutory officers and employees of the strategic, tactical, and operating units.

Part of the amount granted under this Program is paid in kind, and 40% of this total is deferred. Deferred installments are conditioned on the company's continuing earnings and 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 the entire workforce, either restricted or associated.

At our General Stockholders' Meeting, held on April 27, 2023, the overall amount of the Top management compensation was approved by a majority of votes, in accordance with federal laws and regulations.

Senior Management evaluation

|GRI 3-3 For Sustainability Culture| GRI 2-18|

The performance evaluation is performed using a specific tool divided into topic blocks that cover different aspects of corporate governance, representing expectations regarding the performance of the evaluation subjects in economic, social and environmental aspects.

The Board of Directors approved an independent evaluation of the performance of its members to be conducted by a firm hired by BB, in addition to the existing evaluation process. As provided for in the Bank's Bylaws and other regulatory standards, the directors annually evaluate, using a specific tool, their own performance, the performance of the Board and its Chair; the individual and collective performance of its advisory committees; and the performance of the Executive Office. The evaluations of the Auditor General and BB's CEO are carried out very six months.

The results of these evaluations are made available to the Board of Directors after the Compensation and Eligibility Committee (Corem) verifies the compliance of the process, and the Board is incumbent on discussing and proposing possible actions or recommendations aimed at contributing to improving the Bank's governance and the performance of the management members evaluated.

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 Officer(s) directly reporting to them. Finally, Chief Officers evaluate the Officer(s) reporting to their area of operation.

The results of these evaluations are made available to the Board of Directors for amendment/confirmation, discussion, and having measures or recommendations proposed aimed at contributing to improving the performance of the management members evaluated. Subsequently, the process is submitted for compliance verification by the Compensation and Eligibility Committee (Corem), which can provide methodological and procedural support to the Board of Directors.



Ethics and transparency

|GRI 3-3 For Ethics and Compliance|

Our ethics actions and the compliance with laws and regulations 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 wrongdoing 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. |GRI 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. Our workforce 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.

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 2023, 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. |GRI 2-26| SASB FN-CB-510a.2|

Compliance Program

The Compliance Program is organized into integrated, supplementary guidelines that guide the Bank's operating and business activities to promote the development of best corporate management practices.



Access to Information

In compliance with the Access to Information Law (Law 12527/11), 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, in the tab Citizen Information Service (SIC), it is possible to find information that assists citizens in registering requests about public information not actively made available by us.

In 2023, 988 requests to access information were received at our SIC, representing a monthly average of 82.33 requests and a year-on-year increase of 31.16%.



The purpose of the Compliance Program is to prevent, detect and correct the Institution's exposure to noncompliance 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 (learn more about our risk management and internal control processes in Chapter 7).

In 2023, the Board of Directors (CA) approved a significant revision of the Compliance Program, which now includes, among other aspects, Diversity, Equity and Inclusion (DE&I) as one of its guidelines to contribute to promoting diversity and the fight against any form of discrimination in the workplace and in the relationship with stakeholders.

In addition, the 'Environmental and Social Responsibility' principle was changed to 'Environmental, Social, and Climate Responsibility', highlighting the Bank's commitment to the sustainability of our planet and the importance of mitigating climate impacts. Finally, in order to guide the development of smart software, the following guidelines were included in the Code of Ethics: transparency, interpretability, fairness, security, reliability, autonomy, responsibility, data, and model privacy, guaranteed benefit to stakeholders, environmental, and social well-being.

The Banco do Brasil's Compliance Program meets the minimum parameters required by anti-corruption legislation (Law 12846/2013 and Decree 11129/2022), 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). As a result, in order to assess the consistency of the Compliance Program with the applicable regulations, Banco do Brasil's Program is audited annually by an external independent auditor. In 2023, this audit was conducted by Deloitte Touche Tohmatsu.

The public version of the document can be viewed on our **Investor Relations website.**

Code of Ethics

|GRI 3-3 for 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, associates (interns, apprentices, and outsourced companies' managers and employees) and those operating or providing services on our behalf or for us.

The Code of Ethics must be reviewed every three years and can be revised at any time to update new laws, regulations and to promote improvements in corporate governance practices that must be declared by BB to its employees.

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.

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 current version of the Code was approved on March, 2023.

There are annual campaigns to read and understand the document and the whole procedure is standardized. The aim is for employees and other collaborators to take ownership of the document's content and put its premises into practice in their daily work. The Code of Ethics is a guideline for employees' attitudes and its constant dissemination aims to induce and consolidate ethical behavior. Observing and complying with the document's provisions has a direct impact on competency assessments and people's employment.

Senior management is the target audience for the Code of Ethics awareness campaigns.

The adherence rate is monitored in a specific section, with 95% of members having read and acknowledged the document. |GRI 205-2|

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. 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.

Ethics permeates the entire employee evaluation process, to the extent that inappropriate behavior is not tolerated, deviations are dealt with from the outset and feedback for improvement is an ongoing practice in the evaluation process.

In addition, if any employee fails to comply with the document, there are consequences, which are also stated in BB's Code of Ethics. Such deviations are subject to periodic evaluation and reporting, both internally and in external communications.

Through the Code of Ethics, we also declare our respect for the diversity of the people who make up the work environment and who maintain a relationship with Banco do Brasil.



Indicator	2021	2021 target	2022	2022 target	2023	2023 target	Target achievement in 2023	Change 2022-2023	2024 target
Employees who reported their adherence to the Code of Ethics (%) |GRI 205-2|	98.60	99.50	99.40	99.50	99.73	99.50	**100.23%**	0.33%	99.50

Deviation/complaint report

All stakeholders are encouraged to report suspicious situations to the Internal Ombudsman our hierarchical superiors. 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. As part of this guideline, we launched the **BB Whistleblower Protection and Nonretaliation Commitment**, contemplating mechanisms to promote more protection for whistleblowers in good faith and avoid retaliatory situations. This document was approved by BB's Board of Officers and Board of Directors, which increased the confidence of employees when making complaints.

With regard to reporting, there was a significant increase in the number of pieces involving ethics, integrity, irregularities, expected postures, and those repudiated by BB. The Bank has been reinforcing, in its various channels and instances, the importance of reporting any evidence of irregularity and has expanded its activities in relation to training on nonviolent communication.

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 134 claims registered using the "Restorative Mediation" methodology, 28 mediation sessions were held, of which 24 were concluded with an agreement between the parties, and four ended without an agreement. Of the total, 53 demands were closed due to the claimant giving up or losing the object and 53 demands were still under study at the end of 2023.

The Estudo de Caso de Ouvidoria (ECO) (Ombudsman Case Study) methodology is used if a complaint against an employee includes reproachable behavior and/or noncompliance 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 reproachable behavior and/or non-compliance with the Code of Ethics, in which case the demand is classified as legitimate. Of the 212 ECO complaints, 72 were found illegitimate, 66 were found legitimate with the application of administrative and educational measures, seven have been dropped out, 14 were withdrawn due to insufficient elements to be investigated, and 53 were under analysis by the end of 2023.

Another initiative was the implementation of new methodologies to review ethical misconduct, such as the Guidance on Disrespect for Intimacy Conduct (OCDI) and Inappropriate Conduct Checking (VCI), which was also the object of external recognition with the award for good practice by the Brazilian Association of Company-Customer Relations (ABRAREC).

Complaints of noncompliance with the guidelines of the Code of Ethics

Finding	Handling	2021	2022	2023	Change % 2022-2023
indications of irregularities	Disciplinary investigation	134	275	989	**260%[1]**
Social and job reproachable behavior	Internal Ombudsman Case Study	75	65	138	**112%[1]**
Inappropriate communication and slight misbehavior	Repositioning feedback	278	471	585	**24%**
Conflicts between two employee	Conflict mediation	231	177	28	**-84%**
Administrative issues	Forwarded to process managers or units involved	351	524	670	**28%**
Complaints received by the Internal Ombudsman's Office in 2023: 2,410					
Conflict of interests[2]	Disciplinary Investigation	-	-	76	**-**

[1] In relation to the increase in the rate of complaints, BB invested in communication and safeguarding employees/complainants in good faith, including the launch of the Commitment to Protect Whistleblowers and Non-retaliation (Non-Retaliation Policy), which increased the confidence of colleagues when reporting. Regarding communication, there was a significant increase in pieces involving the themes of ethics, integrity, irregularities, expected attitudes and those repudiated by BB. Furthermore, BB has reinforced, in its various channels and instances, the importance of reporting to investigate any evidence of irregularity and expanded its activities in relation to training on non-violent communication. Another issue was the implementation of new methodologies for conducting ethical deviations, such as the OCDI - Guidance on Conduct that Disrespects Intimacy and VCI - Verification of Inappropriate Conduct.

[2]Demands regarding deviations related to Conflict of Interest began to be mapped in 2023.

Solution: Ombudsman Case Study	2021	2022	2023	Change % 2022-2023
Illegitimate	37	61	72	**18%**
Legitimate with administrative/ educational measure[1]	21	79	66	**-16%**
No sufficient data for handling	5	11	14	**27%**
Under review	12	34	53	**56%**
Charges dropped	0	1	7	**600%**
Total number of complaints	75	186	212	**14%**

[1] We credit the increase in cases from 2021 to 2022 to the communication actions developed with employees to clarify and encourage the reporting of situations that may constitute non-compliance with the BB Code of Ethics and/or rules.

When complaints are received with indications of irregularities 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 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, 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 2023, the Internal Ombudsman forwarded 122 complaints for disciplinary handling, resulting in disciplinary measures applied (there may be more than one employee involved in the same case), as shown in the table below: |GRI 205-3|

Solution by employee	2021	2022	2023	Change % 2022-2023
In progress	69	119	38	-68%
Notification acknowledgment	28	72	44	-39%
Ethical Alert	-	7	6	-14%
Dismissal	5	11	12	9%
Suspension	9	21	16	-24%
Warning	6	9	6	-33%
Irregularity not proven	13	31	14	-55%
Removal from office	1	2	3	50%
Notification acknowledgment and pecuniary liability	0	0	0	0%
Warning and pecuniary liability	0	0	0	0%
Reminder	10	0	0	0%
Dismissed case	1	3	4	33%
Total number of solutions	142	275	143	-48%

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 2023, the Trail consisted of 16 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, Inclusive Culture, Conflict of Interest, Social Media, among others. |GRI 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 2023, training sessions were held with lectures on a topic that is relevant to the current scenario - "Ethics and Good Relationship Practices - the challenges of managing issues of violence at work" - since BB has shown a great deal of care with this issue and has focused its efforts on the search for best practices and risk mitigation.

Conflicts of interests |GRI 2-15|

The **Bylaws**, together with the **Specific Appointment and Succession Policy**, stipulate minimum conditions for holding positions in the governance bodies, and interdict filling a positions when there is a conflict of interests. In the advisory committees to the Board of Directors, independence is one of the key requirements of to become a member. In addition, the Board of Directors has the Human Resources, Compensation and Eligibility Committee to advise on the compliance of the appointment and succession process.

Rules, policies and practices related to the Board of Directors, the provisions aimed at identifying and managing conflicts of interest provide for, but not limited to, in the Bylaws of Banco do Brasil 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 for 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 interests arises.

Frequently, members of the Bank's senior management participate in events where the staff is exposed to the expected

behaviors and repudiated conducts, also addressing what may represent indications of Conflict of Interest in its various forms.

We have 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.

Our Code of Ethics contains guidelines on the prevention of conflicts of interest and the prohibition of acts of corruption and fraud, the provision for penalties for those who do not comply with internal rules and a channel for reporting noncompliance with the code.

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 taking the appropriate disciplinary actions for those involved. In addition, internal regulations are reviewed and revised periodically to keep our guidelines updated and aligned with the law and other regulations in force.

Anti-Corruption and Anti-Money Laundering

|GRI 3-3 For Anti-Corruption and Anti-Money Laundering|

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.**

We act as a financial agent complying with standards defined by the Federal Government and subject to the same conditions applied to other operators.

In 2023, for the second consecutive year, we obtained the “Abracam Conformity Seal” granted by the Brazilian Foreign Exchange Association, which evidences the compliance of our procedures and processes to AML/CFT best practices. We also played a prominent role in the process of Mutual Evaluation of Brazil, carried out by the FATF, being one of the few Brazilian banks that had their processes evaluated.

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 Proceeding (*Processo Administrativo de Responsabilização* – PAR).

Anti-money laundering and terrorism financing and the proliferation of weapons of mass destruction 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 the AML/CFT 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 and terrorism financing and the proliferation of weapons of mass destruction procedures process in Banco do Brasil.

BB also played an important role in the 4th Round of the Mutual Evaluation of Brazil by the Financial Action Task Force (FATF), which analyzed BB's PLD/FTP-C policy, standards and procedures, covering topics such as the "Know Your Customer" principle; the monitoring process; and the "Know Your Client" principle. In 2023, for the second year running, we were awarded the "Abracam Seal of Compliance" by the Brazilian Foreign Exchange Association, demonstrating the adherence of our procedures and processes to the best PLD/FT practices. We also played a leading role in Brazil's Mutual Evaluation process, carried out by the FATF, being one of the few Brazilian banks to have had its processes evaluated.

In 2023, we took actions to held combating corruption. These include:

- Participation in the event ‘Policy Dialogues Latin America: High-Level Dialogues on Integrity and Anti-Corruption in the Private Sector’, promoted by the Global Compact Brazil;
- Participation in the conference ‘Ten Years of the Anti-Corruption Law: Balance and New Paths’, promoted by the CGU;
- Participation in the International Conference on Public Integrity, promoted by the CGU;
- Participation in the Corporate Internal Investigations course, promoted by LEC Educação e Pesquisa Ltda.

Monitoring and assessment mechanisms

|GRI 3-3 For Anti-Corruption and Anti-Money Laundering| SASB FN-CB-510a.2|

To address this issue, we have an **Anti-Money Laundering, Counter-Terrorism Financing, Counter-Proliferation of Weapons of Mass Destruction, and Anti-Corruption Policy.** All members of the Board of Directors (CA) and the Board of Officers (CD) are aware of this Policy.

The Internal Audit regularly assesses the effectiveness of the process related to preventing and combating corruption and money laundering, pointing out the need to take actions to improve controls and mitigate the risks involved.

The Internal Control and Compliance Department assesses the compliance of the AML/CFT process, in addition to being responsible for the Effectiveness Report of the policy, the procedures and internal control and the Internal Risk Assessment Report of the AML/CFT process, both required by the relevant regulations.

The process is also periodically assessed by the oversight and supervision entities and by the independent auditor, that address standards, procedures, monitoring systems, training programs, and compliance with applicable laws and regulations. Transactions with Politically Exposed Persons (PEPs) is previously authorized by Senior Management.

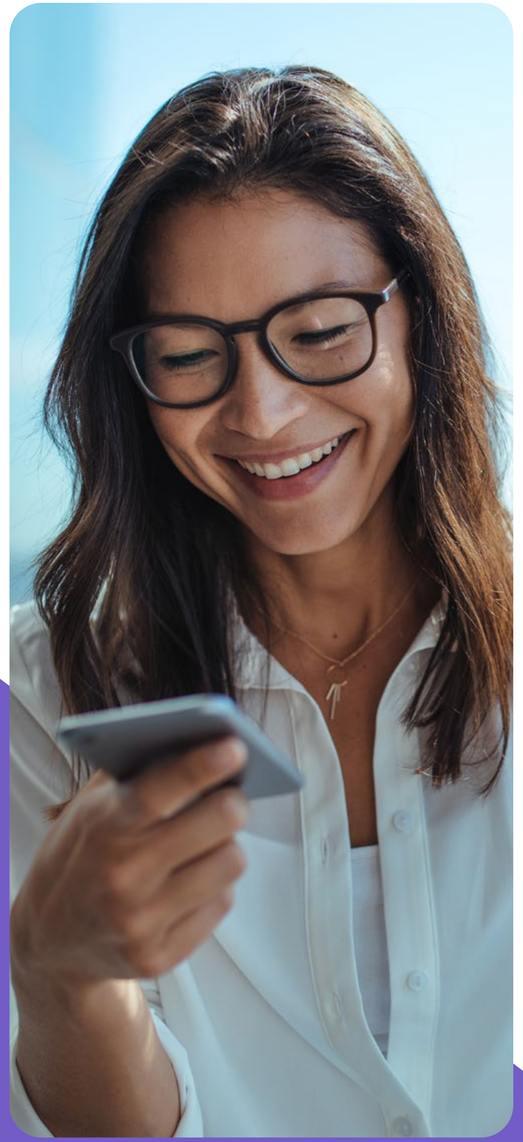
Specifically in the Entities Affiliated to Banco do Brasil (ELBB), the policies and procedures set are periodically assessed to check that they are in line with our resolutions; the review and structuring of processes are supported and oriented by a specific department. In 2023, as part of the Anti-Money Laundering, Counter-Terrorism Financing, Counter-Proliferation of Weapons of Mass Destruction, and Ant-Corruption (AML/CFT-C) process, the guidelines issued for 22 of the ELBB assessed in the 2021/2022 supervision cycle were analyzed. Special evaluations were also carried out on four ELBB, two of which are pending submission, within the planned schedule, as they involve other intervening areas. |GRI 205-1|

Strengthening the cultures

We take actions to disseminate the anti-money laundering, counter-financing of terrorist, counter-financing of the proliferation of weapons of mass destruction, and anti-corruption culture, we provide training on these topics and have in place controls over the 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.

With regard to training, we have a Training Anti-Money Laundering and Combat the Financing of Terrorism and the Proliferation of Weapons of Mass Destruction (AML/CFT) aimed at internal and external stakeholders, with differentiated schedules for the general public (all employees) and specific stakeholders considering the performance in activities that are more sensitive in relation to the direct and indirect AML/CFT risks. The courses undergo a review, updating, as and assessment process of the topics to create new training. |GRI 205-2|





In 2023, the following manuals were drafted and approved: Know Your Customer, Know Your Employee, and Know Your Supplier. The documents consolidate the standards and procedures adopted by the Bank to continuously get to know our customers, employees and suppliers, including using identification and qualification procedures.

In 2023, we launched a new course on the Corruption Preventing and Combating topic: Anti-Corruption Law Awareness. The training on Preventing and Combating Corruption and Companies, Preventing Corruption and Awareness about the Anti-Corruption Law are available on the UniBB Portal and are accessible to all employees.

The course 'Preventing and Combating Corruption' seeks to allow employees to identify situations or transactions that are evidence of corruption, using the definition of misconducts against the General Government, in accordance with legal requirements. The training course 'Companies and the Prevention of Corruption' allows trainees to identify elements that make up the various aspects of integrity in companies and mechanisms to strengthen them within the corporate culture. The course 'Anti-Corruption Law Awareness' enables trainees to understand why the Anti-Corruption Law is key to act ethically and identify corruption harmful actions for the company and to the employee himself, also bringing concepts provided for in the Law. |GRI 205-2|

We also have training on the topics Anti-Money Laundering and Counter-Financing of Terrorist on the UniBB Portal. The Transaction Security and Anti-Illegal Transactions Prevention Trail is aimed at all employees and provides 20 educational solutions on the UniBB Portal.

All members of the Board of Directors (CA) and the Board of Officers (CD) are aware of the Prevention and Anti-Money Laundering, Counter-Financing of Terrorist, the Financing of the Proliferation of Weapons of Mass Destruction and Anti-Corruption Policy.

The Senior Management Trail, aimed at our leadership, includes courses such as: Preventing and Combating Corruption; Experiencing the Code of Ethics; Banco do Brasil Cares for Values; Synapse - Preventing and Combating Money Laundering and Terrorist Financing. The Track's main course, Senior Management in Focus, was updated in 2023 to a more fluid and dynamic format. Topics covered in this course include Anti-Corruption Law, Internal Controls, Capital Markets, Corporate Legislation and Information Secrecy and Disclosure.

In 2023, 49 of the 57 directors, statutory officers and members of the Board's advisory committees took part in the trail. |GRI 205-2|

As regards communication actions, we have a Communication Plan on Anti-Money Laundering, Counter-Financing of Terrorist, the Financing of the Proliferation of Weapons of Mass Destruction and Anti-Corruption (AML/CFT-C), annually approved, which aims to adapt to existing regulatory standards.

In 2023, several communications were made to employees, business partners, correspondents, suppliers, service providers, and affiliated entities. These include:

- Announcement about new courses included at UniBB: Transaction Security and Anti-Illegal Transactions Prevention Trail (Handling Cash Amounts – AML/CFT, Anti-Corruption Law Awareness, and Specific AML/CFT-C Policy);
- article in the News Agency about the ten years of the Anti-Corruption Law in Brazil;
- live '10 Years of the Anti-Corruption Law in Brazil, Challenges and Reflections on the Anti-Corruption', held in the 4th CEI Season (compliance, ethics and integrity); and
- 'PLD Workshop in Practice', held in partnership with Cenop Brasília/DLD.

We also highlight that the **PLD/FTP-C Policy** is available on the Bank's website for access to the general public.

Investigation

|SASB FN-CB-510a.1|

In Brazil, the objective administrative and civil liability of legal entities for actions against a local or foreign government is provided for in Law 12846/2013, known as the Clean Company Law or the Anti-Corruption Law.

Under Brazilian law, Banco do Brasil, a market company that interacts with government entities, can be classified as the author of a harmful act that could be qualified as corruption. On the other hand, due to its status as a federal government-controlled private company, part of the indirect public administration, the Bank is also considered part of the general government, for legal purposes, and may be a victim of the act of corruption.

In order to establish the Bank's situation as a potential victim of an act of corruption, the Administrative Accountability Proceedings (PAR) must be initiated to investigate and punish companies that engage in harmful acts that qualify as corruption against the Bank. |GRI 205-1|

In 2023, Banco do Brasil was not convicted, nor was it involved in actions against a local or foreign government, under an Administrative Accountability Proceeding (PAR), as provided for in Law 12846/2013, known as the Anti-Corruption Law or Clean Company Law. In 2023, eight Administrative Accountability Proceedings (PAR) were concluded— four were judged with the application of a penalty and extraordinary publication, one proceeding was administratively closed by request for invocation by the Office of the Controller General (CGU) and three were finalized by the investigating commission and are awaiting judgment. Four proceedings are still being investigated.

In 2023, nine disciplinary administrative proceedings were terminated, with the assignment of responsibilities in occurrences that involved the collection or receipt of amounts for services rendered, which resulted in the dismissal with cause of those involved.

Within the scope of action, no legal proceedings were identified during 2023 related to confirmed corruption cases against the organization or its employees |GRI 205-3|

Information, complaint and whistleblowing channels

|GRI 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 telephone channel[1], aimed at resolving consumers' requests 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 95.4% of the cases.

It should be noted that the SAC is not the most suitable channel for registering complaints. If called upon to do so, the customer will be instructed to register the filing number at **https://www.bb.com.br/site/pra-voce/atendimento/canal-de-denuncias/.** 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.

We also have the External Ombudsman's Office, which works to identify opportunities for improvement in the BB Ombudsman's Office and in the Customer Service Call Center (SAC), related to the proceedings handled, reduction of demands and experience and satisfaction of BB customers and users. In addition, we seek to identify and propose improvements in the performance of the Strategic Units through Working Groups (WGs), with a focus on reducing complaints in the appellate jurisdiction and on the experience and satisfaction of our customers and users.

[1] According to the regulations of Decree No. 11,034 of 5/04/22, 0800 is the only legally recognized/declared channel.

The Banco do Brasil Whistleblowing Channel is used to report concerns involving suspected misconduct or irregularities of any nature. Complaints may be reported anonymously or the complainant may be named, with guaranteed confidential treatment of information and identity protection for the complainant.

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. 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.

Relationship between external stakeholders and the 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.	Banco do Brasil customers, users, partners or suppliers.	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)[1]	Inbound service via toll-free number (0800).	Conglomerate customers and other consumers.	Consumers calls involving information, questions, complaints, contract disputes, suspension or cancellation, and services.	Legal term of up to seven calendar days. 95.4% of the cases are settled via First Call Resolution. The average term for settling other cases is 3.41 days. As for social media, the average resolution time is less than 24 hours.
Customer Relationship Call 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 review 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.	Ten business days.

[1]Because of the new SAC decree no. 11.034 of 05/04/2022, the time taken to resolve SAC incidents has changed from working days to days.



SAC Results

Information	2021	2022	2023
Average monthly calls	743,000	646,000	590,000
First call resolution % (FCR)	95%	96%	95.4%
Average resolution time	0.18 business days	0.17 business days	0.28 days[1]
Average time for other claims not resolved immediately	2.29 business days	2.47 business days	3.41 days[1]
Monthly calls resolved via social media	39,846	22,874	24,377

[1] Because of the new SAC decree no. 11.034 of 05/04/2022, the time taken to resolve SAC incidents has changed from working days to days.

Average monthly calls in 2023: 590,000, of which 95.4% were solved during the first call (FCR).

Average resolution time in 2023: 0.28 days

In other claims not resolved immediately, the average resolution time was 3.41 days

With regard to social media, 24,377 calls were solved per month.

Results BB Whistleblowing Channel[1]

	2021	2022	2023	
			Number	% of total
Complaints received (total)	1,971	2,661	4,426	100.00%
Fraud, identity fraud, scamming, document forgery, etc.	64.80%	44.80%	473	10.69%
Other reported crimes	13.10%	28%	759	17.15%
Corruption |GRI 205-1| 205-3|	3.90%	7.60%	156	3.52%
Crimes against Local or Foreign Public Administration, crimes against the National Financial System, etc.	2.60%	[2]	[2]	[2]
Crimes against Local or Foreign Public Administration	[2]	3.30%	43	0.97%
Crimes against the National Financial System	[3]	6.80%	140	3.16%
Money laundering	[3]	2.10%	64	1.45%
Breach of bank and job secrecy	4.40%	4.10	152	3.43%
Sexual harassment, discrimination, libel, defamation, crimes against honor	4%	2.30%	16	0.36%
Robbery, burglary, theft, and kidnapping	0.20%	1%	11	0.25%
Consumer relations	7%	[4]	255	6%
Undue access to the Registry	[5]	[5]	10	0.23%
Predatory Advocacy	[5]	[5]	18	0.41%
Assault/Violence	[5]	[5]	14	0.32%
Harassment – Moral	[5]	[5]	75	1.69%
Harassment – Sexual	[5]	[5]	12	0.27%
Unacceptable Behaviors (IN-1173)	[5]	[5]	673	15.21%
Bank Correspondents - Working in ATM Points or Inside a Branch	[5]	[5]	30	0.68%

[1] The classification/nature of Banco do Brasil's Whistleblowing Channel was adjusted in the course of 2023, along with other improvements to the tool.

[2] Classification/nature with adjusted nomenclature in the course of 2022.

[3] Item with no historical series. The new classification/nature was implemented in the course of 2022.

[4] Classification/nature discontinued in 2022, but resumed in 2023.

[5] Item with no historical series. The new classifications/natures were implemented in the course of 2023.

Results BB Whistleblowing Channel

	2021	2022	2023	
			Number	% of total
Bank Correspondents - Fee Collection	[5]	[5]	5	0.11%
Bank Correspondents - Fraud	[5]	[5]	18	0.41%
Bank Correspondents - Unsustainable Practices	[5]	[5]	44	0.99%
Bank Correspondents - Operational Disruption	[5]	[5]	1	0.02%
Crimes Against Honor - Libel	[5]	[5]	3	0.07%
Crimes Against Honor - Defamation	[5]	[5]	2	0.05%
Crimes Against Honor - Insult	[5]	[5]	2	0.05%
Crimes Against the SFN - Money Laundering	[5]	[5]	62	1.40%
Crimes Against the SFN - Corruption	[5]	[5]	32	0.72%
Crimes Against the SFN - Financial Fraud	[5]	[5]	96	2.17%
Complaint with Incomplete Text	[5]	[5]	281	6.35%
Noncompliance with Labor Rules	[5]	[5]	48	1.08%
Misconduct - Outsourced Service Provider	[5]	[5]	15	0.34%
Misallocation of Rural Credit Funds	[5]	[5]	52	1.17%
Discrimination - Age	[5]	[5]	1	0.02%
Discrimination - Gender	[5]	[5]	3	0.07%
Discrimination - Sexual Orientation	[5]	[5]	1	0.02%
Discrimination - People with Disabilities (ableism)	[5]	[5]	2	0.05%
Discrimination - Racial	[5]	[5]	10	0.23%
Fraud – Pay Slip/Bank Collection	[5]	[5]	23	0.52%
Fraud - Card	[5]	[5]	18	0.41%

[5] Item with no historical series. The new classifications/natures were implemented in the course of 2023.

Results BB Whistleblowing Channel

	2021	2022	2023	
			Number	% of total
Fraud - Cyber	[5]	[5]	78	1.76%
Fraud - Checking Account	[5]	[5]	74	1.67%
Fraud - Documentary	[5]	[5]	115	2.60%
Fraud - Social Engineering	[5]	[5]	184	4.16%
Fraud - Customer Identity	[5]	[5]	49	1.11%
Fraud - In-house	[5]	[5]	155	3.50%
Fraud in Hiring Exam	[5]	[5]	5	0.11%
Fraud - Rural Insurance	[5]	[5]	1	0.02%
Theft	[5]	[5]	1	0.02%
Performance Indicator	[5]	[5]	2	0.05%
Nepotism	[5]	[5]	2	0.05%
Reproachable behavior	[5]	[5]	9	0.20%
Internal Selection Process	[5]	[5]	1	0.02%
Interpersonal Relationships	[5]	[5]	73	1.65%
Retaliation against the whistleblower	[5]	[5]	3	0.07%
Robbery	[5]	[5]	2	0.05%
Kidnapping	[5]	[5]	1	0.02%
Information request	[5]	[5]	12	0.27%
Suggestions/Compliments	[5]	[5]	35	0.79%
Work in slave-like conditions	[5]	[5]	1	0.02%
Misuse of the BB trademark	[5]	[5]	3	0.07%

[5] Item with no historical series. The new classifications/natures were implemented in the course of 2023.



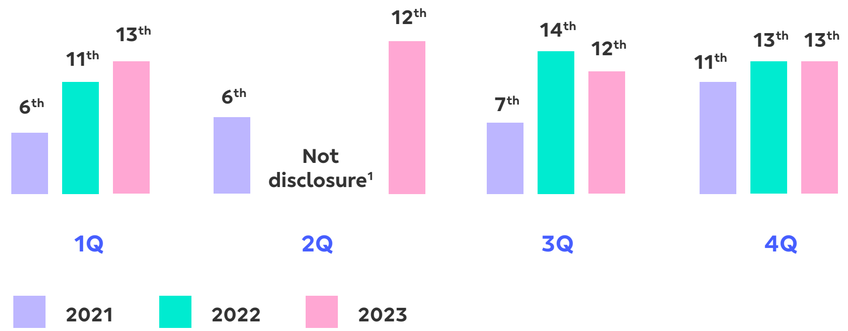
External Ombudsman Results |GRI 2-26| 406-1| 417-2| SASB FN-CB-510a.2|

Information	2021	2022	2023	Change 2022-2023
Reports received	123,435	105,045	109,709	4.44%
Average time (Ombudsman)	4.03 days	4.05 days	4.38 days	8.15%
First Call Resolution – SAC	8,466,173	7,443,915	6,449,556	-13.36%
SAC Reports	566,678	444,414	438,259	-1.38%
Ombudsman Reports (reopened External Ombudsman cases)	70,272	53,674	38,007	-29.19%
Claimants who sought internal channels (SAC and Ombudsman)	99.42%	99.36%	98.70%	-0.38%
Claimants who filed reports with the Central Bank of Brazil (BCB)	0.37%[1]	0.35%	0.72%	105.71%

[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.

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 2023, we maintained the best position among traditional institutions and achieved a historic result reaching less than 500 legitimate cases in 4Q23. We emphasize that in the last three years we have constantly evolved and reduced by more than 70% the number of legitimate complaints filed with the Central Bank.



[1] Not disclosed due to the employee strike in the Central Bank of Brazil (BCB)

BCB complaints	2022	2023	Change 2022-2023
Complaints received	28,035	39,495	40.88%
Complaints considered legitimate	2,669	2,324	-12.93%

Internal Ombudsman

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 stakeholders and the 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): behavioral reeducation. The person is barred over a certain period from ascending in the career or taking part in recognition and award programs.
	Internal communications channel 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.



7 risk management

"In 2023, it is important to highlight the significant advances in BB's ESG agenda, both in running our business and with respect to people. Communication has become more streamlined, the topics are discussed and disseminated among the employees.

We presented new sustainable business and investment solutions to our customers and became closer to such an important agenda. The interaction of these aspects in our strategy not only reflects our commitment but also position us as professionals who are more skilled to create long-term value to the companies we serve.

It's also worth mentioning our evolution in creating a management focused on addressing Diversity, Equity and Inclusion, valuing female leaders who play an outstanding role, not only in terms of representation but also as a driver of positive results."

BB's employee

Risk management *governance*

GRI 3-3 For Environmental, Social and Climate Risk

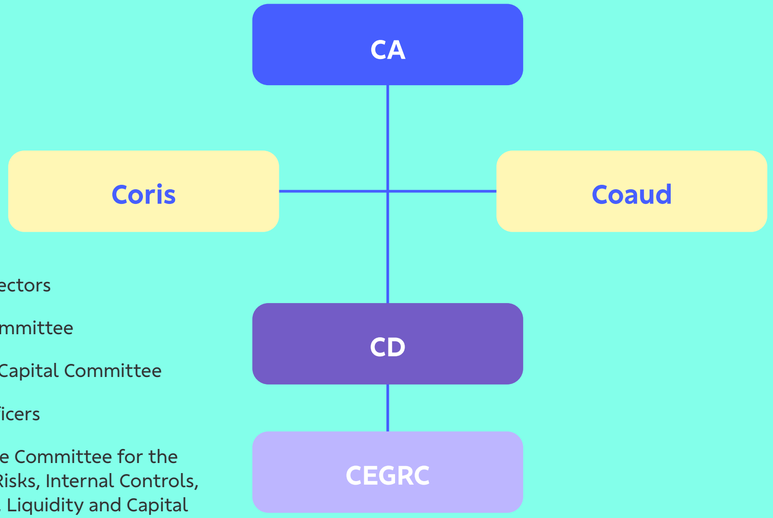
Banco do Brasil's risk and capital management system meets the aspects and standards set forth in the rules issued by the National Monetary Council (CMN) and the Central Bank of Brazil (Bacen), permanently seeking regulatory compliance and alignment with good management practices. Accordingly, we continuously 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;
- reference to best management practices; and
- prospective attitude.

Governance structure for risk and capital management



CA - Board of Directors

Coaud - Audit Committee

Coris - Risks and Capital Committee

CD - Board of Officers

CEGRC - Executive Committee for the Management of Risks, Internal Controls, Assets, Liabilities, Liquidity and Capital

Risk mapping and *identification*

|GRI 3-3 For Environmental, Social and Climate Risk (RSAC)|

The risk identification process is extremely important for our Organization because it allows BB to stand out in the competitive environment, maintaining the sustainability of its business. By means of the analysis of internal and external inputs, we map the risks incurred by the Conglomerate, establishing structures and process for their effective management. The Corporate Set of Relevant Risks plays an important role in risk and capital management, as well as in business management. The identification of risks is part of the risk and capital management processes that are annually validated by internal and external audits and inspected by regulation and inspection bodies.

Risks are identified based on:

- Risks that may impact the achievement of the goals contained in the Corporate Strategy;
- Risks inherent to the activities of the Entities Affiliated to Banco do Brasil (ELBB);
- Risk factors included in BB's **Reference Form** that are considered relevant and may impact the business and the results of our operations;
- Risks identified by the supervisors in the first line of defense in their processes;
- Regulatory guidelines in Brazil and abroad;
- Specialized consultancies and publications; and
- 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 assessment and the outcome of this process helps risk management and prioritization.

The list from the highest relevance risk to the lowest relevance risk is as follows:

- Strategy Risk;
- Credit Risk;
- Operational Risk;
- Interest Rate Risk of the Banking Book;
- Reputational Risk;
- Environmental, Social and Climate Risk;
- Liquidity Risk;
- Market Risk;
- Contagion Risk; and
- Actuarial Risk.

We have adopted a continuous and integrated risk and capital management governance structure that is compatible with our size, business model, nature of operations and complexity of products, services, activities and processes that is proportional to the size and relevance of the exposure.

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.



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.

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, as well as budget and capital for sustainable and optimized allocation are guided by the Risk Appetite Statement (RAS).

Banco do Brasil's Risk Appetite Statement defines the minimum capital levels, above the minimum regulatory levels, that we understand as being adequate to cover our risks and support our business strategy. The statement is approved by the Board of Directors and reviewed at least three times a year.

Based on these minimum acceptable levels, the capital levels for the main risks (credit, market and operational) are defined taking into consideration the current risk profile and the long-term prospects. The limits, according to management dynamics for each risk, are also defined.

For example, in credit risk, the Credit VaR is used to direct the business towards a better portfolio mix, taking into account the balance between the risk and the expected return.

Meanwhile, in market risk, among other indicators, the maximum capital consumption is defined for the main risk factors (interest, foreign exchange, commodities and shares).

The Risk Appetite Statement also has a number of indicators and limits, whether or not linked to capital, taking into consideration the main risks incurred by the Institution.

Over the course of 2023, 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 2023, there was progress in the risk management processes adopted by the Bank so as to ensure that the exposure is maintained at the expected levels, in line with the risk policies, the RAS and the regulatory requirements.



Felipe Guimarães Geissler Prince
Chief Internal Controls And Risk Management Officer

"We have a sound internal control and risk management system supported by highly skilled professionals, who are connected by analytical and artificial intelligence tools that enable the instant automated monitoring of the risks we manage and any others that we may face.

The search for delivering satisfaction and one bank for each customer, together with the regulatory evolution, makes us pursue the cutting edge technology. This aims at preparing and developing increasingly efficient and accurate professionals, tools and models that continue to systematically reduce the volume of both credit and operating losses.

Data, analytical and artificial intelligence and people development are part of the journey to enhance innovation, refine the decision-making model, ensure our institutional and cyber security and improve our governance.

Accordingly, we contribute to a safer business environment and a differentiated experience by delivering one BB for each customer."

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 the 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 more assertiveness in risk and capital management.

Main risk management initiatives and improvements

The main risk and capital management initiatives and improvements that were completed in 2023 were:

- **review of the Relevant Risk Identification Study,** including improvements in the scales of risk relevance;
- **Strategy Risk:**
  - Preparation of the Monitoring Report on the Strategy Risk Indicators through the implementation of a risk event capture flow, already including the adjustments in the indicators' files, which monitors the evolution of the risk exposure, in line with the RAS and the Corporate Strategy of Banco do Brasil (ECBB);
  - Preparation of the Monitoring Report on the managerial indicator of the Strategy Risk contained in the RAS, allowing for the identification of events that contributed to the occurrence of the deviation identified in the projection of the Common Equity Tier 1 Capital (CET1); and
  - Improvements in the Integrated Strategy Risk Management Model.

- **Environmental, Social and Climate Risk:**
  - Review of the Environmental, Social and Climate Risk Taxonomy;
  - Review of the framework with the definition of activities and responsibilities distributed among the corporate supervisors, specific and decision making supervisors;
  - Review of the Environmental, Social and Climate Risk Sensitivity Methodology;
  - Review of the indicators with a proposition for new Environmental, Social and Climate Risk indicators and reference limits in the RAS;
  - Implementation of a panel related to losses from operations arising from Environmental, Social and Climate Risks;
  - Review of the Corporate Environmental, Social and Climate Risk Management Manual;
  - Disclosure of documents related to the topic, such as the **Environmental, Social and Climate Risks and Opportunities Report (GRSAC), ESG Databook** and Guidelines;
  - Performance of the Integrated Stress Testing, taking into consideration a Physical Climate Risk scenario.
- **Operational Risk:** Improvement in the settlement of legal agreements in the scope of the Small Claims Court based on new payment alternatives with the use of non-monetary instruments.
- **Cyber, IT and Third-Party Risks:** Review of the risk-related unavailability scenarios.
- **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:
  - Review of the of the Legal Risk management framework;
  - Definition of the Legal Risk Exposure Indicator;
  - Review of the Link between the Corporate Risk Taxonomy and the Base of Losses from Operations, allowing for the individualization of losses from operations per category of operational risk.

  |GRI 2-23|2-24|2-25|2-26|2-27|
- **Conduct and Compliance Risks:** Increase of the risk management instruments, providing an improvement of the frameworks;
  - Review of the Specific Internal Controls and Compliance Policy;
  - Review and improvement of the Risk and Control Assessment Identification methodologies, with improvements in the adequacy of the parameters and metrics applied;
  - Approval of the Internal Controls Effectiveness (ECI) Indicator to induce and monitor the efficacy and quality of the Bank's controls and compliance;
  - Review and improvement of the monitoring indicators used to quantify the exposure of supervisors and the Bank regarding the exposure to the Regulatory and Compliance Risk, with a proposition for an exposure indicator to the Compliance Risk in the RAS.



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 No. 4,966 of the National Monetary Council (CMN) of November 25, 2021, which is aimed at the adoption of IFRS 9[1] 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 their alignment with Banco do Brasil's long-term strategy.

In its preparation, the cyclical scenario and the effective participation of supervisors of customers and corporate departments were considered, taking into account the best Risk-Adjusted Return (RAR) and the strengthening of the Bank's capital structure. We also highlight the role of the RAS, together with other strategic and induction mechanisms, in the search for strengthening organic generation and capital structure.

[1] IFRS 9 - Financial Instruments



Losses

In 2023, actions were implemented to face issues related to the losses from operations in an integrated effort of many Strategic Units involving the monitoring and implementation of measures for the work on the main aspects that involve the topic, in particular on the treatment of the causes of new proceedings and the addressing of procedures for the inventory of the Banco Réu[1] (Defendant Bank) proceedings.

[1] Situations in which Banco do Brasil is a defendant in proceedings.

Credit risk

Credit risk management includes the counterparty's credit risk, country risk, sovereign risk, transfer risk and 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 customer is defined, taking into account the term and purpose, as well as the conditions for its use.

Credit risk measurement indices (R$ billion)	2021	2022	2023
INAD +90d[1] (%)	1.8	2.6	2.9
Concentration[2] (%)	15.9	19.0	14.2
Write-offs to loss (R$ billion)	18.4	17.4	26.8

[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.



Progress in 2023

- Improvement of the process to determine the Expected Loss for the Balance Sheet under the IFRS 9 and under Resolution No. 4,966 of the National Monetary Council (CMN) (under implementation), including improvements of the credit risk models of the Entities Affiliated to Banco do Brasil (ELBB) and review of the control procedures applied to the processing of the Expected Loss;
- Review of the Economic Capital Model for BB's credit concentration risk;
- Review of the risk models of customers from the New Individuals and Companies - Wholesale, including the ESG vision, Public Entities and Rural Producers segments;
- Review of the Parameter Models for the Individuals, Rural Producers, Companies – Retail and Companies – Wholesale segments.

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.

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.

Progress in 2023

IRRBB:

- Review of the governance criteria and monitoring of limits;
- Review of the marking-to-market manual;
- Reparametrization of the shocks for the management of IRRBB with the use of an internal methodology;
- Review of the Rban portion based on the adoption of parallel high and low shocks on both ΔEVE and ΔNII metrics, seeking the hypothesis that returns the most severe exposure;
- Increase of the intervals between stress shock distribution, based on the replacement of the assumption of limitation to the standardized shock, for the 1st and 99th percentiles;
- Review of the Specific Policy of Classification and Reclassification of Operations in the Trading and Banking Books (CROCNB);
- Establishment of operational stress limits for the management of IRRBB;
- Review of the structure and definitions of groups and books for the Trading and Banking Books;
- Assessment of compliance of the boundary between the Trading and Banking Books;
- Creation of the Hedge Effectiveness Assessment Manual.

Market Risk:

- Review of the market risk management framework;
- Review of the Specific Policy of Classification and Reclassification of Operations in the Trading and Banking Books (CROCNB);
- Assessment of compliance of the boundary between the Trading and Banking Books;
- Review of the structure and definitions of groups and books for the Trading and Banking Books.

Liquidity risk

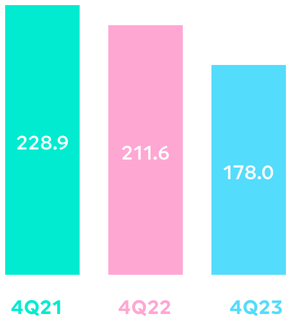
Liquidity risk is defined as the possibility that the institution will be unable to honor its financial commitments on the maturity date without incurring unacceptable losses. Liquidity risk management contributes to maintaining the soundness and solvency of the Organization, in addition to taking advantage 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 2023

- Implementation of the Continuous Monitoring Plan (PMC) of the liquidity risk management models;
- Improvement of the projection of the Liquidity Coverage Ratio (LCR);
- Review of the indicator models: (i) Availability of Free Funds, (ii) Intraday Liquidity and (iii) Liquidity Reserve and Buffer in Local Currency; and
- Review of the Net Stable Funding Ratio (NSFR) Recomposition Plan and the Liquidity Contingency Plan.

Operational risk

|SASB FN-CB-550a.2|

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 losses from operations 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.

Monitoring of Losses from Operations by Category of Loss Events (%)	2021	2022	2023
Improper business, product and customer practices	64.5	56.5	53.8
Labor practices and workplace conditions	23.5	28.9	36.6
External fraud and theft	6.6	7.9	6.3
Process execution and management failures	4.8	6.2	2.9
Internal fraud and theft	0.3	0.2	0.1
Damage to physical assets and injuries to people	0.3	0.2	0.3
System and technology failures	0	0.1	0
Total	**100**	**100**	**100**

Progress in 2023

- Reassessment of the induction model of the branch network aimed at reducing losses;
- Improvement in the settlement of legal agreements with the use of non-monetary instruments;
- Improvement of the process of review of the Operational Risk scenarios;
- Establishment of the limit of tolerance in curve for the consumption of regulatory capital;
- Definition of a performance indicator relating the business' profit or loss to the volume of provisions; and
- Implementation of a panel relating losses from operations to the managerial categories of the operational risk.



Crisis and business continuity management

The methodology of Banco do Brasil's Business Continuity Management System (SGCN) is in line with the best national and international practices and in compliance with the standards of the ABNT NBR ISO 22.301 family and the rules established by regulatory bodies.

This approach has proven to be effective when facing threats that may interrupt the bank's critical business, allowing for efficiency gains and operational resilience, in addition to maintaining BB as a benchmark in the market with respect to this matter.

The main components of the SGCN are the Business Continuity Management Plan (PCN) and the Crisis Management Plan (PGC). The PCN contains the strategies and procedures to face abnormal situations and interruptions and are reviewed and tested by the units at least once a year. Meanwhile, the PGC describes the main procedures to be adopted by the Organization to respond to critical situations that may negatively affect its profitability, reputation or ability to operate.

With respect to the dissemination of the crisis and business continuity management culture, in 2023, two editions of training in Crisis Management were carried out. The first edition addressed corporate crisis management with a focus on IT unavailability and trained 29 participants, including 15 employees from BB's senior management. The second edition addressed the physical, environmental and people security, with 28 participants.

With respect to the Business Continuity Management (GCN) topic, over the course of 2023, many training actions were carried out, covering approximately 1,250 employees. Over the course of the year, 740 processes were identified and assessed regarding their criticality in the event of interruption, for which 415 Business Continuity Plans (PCN) and 120 IT Continuity Plans (PRD) were reviewed and tested for the purpose of validating the efficacy of the related continuity strategies.

Business Continuity Management System in 2023: 1,250 employees trained; 740 processes mapped, reviewed and assessed regarding their criticality; 415 Business Continuity Plans (PCN) reviewed and tested.

Cyber risk

|SASB FN-CB-550a.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 customers 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 customer 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 on the network and corporate systems.

We hired market tools, adding more technology, security and agility to our processes of identification of customers 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.

Progress in 2023

- Investment of more than R$50 million in cyber security solutions;
- Awareness campaigns against phishing to the employees of BB and Entities Affiliated to Banco do Brasil (ELBB);
- Specialized training courses for the cyber security teams, with an increase in the percentage of employees with market certificates;
- Studies on the quantitative risk assessment, with an estimate of losses in view of specific threat scenarios and assessment of investments in cyber security in view of the estimated quantification of loss are in the internal maturation stage;
- Creation of new indicators for cyber risk control and monitoring;
- Carrying out of an assessment of cyber risk in compliance with an external regulator – Cayman Islands;
- GRC – defined functional requirements specifications – it will be submitted to a bidding process;
- Teams dedicated to the quick identification of and response to incidents;
- Service continuity plans that are periodically tested and audited;
- Vulnerability tests;
- Access control in IT systems and resources.



Dissemination of the cyber security culture

Banco do Brasil's Cyber Security Awareness and Training Program provides for actions that cover the awareness raising of the general public and the advanced technical specialization through courses and training programs that are made available to all employees.

In 2023, courses on the topic, available at UniBB, were improved and created. Additionally, BB also makes available a Certification in Security Management and a Certification in Information Technology, addressing aspects related to the development of applications, IT infrastructure and IT security.

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 customers, 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 **https://www.bb.com.br/psi.**

Banco do Brasil's Cyber Security Operational Model was structured and is regularly updated according to 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 management: External vulnerability testing, internal vulnerability testing, simulated ethical hacker penetration testing (Offensive Security), dynamic application security testing (DAST) and static application security testing (SAST);
- 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.

Cyber security

In the scope of Cyber Security, a Cyber Security Action Plan (PASC) is annually prepared for the implementation of the guidelines and strategies defined in the Cyber Security Policy and it states the actions and decision on the topic in accordance with Resolution No. 4,893/2021 of the National Monetary Council (CMN) and Resolutions No. 85/2021 and No. 304/2023 of the Central Bank of Brazil (BCB).

In 2023, we highlight the following actions stated in the PASC that were implemented and monitored by Banco do Brasil's internal Governance.

- **Increase of the Level of Maturity in Cyber Security:** at the end of 2023, Banco do Brasil had a high level of maturity in cyber security. The increase in the level of maturity, from 4.19 in 2022 to 4.50 in 2023, on a scale of 0 to 5, creates more resilience and reverberates in the protection and defense of our infrastructure. This means providing security so as to be close and relevant in people's lives at all times.

- **Increase of the use of the Biometric Employee Authentication:** in 2023, we increased from, approximately 16,000 users authorized in the access role that allowed the use of biometry to around 37,500 users authenticating themselves using fingerprint biometry.

In 2023, Banco do Brasil took actions that allowed for a significant improvement of the processes of governance, management, synergy, training, and, in particular, operational processes and the handling of and response to cyber events.

Investments in the acquisition of automated IT and Cyber solutions aimed at ensuring the protection of Banco do Brasil's systems and IT infrastructures allowed for better cyber risk management, provided greater protection for customer information and, also, contributed to the improvement of the institution's cyber security maturity. Accordingly, we made the totality of the investments that were prioritized for the year and reached the largest disbursement in cyber security solutions in the past four years.

The implementation of a facial biometry solution for mobile devices seeks more secure authentication means for customers. The facial biometry is intended to be used mainly as a fraud prevention tool and included, after its implementation, in the confirmation of security flows, such as in the authorization of devices and performance of financial transactions. It also allows the access to the App without the use of a password and offers benefits to customers, such as the increase of limits.

Governance

BB's Information Security Management System (SGSI) is composed of:

Board of Directors - organizational agent that provides the strategic guidance and requires the presentation of the alignment of the information security strategy with the business strategy.

Board of Officers - organizational agent that ensures the provision of funds and infrastructure to integrate information security with the goals of the business.

Executive Security Committee - organizational agent that analyses and supports the information security strategy and integration efforts, in addition to ensuring that the business supervisors participate in and contribute to the integration.

Digital Business and Technology Vice President's Office (VINET) - organizational agent that develops the information and cyber security strategy and guides the program and its initiatives, in line with the corporate strategy.

Technology Office - organizational agent that is responsible for the management of the IT Risks.

Internal Audit Department - organizational agent linked to the Board of Directors that assesses and reports on the level of alignment of security with the business strategies and compliance.



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 customers, non-customers, employees, shareholders, suppliers and with any person that is related to Banco do Brasil and is available on **bb.com.br/privacidade.**

In order to ensure the security of data owners, privacy and the protection of the personal data, 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;
- Make available digital and physical channels to serve customers and data owners;
- Monitor the use of personal data and analyze suspicions of undue handling from the legal and disciplinary aspects;
- We adopt security, technical and administrative measures that can protect personal data from unauthorized accesses and accidental or unlawful situations of destruction, loss, change, communication or any form of inadequate or unlawful handling; and
- We manage incident notices related to the privacy and protection of personal data.

Banco do Brasil disclosed, in 2023, the personal data protection booklet to suppliers, which is another action for the dissemination of the personal data privacy and protection culture that addresses



Structure of the Personal Data Protection Program

Board of Directors– Body that provides 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 data privacy and protection strategy at BB.

Security Executive Committee – Joint body that analyzes and supports the data privacy and 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 data privacy and protection strategy and helps the business process supervisors in its 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).

what we expect from our commercial partners and suppliers with respect to the topic.

We also established a Personal Data Privacy and Protection Governance Program aimed at increasing the efficacy of the corporate process management and business risk management.

The management of events and threats that impact data privacy and protection are included in Banco do Brasil's Corporate Set of Relevant Risks described in an internal regulation. It 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 personal data privacy and protection (Risk Model, Conduct Risk, IT Risk and Cyber Risk) is carried out in accordance with the Lines of Defense Reference Model (MRLD).

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 data privacy and protection from the risk analysis standpoint. The department regularly monitors the implemented actions and initiatives, issuing recommendations and guidance in accordance with the need for the improvement of each strategy and/or process.

We were also audited and inspected in matters related to data privacy and protection, both internally and externally (by the regulatory bodies to which we are subject).

In 2023, two internal audits were carried out at the Bank and one external audit was carried out by the Office of the Controller General (CGU), involving the topic.

We note that 67% of our customers 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, in innovative manner, the availability of all rights of data owners in all Banco do Brasil's digital channels. In 2023, we integrated the service to these rights into Alexa, where we also included podcasts on the topic to increasingly disseminate the data privacy and protection culture to beyond the Bank. We also included the privacy topic in WhatsApp (chatbot), which is exclusively for employees, for the purpose of clarifying doubts in the services to data owners in a timely and satisfactory manner.



In 2023, Banco do Brasil's *"MInha Privacidade"* ("My Privacy") Center, through which data owners can exercise their rights, was updated to provide an accessible service to people with disabilities. The accessibility of the digital channels plays an essential role in social inclusion, allowing people with different types of disabilities to use the services and tools that are made available by BB.

In 2023:



we received ***more than 6 million*** requests from data owners, more than twice the number recorded in 2022.



Of this total, ***more than 99%*** were received via mobile (BB App) and the remaining 1% was received via Internet Banking (APF), WhatsApp and at BB's branches.

Customer 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), which increase the accuracy of rules and optimize the time of detection of transactions that are not compatible with the customer'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 monitoring the financial transactions in real time. We optimize the process by creating specific behavioral models for each customer, 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 for the transactional phase.

A facial biometry solution, developed by BB, was implemented for the automatic access to mobile devices by individuals. Accordingly, the Bank provided more practicality in the validation of customers' equipment, whether in Brazil or abroad, immediately releasing the performance of financial transactions.

We increased the practicality and security in customer identification in the services of BB relationship centers. A new positive identification solution was implemented with the forwarding of a message via WhatsApp, replacing the questionnaire on personal data, making the process simpler and safer.

We have an internal channel for registering and reporting any possible 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.

Of the complaints received and assessed in 2023, two indicated a possibility of an incident involving personal data, but after an analysis of the Bank, these incidents were not confirmed.

Within the scope of the External Ombudsman's Office, in 2023, demands related to privacy violations and loss of customer data were considered to originate from external bodies. |GRI 418-1| SASB FN-CB-230a.2|

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:

- We invested in the implementation of the banknote staining system in all Automated Teller Machines (ATMs) and expanded the banknote staining solution to the safes in our premises, enabling an increase in the protection of the units and discouraging the occurrence of criminal attempts;
- We carried out special structural strengthening actions to further increase security at our premises. Additionally, we continued to develop the perimeter protection solution so as to discourage the risk of criminal attempts via tunnel;
- In the scope of monitoring, we have been increasingly investing in robust remote monitoring solutions that strengthen the protective layers of Banco do Brasil's physical facilities, increasing the protection of the Institution's physical and intangible assets.



Environmental, social and climate risk

|GRI 2-23| 2-24| 2-25| 2-26| 2-27|3-3|
For Environmental, social and climate risk |
SASB FN-CB-410a.2| SASB FN-CB-550a.2|

Our Environmental, Social and Climate Risk management structure complies with the policies and processes approved by the Senior Management. By incorporating environmental, social and climate factors in investment decisions and asset selection practices, we seek to reduce risks, increase financial returns and meet customers' expectations. We also believe that 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 customers.

Our objective is to identify, measure, assess, monitor, report, control and mitigate the social risks associated with the violation of fundamental rights and guarantees or with acts that can harm a common interest, as well as the environmental risks associated with the degradation of the environment, including the excessive use of natural resources and the climate risks, taking into consideration the two dimensions: physical risk and transition risk. The physical risk is associated with frequent or severe weather events or long-term environmental changes, whereas the transition risk is associated with the process of transition to a low-carbon economy.

The commitment to the management of environmental, social and climate risks can be seen through the incorporation of environmental, social and climate issues into the development of our strategy and improvement of the risk management processes. It can also be seen in initiatives and voluntary pacts to which we are signatories.

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 (PRSAC) 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 regulations.

In 2023, an action to identify opportunities for improvement regarding the **Environmental, Social and Climate Responsibility Policy** was taken, involving analyses of the statements of Banco do Brasil, as well as the assessment of the alignment in the Policies of the Entities Affiliated to Banco do Brasil (ELBB) of the Prudential Conglomerate.

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 policy 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.

We reviewed the documents **"BB's Commitment to Climate Change"**, the **"Sustainability Guidelines for Credit"** and the **"Environmental and Social Guidelines – Restrictive List and Exclusion List"** so as to formalize the positioning on climate change and improve the rules for managing the Environmental, Social and Climate Risk. We reviewed the Taxonomy of the Environmental, Social and Climate Risk, which shows how the Environmental, Social and Climate Risk is linked to risk factors and presents greater alignment between the perceptions of risk supervisors so as to contribute to the improvement of the activities that compose the management of the relevant risks, with a positive effect on the risk culture and the evolution of the maturity of the risk management processes.

The commitment to environmental, social and climate risk management can be seen in initiatives and pacts to which we are signatories, such as the Equator Principles, the Green Protocol, the Principles for Responsible Investment (PRI), the TCFD and the Business Ambition.

Another document that we reviewed was the Environmental, Social and Climate Risk Management Framework, which describes the responsibilities of the defense lines, in accordance with the Lines of Defense Reference Model (MRLD). The definition of the activities and limits of operation of the lines of defense contributes to the increase of the operational efficiency and to the awareness raising of the role of the departments involved in the management of the Environmental, Social and Climate Risk, favoring a joint work and contributing to a better performance of BB in corporate sustainability indices, in addition to making the access to capital easier, with the increase of the confidence of leaders, investors and other stakeholders.

In compliance with Resolution No. 4,557/2017 of the National Monetary Council (CMN), which provides for the establishment of a specific management structure and clearly documented policies for the management of the relevant risks, in addition to presenting to the Organization the guidelines for a proactive work on the management of the Environmental, Social and Climate Risk, we reviewed the Environmental, Social and Climate Risk Management Manual. The Manual is an internal document that gathers information on the management of the Environmental, Social and Climate Risk and describes specific policies, responsibilities of the lines of defense and the instruments used to identify, measure, assess, monitor, report, control and mitigate these risks.

We published the **Environmental, Social and Climate Risks and Opportunities Report (GRSAC),** a document through which the Bank shows its commitment to the transition to a low-carbon economy, evidencing the incorporation of environmental, social and climate issues into the development of the strategy, as well as the improvement of the Environmental, Social and Climate Risk management processes and the strengthening of the governance related to the topic.

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 definition of an assessment methodology in the dimensions of economic sectors, customers and exposures, among others, 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. |GRI 2-23|2-24|2-25|2-26|2-27|

Progress in 2023

- Restructuring of the database on losses associated with the environmental, social and climate risks, presenting the geographic region and economic sector, linking the exposure of these risks.
- Review of the Taxonomy of the Environmental, Social and Climate Risk.
- Review of the methodology of the Environmental, Social and Climate Risk Assessment.
- Review of the indicators of Environmental, Social and Climate Risk management and determination of the significant exposures and concentrations of BB portfolio from the Environmental, Social and Climate Risk standpoint, as well as the establishment of a process for monitoring the Environmental and Social Risk indicators and the physical climate risk methodology at BB's facilities.
- Proposition for Environmental, Social and Climate Risk indicators and reference limits in the RAS.
- Review of the environmental, social and climate risk frameworks.
- Monitoring of deviations from the PRSAC and assessment of the risks with respect to the contribution to the effectiveness of the PRSAC.
- Establishment of a process for managing the impacts of the Environmental, Social and Climate Risk on the trading book (Market Risk) and banking book (IRRBB) with the determination of macroindustries with greater vulnerability and financial impact.
- Review of the Corporate Environmental, Social and Climate Risk Management Manual with the inclusion of Climate Risk.
- Disclosure of the Environmental, Social and Climate Risks and Opportunities Report (GRSAC).

Corporate Risk Taxonomy

Our risk management structure enables the assessment of the level of exposure to financial and non-financial risks, as well as of their interactions. One of the instruments for treating these interactions is BB's Corporate Risk Taxonomy, which assumes the consolidation of all factors (causes), events and impacts of the risks that are inherent to the activities performed by the Bank.

In view of the causal nature of the Environmental, Social and Climate Risks, in the assessments, they are classified as factors that can give rise to events in other corporate risks of BB, requiring a preventive management process.

With the amendments to Resolution No. 4,557/171 of the National Monetary Council (CMN), through Resolution No. 4,943/2121, also of CMN, the Corporate Risk Taxonomy was reviewed, qualifying the Credit, Market, Operational and Liquidity Risk Events that would be linked to the Environmental, Social and Climate Factors.

From this perspective, the integrated risk management allows for the monitoring of our exposure, identifying the shading between the many categories, enabling a better assessment of the impacts on the interactions between the risks and helping improve the management and adoption of more assertive strategies and mitigators.

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 (ELBB), allowing for the assessment of the Governance, Risk and Control System (SGRC) 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 (ELBB) and its purpose is to know and assess the adherence of the processes that are part of the SGRC 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 also 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 2023

Among the main advances in 2023 are the structuring actions taken to modernize and simplify the supervision of the Entities Affiliated to Banco do Brasil (ELBB), such as the review of the methodology applied to the process and the basic wording of the assessment documents: the Best Reference Book (CMR), with the inclusion of the Diversity and Third-Party Risk topics, among others.

Alignment with initiatives

|GRI 2-23|

The commitment to environmental, social and climate risk management can also be seen in initiatives and pacts to which we are signatories, such as the Equator Principles, the Green Protocol, the Principles for Responsible Investment (PRI), the Task Force on Climate-Related Financial Disclosures (TCFD) and the Business Ambition. See more information on the **Sustainability website.**

For the Equator Principles[1], 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|.**

Customer and supplier engagement

|GRI 2-29| FS10|

The efficient management of the environmental, social and climate risk involves a number of demands for customers and suppliers, such as the requirement of information and documents that attest to the practices.

The environmental and social practices adopted by Banco do Brasil in credit, publicized through **BB Sustainability Guidelines for Credit** and **BB Environmental and Social Guidelines – Restrictive List and Exclusion List**, are applied to all BB customers (100%). |FS10|

As an example, these Guidelines prohibit the granting of credit to customers that subject workers to degrading forms of work or compulsory labor and engage in sexual exploitation of children or child labor and financing activities at embargoed rural properties.

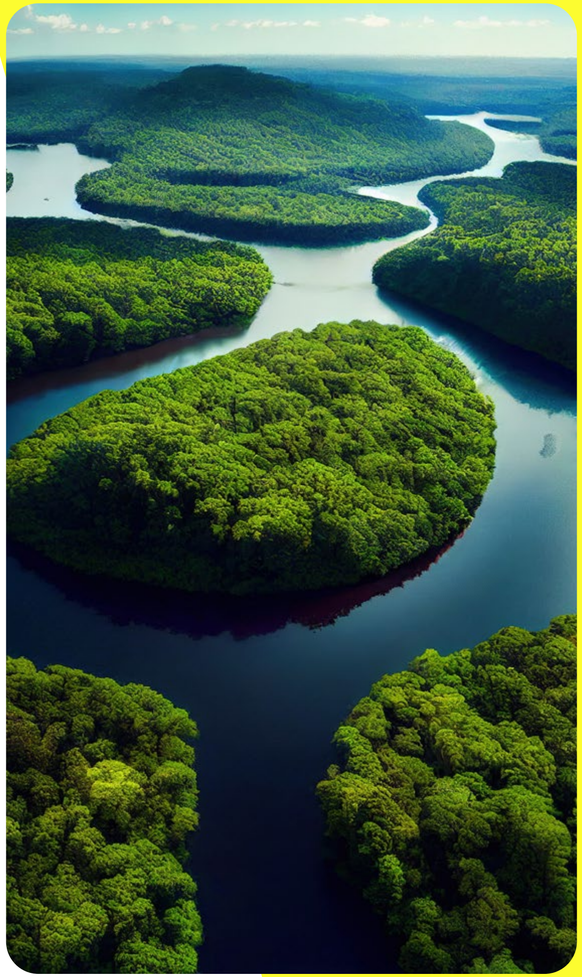
In the assessment and monitoring of customers, we adopt tools to support the business and risk processes in which the relevance and materiality of exposures and the form of relationship of BB with customers in the scope of environmental, social and climate risk are weighted. Among the instruments available is the Environmental, Social and Climate Risk methodology that enables the classification of customers taking into account the sensitivity to the environmental, social and climate risks.

The **PRSAC** and the **Specific Risk and Capital Management Policy,** together with the Credit Policy, provide for compliance with environmental, social and climate criteria in the analysis and granting of 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 regularization (licenses, water grants, declarations), whenever applicable.

We 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 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 BB Environmental and Social Guidelines - Restrictive List and Exclusion List.

In 2023, we adopted a set of measures to improve the practices related to the environmental, social and climate risks, including the measurement of the carbon financed emissions of the loan portfolios of 2021 and 2022, based on what had been established as a financed emissions reduction target.

We also reviewed the Sustainability Guidelines for Credit, which, among other improvements, started to include new activities in which the Bank assumes credit risk under certain conditions and other activities in which the Bank does not assume



[1] The Equator Principles are a set of social, environmental and climate criteria voluntarily adopted by financial institutions worldwide, referenced in the International Finance Corporation's (IFC) and Environmental Sustainability Performance Standards and the World Bank's Environment, Health and Safety Guidelines.



credit risk due to legal impediments or because they are not in line with BB's guidelines.

The **Sustainability Guidelines for Credit** also include the requirement for proof of environmental regularization, 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 in a continuous monitoring process. The credit instruments have clauses that confer upon the Bank 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 Guidelines.

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 and the use of which is mandatory for the 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.

Among our good practices in risk mitigation is also the use of the criteria established by the Equator Principles3: projects of this type (Project Finance or Project-Related Corporate Loans) have their own analysis track, covering the stages of adjustment, categorization and monitoring with the support of a specialized independent consulting firm, in accordance with the potential environmental, social and climate impact identified, throughout the duration of the financing.

In each draft contract, companies' representatives declare that they are aware of and comply with the Bank's Specific Supplier Relationship Policy, Code of Ethics, BB's Compliance Program, as well as the Specific Anti-Money Laundering, Counter-Terrorism Financing and Anti-Corruption Policy.

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's Code of Ethics and the Supplier Relationship Policy.

We do not grant rural credit that benefits

Among our good practices in risk mitigation, we also highlight the use of the criteria established by the Equator Principles: projects of this type (Project Finance or Project-Related Corporate Loans) have their own analysis track.

Environmental, Social and Climate Risk Questionnaire |GRI 201-2| FS10|

In the process of analysis of credit for customers and larger investment projects that perform 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 customers' practices and the identification of possible environmental, social and climate risks in their business, with customized questions based on their size and industry. It also presents specific questions for the purpose of assessing the resilience of the target customers to climate change and includes companies headquartered abroad and financial institutions. In 2023, Banco do Brasil applied 5,599 Environmental, Social and Climate Risk questionnaires.

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 2023, seven operations were contracted under the Equator Principles, all of which were related to Project Finance, and six of which were related to electric energy generation projects and one, to an infrastructure project.

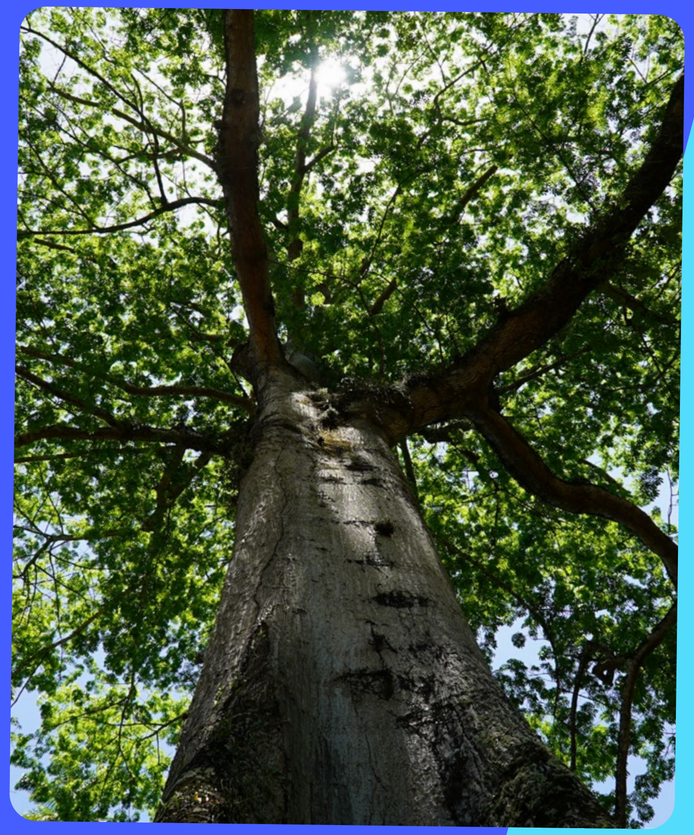
The environmental, social and climate assessment by a specialized independent consulting firm was required for all seven projects. The assessment reports concluded, in general, that the environmental and social impacts and risks of the developments are limited, reversible and controllable through mitigating measures.

The Environmental, Social and Climate Risk Questionnaire allows for the assessment of customers' practices and the identification of possible environmental, social and climate risks in their business.

Environmental, Social and Climate Risk Assessment Questionnaire | FS10 |	2021	2022	2023
Number of Environmental, Social and Climate Risk questionnaires applied	3,699	5,973	5,599
Number of corporate Environmental, Social and Climate Risk questionnaires applied in the risk and credit limit analysis	3,670	5,901	5,550
Business groups	2,080	2,278	2,202
Individual customers	1,590	1,808	1,852
Cooperatives	-	119	183
Rural producers (Business groups and individual customers)	-	1,696	1,313
Number of Environmental, Social and Climate Risk questionnaires applied in the investment project analysis	29	72	49
Business groups	22	50	35
Individual customers	7	22	14

Operations that are in line with the Equator Principles | FS10 |

Information	2021	2022	2023
Number of operations contracted under the Equator Principles	7	5	7
Number of operations under Project Finance	6	4	7
Number of interacting customers from the Equator Principles standpoint	35	42	61
In addition to the Equator Principles, we adopt social, environmental and climate criteria in risk and credit limit analysis and investment projects with a value equal to or greater than	R$8.00 million	R$8.00 million	R$10.00 million



Mitigation of environmental, social and climate impacts

|GRI 2-27| 3-3 For Environmental, Social and Climate Risk|

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 in the Amazon Biome, the granting of rural credit is 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 customers 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 customers that engage in sexual exploitation of children or child labor. Our credit granting systems are prepared to inhibit new operations for customers with annotations of compulsory 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.

With these good practices, we seek to mitigate risks to the environment and society and reduce the impacts of financing and investments, as well as to 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 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).

Climate change

[GRI 3-3 For 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.

Our Climate Risk Management Policy is incorporated into the **Specific Risk and Capital Management Policy** approved by the Board of Directors. The preparation of guidelines for proactive action in the management of this risk allowed for the incorporation of environmental, social and climate indicators into businesses and processes.

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 customers and potential customers, we seek to mitigate them by means of the development and offer of financial solutions, with environmental and social aspects, aligned with **BB 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.

The main purpose of the development of the climate change scenarios is to identify potential vulnerabilities of the Institution with respect to the exposure of its loan portfolio in economic sectors that present more sensitivity to climate risk. Accordingly, potential impacts of climate change (sensitivity to climate risk) on Brazil's agribusiness sector and other economic sectors were assessed.

A feasibility study was developed for the Environmental, Social and Climate Stress Testing, which resulted in the provision of a scenario narrative but, in view of the formation of the El Niño phenomenon and urgency to assess the possible impacts arising from this scenario, a new narrative was described for the performance of the Stress Testing taking into consideration the effects of the phenomenon.

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 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.

In 2023, we monitored the cities hit by intensive rain in the State of Rio Grande do Sul and implemented emergency measures to reduce the social, financial and economic impacts.

Progress in 2023

- Review of the Environmental, Social and Climate Risk Assessment Methodology;
- Review of the Environmental, Social and Climate Risk indicators, determination and monitoring of exposures and significant concentrations of BB's portfolio;
- Development of a Physical Climate Risk Assessment Methodology in relevant facilities of Banco do Brasil;
- Preparation of a stress scenario taking into consideration the occurrence of a severe event, covering the Physical Climate Risk category.
- From the perspective of the Transition Climate Risk, BB analyzed sensitivity taking into consideration the scenarios made available by the Network for Greening the Financial System (NGFS);
- Performance of the Integrated Stress Testing, taking into consideration a Physical Climate Risk scenario.

Criteria used in the development of Climate Change Scenarios[1]

|GRI 3-3 For Environmental, Social and Climate Risk|

Physical Risk: dependence on electric energy, dependence on water use (water shortage), agricultural inputs/products used in the production chain and sensitivity to climate events (physical damage). In view of the occurrence of extreme climate events (droughts and abundant rainfalls), there is the possibility of damage to operational structures, logistics difficulties, increase in costs and stoppages of customers' activities, which can result in an increase in default occurrences.

Transition Risk: high contribution by the industry to GHG emissions and carbon pricing, need for technological adaptation, regulations on water and electric energy use and reputation. In view of changes in the market and technology, we can see an increased requirement for a responsible conduct by companies, which tends to generate an increase in supply of/demand for some products/services, placing the continuity of some companies and segments at risk.

Legal and Regulatory Risk: some changes may require from companies a greater capability of adaptation/adjustment to a low-carbon economy, which may negatively affect, for a period, its results and the maintenance of their business.

Reputational Risk: if the expectations of the market for a better environmental, social and climate conduct are not met by the companies, it is possible that their revenue and credit lines are affected, placing their continuity at risk.

[1] To find out more about this, see our **Social, Environmental and Climate Risks and Opportunities Report.**



Financial implications of climate change and events

|GRI 201-2|

Physical climate events, such as the increase in temperature, water shortage, changes in soil, potential increase in the price of inputs and cost of insurance, generate impacts on credit, such as the depreciation of financed real estate properties, crop failure and drop in the productivity of financed agribusiness.

Regarding the impacts related to the transition to a low-carbon economy, we highlight the need for investments in new technologies, decarburization, adjustment to new laws and regulations, changes in the supply of and demand for products and services and in the expectations of stakeholders for more responsible conducts, and the risk of discontinuity of the activities of borrowers arising from the inefficiency or delay in the transition process, in their management or in the attraction of sufficient results to that end.

There are also implications related to the increase in renegotiations of debts through the extension of payment schedules, increased default occurrence and reduction of the value of assets offered as guarantee, for both physical and transition climate risk.

Among the methods used to manage the risk or the opportunity, Banco do Brasil has an assessment at the level of climate responsibility in the analyses of risk and credit limit of companies, rural producers, cooperatives and financial institutions trough the Questionnaire for the Assessment of Climate Responsibility Level, which is one of the inputs of the methodology for calculating the Physical and Transition Risks, allowing for an analysis of the practices of the credit proponents with greater potential of risk due to their size and the activity they develop, and, also, in the analyses of investment projects financed by BB at an amount equal to or higher than R$10 million.

The Bank's initiatives include:

- Application of Social, Environmental, Climate, Physical and Transition Risks in risk and credit limit analyses, regardless of who are the internal department's customers, as a group or individualized.
- Measurement of GHG emissions from BB's credit portfolio (scope 3, category 15), based on SBTi criteria and recommendations, in order to define strategies and targets for the transition to a low-carbon economy.
- Conducting impact analyses for climate change-related scenarios on BB's loan portfolio, especially with regard to sensitive sectors and the Bank's increased credit exposures. Each analysis takes into account aspects such as the borrower's GHG emissions and risk and mitigation factors.
- Monitoring physical climatic events declared a public disaster, such as droughts and floods, and their impacts on the loan portfolio, using specific routines and monitoring panels.
- Special studies and macro-sectoral alerts regarding physical climate risks, such as those associated with the El Niño phenomenon, and the resulting impacts on certain economic activities, Brazilian regions, and the Bank's loan portfolio.

By analyzing how each listed criterion can impact our business, we are prepared to offer new financial instruments to the market. In addition, we are able to align our risk appetite with mitigation actions in a timely manner, both for Physical and Transition Climate Risk.

By using these best practices, we seek to mitigate risks to the environment and society by reducing the impacts of our financing and investments, as well as by identifying new opportunities to operate in the sustainable businesses value chain, based on key social and environmental issues, and strategic topics involving sustainable development.

Finally, it should also be noted that, in order to strengthen the mitigation of RSAC, we use tools that are based on a risk diversification pursuit, eliminating unwanted concentrations, controlling exposures, and the suitability of the risk profile, while always focusing on the balance of the Organization's business and the capital preservation.

Climate Change performance at the CDP

In the 2023 cycle of the Climate Change Program, we maintained the 2022 cycle score, which was B. Over the last few years, our score has increased from D to B, which shows that the strategy adopted has proven to be resilient and appropriate, especially in light of recent challenges, when climate concerns began to materialize in climatic events.

Because of this score, we continue to be eligible to integrate the Brazil Climate Resilience CDP Index in 2024 (I-CDPR70), which measures the performance of the papers of businesses with climate management practices, in line with global trends and recommendations of international accords such as the Task-Force for Climate-Related Financial Disclosure (TCFD), a task force created by the Financial Stability Board and which facilitates the disclosure of climate-related financial information by businesses from all over the world.

Businesses are review using a detailed questionnaire that addresses the key benchmarks related to the climate change topic: Governance (policies and guidelines); Senior Management Engagement; Risks and Opportunities; Business Strategy; Goals and Performance; Emissions Methodology; Verification; and Carbon Pricing.

In addition, in 2023, our CDP score will continue to be part of the assessment to integrate B3's ISE portfolio, in which BB has been listed since the index was created in 2005. Our performance reflects the improvement of our practices, such as, but not limited to, adopting a specific climate risk management policy, increased use of renewable energies, setting internal carbon pricing, incorporating climate change-related criteria to the supply chain, and expanding the business portfolio with potential reduction of emissions and risk mitigation.



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 customers 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;
- Engage in sexual exploitation of children and/or child labor; and
- Are 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 **BB Sustainability Guidelines for Credit** and **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.

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.

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 that establish mechanisms and procedures aimed at maintaining capital levels that are compatible with the RAS are defined and documented.

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.

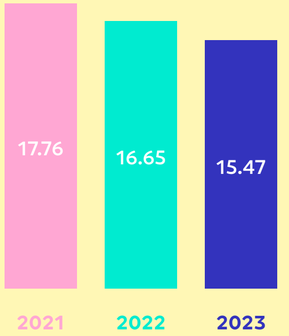
The purpose is the organic capital generation due to the growth of credit in lines with lower capital consumption and more attractive under the return-risk criterion.

More information is available in the **4Q23 Performance Analysis.**

BIS Ratio (R$million)

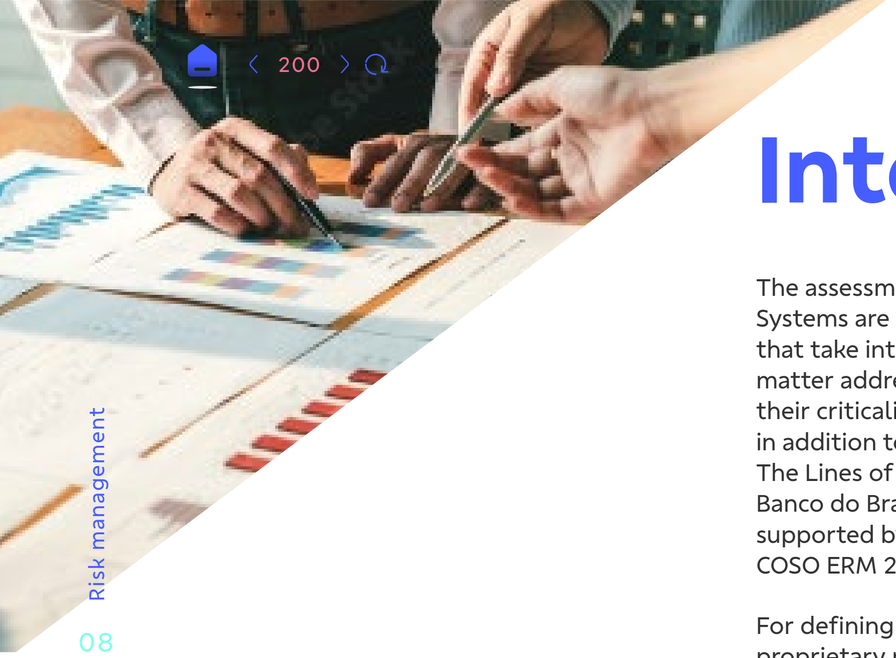
	2021	2022	2023
Reference Equity	165,648	178,689	174,033
Tier I	141,353	158,153	156,431
Common Equity Tier I Capital (CET1)	111,338	128,803	136,356
Prudential Adjustments	(31,286)	(32,262)	(33,571)
Additional Tier I Capital	30,015	29,350	20,075
Tier II	24,295	20,536	17,602
Risk-Weighted Assets (RWA)	932,461	1,072,894	1,124,754
Minimum Required Reference Equity (MRRE)	74,597	85,832	89,980
MRRE Margin (RE-MRRE)	91,051	92,857	84,053
Tier I Capital Ratio (Tier I/RWA) - %	15.16%	14.74%	13.91%
CET1 Ratio (Tier I/RWA) - %	11.94%	12.01 %	12.12%

BIS Ratio (RE-RWA) - %



RWA Breakdown (R$million)

	2021	2022	2023
Credit Risk (RWS CPAD)	789,739	917,092	938,287
Market Risk (RWA MPAD)	36,080	26,975	28,285
Operational Risk (RWA OPAD)	106,642	128,827	158,182
Total	932,728	1,072,894	1,124,754



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 and is supported by frameworks such as COSO 2013[1], COSO ERM 2017[2], o CobiT[3] and ISO 31010.

For defining the Scope of Operation, a proprietary methodology is used to select the topics to be prioritized, which takes into consideration the corporate strategy, market plans, losses from operations, grievances from customers, regulations, megatrends, market intelligence, consultancy reports, analyses from experts and information from regulators. With respect to the Scope for 2023, 512 analyses were carried out, including 1,787 control tests and the assessment of 860 risks.

When creating or revitalizing products, we adopt a methodology for assessing risks, controls and compliance, as a second line of defense, called the C3 Methodology. Through a preventive approach, before launching new products, modalities (lines of operation and verification items) or channels, the assessment is carried out regarding adherence to standards, laws and regulations, ESG aspects, customer service, after-sales and prevention of fraud and cyber attacks.

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 BB Units.

Aimed at ensuring the quality of the assessments, opinions and reports, the process undergoes a chain of approvals registered in the system, through which experts/advisors assess/evidence and managers validate the information. The result of these assessments makes up the Internal Controls Effectiveness (ECI) indicator.

It is an instrument for monitoring the efficacy and quality of the controls of the Bank's organizational units, through continuous and independent analyses, based on a set of performance measurement metrics for the departments regarding Internal Controls, Compliance, Risk Management and Customer Experience, and the score impacts the work agreement of the Units. Any deficiencies identified are subject to recommendations, with corrections monitored by a corporate tool (Sigas).The result of this process is periodically reported to the Bank's Governance bodies.

In 2023, the ECI included over 80 internal control indicators, distributed among the Control Environment, Compliance and Customer Experience standpoints, with assessment of 5.304 prefixes, of which 38 are strategic units and the other ones are tactic and operational units and the branch network. Every six months, the portfolios of each of the premises are reviewed aimed at customizing and adjusting the indicators to the processes related to the specificities of each type of unit.

[1] Committee of Sponsoring Organization of the Treadeway Commission – Framework for the Evaluation of Internal Control Systems.
[2] Committee of Sponsoring Organization of the Treadeway Commission – Enterprise Risk Management.
[3] Control Objectives for Information and Related Technology.

In 2023, the ECI included over 80 internal control indicators, distributed among the Control Environment, Compliance and Customer Experience standpoints.

Every year, the Internal Controls and Compliance Office also assesses the efficacy of the internal controls of the Management Members' Variable Compensation of Banco do Brasil and Statutory Profit Sharing processes, on an independent basis and including validation tests of data related to the achievement of targets and results of the corporate indicators.

Additionally, in compliance with CMN Resolution No. 4,968/2021, the Internal Controls and Compliance Office annually prepares the Report on Activities related to the Internal Control System, issuing an opinion on the effectiveness of internal controls in mitigating the risks to which the Bank is exposed. This report is submitted to the approval of the Bank's Board of Officers and Board of Directors and remains available for appreciation of the Central Bank.

The Internal Controls and Compliance Office annually prepares the Report on Activities related to the Internal Control System.

Innovative tools for control environment management:

We also have the solutions described below for the management of the control environment:

Atypical Issues Monitoring Panel

It was developed to identify and address the conduct risk events for the promotion of sustainable businesses that are in compliance with the **Bank's Customer and User Relationship Policy**, in accordance with Resolution No. 4,949/2021 of the National Monetary Council (CMN). It also helps 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 uses analytical models developed by the Internal Controls and Compliance Office.

Immediate Solution

A system of fast resolution of grievances brought by customers 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 customer, where the customer is immediately reimbursed and, subsequently, the events are internally investigated.

In addition to this innovative concept, the tool is under constant evolution, and was recently improved by using supervised artificial intelligence. Based on the text describing the grievance, this intelligence enables the automated classification of the grievances from customers. The solution aims at bringing more agility and assertiveness to tasks such as analysis of grievances, customer satisfaction and mitigation of losses.

Sales Quality Indicator

It enables the monitoring of the sales process and the quality of the service provided to customers and users by means of four components: cancellations of products, grievances from customers, filing of lawsuits and unusual business practices. In addition to enhancing the business quality, it reinforces the strategic direction to offer the best customer experience and is in line with the principles of CMN Resolution No. 4,949/2021, which addresses the Customer and User Relationship Policy.



Regulatory Radar

A corporate tool used for the automated capture of standards published on the websites of the main regulators. In 2023, more than 20,000 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

The solution seeks to automate the development and implementation of proactive controls, aimed at mitigating the risks in the processes of the entire Banco do Brasil Conglomerate. This journey involves the creation of a track of integrated solutions, such as the Optical Character Recognition (OCR), Machine Learning techniques to classify images and texts, natural language processing and building of models to detect anomalies.

In 2023, over 480,000 operations were assessed in an automated way, corresponding to the balance of the Sustainable Credit Portfolio in the amount of R$111 billion. Additionally, the solution was applied to the compliance assessment of 78,000 credit instruments of the BB Desenrola (Renegotiate) program, aiming at mitigating the risks in contracts.

Automated Validation

As a way to mitigate the Model Risk, the Bank adopts, as a mandatory stage in the Lifecycle of Models, the Independent Validation. To be in line with the progress in the analytics field, we developed the MAIA (AI Assessment Engine) tool, which applies tests on the models in an automated way. This enabled the application of more tests and freed up time for the analysis of results, providing more security in the assessments made and higher quality to the development of the models.

Model Validation – Algorithmic Bias

In line with the digital transformation and the Sustainability standpoint of the Corporate Strategy of Banco do Brasil (ECBB), the outstanding initiative was the ESG aspects included 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 follows the movements and advances observed in the modeling areas, reducing risks arising from the use of new technologies. This materializes our 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.

Generative AI

This technology has been enabling content creation in an automated and customized way to simplify the performance of administrative and operating activities. Based on the concerns related to the use of these models, our strategy has been to disseminate knowledge and provide access to the Generative AI, controlling the risks from its use.

The availability of the tool in an experimental, safe and assisted environment is noteworthy, enabling the development of the prompt engineering to create solutions that optimize activities such as development and correction of programming codes, summarization and construction of texts and functionalities for specific situations. The strategy has allowed for time savings in the performance of repetitive activities, optimizing resources and improving operational efficiency.

In line with the digital transformation and the Sustainability standpoint of the Corporate Strategy of Banco do Brasil (ECBB), the outstanding initiative was the ESG aspects included 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.

Compliance, Risk and Data Intelligence in Checking Operations (CRIVO)

Platform for real time monitoring the compliance of the products and services sold by the Bank by using innovative digital compliance, analytics and artificial intelligence technologies. The automated tests enable to check the universe of operations contracted. Since May 2023, 506 products and/or types of products and 6,239 premises have been assessed, and over 182 million compliance checks have been conducted.

Accordingly, we highlight the compliance monitoring of Agribusiness operations, which reached approximately 99% compliance of the operations checked with the tool. The automated tests carried out by the platform allow a more comprehensive and efficient assessment of operations, enabling the identification of irregularities and triggering induction for correction.

Electronic Bow-Tie tool

It is used by the Bank's product supervisors to identify risks and controls associated with the processes under their management, providing unicity and efficacy upon the gathering and classification of risks to which the Bank is exposed, with the respective mitigators implemented, for subsequent assessment of the criticality and decision-making process by senior management.

Technical Automated Control Recommendation

As a way to ensure the implementation of the mitigating and improvement actions required to reduce the risks, after the assessment of the efficacy of the controls implemented by the product supervisors we automatically issue Technical Control Recommendations, requiring the adoption of measures to reduce the loss associated with the evaluated risk factors.

Product Certification

This indicator monitors the quality of over 400 products and services aimed to encourage continuous improvement, in line with the principles of the Customer and User Relationship Policy. Additionally, this initiative contributes to reduce grievances, mitigate losses from lawsuits and improve our customer and employee experiences.



We highlight the compliance monitoring of Agribusiness operations, which reached approximately 99% compliance of the operations checked with the tool.

Simplifique (Streamline) 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.

The *Simplifique* Project provides a platform so that employees of any organizational level can suggest the streamlining, elimination or optimization of controls, processes, products and services, focused on the continuous improvement and on the customer and employee experience. After registering the suggestions, the Internal Controls Office, together with the product and service supervisors, assesses every suggestion and monitors it until it is implemented.

In 2023, 8,269 suggestions were registered and 240 were implemented, with efficiency generation in over 1.7 million hours in the customer service journey. Additionally, we reaffirm our commitment to sustainability by streamlining processes that allowed us to avoid printing over 13.9 million sheets of paper per year, a reduction of 230 metric tons of CO2 and 1,822 trees preserved.

Because of its capacity of engaging employees, Simplifique Project offers conditions to supervisors to continuously enhance and improve their processes. This results in a better experience for our customers and employees and more efficiency in controls, optimizing risk mitigation.

240
initiatives implemented, which generated

1.7 million
hours optimized in the customer service journey

8,269
suggestions registered on the platform

13.9 million
sheets were no longer printed out

Reduction of
230 tCO_2e,
equivalent to 1,822 trees preserved

Entities Affiliated to Banco do Brasil (ELBB)

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 (ELBB).

To this end, we carry out the Affiliated Entity supervision process in biennial planning cycles and on an integrated basis with the departments involved.



This initiative consists of a set of activities that seek to assess, monitor and guide the ELBB 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 2023, we reviewed the whole supervision model for the Entities Affiliated to Banco do Brasil, including the best reference book sent to the companies, and invested in the development of a tool to automate, integrate and increase the efficiency of the supervision of the ELBB's risk and controls. Additionally, the guidelines forwarded in previous cycles were monitored and special assessments of relevant processes in the companies were carried out.

Internal *Audit*

GRI 3-3 For Ethics and Compliance

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 2023, the department completed 210 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.

In 2023, the methodology to register and monitor Potential Benefits was approved, and its main purpose is to reflect the added value of the Internal Audit Department work at the time the recommendations are registered.

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, in addition to assessing the respective replies with respect to consistency and completeness.

The findings presented in this work result in instructions and recommendations to supervisors and, together with the findings of the Internal Audit Department, contribute to the improvement of governance and risk and control management. These recommendations are previously certified by the Internal Audit Department and the notes are taken into consideration in process assessments.

Working on an ongoing basis on the development of innovative solutions, the purpose of the Internal Audit Department is to face its strategic challenges and meet the expectations of the governance and regulatory bodies. In 2023, the efforts were focused on strengthening the actions aimed at self-transformation and development of an innovation culture with the use of data analytics, artificial intelligence and data science tools. These actions include:

- The generative artificial intelligence starts to be used with projects carried out for the implementation of solutions based on GPT technology. The purpose is to assist auditors in activities for the acquisition and consolidation of knowledge about the audited items, based on texts from different sources and summarization of previously informed texts. The innovation will provide higher efficiency to the auditors' work, with a potential reduction in the time spent in reading and consolidating information.

- Preparation of the Data Fluency for Supervisors program, aimed at encouraging and supporting the leaders of the department to develop and apply knowledge and practical and strategic skills to effectively use analytics to perform their work, resulting in a more accurate, efficient and valuable Internal Audit to the organization.

- Training in co-creation, aiming at internalizing in the Internal Audit the ability to guide groups through the collaborative creation process, ensuring the effective participation of all involved, the proper absorption and weighing of ideas and that the result represents the knowledge of everyone.

In 2023, 76% of the audit examinations completed by the Internal Audit Department were supported by Data & Analytics (D&A) solutions.

- Development of analytics projects with increased use of computer reading for documents and the adoption of actions to support and encourage the creation of diagnostic and predictive level solutions. In an analytics maturity scale, the diagnostic and predictive analyses are more advanced than the descriptive analysis, which were dominant in the portfolio of internal dashboard development in the past.

In 2023, we also proceeded with the plan for implementing and monitoring the Agile Audit model. In the beginning of the year, the Internal Audit Management Committee approved 23 pilot works; the Practical Guide on Agile Audit, which guides the implementation of these pilot works; and the continuity of the training plans on Agile Audit and monitoring of the work.

As a result, the operation model for agile audit was reviewed, taking into consideration the result of the pilot works and aiming at improving and enhancing the current maturity level of Agile in Internal Audit. The analysis of the records and documents developed in the pilot works determined that there were gains in communication, self-management and team engagement, improvements in work monitoring and workflow, and the early identification and management of findings.

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.

On the front of interaction between the Lines of Defense, the Corporate Risk and Control Taxonomy integrates the audit process, which allows more emphasis on the assessment of the corporate risks, the quantitative measurement of the impacts of these risks and the issuance of an opinion on the relevant risks, in addition to meeting the stakeholders' expectations.

Over the course of 2023, the Internal Audit Department assessed the processes related to Business with Public Entities, Retail Credit and Agribusiness, which are exposed to risks associated with ensuring the lawfulness, legitimacy, cost-effectiveness and transparency of the use of public funds.



In 2023, the Internal Audit Department underwent an external quality assessment carried out by the Brazilian Institute of Internal Auditors (IIA Brazil), which analyses the compliance of the audit function, the standards set forth in the International Professional Practices Framework (IPPF) and other regulations that affect the profession.

The maintenance of this certification reinforces the quality of the works carried out and the proficiency of the professionals, as well as demonstrates the commitment of the Internal Audit Department to contribute to sustainability and ensure Banco do Brasil's organizational values. The quality seal places Banco do Brasil's Internal Audit Department in a select group of companies certified by the IIA.



8 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 Employees [1] [2]

Employees, by type of employment and gender (unit)	2021	2022	2023	Change % 2022 - 2023
Permanent and full time – male	48,670	49,951	50,416	**0.9%**
Permanent and full time – female			35,557	**-1.2%**
Permanent and full time – other[3]	-	-	102	**NA**
Permanent and full time – undisclosed[3]	-	-	145	**NA**
Total	**84,597**	**85,953**	**86,220**	**0.3%**

Permanent full-time employees, by region	2021	2022	2023	Change % 2022 - 2023
North	3,678	3,897	3,830	**-1.7%**
Northeast	13,919	14,025	13,944	**-0.6%**
Midwest	16,090	16,719	17,762	**6.2%**
Southeast	35,894	36,100	35,826	**-0.8%**
South	14,997	15,193	14,840	**-2.3%**
Abroad	19	19	18	**-5.3%**
Total	**84,597**	**85,953**	**86,220**	**0.3%**

[1] Methodology applied: employee count as actual workforce at the end of each year.

[2] Banco do Brasil has no temporary employees in its workforce. The same methodology applies to part-time employees with no fixed working hours.

[3] A gender self-identification form has been made available to employees as from 2023. Accordingly, we have only data related to this period. The gender self-identification form has an "undisclosed" field for employees unwilling to answer this option.

2-8 Workers who are not employees

At Banco do Brasil, workers who are not employees totaled 23,712 in 2023, and the activities they carry out the most are: surveillance, cleaning and receptionists. These workers who are not employees are linked to contracts that provide services or supply goods hired or provided by Banco do Brasil via bidding process or exemption/ unenforceability schemes.

Total number of outsourced jobs, by region [1] [2]	2021	2022	2023	Change % 2022 - 2023
North	1,431	1,444	1,393	**-3.53%**
Northeast	5,076	5,181	4,783	**-7.68%**
Midwest	4,045	2,994	2,725	**-8.98%**
Southeast	11,149	10,778	10,754	**-0.22%**
South	4,192	4,448	4,057	**-8.79%**
Total	**25,893**	**24,845**	**23,712**	**-4.56%**

[1] To calculate the number of workers who are not employees, we use the number of jobs provided for in the contract for that duty, which may differ from the number of employees of the supplier who were involved in the service provision, as the Bank does not use employee counts (equivalent to the FTE system). For fractional jobs (gardening, for example) the number is counted considering the fraction and the result is rounded to the next higher whole number. In this count, we do not take into consideration mobile cleaning service jobs, but rather service jobs by area. Occasional service stations are not included either. For contracts whose subject matter is surveillance, which operate in the band system, the number of fixed jobs activated in the duty is considered (not including guards substituting workers during the latter's lunchtime, mobile jobs or those involved in any occasional services). We neither use the average of the period to determine the number of jobs, but we use rather the number of jobs provided for in the service contract for the specific duty. The count is carried out/updated on a monthly basis to include any additions or deletions occurred via amendment to the service contract.

[2] No change occurred in the structure of significant suppliers or in the contracts entered into with them that could have any impact on our operations.

2-12 Role of the highest governance body in overseeing the management of impacts

The Bank's Board of Directors (CA) brings together strategic, guiding, elective and supervisory functions, operating as the company's keeper of principles, values, corporate purpose and governance system. Its duties are provided for in the Bylaws, Article 21, in the Internal Regulations of the Board of Directors, Article 5, and in the **Reference Form** (Section 7).

One of the duties of the Board of Directors (CA) is to approve Banco do Brasil's Corporate Strategy. In this process, the Board evaluates the impacts of the Company's operations, including ESG aspects, and defines, among others, the specific objective from the sustainability perspective of the strategic map. The Board of Directors also approves the Code of Ethics and the **Environmental, Social and Climate Responsibility Policy,** which guides our behavior in terms of running the business, activities and processes, as well as of the relationship with stakeholders.

2-13 Delegation of responsibility for managing impacts

Our governance is ruled by the Bylaws, general and specific policies, minutes of the General Shareholders' Meeting, internal regulations, internal rules and applicable legislation. The Bylaws complement the legislation, establishing the manner 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 in turn determine our governance bodies' functioning, including advisory committees to the Board of Directors (CA), Board of Officers (CD), Executive Board (Direx) and Supervisory Board, to ensure that their operation is in accordance with the provisions set forth by the Bylaws. These regulations state, among other provisions, the purpose, composition and duties of the said governance bodies. The responsibilities for approving these documents are set forth in the Bylaws. Accordingly, the authority delegation process is carried out by the General Shareholders' Meeting and consolidated in our Bylaws and by the Board of Directors (CA), which is responsible, under said ESBB Statute, for electing the members of the Executive Board (Direx), defining its duties and supervising its management.

The Board of Directors (CA) is advised by the Corporate Sustainability Committee for topics related to Banco do Brasil's sustainability-related topics, and to environmental, social and climate responsibility, with its operation governed by its Internal Regulation, and duties provided for in Article 5.

2-21 Annual total compensation ratio

Description	2021	2022	2023	Change % 2022-2023
Ratio of the CEO's annual total compensation to the median annual total compensation for all employees (excluding the highest paid individual) in Brazil	13.39	11.72	11.78	**0.51%**
Ratio of the CEO's annual total compensation to the median annual total compensation for all employees (excluding the highest paid individual)	11.11	9.62	9.74	**1.25%**
Description	**2021**	**2022**	**2023**	
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	1.18[1]	

[1] Taking into account that the percentage of change for the highest-paid individual is 9% and the median annual total for all employees was 7.62%, the proportion is 1.181102. The highest-paid individual in Banco do Brasil holds the position of Chief Executive Officer.

Explanatory note – change in methodology |GRI 2-4|

Improvements were introduced in the data collection process and the methodology used to calculate the employees' total annual compensation, taking into consideration the changes in BB's compensation policy in recent years. As a result, the figures for 2023 and previous periods (2021 and 2022) were updated as follows.

The target audience used was the actual workforce, including employees and managers, at the reporting date of December 31 of each period. For 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, statutory profit sharing related to the reporting year, considering a projection for the second half of 2023. 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 units abroad, were excluded from the calculation. The individual overall amount approved at the General Shareholders' Meeting was used for managers, involving twelve monthly fees, one Christmas bonus, and the total amount to be received under the Variable Compensation Program, considering the maximum achievement in all Program indicators for the year, including deferred portions.

2-23 Policy commitments

Alignment with initiatives

In conformity with the **Environmental, Social and Climate Responsibility Policy,** Banco do Brasil reinforces its commitment to defending Human Rights by joining initiatives that demonstrate its leading role in this topic.

In 2003, BB joined the Global Compact, a UN initiative with the aim of mobilizing the international business community to adopt, in its business practices, fundamental and internationally accepted values in Human Rights, Labor Relations, and Environment and Anti-Corruption areas reflected in 10 Principles. With regard to human rights, participating companies must support and respect the protection of internationally recognized human rights and ensure they are not involved in violations of these rights.

In 2012, the Bank joined the initiative from the Instituto Ethos de Empresas e Responsabilidade Social. The Business Charter for Human Rights and the Promotion of Decent Work is based on the United Nations Guiding Principles on Business and Human Rights. The companies that are signatories to the Charter commit to respecting human rights and promoting decent work in their operations, building criteria for direct suppliers and customers, and disseminating these principles throughout their value chains.

In 2014, BB became a signatory to the OECD Guidelines for Multinational Enterprises. These Guidelines are recommendations addressed by governments to multinational companies aimed to ensure that the operations of these companies are in compliance with government policies, strengthen the mutual trust between companies and the societies where they operate, help improve the foreign investment climate and increase the contribution of multinational companies to sustainable development.

These Guidelines provide recommendations by OECD governments to multinational companies on responsible business conduct in areas such as disclosure, human rights, employment and labor relations, environment, anti-corruption, consumer interests, science and technology, and competition and taxation.

In 2018, Banco do Brasil signed up to the UN Standards of Conduct for Business to Tackle Discrimination against LGBTI People. These Standards of Conduct are based on the entire UN human rights framework and reinforce the Bank's commitment to respecting and valuing diversity and equity in relationships.

2-27 Compliance with laws and regulations

In 2023, we recorded R$5.7 million of penalties for non-compliance with laws and regulations related to supply and use of products and services and charges related to time customers spent waiting in line, an increase of 14% from the R$4.9 million recorded in 2022.

Please see other fines and sanctions for non-compliance with laws and regulations, as well as significant cases of non-compliance, in Sections 4.3, 4.4 and 4.7 of the **Reference Form.**

2-28 Membership associations

The following are the main bodies, entities or associations of which we are signatories or representatives

- UN Global Compact
- Brazilian Business Council for Sustainable Development (CEBDS)
- Brazilian Association of Toy Manufacturers (ABRINQ)
- Instituto Ethos
- Global Reporting Initiative (GRI)
- Task Force on Climate-related Financial Disclosures (TCFD)
- Business Ambition for 1.5°C - Science Based Targets initiative (BSBTi)
- Principles for Responsible Investment (PRI)
- Brazilian Federation of Banks (FEBRABAN)
- Interministerial Committee for Social and Economic Inclusion of Collectors of Reusable and Recyclable Materials (CIISC)
- Brazilian Association of Real Estate Loans and Savings Companies (Abecip)
- National Association of Credit, Financing and Investment Institutions (ACREFI)
- Brazilian Association of Development Financial Institutions (ABDE)
- Brazilian Association of Credit Card and Service Companies (Abecs)

2-29 Approach to stakeholder engagement| 3-1 Process for defining material topics | 3-2 List of material topics

Our stakeholders are periodically involved in different advisory and decision-making situations, with emphasis on the development of the Corporate Strategy and Sustainability Strategy.

Corporate Strategy

Our Corporate Strategy is made up of the long-term components Purpose, Values and Customer Segmentation, and the Strategy Map: Objectives, Drivers, and Master Plan. Together, these documents guide the entire Bank for the next five years. E from there, the instruments for induction and assessment are established for all areas of the company.

The process of drafting the BB Corporate Strategy (ECBB) 2024-2028, which took place as of the second quarter of 2023, focused on ensuring the involvement of stakeholders and, as a priority, on expanding the involvement of the Bank's employees by seeking to increase the sense of belonging and enrich the content by involving employees from different segments and regions, including by involving Entities Affiliated to BB (ELBBs), totaling more than 7,000 interactions.

We used a set of planning methodologies in the process, aligned with best market practices, adopted at Banco do Brasil, especially the SWOT (strengths, weaknesses, opportunities and threats) matrix, the Balanced Scorecard (BSC), and the SMART methodology, the main goal of which is to ensure that indicators and targets are specific (S), measurable (M), attainable (A), relevant (R), and Time-bound (T).

The process consisted of the following steps such as surveying perceptions using institutional surveys that addressed financial industry trends, uncertainties, and scenarios, and market studies about trends in banking consumer behavior; involving experts on key topics in online lectures; conducting planning workshops, during which employees had the opportunity to actively participate in discussions and make proposals strategic decisions; setting the goals, strategic drivers, and their related indicators and targets, informed by inputs from the previous steps; and top management's discussion and decision-making.

These steps were guided by the following guidelines:

- Emphasis on end-to-end customer centricity by strengthening of the relationship with the Bank.
- Sustainable profitability growth, capital optimization, profitability, and operating efficiency.
- Strengthening the commitment to sustainability in ESG practices.
- Accelerating digital transformation and innovation.
- Developing the organizational culture through innovation, integration and equity.

Considering, therefore, that the 2024-2028 ECBB preparation was a collaborative process, with the involvement of representatives of the entire staff, management was engaged to review and prioritize proposals, which was done during a specific meeting of senior management members and invited executives. Finally, the Corporate Strategy was approved by the Board of Officers (CD) and the Board of Directors (CA). The preparation of the Strategy, therefore, can be described as a bottom-up approach (from the bottom to the top of the organization).

Sustainability Strategy and Annual Report

We manage environmental, social 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.

Aimed at prioritizing sustainability topics and challenges to update the Sustainability Plan – Agenda 30 BB and guiding the content of the Annual Report, in 2020 we reviewed our stakeholder map considering the relevance of categories Senior Management, shareholders/investors, customers, Affiliated Entities, government, suppliers, employees, press/media, regulatory bodies, civil society representatives, sustainability experts, and competitors. This process also complies with the Global Reporting Initiative (GRI).

In the 2022 cycle, the references used in each of the convergence axes for the review of the materiality process were:

Consolidation of Visions | Axes

BB ANALYSIS – 2022

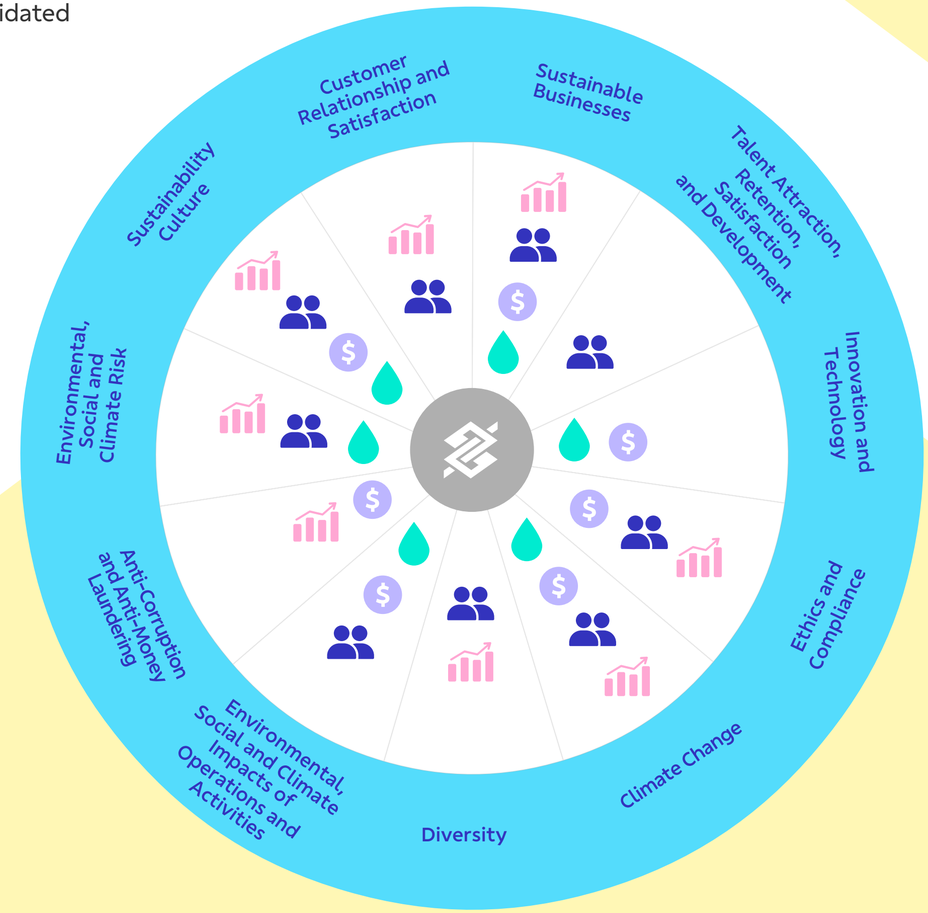
1.	**INFLUENCE**	• Competitors (benchmarking) • Sectoral studies and trends
2.	**IMPACT**	• Indices • Corporate Strategy

Ten topics were considered priorities in the convergence of outcomes of our competitors' analyses (benchmarking), sectoral studies and trends, indices, the BB Corporate Strategy, and consultation with stakeholders carried out in 2020. During the BB Materiality Matrix Sustainability Forum, executives had the opportunity to discuss and evaluate the 24 topics and 26 sustainability challenges that had been mapped out and raise two new topics to the 'material' status, according to the methodology set.

The "Customer Relationship and Satisfaction" topic was then deemed material and, therefore, became a priority due to its significance in the Corporate Strategy (Customer Centricity) and the need to address this topic from a sustainability perspective. After discussing the materiality of the topic 'Financial Education' and its connection with 'Customer Relationship and Satisfaction', the executives decided that the challenge of the 'Financial Education' topic would be included in 'Customer Relationship and Satisfaction'. The process resulted in 23 topics, of which eleven were deemed 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



Accordingly, we structured the Sustainability Plan - Agenda 30 BB for the 2023-2025 cycle with actions and indicators for each sustainability challenge, which we report annually and are part of the Work Agreement of the areas in charge, measuring management performance in relation to previously-set targets. This evaluation model impacts the employees' variable compensation through the payment of Statutory Profit Sharing.

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

Topics map – global references and accords:

24 different documents and references were analyzed:

- Trend mapping – 12 national and international studies
- Benchmarking of six competitors and reference companies in the market: chosen from national and international peers best ranked in the DJSI index
- Mapping of topics in six global benchmarks, indices, ratings and rankings in sustainability.

Step 2

Analysis of actual and potential impacts

Information highlighted by different national and international references was analyzed, bringing perspectives on sustainability scenarios and trends related to important issues for Banco do Brasil.

Step 3

Assessing the importance of impacts

The convergence was carried out based on the results of the analyses of the previous steps.

For the analysis of convergence it was necessary to consider probability, size, scope, and severity of the mapped impacts.

Based on the assessment of convergence, the limits of the challenges presented are also defined, considering whether impacts may occur inside or outside the company.

Step 4

Prioritization

During the Sustainability Forum, Banco do Brazil's executives had the opportunity to debate and assess the 24 sustainability topics and challenges mapped out.

This process resulted in 23 topics, of which **eleven were deemed material (priority)** from the sustainability standpoint.

Step 5

Validation

After this stage, the materiality outcome was validated by the Executive Sustainability Committee.

201-1 Direct economic value generated and distributed

In R$ billion	2021	2022	2023	Change % 2022-2023
Direct economic value generated (revenues)	58.4	80.2	**86.1**	**7.5%**
Economic value distributed	45.8	60.1	**63.4**	**5.5%**
Personnel (wages and salaries to employees)	23.0	26.0	**28.7**	**10.4%**
Interest on third-party capital	1.4	1.4	**1.5**	**7.1%**
Interest on capital and dividends	8.6	13.7	**14.9**	**8.8%**
Taxes, fees and contributions	12.7	19.0	**18.3**	**-3.7%**
Economic value retained	12.6	19.7	**22.5**	**14.2%**
Retained earnings	12.0	19.0	**20.6**	**8.4%**
Non-controlling interest in retained earnings	0.6	0.7	**1.9**	**171.4%**

202-1 Ratios of standard entry level wage by gender compared to local minimum wage

	2021	2022	2023	Change % 2022-2023
Ratio of standard entry level wage paid by BB compared to local minimum wage	3.05	2.99	**2.87**[1]	**-4.02%**

[1] For calculation purposes, the local minimum wage was considered to be R$1,320.00 (May 2023) and the entry level wage upon joining BB of R$3,788.13 (September 2023). There are currently 128 employees, holding 10 positions, who receive less than R$3,788.13, but hold positions that are disappearing. Since these positions are deemed to be disappearing, they cannot be fulfilled by new employees and, therefore, were disregarded. The aforementioned employees account for 0.15% of the total workforce.

205-1 Operations assessed for risks related to corruption

The internal risk assessment for Money Laundering, Financing of Terrorism and Proliferation of Weapons of Mass Destruction, and Corruption (AML/CTF-C), revised and approved in 2023, according to methodology, was applied and resulted in the document 'Internal Risk AML/CTF-C Assessment', approved by the Vice President of Internal Controls and Risk Management Officer and reported to the Risks and Capital Committee (Coris), Audit Committee (Coaud) and Board of Directors (CA).

The approved methodology considered the probabilities and impacts defined in the aforementioned regulations and the following risk profiles:

- the Banco do Brasil institution;
- customers;
- operations, transactions, products and services covering all distribution channels and the use of new technologies;
- activities performed by employees;
- activities performed by third parties - suppliers, partner organizations, and correspondents, a profile created in this latest version.

To calculate the likelihood of materialization for each risk profile, we analyzed the characteristics that represented the greatest or least potential exposure to the AML/CFT-C risk to mitigate subjectivity in the assessment.

To calculate the impact, we considered the financial, legal, reputational standpoints, which was revised taking into consideration the crisis methodology adopted internally, and the environmental, social and climate standpoints, in accordance with the guidelines set by the regulatory body.

ESG criteria were considered in the applicable risk profiles, which aim to develop businesses adopting the best environmental, social and corporate governance practices.

In addition to topics covered by current regulations, this Assessment includes the standpoint of Corruption as an element for assessing potential risk for Banco do Brasil, as it may potentially harm economic development, the fight against organized crime, respect for law and governance.

Including the topic of Corruption in the Internal Risk Assessment helps comprehensively protect the integrity in the public sector, protect private sector institutions from abuse, and facilitate the detection, investigation and crack down on acts of corruption.

The purpose of the Assessment, based on the application of the AML/CFT-C risk methodology approved by governance, is to define categories of inherent risk associated with the banking activity to enable the adoption of reinforced management and mitigation controls for situations of greater risk.

In 2023, no audit was carried out to assess corruption-related risks. This topic was analyzed in December 2022.

Monitoring operations

Banco do Brasil sets out, regulates and defines parameters, in internal documents, for indications, risk matrix, monitoring, and selection and analysis rules, based on the Internal AML/CFT-C Risk Assessment.

To monitor unusual operations with suspected AML/CFT-C indications, BB has apps that communicate with corporate systems to process products and services and re used to monitor transactions carried out by all of the Bank's customers, regardless of whether the customer is an account holder.

Based on the set of data related to customer registration information and attributes related to transactions carried out, the app calculates each customer score. This score can also be increased, as appropriate, with an additional value defined as “Highlighter”.

The score is used by the risk matrix to select customers whose signals indicate the need for detailed analysis by the system.

205-2 Communication and training about anti-corruption policies and procedures

Total number and percentage of employees that have taken at least one anti-corruption training course, broken down by employee category and region		2021		2022		2023		Accumulated total	
Region	Employee category	Trained employees	Percentage % (total workforce)	Trained employees	Percentage % (total workforce)	Trained employees	Percentage % (total workforce)	Trained employees	Percentage % (total workforce)
Midwest	Advisory	4,354	58.99	2,016	26.34	886	10.9	8,128	100
Midwest	Managerial	3,327	72.72	832	17.96	505	10.7	4,717	99.96
Midwest	Operational	2,755	72.44	1,287	30.55	1,321	28.4	4,565	98.15
Midwest	Technical	160	48.34	55	24.89	21	7.95	264	100
Abroad	Managerial	5	26.32	4	21.05	5	27.78	18	100
Northeast	Advisory	212	67.09	54	17.42	26	8.84	294	100
Northeast	Managerial	4,266	79.60	755	14.16	420	7.9	5,317	100
Northeast	Operational	5,990	72.94	1,559	18.67	1,559	18.77	8,144	98.06
Northeast	Technical	10	31.25	15	46.88	1	3.57	28	100
North	Advisory	61	68.54	20	22.99	7	9.86	71	100
North	Managerial	1,309	79.67	244	14.85	139	8.47	1,641	100
North	Operational	1,468	76.02	608	28.24	510	24.18	2,043	96.87
North	Technical	5	33.33	3	21.43	1	11.11	9	100
Southeast	Advisory	1,119	61.96	457	26.29	156	8.04	1,941	100
Southeast	Managerial	11,323	80.38	2,157	15.41	1,101	7.88	13,965	100
Southeast	Operational	13,697	71.05	4,650	23.70	2,829	14.77	19,005	99.21
Southeast	Technical	428	59.12	198	26.65	66	8.65	763	100
South	Advisory	251	50.91	105	22.48	40	9.59	417	100
South	Managerial	4,683	81.39	780	13.60	392	6.86	5,715	100
South	Operational	6,161	71.81	1,939	22.01	1,214	14.21	8,500	99.52
South	Technical	102	59.65	52	28.42	9	5.39	167	100

302-1 Energy consumption within the organization

Fuel (liters)	2021	2022	2023	2022 (GJ)	2023 (GJ)	Change % 2022-2023
Total consumption of diesel oil – generator set	219,089	157,085.52	**240,381.50**	6,445.40	**9,863.13**	**53.00%**
Total consumption of diesel oil – vehicles	173,412.80	102,895.27	**173,412.80**	4,221.90	**7,115.31**	**69.00%**
Total gasoline consumption	505,801.22	413,761.44	**520,943.17**	14,897.90	**18,757.09**	**26.00%**
Total ethanol consumption	467,944.92	1,285,893.66	**1,476,544.30**	27,456.40	**31,527.17**	**15.00%**

302-3 Energy intensity

Energy intensity[1]	2021	2022	2023	Change % 2022-2023
Electricity intensity (Total electricity consumption/ employee/year) (MWh/ employee/year)	6.11	5.93	**6.04**	**1.85%**
Total electricity consumption (MWh)	516,993	509,469	**520,540**	**2.17%**
Total electricity consumption (GJ)	1,861,174.8	1,834,088.4	1,873,965.2	**2.17%**
Number of employees [2]	84,597	85,953	**86,220**	**0.31%**

[1] We consume energy from the National Integrated System (SIN) and acquire energy in the free contracting environment. Additionally, we have solar power plants to supply the Bank through distributed generation. Aimed to reduce our carbon footprint, we have purchased RECs in the total volume consumed by the Bank.

[2] It includes the actual workforce, in accordance with official information.

401-1 New employee hires and employee turnover

Hires by gender	2021	2022	2023	Change % 2022-2023
Hires in the period	18	3,717	**2,327**	**-37.40%**
Female	9	890	**367**	**-58.76%**
Male	9	2,827	**1,960**	**-30.67%**
Hiring rate (%)	0.0212	4.32	**2.69**	**-37.73%**
Female (%)	0.0106	1.03	**0.42**	**-59.22%**
Male (%)	0.0106	3.29	**2.27**	**-31.00%**

Hires by age group	2021	2022	2023	Change % 2022-2023
Hires in the period	18	3,717	**2,327**	**-37.40%**
Below 30 years old	4	2,171	**1,521**	**-29.94%**
30-50 years old	14	1,481	**768**	**-48.14%**
Above 50 years old	-	65	**38**	**-41.54%**
Hiring rate (%)	0.021	4.32	**2.69**	**-37.73%**
Below 30 years old (%)	0.005	2.52	**1.76**	**-30.16%**
30-50 years old (%)	0.016	1.72	**0.89**	**-48.26%**
Above 50 years old (%)	-	0.08	**0.04**	**-50.00%**

Hires by region	2021	2022	2023	Change % 2022-2023
Hires in the period	18	3,717	**2,327**	**-37.40%**
South	1	601	**225**	**-62.56%**
Southeast	1	1,273	**524**	**-58.84%**
Midwest	15	973	**1,026**	**5.45%**
North	0	385	**164**	**-57.40%**
Northeast	1	485	**388**	**-20.00%**
Hiring rate (%)	0.0213	4.32	**2.69**	**-37.73%**
South (%)	0.0012	0.70	**0.26**	**-62.86%**
Southeast (%)	0.0012	1.48	**0.61**	**-58.99%**
Midwest (%)	0.0177	1.13	**1.18**	**4.42%**
North (%)	-	0.45	**0.19**	**-57.78%**
Northeast (%)	0.0012	0.56	**0.45**	**-19.64%**

Total and voluntary turnover				
Total turnover rate (%)	**2021**	**2022**	**2023**	**Change % 2022-2023**
	8.90	2.65	**2.11**	**-20.38%**
Age group				
Below 30 years old	0.21	0.20	**0.13**	**-35.00%**
30-50 years old	3.27	1.45	**0.95**	**-34.48%**
Above 50 years old	5.42	1.00	**1.03**	**3%**
Gender				
Female	3.46	0.86	**0.73**	**-15.12%**
Male	5.44	1.79	**1.38**	**-22.91%**

Voluntary turnover rate (%)	2021	2022	2023	Change % 2022-2023
	8.48	2.20	**1.69**	**-23.18%**
Age group				
Below 30 years old	0.21	0.17	**0.12**	**-29.41%**
30-50 years old	3.01	1.12	**0.71**	**-36.61%**
Above 50 years old	5.26	0.91	**0.86**	**-5.60%**
Gender				
Female	3.37	0.73	**0.62**	**-15.07%**
Male	5.11	1.47	**1.07**	**-27.21%**

Total turnover	2021	2022	2023	Change % 2022-2023
Total terminations in the period	7,537	2,281	**1,827**	**-19.90%**
Age group				
Below 30 years old	186	167	**117**	**-29.94%**
30-50 years old	2,766	1,253	**826**	**-34.08%**
Above 50 years old	4,585	861	**884**	**2.67%**
Gender				
Female	2,930	739	**633**	**-14.34%**
Male	4,607	1,542	**1,194**	**-22.57%**

Voluntary turnover	2021	2022	2023	Change % 2022-2023
Voluntary terminations in the period	7,177	1,891	**1,464**	**-22.58%**
Age group				
Below 30 years old	178	142	**110**	**-22.54%**
30-50 years old	2,547	963	**613**	**-36.34%**
Above 50 years old	4,452	786	**741**	**-5.73%**
Gender				
Female	2,854	625	**538**	**-13.92%**
Male	4,323	1,266	**926**	**-26.86%**

Total turnover by region	2021	2022	2023	Chabge % 2022-2023
Total terminations in the period	7,537	2,281	**1,827**	**-19.90%**
South	1,267	345	**313**	**-9.28%**
Southeast	3,595	867	**757**	**-12.69%**
Midwest	1,302	726	**420**	**-42.15%**
North	245	92	**80**	**-13.04%**
Northeast	1,128	251	**246**	**-1.99%**
Abroad	0	0	**11**	**-**
Total turnover rate by region (%)	8,9	2,65	**2,11**	**-20.38%**
South (%)	1.49	0.40	**0.36**	**-10.00%**
Southeast (%)	4.25	1.01	**0.87**	**-13.86%**
Midwest (%)	1.54	0.84	**0.49**	**- 41.66%**
North (%)	0.29	0.11	**0.09**	**-18.18%**
Northeast (%)	1.33	0.29	**0.29**	**-**
Abroad (%)	0	0	**0.01**	**-**

Voluntary turnover by region	2021	2022	2023	Change % 2022-2023
Voluntary terminations in the period	7,177	1,891	**1,464**	**-22.58%**
South	1,210	308	**266**	**-13.64%**
Southeast	3,466	738	**645**	**-12.60%**
Midwest	1,230	572	**341**	**-40.38%**
North	217	71	**52**	**-26.76%**
Northeast	1,054	202	**160**	**-20.79%**
Abroad	0	0	**-**	**0.00%**
Voluntary turnover rate by region (%)	8.48	2.20	**1.69**	**-23.18%**
South	1.43	0.36	**0.30**	**-16.67%**
Southeast	4.09	0.86	**0.75**	**-13.02%**
Midwest	1.45	0.67	**0.40**	**-40.99%**
North	0.26	0.08	**0.06**	**-25.00%**
Northeast	1.25	0.23	**0.18**	**-21.74%**
Abroad	0	0	**-**	**0.00%**

403-9 Work-related injuries

	2021	2022	2023	Change % 2022-2023
Total number of work-related injuries	185	350	**284**[1]	**-18.85%**

[1] 2023 (Number of injuries/ number of employees) = 284/86,220 = 0.00. Work-related injuries recorded in 2022 reduced significantly, as it was the year impacted by the return to daily home-work-home commuting (commuting injuries). In 2021 figures were below average, considering the large number of people who remained in remote work due to the isolation measures imposed by the Covid-19 pandemic.

	2021	2022	2023	Change % 2022-2023
Injury rate[1]	0.00	0.00	**0.00**[2]	-

[1] Number of typical and commuting accidents/ number of employees.

[2] 2023 = 262/86.220 = 0,00

	2021	2022	2023
Absolute number of deaths	4	1	**1**[1]

[1] Deaths in 2023 caused by commuting accidents.

Risk mitigation

All actions to eliminate or mitigate risks associated with work-related injuries are based on the control hierarchy within the Risk Management Program. We have 4,721 physical environments, each one with its own risk assessment process and, if required, action plans to eliminate or mitigate risks, prepared and monitored by professionals from the Specialized Services in Safety Engineering and Occupational Medicine (SESMT).

The statistics presented are from employees hired by the company. We do not record data on outsourced employees and suppliers, but we contractually require compliance with all Occupational Health and Safety (OSH) labor laws.

The risk assessments carried out within the Risk Management Program did not indicate any risk of serious work-related injury.

All work-related injuries are mandatory to report. The main types of work-related injuries are:

- **Typical accident:** occurred in the course of work causing bodily injury.
- **Commuting accident:** occurred while employees are commuting to or from work.

Except for deaths, accidents are not stratified by the severity of injury.

404-1 Average hours of training per year per employee

Training - Employees (own employees)

Description	2021	2022	2023	Change % 2022-2023
Total number of employees	84,597	85,953	**86,220**	**0.31%**
Number of trained employees	84,331	85,706	**86,080**	**0.43%**
Total number of training sessions	3,108,791	2,703,365	**3,290,950**	**21.73%**
Total number of hours	7,872,493	9,804,839	**11,238,409**	**14.62%**
% of trained employees	99.69	99.71	**99.84**	**0.13%**
Number of training sessions by employee	36.86	31.54	**38.23**	**21.21%**
Number of hours by employee	93.35	114.40	**130.56**	**14.12%**

Training by gender and job - Employees (own employees)

Description	2021				2022				2023							
	Male		Female		Male		Female		Male				Female			
	Managerial	Non-managerial	Managerial	Non-managerial	Managerial	Non-managerial	Managerial	Non-managerial	Managerial	Change % 2022-2023	Non-managerial	Change % 2022-2023	Managerial	Change % 2022-2023	Non-managerial	Change % 2022-2023
Employees	19,817	28,853	11,619	24,308	19,700	30,251	11,660	24,342	19,714	0.07%	30,877	2.07%	11,661	0.01%	23,968	-1.54%
Trained employees	19,793	28,706	11,606	24,226	19,662	30,135	11,635	24,274	19,684	0.11%	30,822	2.28%	11,646	0.09%	23,928	-1.43%
Training sessions	666,601	1,107,582	379,321	955,287	512,304	1,079,611	290,902	820,548	662,743	29.37%	1,272,399	17.86%	376,577	29.45%	979,231	19.34%
Training hours	1,825,535	2,763,068	974,736	2,309,154	2,028,571	3,817,349	1,163,996	2,794,923	2,453,962	20.97%	4,252,957	11.41%	1,379,165	18.49%	3,152,325	12.79%
Percentage of trained employees	99.9	99.5	99.9	99.7	99.8	99.6	99.8	99.7	99.85	0.05%	99.8	0.2%	99.9	0.1%	99.8	0.10%
Training sessions by employee	33.68	38.58	32.68	39.43	26.06	35.83	25.00	33.80	33.80	29.70%	41.28	15.21%	32.34	29.36%	40.92	21.06%
Training hours by employee	92.26	96.25	83.99	95.32	103.17	126.67	83.99	95.32	124.67	20.84%	137.98	8.93%	118.42	41.00%	131.74	38.21%

Training by position - Employees (own employees)

	Managerial				Advisory			
	2021	2022	2023	Change % 2022-2023	2021	2022	2023	Change % 2022-2023
Employees	31,436	31,360	31,375	0.05%	10,085	10,255	10,851	5.81%
Trained employees	31,399	31,297	31,330	0.10%	10,072	10,248	10,840	5.78%
Training sessions	1,045,922	803,206	1,039,320	29.40%	300,927	380,784	385,341	1.20%
Training hours	2,800,271	3,192,567	3,833,127	20.06%	886,448	1,390,592	1,520,993	9.38%
Percentage of trained employees	99.9	99.8	99.8	0.00%	99.9	99.9	99.9	0.00%
Training sessions by employee	33.31	25.66	33.17	29.27%	29.88	37.16	35.55	-4.34%
Training hours by employee	89.18	102.01	122.35	19.93%	86.03	135.69	140.31	3.41%

	Operacional				Technical			
	2021	2022	2023	Change % 2022-2023	2021	2022	2023	Change % 2022-2023
Employees	41,803	43,145	42,763	-0.89%	1,273	1,193	1,231	3.19%
Trained employees	41,587	42,968	42,679	-0.67%	1,273	1,193	1,231	3.19%
Training sessions	1,720,881	1,474,414	1,823,248	23.66%	41,061	44,961	43,041	-4.27%
Training hours	4,080,528	5,065,391	5,725,325	13.03%	125,246	156,289	158,964	1.71%
Percentage of trained employees	99.5	99.6	99.80	0.20%	100	100	100	0.00%
Training sessions by employee	41.38	34.31	42.72	24.51%	32.26	37.69	34.96	-7.24%
Training hours by employee	98.12	117.89	134.15	13.79%	98.39	131.01	129.13	-1.43%

404-3 Percentage of employees receiving regular performance and career development reviews

Job level	2021				2022				2023					
	Female	% of total	Male	% of total	Female	% do total	Male	% of total	Female	% of total	Change % 2022- 2023	Male	% of total	Change % 2022- 2023
Managerial	11,704	36.79	20,111	63,21	9,888	36.68	17,073	63.32	11,769	36.96	19.02%	20,076	63.04	17.59%
Technical	903	47.25	1,008	52,75	230	31.68	496	68.32	681	48.37	196.08%	727	51.63	46.57%
Operational	20,467	46.61	23,447	53,39	16,062	44.98	19,649	55.02	18,376	46.31	14.4%	21,306	53.69	8.43%
Advisory	3,862	37.30	6,493	62,70	8,906	42.64	11,981	57.36	3,932	37.32	-55.85%	6,603	62.68	-44.89%
Other	30	15.23	167	84,77	13	9.70	121	90.30	0	0	-100%	0	0	-100%
Total	**36,966**	**41,92**	**51,226**	**58.08**	**35,099**	**41.58**	**49,320**	**58,42**	**34,758**	**41.64**	**-0.97%**	**48,712**	**58.36**	**-1.23%**

405-1 Diversity of governance bodies and employees

Governance diversity (%)[1]		2021	2022	2023	Change % 2022-2023
By gender	Female	19.11	21.43	**26.47**	**5.04 p.p.**
	Male	80.89	78.57	**73.53**	**-5.04 p.p.**
By age group	Below 30 years old	0	0	**0**	**0 p.p.**
	30-50 years old	29.41	28.57	**58.82**	**30.25 p.p.**
	Above 50 years old	70.58	71.43	**41.18**	**-30.25 p.p.**
By minority group	Indigenous people	0	0	**0**	**0 p.p.**
	Black people	1.47	4.29	**2.94**	**-1.35 p.p.**
	Brown people	5.88	7.14	**11.76**	**4.62 p.p.**

General indicators of workforce diversity (%)		2021	2022	2023	Change % 2022-2023
By gender	Female	42.47	41.86	41.32	-0.54 p.p.
	Male	57.53	58.14	58.68	0.54 p.p.
By age group	Below 30 years old	1.59	3.26	4.06	0.80 p.p.
	30-50 years old	78.7	75.41	72.88	-2.53 p.p.
	Above 50 years old	19.71	21.33	23.06	1.73 p.p.
By minority group	Indigenous people	0.17	0.16	0.17	0.01 p.p.
	Black people	3.07	3.37	3.81	0.44 p.p.
	Brown people	20.62	21.08	21.89	0.81 p.p.

[1] It includes members of the Board of Directors (CA), Executive Board (Direx), Supervisory Board (effective members only), Audit Committee, Human Resources Committee, Compensation and Eligibility Committee, Risks and Capital Committee, IT and Innovation Committee, and Corporate Sustainability Committee.

In 2023, Tarciana Medeiros took over as the CEO of Banco do Brasil, becoming the first woman to hold this position in BB's history. Board of Directors (CA) has eight members, four of whom are women. Additionally, Director Anelize Lenzi Ruas de Almeida was chosen as the Vice Chairwoman of the Board of Directors (CA).

By gender (% in relation to total workforce of each employee category)

		Managerial				Technical			
		2021	2022	2023	Change % 2022-2023	2021	2022	2023	Change % 2022-2023
By gender	Female	36.96	37.18	37.17	-0.01 p.p.	49.96	52.89	52.88	-0.01 p.p.
	Male	63.04	62.82	62.83	0.01 p.p.	50.04	47.11	47.12	0.01 p.p.

		Operational				Advisory			
		2021	2022	2023	Change % 2022-2023	2021	2022	2023	Change % 2022-2023
By gender	Female	47.63	46.09	45.09	-1.00 p.p.	37.29	37.30	37.18	-0.12 p.p.
	Male	52.37	53.91	54.91	1.00 p.p.	62.71	62.70	62.82	0.12 p.p.

		Interns			
		2021	2022	2023	Change % 2022-2023
By gender	Female	48.48	57.58	54.24	-3.34 p.p.
	Male	51.52	42.42	45.76	3.34 p.p.

By age group (% in relation to total workforce of each employee category)

Age group	Managerial				Technical			
	2021	2022	2023	Change % 2022-2023	2021	2022	2023	Change % 2022-2023
Below 30 years old	1.22	0.80	0.65	-0.15 p.p.	1.26	0.76	0.32	-0.44 p.p.
30-50 years old	85.85	81.59	79.94	-1.65 p.p.	81.62	78.79	77.99	-0.80 p.p.
Above 50 years old	15.92	17.61	19.41	1.80 p.p.	17.12	20.45	21.69	1.24 p.p.

Age group	Operational				Advisory			
	2021	2022	2023	Change % 2022-2023	2021	2022	2023	Change % 2022-2023
Below 30 years old	1.97	5.24	6.59	1.35 p.p.	1.23	2.72	4.36	1.64 p.p.
30-50 years old	74.21	69.29	65.95	-3.34 p.p.	84.01	81.90	79.27	-2.63 p.p.
Above 50 years old	23.82	25.47	27.46	1.99 p.p.	14.76	15.38	16.37	0.99 p.p.

Age group	Interns			
	2021	2022	2023	Change % 2022-2023
Below 30 years old	100	100	93.71	-6.29 p.p.
30-50 years old	0	0	6.05	6.05 p.p.
Above 50 years old	0	0	0.24	0.24 p.p.

By minority groups (% in relation to total workforce of each employee category)

Group	Managerial				Technical			
	2021	2022	2023	Change % 2022-2023	2021	2022	2023	Change % 2022-2023
Indigenous people	0.10	0.10	0.11	0.01 p.p.	0.16	0.17	0.16	-0.01 p.p.
Black people	2.90	3.05	3.53	0.48 p.p.	3.22	3.19	3.09	-0.10 p.p.
Brown people	20.18	20.42	21.43	1.01 p.p.	15.24	15.84	16.33	0.49 p.p.

Group	Managerial				Technical			
	2021	2022	2023	Change % 2022-2023	2021	2022	2023	Change % 2022-2023
Indigenous people	0.22	0.21	0.21	0 p.p.	0.19	0.17	0.18	0.01 p.p.
Black people	3.22	3.65	4.03	0.38 p.p.	3	3.20	3.80	0.60 p.p.
Brown people	21.25	21.76	22.32	0.56 p.p.	20.08	20.93	22.20	1.27 p.p.

Group	Interns			
	2021	2022	2023	Change % 2022-2023
Indigenous people	0	0	0	0 p.p.
Black people	6.06	3.03	8.96	5.93 p.p.
Brown people	24.24	9.09	23.49	14.4 p.p.

405-2 Ratio of basic salary and remuneration of women to men

Ratio of women/men basic salary	2021	2022	2023
Executive	1	1	1
Managerial	1	1	1
Technical	1	1	1
Operational	1	1	1
Advisory	1	1	1
Other	1	1	1

Banco do Brasil's hiring system is through a public service entrance exam. No different compensation is paid for men and women when it comes to the base salary or reference amount defined for the entry position. Job-related and personal allowances are likewise 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. All positions held in the Bank in 2023 were considered as parameters named "key operational units". |GRI 2-19| 2-20|

406-1 Incidents of discrimination and corrective actions taken

In 2023, no lawsuits or administrative proceedings were identified for discrimination based on race, color, gender, religion, political opinion, national ancestry or social origin.

However, an administrative disciplinary procedure was completed, whose finding involved the responsibility for an incident of discrimination, not occurred in 2023, which led to the dismissal with cause of the employee involved.

Incidents of discrimination known by BB	2021	2022	2023	Change % 2022-2023
Incidents under investigation	2	1	0	-100%
Investigated incidents	12	21	1	-95.23%
Incidents not yet investigated	0	0	0	-
Total	14	22	1	-95.45%

Incidents of discrimination known by BB (outcome)	2021	2022	2023	Change % 2022-2023
Incidents deemed as legitimate	0	3	1	-66.66%
Incidents deemed as illegitimated (not subject to action)	12	18	0	-100%
Total	14	21	1	-95.23%

410-1 Security personnel trained in human rights policies or procedures

All employees of companies hired for the security area 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.

In accordance with Administrative Rules 3233/12 and 18045/23, taking a surveillance training course covering human rights and relations is mandatory to exercise the security profession. Therefore, companies that provide security personnel must comply with this requirement.

416-1 Assessment of the health and safety impacts of product and service categories

In all architectural and engineering interventions, we are guided by internal policies and current legislation, including those 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. These 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 supplied, ensuring good working conditions for employees and customer service staff.

FS6 Percentage of business portfolio for business lines per specific region, size (e.g., micro, SME, large) and by sector

Agribusiness Portfolio

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 adjustment of rural properties to comply with environmental legislation.

(in R$billion)	2021	2022	2023	Change % 2022-2023
North				
Individuals	19.61	25.5	**30.99**	**21.5%**
Businesses	0.41	0.24	**0.17**	**-29.1%**
Total	**20.02**	**25.74**	**31.16**	**21.1%**
Northeast				
Individuals	20.19	25.72	**30.20**	**17.4%**
Businesses	0.75	0.21	**0.54**	**157.1%**
Total	**20.94**	**25.93**	**30.73**	**18.5%**
Midwest				
Individuals	75.54	95.54	**109.06**	**14.2%**
Businesses	3.46	2.4	**2.67**	**11.2%**
Total	**79**	**97.94**	**111.73**	**14.1%**
Southeast				
Individuals	50.18	61.85	**68.72**	**11.1%**
Businesses	4.91	6.36	**5.59**	**-12.2%**
Total	**55.09**	**68.22**	**74.31**	**8.9%**
South				
Individuals	50.36	63.92	**68.17**	**6.7%**
Businesses	7.02	4.31	**4.14**	**-3.9%**
Total	**57.38**	**68.23**	**72.32**	**6.0%**
Total	**232.43**	**286.05**	**320.26**	**12.0%**
Medium and Large Producers	159.01	208.85	**239.58**	**14.7%**
Very Small and Small Producers	56.87	63.68	**67.57**	**6.1%**
Farming Companies and Cooperatives	16.55	13.52	13.11	-3.0%

Agribusiness by type of item financed (R$ million)

	2021	2022	2023	Change % 2022-2023
Classified Credit Portfolio	232,429	286,047	**320,262**	**12.0%**
Cotton	1,569	1,492	**2,261**	**51.5%**
Storage	9,869	11,708	**14,098**	**20.4%**
Rice	2,677	2,336	**2,619**	**12.1%**
Poultry farming	3,955	3,954	**3,973**	**0.5%**
Cattle farming	58,462	68,828	**78,785**	**14.5%**
Meat	44,015	55,617	**65,772**	**18.3%**
Milk	14,447	13,212	**13,013**	**-1.5%**
Coffee	6,888	9,357	**10,595**	**13.2%**
Trucks/Vehicles	2,391	2,445	**2,379**	**-2.7%**
Sugar cane	3,410	3,944	**4,131**	**4.7%**
Agroindustrial Credit	2,251	4,706	**4,685**	**-0.5%**
Too much	32,569	36,296	**44,493**	**22.6%**
Eucalyptus/Pine/Forests	1,032	931	**909**	**-2.3%**
Machines and Implements	41,088	53,222	**57,853**	**8.7%**
Soil Improvement	8,310	10,491	**12,810**	**22.1%**
Corn	15,872	18,812	**19,603**	**4.2%**
Pasture	6,261	7,595	**9,211**	**21.3%**
Soy	31,437	44,917	**46,668**	**3.9%**
Pig farming	2,605	2,514	**2,802**	**11.4%**
Wheat	1,784	2,498	**2,388**	**-4.4%**

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

Asset management[1]

Product	Type of attributes	Description (purpose, product and, when relevant, the target environmental/social aspect)	Balance in 2021 (R$million)	Balance in 2022 (R$million)	Balance in 2023 (R$million)	Change % 2022-2022
IS (Sustainable) Funds registered at Anbima[1]						
BB TOP AÇÕES ÍNDICE DE SUSTENTABILIDADE EMPRESARIAL IS FI AÇÕES	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).	27.5	17.6	26.2	49%
BB GOVERNANÇA IS FI AÇÕES	Governance	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.	994.6	884.5	783.6	-11%
BB EQUIDADE IS FI AÇÕES[2]	Social	Its characteristic is to allocate funds to publicly-held companies that are signatories of the Women's Empowerment Principles.	174.2	102.3	86.8	-15%
BB ASSET EQUIDADE IS FIC AÇÕES[2]	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. 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.	2.3	1.9	2	5.3%
BB EQUIDADE IS FIC AÇÕES[2]	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.	38.2	97.4	81.2	-17%

[1] In 2023, new rules were published by CVM and Anbima so that funds are considered sustainable. The funds listed above are those that are already registered with the self-regulatory body as a sustainable product.

[2] The balances of these funds make up the balances of the funds immediately above them and should not be included in the total balance.

Product	Type of attributes	Description (purpose, product and, when relevant, the target environmental/social aspect)	Balance in 2021 (R$million)	Balance in 2022 (R$million)	Balance in 2023 (R$million)	Change % 2022-2023
BB TOP AÇÕES ASG BRASIL IS FI AÇÕES	Environmental Social Governance	The fund aims to invest in financial assets by proactively managing an equity portfolio with shares of Brazilian companies that adopt good ESG (Environmental, social and corporate governance) practices.	9.9	8.3	17.1	106%
BRASILPREV TOP ASG BRASIL IS 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 corporate governance) practices, with the purpose of achieving returns above the Corporate Sustainability Index (ISE).	108.4	34.4	64.1	86%
BB BRL PICTET GLOBAL ENVIRONMENTAL OPPORTUNITIES IS INVESTIMENTO NO EXTERIOR FI AÇÕES	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 resources efficiency and is classified by the European SFDR regulation as Article 9.	–	1.2	2.8	133%
BB BRL ALLSPRING CLIMATE TRANSITION IS INVESTIMENTO NO EXTERIOR FI MULTIMERCADO	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	0.9	-25%
BB ETF ÍNDICE DIVERSIDADE B3 INVESTIMENTO SUSTENTÁVEL FUNDO DE ÍNDICE - DVER11	Social	A market index fund, established as an open-end fund, in force for an indefinite term, intended for investment in a portfolio of financial assets, with the aim to reflect the changes and profitability of the B3 Diversity Index, as calculated by B3 S.A.	–	–	37.9	–

Product	Type of attributes	Description (purpose, product and, when relevant, the target environmental/social aspect)	Balance in 2021 (R$million)	Balance in 2022 (R$million)	Balance in 2023 (R$million)	Change % 2022-2023
BB ESPELHO SULAMÉRICA CRÉDITO ASG IS RESP LIMITADA FIC RENDA FIXA CRÉDITO PRIVADO	Environmental Social Governance	Aimed to seek returns for its unit holders through investments in financial assets and/or operational modalities that follow ESG (environmental, social and corporate governance) aspects available on the fixed income securities market, related to the variation of interest rates (post- or pre-fixed), price indexes, or both, excluding strategies that imply equities risk, except for operations that result in a pre-set interest rate yield.	–	–	155.6	–
ESG funds registered at Anbima[1]						
BB AÇÕES GLOBAIS INSTITUCIONAL FI AÇÕES BDR NÍVEL I	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 the global stock market, within fluctuations and risks inherent in this market, by investing its funds primarily in depositary receipts of foreign companies that meet ESG (environmental, social and corporate governance) criteria and are traded in Brazil (BDR).	2,396.7	1,289.5	1,297.1	0.6%
BB AÇÕES GLOBAIS FIC AÇÕES BDR NÍVEL 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 the global stock market, within fluctuations and risks inherent in this market, by investing its funds primarily in depositary receipts of foreign companies that meet ESG (environmental, social and corporate governance) criteria and are traded in Brazil (BDR).	1,468.4	670.1	648.5	-3%
BB NORDEA GLOBAL DISRUPTION INVESTIMENTO NO EXTERIOR FI AÇÕES	Environmental Social Governance	The fund invests in global, disruptive and sustainable companies.	58.1	19	14	-26%

[1] In 2023, new rules were published by CVM and Anbima so that funds are considered sustainable. The funds listed above are those that are already registered with the self-regulatory body as a sustainable product.

[2] The balances of these funds make up the balances of the funds immediately above them and should not be included in the total balance.

Agribusiness Credit

Product	Type of attributes	Description (purpose, product, and when relevant, the target environmental/ social aspect)	Portfolio balance In 2021 (R$million)	Portfolio balance In 2022 (R$million)	Portfolio balance In 2023 (R$million)	Change % 2022-2023	Number of operations carried out In 2021	Number of operations carried out In 2022	Number of operations carried out In 2023	Volume of disbursements in 2023 (R$million)
Programa ABC	Environmental	Its main purposes are to reduce GHG emissions arising from farming activities and deforestation and to encourage the recovery of degraded areas.	7,434	8,686	9,375	7.90%	1,793	1,527	1,265	2,799.5
ABC Recuperação	Environmental	Recovery of degraded pastures.	3,583	3,866	3,944	2.00%	1,162	814	570	1,032.7
ABC Orgânico	Environmental	Implementation and improvement of organic farming production systems.	7	11	17	54.54%	9	6	7	7.0
ABC Plantio Direto	Environmental	Implementation and improvement of no-till system on straw.	2,522	3,361	3,772	12.20%	375	479	412	1,210.4
ABC Integração	Environmental	Implementation and improvement of crop-livestock, crop-forest, livestock forest or crop-livestock-forest integration systems and agroforestry systems.	298	358	404	13.00%	56	66	82	131.3
ABC Florestas	Environmental	Implementation, maintenance and improvement of commercial forest management, including those for industrial use or charcoal production.	779	703	647	- 7.95%	64	61	60	90.4
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.	177	200	197	-1.5%	107	39	24	28.4
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.	38	46	59	28.26%	6	10	4	18.5

Product	Type of attributes	Description (purpose, product, and when relevant, the target environmental/ social aspect)	Portfolio balance In 2021 (R$million)	Portfolio balance In 2022 (R$million)	Portfolio balance In 2023 (R$million)	Change % 2022-2023	Number of operations carried out In 2021	Number of operations carried out In 2022	Number of operations carried out In 2023	Volume of disbursements in 2023 (R$million)
ABC Dendê	Environmental	Implementation, improvement and maintenance of oil palm forests, mainly in degraded productive areas.	–	2	2	–	–	1	-	–
ABC Fixação	Environmental	Encouraging the use of biological nitrogen fixation.	17	127	316	148.81%	9	51	106	280.8
ABC Cultivos Permanentes	Environmental	Implementation, improvement and maintenance of oakberry, cocoa, olive and walnut plantations.	13	13	16	23.07%	5	–	-	–
ABC Demais[1]	Environmental	Other ABC operations without subprogram identification	–	–	–	–	–	–	–	–
Custeio Plantio Direto	Environmental	Financing the no-till system on straw.	40,271	59,042	56,684	-4.00%	134,548	142,256	82,230	64,874.50
Custeio Agrícola Tradicional - Plantio Direto	Environmental		33,214	48,721	49,811	2.20%	48,973	55,123	37,364	56,804.60
Pronamp Custeio - Plantio Direto	Environmental		3,815	5,572	3,198	-42.60%	22,558	21,539	9,037	3,210.30
Pronaf Custeio - Plantio Direto	Environmental Social		3,242	4,749	3,675	-22.60%	63,017	65,594	35,829	4,859.50
Pronaf Mais Alimentos	Social	Financing to family farmers and rural producers for investment in their production and service structure.	38,763	40,146	41,816	4.20%	82,228	62,529	64,041	7,603.30
Pronaf Investimento	Environmental Social	Credit lines for farmers eligible for investment through Pronaf.	1,613	1,824	1,778	-2.50%	5,112	6,490	2,576	216.5

[1] The credit line was closed and replaced with FCO Verde as from 2021.

Product	Type of attributes	Description (purpose, product, and when relevant, the target environmental/ social aspect)	Portfolio balance In 2021 (R$million)	Portfolio balance In 2022 (R$million)	Portfolio balance In 2023 (R$million)	Change % 2022-2023	Number of operations carried out In 2021	Number of operations carried out In 2022	Number of operations carried out In 2023	Volume of disbursements in 2023 (R$million)
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 exploration; forest management and management plan, including costs for enterprise implementation and maintenance; and enrichment of areas that already have diversified forest coverage, planting one or more forest species native to the biome.	124	118	105	-11.00%	2	–	–	–
Pronaf Agroecologia	Environmental Social	Credit line for farmers eligible for investment through Pronaf in specific projects of agroecological or organic production systems, including costs for enterprise implementation and maintenance.	14	14	15	7.15%	29	25	36	2.7
Pronaf Bioeconomia -Dendê / Seringueira	Environmental Social	Credit line to farmers eligible for investment through Pronaf in the implementation of oil palm or rubber tree crops, with financing associated to crop maintenance costs.	10	5	5	–	–	1	–	–
Pronaf Bioeconomia	Environmental Social	Credit line dedicated to farmers eligible to investments through Pronaf willing 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.	466	700	646	-7.70%	2,381	3,319	–	1.9
Pronaf Mulher	Social	Financing for women farmers regardless of their civil status.	56	45	44	-2.20%	32	15	61	6.2

Product	Type of attributes	Description (purpose, product, and when relevant, the target environmental/ social aspect)	Portfolio balance In 2021 (R$million)	Portfolio balance In 2022 (R$million)	Portfolio balance In 2023 (R$million)	Change % 2022-2023	Number of operations carried out In 2021	Number of operations carried out In 2022	Number of operations carried out In 2023	Volume of disbursements in 2023 (R$million)
Pronaf Agroindústria	Social	Financing to family farmers and agricultural producers (individuals and companies), and cooperatives for investment in processing, storage, and trading of agricultural, extractive, artisanal and forest products; and to support rural tourism.	499	539	588	9.1%	92	52	42	113.9
Pronaf Cotas-partes	Social	Financing for payment of quotas by Pronaf beneficiaries associated with rural production cooperatives, and for cooperatives to use it for working capital, funding, investment or financial recovery.	17	–	–	–	–	–	–	–
Pronaf Programas Especiais - Semiárido	Environmental Social	Investments in projects for coexistence with the semiarid region, focused on sustainability of agriecosystems 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	30	-34.80%	1	–	8	0.4
Pronaf Programas Especiais - Jovem	Social	Financing to family farmers and rural producers (individuals) for investment in production activities, provided that beneficiaries are over 16 and under 29, among other requirements.	1	1	1	–	–	6	2	0.1
Pronaf Grupo B	Social	Financing to family farmers and rural producers (individuals), who have obtained gross household income of up to R$23,000 in the 12 months of regular production preceding the request for a Declaration of Eligibility to PRONAF (DAP).	9	9	11	22%	29	3	17	0.6

Product	Type of attributes	Description (purpose, product, and when relevant, the target environmental/ social aspect)	Portfolio balance In 2021 (R$million)	Portfolio balance In 2022 (R$million)	Portfolio balance In 2023 (R$million)	Change % 2022-2023	Number of operations carried out In 2021	Number of operations carried out In 2022	Number of operations carried out In 2023	Volume of disbursements in 2023 (R$million)
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 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).	354	347	334	-3.75%	2,546	3,069	2,410	90.6
Investimentos	Environmental Social	Credit lines for environmentally and socially-oriented farming investments.	23,599	26,735	31,708	18.60%	9,078	8,273	11,327	10,187.60
Pronamp Investimento	Environmental Social	Investment program aimed at promoting the development of medium rural producers' activities, providing increase in income and the creation of jobs in rural areas.	7,259	6,898	7,294	5.75%	4,135	3,499	4,782	1,590.00
Moderagro	Environmental Social	Fixed credit line for farming investments with funds from the Brazilian Development Bank (BNDES). It fosters actions for animal welfare and implementation of traceability systems for animals for human consumption. This program supports the 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.	2,113	2,542	4,048	59.25%	2,205	1,918	4,314	2,335.40
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 increasing rural producers' income and improving the distribution and storage of food produced in Brazil, also supporting food security.	7,678	9,176	10,559	15.10%	454	334	333	3,092.20

Product	Type of attributes	Description (purpose, product, and when relevant, the target environmental/ social aspect)	Portfolio balance In 2021 (R$million)	Portfolio balance In 2022 (R$million)	Portfolio balance In 2023 (R$million)	Change % 2022-2023	Number of operations carried out In 2021	Number of operations carried out In 2022	Number of operations carried out In 2023	Volume of disbursements in 2023 (R$million)
Inovagro	Environmental	The Program for Incentive to Technological Innovation in Farming Production supports investments required for the incorporation of technological innovation in rural properties and aims to increase productivity, the adoption of good farming and rural property management practices and the competitive insertion of agricultural producers in different consumer markets.	5,098	6,150	7,326	19.10%	1,819	2,092	1,524	2,312.00
Moderinfra	Environmental	Financing for the 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.	1,451	1,968	2,482	26.10%	465	430	374	858
FCO Verde [2]	Environmental	FCO Verde (FCO Green) aims at financing the environmental and land regularization of rural properties in the Midwest region, whose purpose is to implement production systems and technologies for mitigating greenhouse gases (GHG)	1,004	1,022	1,444	41.30%	116	239	344	587.1
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 the competitiveness of the agro-industrial complex of Brazilian farming cooperatives by updating the production and marketing systems.	540	451	521	15.50%	1	–	1	81.3
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 Eligibility to Pronaf (DAP), except for groups A and A/C.	8,294	11,626	13,952	20.00%	167,001	170,150	206,333	18,052.00

[2] Credit lines included in our Sustainable Loan Portfolio in the review performed in 2021.

ESG Funding Products

Product	Type of attributes	Description (purpose, product and, when relevant, the target environmental/social aspect)	Funding in 2021 (R$million)	Funding in 2022 (R$million)	Funding in 2023 (R$million)
LCA Verde	Environmental	Launched in 2021, the Agribusiness Letter of Credit is aimed to foster 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	7,746

Individuals loans

Product	Type of attributes	Description (purpose, product, and when relevant, the target environmental/ social aspect)	Portfolio balance In 2021 (R$million)	Portfolio balance In 2022 (R$million)	Portfolio balance In 2023 (R$million)	Change % 2022-2023	Number of operations carried out In 2021	Number of operations carried out In 2022	Number of operations carried out In 2023	Volume of disbursements in 2023 (R$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 job and income generation and maintenance.	46.83	28.54	13.49	-52.4%	181	239	0	11.52
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 micro and mini-scale generation of solar energy to support household consumption and generate offsetting credits with energy distributors.	1.09	6.74	21.21	215%	37	208	724	15.46
BB Crédito Energia Renovável PF [1]	Environmental	Financing line intended for Individuals aimed to finance equipment and services for micro and mini-scale generation of solar energy to support household consumption and generate offsetting credits energy distributors.	184.6	519.52	575.6	10.81%	7,465	14,877	10,283	257.6

[1] Credit lines valid as from 2021 and included in our Sustainable Loan Portfolio in the review performed in 2021.

Companies loans

Product	Type of attributes	Description (purpose, product, and when relevant, the target environmental/ social aspect)	Portfolio balance In 2021 (R$million)	Portfolio balance In 2022 (R$million)	Portfolio balance In 2023 (R$million)	Change % 2022-2023	Number of operations carried out In 2021	Number of operations carried out In 2022	Number of operations carried out In 2023	Volume of disbursements in 2023 (R$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, to provide job and income generation or maintenance in urban areas to enable the sustainable development of micro and small companies aligned with the Proger Urbano program.	485.04	299.55	226.20	-24.49%	466	367	453	86.01
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 for the implementation, expansion and modernization of touristic enterprises.	449.32	425.56	467.16	9.77%	34	54	134	119.09
BB FCO Programa de Infraestrutura Econômica [1]	Social	This financing line 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 river transportation, wastewater treatment, water supply, treatment of domestic and industrial effluents, composting and landfill, and energy generation from renewable sources.	1,398.44	1,487.03	1,462.73	-1.63%	26	26	27	146.47
BB FCO Capital de Giro Dissociado Covid-19 [1, 2]	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 on inventories costs, maintenance and establishment, including salaries, contributions and sundry expenses under the 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	0.88	0	-100%	0	0	0	0

[1] Credit lines included in our Sustainable Loan Portfolio in the review performed in 2021.

[2] 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."

Product	Type of attributes	Description (purpose, product, and when relevant, the target environmental/ social aspect)	Portfolio balance In 2021 (R$million)	Portfolio balance In 2022 (R$million)	Portfolio balance In 2023 (R$million)	Change % 2022-2023	Number of operations carried out In 2021	Number of operations carried out In 2022	Number of operations carried out In 2023	Volume of disbursements in 2023 (R$million)
Sudene - FDNE [1]	Environmental Social	This credit line is aimed to foster the regional development of the areas within the scope of 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 coordinate and foster the cooperation of representative social groups to promote the inclusive and sustainable development in the Northeast region, the cultural preservation and competitive integration of the region's economic base into national and international markets.	2,380	2,823	4,383	55.26%	16	13	15	1,744
PESE Fopag [2]	Social	Emergency credit line to finance, for up to four months, the payroll of small and medium companies under 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 December 31, 2019..	677.1	276.2	48.4	-82.48%	0	0	0	0
Pronampe [3]	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.	13,660	21,867	23,983	9.66%	96,134	130,223	96,113	7.317

[1] Credit lines included in our Sustainable Loan Portfolio in the review performed in 2021.

[2] The loan was valid until October 31, 2020.

[3] Funds from the program are subject to availability.

Government loans

Product	Type of attributes	Description (purpose, product, and when relevant, the target environmental/ social aspect)	Portfolio balance In 2021 (R$million)	Portfolio balance In 2022 (R$million)	Portfolio balance In 2023 (R$million)	Change % 2022-2023	Number of operations carried out In 2021	Number of operations carried out In 2022	Number of operations carried out In 2023	Volume of disbursements in 2023 (R$million)
BB Financiamento Setor Público (operation with states and municipalities)	Social	Financing, with transfer of external or own funds, of programs and actions provided for in states' strategic planning. It has social impacts as it improves the quality of life of the population.	50,706	45,753	51,133	11.76%	13	18	35	12,211
Programa Eficiência Municipal	Social	It supports projects for investment or acquisition of goods and services, on an isolated basis, by the public municipal 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 the quality of life of communities.	1,623	1,997	3,534	76.97%	67	102	358	2,063

Insurance and capitalization

Product	Type of attributes	Description (purpose, product, and when relevant, the target environmental/social aspect)	Portfolio balance In 2021 (R$million)	Portfolio balance In 2022 (R$million)	Portfolio balance In 2023 (R$million)	Change % 2022-2023
Ourocap Estilo Flex [1]	Environmental	It transfers to Fundação BB 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 current accounts.	1.4	0.4	0	-100%
Doadin [2]	Social	A single payment note, valid for 2 months, sold directly through the BB app, which allows the voluntary donation of the full redemption value of the note to Fundação BB.	0	0	0.4	+100%

[1] The 2023 revenue from product Ourocap Estilo Flex totaled R$389.07. The amount of R$0.97 from sales in 2022 was transferred to Fundação BB.

[2] The 2023 revenue from product Doadin AppBB totaled R$389,550.00. The amount of R$153,680.64 from sales in 2023 was transferred to Fundação BB.

Means of payments

Product	Type of attributes	Description (purpose, product, and when relevant, the target environmental/ social aspect)	Portfolio balance In 2021 (R$ million)	Portfolio balance In 2022 (R$ million)	Portfolio balance In 2023 (R$ million)	Change % 2022-2023	Card revenues in 2021 (R$ thousand)	Card revenues in 2022 (R$ thousand)	Card revenues in 2023 (R$ thousand)	Revenues in relation to total card revenues in 2021 (%)	Revenues in relation to total card revenues in 2022 (%)	Revenues in relation to total card revenues in 2023 (%)
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.	1.43	0.86	0.6	-30%	7,456	4,569	3,154	0.000002	0,001	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.	–	–	–	–	167,724	326,743	426,022	0.04	0.07	0.09
Arrendamento da fatura	Environmental	Ourocard holders who subscribe to this service have their invoice amount rounded up to the next whole amount. The 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.	170.9	163.3	154.5	-5.38%	48,880	39,748	39,724	0.01	0.009	0.008

Social Business

Product	Type of attributes	Description (purpose, product and, when relevant, the target environmental/ social aspect)	Portfolio balance in 2021 (R$million)	Portfolio balance in 2022 (R$million	Portfolio balance in 2023 (R$million)	Change 2022-2023	Number of operations carried out in 2021	Number of operations carried out in 2022	Number of operations carried out in 2023	Volume of disbursements in 2023 (R$million)
Programa Minha Casa Minha Vida (PMCMV) (Faixas 1, 1,5, 2, 3 e rural)	Social	It contemplates the financing of enterprises and houses that fulfill some requirements, such as inclusion of the elderly and 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 sharing, among its members, 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.	20,557 PMCMV: 20,197 Agreements: 360	PMCMV:: 19,989 PMCMV:: 19,652 Agreements: 336 PCVA[1]: 20 *Band 1: 0 *Rural: 0 *Provision of services to the Federal Government paid by a fee; it is not a loan operation. The total portfolio balance of this service is R$3,443,472,787.57 in Band 1 and R$152,331.00 in Rural. This amount is returned in full to FAR/OGU[2] without any spread per transaction or any charge for program's beneficiaries.	PMCMV:: 19,405 *Provision of services to the Federal Government paid by a fee; it is not a loan operation. This amount is returned in full to FAR/ OGU[2] without any spread per transaction or any charge for program's beneficiaries.	-2.92%	PCVA[1]: 42	PCVA[1]: 123	1	1.53
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.	199.9	226.3	229.14	1.25%	9,236	9,793	8,089	99.4

[1] Casa Verde e Amarela Project.

[2] Residential Leasing Fund/General Budget of the Federal Government.

Product	Type of attributes	Description (purpose, product and, when relevant, the target environmental/ social aspect)	Portfolio balance in 2021 (R$million)	Portfolio balance in 2022 (R$million)	Portfolio balance in 2023 (R$	Change 2022-2023	Number of operations carried out in 2021	Number of operations carried out in 2022	Number of operations carried out in 2023	Volume of disbursements in 2023 (R$million)
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 the financial needs of entrepreneurs of small-scale productive activities. It uses a methodology based on direct relationship with entrepreneurs for the purpose of business guidance and monitoring.	67.5	28.8	23.4	-18.75%	31,739	9,206	8,785	28.83
FIES – Fundo de Financiamento Estudantil	Social	A Ministry of Education program designed to finance undergraduate students enrolled in non-free institutions.	47.1	43.1	40.96	-4.96%	Note: since the 2nd half of 2017, no new hires were made			0

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 a suite of documents that make up Banco do Brasil's governance architecture and are evaluated by the Internal Audit department 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 all the Bank's processes, including the definition, coordination, assessment, monitoring and reporting of sustainability commitments and guidelines.

In 2023, the Internal Audit department assessed the effectiveness of the actions to adjust the Bank to the Environmental, Social and Climate Responsibility Policy and the management of risks associated with compacts and commitments involving environmental, social and corporate governance (ESG) issues. ESG issues were also addressed in the audit work that assessed the following corporate processes: Transactions with Government Entities, Logistics and Operational Support, Wholesale Business and Integrated Risks and Capital Management.

Any improvement needs identified in the internal audit work are forwarded for handling through recommendations, with indication of the responsible manager and deadline consistent with the associated risk level.

FS10 Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues

The environmental and social practices adopted by Banco do Brasil in credit, made public through the **Banco do Brasil Sustainability Guidelines for Credit** and the **BB Environmental and Social Guidelines – Restrictive and Exclusion List**, are applied to all BB customers (100%).

As an example, these guidelines prohibit the granting of credit to customers who submit workers to degrading working conditions or compulsory labor, or who engage in the sexual exploitation of minors or child labor, or the financing of activities in embargoed rural properties.

Projects contracted under the Equator Principles	2021			2022			2023		
Sector	**Category A**	**Category B**	**Category C**	**Category A**	**Category B**	**Category C**	**Category A**	**Category B**	**Category C**
Mining	–	–	–	–	–	–	–	–	–
Infrastructure	–	–	–	–	–	–	–	1	–
Oil and Gas	–	–	–	–	–	–	–	–	–
Energy	–	6	–	–	5	–	–	5	1
Other (industry)	–	1	–	–	–	–	–	–	–
Subtotal	–	7	–	–	5	–	–	6	1
Region	**Category A**	**Category B**	**Category C**	**Category A**	**Category B**	**Category C**	**Category A**	**Category B**	**Category C**
Americas	–	7	–	–	5	–	–	6	1
Europe, Middle East and Africa	–	–	–	–	–	–	–	–	–
Asia	–	–	–	–	–	–	–	–	–
Subtotal	–	7	–	–	5	–	–	6	1
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	–	7	–	–	5	–	–	6	1
Subtotal	–	7	–	–	5	–	–	6	1
Independent consulting	**Category A**	**Category B**	**Category C**	**Category A**	**Category B**	**Category C**	**Category A**	**Category B**	**Category C**
Yes	–	7	–	–	5	–	–	6	–
No	–	–	–	–	–	–	–	–	1
Subtotal	–	7	–	–	5	–	–	6	1
Total	–	7	–	–	5	–	–	6	1

FS13 Access points in low-populated or economically disadvantaged areas by type

	2021				2022				2023			
Federal Unit	Number of service posts (own network + third-party service stations)	Population density (inhabitant/ sq.km)	(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 (inhabitant/ sq.km)	(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 (inhabitant/ sq.km)	(Number of service posts/ inhabitant) x 10,000)	Change in number of service posts
AC	208	4.44	3.058	22	215	4.44	3.16	7	216	5.42	2.60	1
AL	935	111.96	2.989	133	1,010	111.96	3.22	75	999	111.88	3.20	-11
AM	241	5.34	3.016	167	1,043	2.11	3.12	35	980	2.5	2.48	-63
AP	1,008	2.11	3.93	34	253	5.34	4.12	12	235	6.75	3.04	-18
BA	4,604	25.58	3.174	768	4,785	25.58	3.29	181	4,656	25.86	3.18	-129
CE	2,669	57.73	3.58	269	2,748	57.73	3.25	79	2,751	61.06	3.08	3
DF	1,594	440.73	6.233	113	1,028	440.73	4.02	-566	1,167	503.85	3.34	139
ES	911	74.9	0.26	49	1,448	74.9	4.19	537	839	86.2	2.11	-609
GO	2,021	17.12	3.457	263	1,965	17.12	3.36	-56	1,885	20.37	2.71	-80
MA	1,641	15.14	2.602	304	1,782	15.14	2.82	141	1,793	16.34	2.64	11
MG	835	3.26	2.703	754	49,848	31.85	2.49	-419	4,801	33.27	2.32	-147
MS	1,125	6.2	4.815	277	1,051	6.52	4.49	-74	944	7.91	3.33	-107
MT	5,367	31.85	2.823	103	798	3.26	2.69	-37	764	4.17	2.02	-34
PA	1,680	5.84	2.294	435	1,732	5.84	2.36	52	1,608	6.74	1.90	-124
PB	1,190	66.17	3.179	191	1,279	66.17	3.41	89	1,289	71.27	3.20	10
PE	2,582	53.03	2.627	390	2,356	88.28	2.69	61	2,271	91.5	2.51	-85

	2021				2022				2023			
Federal Unit	Number of service posts (own network + third-party service stations)	Population density (inhabitant/ sq.km)	(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 (inhabitant/ sq.km)	(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 (inhabitant/ sq.km)	(Number of service posts/ inhabitant) x 10,000)	Change in number of service posts
PI	2,295	88.28	4.385	284	1,542	12.37	4.94	174	1,575	12.98	4.82	33
PR	1,368	12.37	2.438	229	2,447	53.03	2.31	-135	2,422	59.27	2.05	-25
RJ	4,317	361.07	2.723	230	4,127	361.07	2.60	-190	4,189	378.44	2.52	62
RN	1,320	57.87	4.78	173	1,329	57.87	4.20	9	1,267	61.49	3.77	-62
RO	2,385	39.96	2.644	79	397	6.27	2.65	2	355	6.79	2.20	-42
RR	395	6.27	5.62	36	249	1.83	6.03	17	228	2.83	2.21	-21
RS	232	1.83	2.197	195	2,471	39.96	2.27	86	2,394	40.82	2.16	-77
SC	1,685	63.41	2.783	108	1,630	63.41	2.69	-55	1,511	81.33	1.95	-119
SE	12,371	165.05	2.88	125	632	90.67	3.16	56	603	100.31	2.73	-29
SP	576	90.67	3.016	1041	12,129	165.07	2.95	-242	11,890	185.23	2.58	-239
TO	527	4.61	4.115	62	473	4.61	3.69	-54	432	5.71	2.73	-41

Number of municipalities

Federal Unit	2021	2022	2023
AC	1	1	1
AL	4	4	4
AP	–	–	1
BA	1	14	15
CE	3	4	4
GO	6	5	5
MA	3	3	3
MG	16	12	13
MS	2	2	1
MT	1	0	0
PA	0	0	0
PB	5	5	5
PE	2	3	3
PI	11	13	12
PR	3	1	1
RJ	0	0	0
RN	8	9	9
RR	3	3	3
SC	3	1	1
SE	2	2	2
SP	29	29	31
TO	7	7	7

FS14 Initiatives to improve access to financial services for disadvantaged people

In 2023, 1,558 facilities were benefited from the acquisition of 2,457 new pieces of furniture designed for obese, visually-impaired and physically-disabled people. These purchased items include counters, cashier counters and accessible service desks, wheelchairs, tactile map holders and furniture adjusted for obese people. This acquisition benefited facilities in all regions of Brazil, located in 26 states and the Federal District.

To improve accessibility, visually-impaired customers were provided with 597 boards featuring braille signs and embossed pictogram images (ABNT NBR9050) with the tactile map of 446 Banco do Brasil branches.

GRI content *index*

CONTENT INDEX ESSENTIALS SERVICE 2024

Declaration of use	Banco do Brasil has reported this information, with reference to the GRI Standards, for the period from January 1 to December 31, 2023.
GRI 1 standard	GRI 1: Foundation 2021

GRI Services reviewed the Content Index - Essentials Service and confirmed that the GRI Content Index is clearly presented in a manner consistent with the Standards. The review was conducted 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							N
The organization and its reporting practices	**2-1** Organizational details	12, 13, 16, 17 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	16, 17 More information available in Section 7 of the **Reference Form.**					N
	2-3 Reporting period, frequency and contact point	3 Our Report is published annually and covers the period from January 1 to December 31, 2023. Questions and comments on financial: **ri@bb.com.br** and about sustainability: **sustentabilidade@bb.com.br**					N
	2-4 Restatements of information	209					N
	2-5 External assurance	279, 280					N

GRI standard	Content	Location	Omission			SDGS	External assurance (Y/N)
			Omitted requirement	Reason	Explanation		
Activities and workers	2-6 Activities, value chain and other business relationships	13, 16, 17, 41, 113, 115, 117, 208				3	N
	2-7 Employees	14, 69, 208					N
	2-8 Workers who are not employees	208				8, 10	N
Governance	2-9 Governance structure and composition	24, 144, 145, 146					N
	2-10 Nominating and selecting the highest governance body	148					N
	2-11 Chair of the highest governance body	144					N
	2-12 Role of the highest governance body in overseeing the management of impacts	12, 19, 20, 21, 22, 24, 144, 209					Y
	2-13 Delegation of responsibility for managing impacts	148, 209					Y
	2-14 Role of the highest governance body in sustainability reporting	24					N
	2-15 Conflicts of interest	143, 156					N
	2-16 Communication of critical concerns	23, 38					N
	2-17 Collective knowledge of highest governance body	148					N
	2-18 Evaluation of the performance of the highest governance body	149, 150					N
	2-19 Remuneration policies	80, 81, 149, 228					N
	2-20 Process to determine remuneration	80, 81, 149, 228					N
	2-21 Annual total compensation ratio	209					N

GRI standard	Content	Location	Omission			SDGS	External assurance (Y/N)
			Omitted requirement	Reason	Explanation		
Strategy, policies and practices	2-22 Statement on sustainable development strategy	5					N
	2-23 Policy commitments	23, 53, 175, 188, 189, 191, 210					Y
	2-24 Embedding policy commitments	23, 28, 37, 38, 175, 188, 189					N
	2-25 Processes to remediate negative impacts	23, 175, 188, 189					N
	2-26 Mechanisms for seeking advice and raising concerns	151, 152, 161, 167, 175, 188, 189					Y
	2-27 Compliance with laws and regulations	175, 188, 189, 194, 210					Y
	2-28 Membership associations	211				16	N
Stakeholder engagement	2-29 Approach to stakeholder engagement	19, 20, 21, 22, 27, 28, 68, 90, 91, 94, 100, 111, 113, 191, 211					Y
	2-30 Collective bargaining agreements	The percentage of employees covered by collective bargaining agreements is 100%.					N
GRI 3: Material Topics 2021							
GRI 3: Material Topics 2021	3-1 Process to determine material topics	26, 27, 211				17	Y
	3-2 List of material topics	26, 27, 211					Y
MATERIAL TOPICS							
Talent Attraction, Retention, Satisfaction and Development							
GRI 3: Material Topics 2021	3-3 Management of material topics	68, 74, 75, 78, 82, 85, 149					Y
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	217				5, 8, 10	Y
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	85				3, 5, 8	Y

GRI standard	Content	Location	Omission			SDGS	External assurance (Y/N)
			Omitted requirement	Reason	Explanation		
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	221				4, 8	Y
	404-3 Percentage of employees receiving regular performanceand career development reviews	79, 223				5, 8, 10	Y
Anti-Corruption and Anti-Money Laundering (AML)							
GRI 3: Material Topics 2021	3-3 Management of material topics	157, 159					Y
GRI 205: Anti-Corruption 2016	205-1 Operations assessed for risks related to corruption	159, 161, 164, 214				16	Y
	205-2 Communication and training about anti corruption policies and procedures	114, 153, 154, 156, 159, 160, 216				16	Y
	205-3 Confirmed incidents of corruption and actions taken	156, 161, 164				16	Y
Sustainability Culture							
GRI 3: Material Topics 2021	3-3 Management of material topics	28, 123, 150					Y
Diversity							
GRI 3: Material Topics 2021	3-3 Management of material topics	66, 71, 72, 73					Y
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	66, 71, 72, 73, 224				5, 8, 10	Y
	405-2 Ratio of basic salary and remuneration of women to men	228				5, 8, 10	Y
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	167, 228				5, 8	Y
Ethics and Compliance							
GRI 3: Material Topics 2021	3-3 Management of material topics	143, 151, 152, 205					Y

GRI standard	Content	Location	Omission			SDGS	External assurance (Y/N)
			Omitted requirement	Reason	Explanation		
Environmental, Social and Climate Impacts of Operations and Activities							
GRI 3: Material Topics 2021	**3-3** Management of material topics	113, 116, 123, 124					Y
GRI 308: Supplier Environmental Assessment 2016	**308-1** New suppliers that were screened using environmental criteria	113					N
	308-2 Negative environmental impacts in the supply chain and actions taken	116					Y
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	230					N
	FS7 Monetary Value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	49, 50, 52, 56, 232					N
	FS8 Monetary Value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	50, 53, 232					N
	FS9 Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures	248					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	191, 193, 248					N
	FS11 Percentage of assets subject to positive and negative environmental or social screening	62					N
	FS13 Access points in low-populated or economically disadvantaged areas by type	250					N
	FS14 Initiatives to improve access to financial services for disadvantaged people	49, 252					N

GRI standard	Content	Location	Omission			SDGS	External assurance (Y/N)
			Omitted requirement	Reason	Explanation		
Innovation and Technology							
GRI 3: Material Topics 2021	**3-3** Management of material topics	133, 139					Y
Climate Change							
GRI 3: Material Topics 2021	**3-3** Management of material topics	48, 123, 195					Y
GRI 201: Economic Perfomance 2016	**201-2** Financial implications and other risks and opportunities due to climate change	47, 48, 52, 53, 63, 124, 193, 195, 196				13	Y
GRI 305: Emissions 2016	**305-1** Direct (Scope 1) GHG emissions		305-1	Information not avaliable	IInformation not available - data will be disclosed on the **Investor Relations** website in May 2024.	3, 12, 13, 14, 15	N
	305-2 Energy indirect (Scope 2) GHG emissions		305-2			3, 12, 13, 14, 15	N
	305-3 Other indirect (Scope 3) GHG emissions		305-3			3, 12, 13, 14, 15	N
	305-4 GHG emissions intensity		305-4			13, 14, 15	N
	305-5 Reduction of GHG emissions	123				13, 14, 15	N
Sustainable Businesses							
GRI 3: Material Topics 2021	**3-3** Management of material topics	48, 49, 51, 54, 59					Y
Customer Relationship and Satisfaction							
GRI 3: Material Topics 2021	**3-3** Management of material topics	50, 52, 57, 58, 59, 60, 61, 87, 88, 90, 93, 94, 102, 104, 109, 111					Y
GRI 417: Marketing and Labeling 2016	**417-2** Incidents of non-compliance concerning product and service information and labeling	167				16	Y
GRI 418: Customer Privacy 2016	**418-1** Substantiated complaints concerning breaches of customer privacy and losses of customer data	187				16	Y

GRI standard	Content	Location	Omission			SDGS	External assurance (Y/N)
			Omitted requirement	Reason	Explanation		
Environmental, Social and Climate Risk (RSAC)							
GRI 3: Material Topics 2021	3-3 Management of material topics	113, 116, 123, 171, 172, 188, 194, 196					Y
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	113, 114				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	113, 114, 115				5, 8	Y
GRI 414: Supplier Social Assement 2016	414-1 New suppliers that were screened using social criteria	113				5, 8, 12, 16	Y
	414-2 Negative social impacts in the supply chain and actions taken	115, 116				5, 8, 16	Y
Non-material topics							
GRI 201: Economic Perfomance 2016	201-1 Direct economic value generated and distributed	128, 214				8, 9	N
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	214				1, 8, 5	N
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	44, 46, 51, 56, 109					
GRI 301: Materials 2016	301-1 Materials used by weight or volume	126				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	125, 217				7, 8, 12, 13	Y
	302-3 Energy intensity	217				7, 8, 12, 13	Y
	302-4 Reduction of energy consumption	125				7, 8, 12, 13	Y
GRI 303: Water and Effluents 2018	303-5 Water consumption	126				6	Y
GRI 306: Waste 2020	306-3 Waste generated	127				3, 6, 11, 12, 15	Y

GRI standard	Content	Location	Omission			SDGS	External assurance (Y/N)
			Omitted requirement	Reason	Explanation		
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	403-1 Occupational health and safety management system	Available at ESG Databook					
	403-2 Hazard identification, risk assessment, and incident investigation	Available at ESG Databook					
	403-3 Occupational health services	Available at ESG Databook					
	403-4 Worker participation, consultation,and communication on occupational health and safety	Available at ESG Databook					
	403-5 Worker training on occupational health and safety	84					
	403-6 Promotion of worker health	82					
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Available at ESG Databook					
	403-8 Workers covered by an occupational health and safety management system	Available at ESG Databook					
	403-9 Work-related injuries	84, 220				3, 8, 12, 16	Y
	403-10 Work-related ill health	84, 115				3, 8, 16	N
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	229					N
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of productand service categories	229				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.	187	Full	In 2023, two complaints suggested supposed incidents involving personal data. However, after the Bank analyzed, these incidents were not confirmed. The Ombudsman's Office did not identify or address any demands related to privacy breaches and loss of customer data from external bodies in 2023.
FN-CB-230a.2	Description of approach to identifying and addressing data security risks.	183, 187	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.	49, 56, 57, 59, 60, 101	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.	95	Partial	Partial compliance. Additional information can be found in the Performance Analysis for 4Q23, in Renewed Loans, in Renegotiated Overdue Loans, and INAD +90 – as a percentage of the Loans Portfolio.
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 customer identification based on their level of access to banking services, whether limited or non-existent.
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.	92	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 2023 Consolidated Financial Statements.
FN-CB-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	46, 49, 56, 63, 188	Partial	Partial compliance considering that one or more laws do not apply to Brazil.

Accounting Metric		Page	Adherence	Complement
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 orregulations. 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	161	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 a nd 4.7 of the Reference Form.
FN-CB-510a.2	Description of whistleblower policies and procedures.	151, 152, 159, 161, 167	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		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.	51, 56	Partial	Some of the requested information is considered by Banco do Brasil. More information can be found in Customer Resources in the 2023 Consolidated Financial Statements and in the 4Q23 Performance Analysis 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.	56	Partial	Some of the requested information is considered strategic by Banco do Brasil. More information in Chapter 7 - Credit, of the 4Q23 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.	43
		How the company's stated purpose is embedded in company strategies, policies, and goals	28
	Quality of Governing Body	Governance body composition.	144
		Progress against strategic milestones.	143
		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	149
	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.	211 to 213
	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.	154
		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	154 to 156, 161 to 169

Theme	Principle	Metric	Section/Page
Principles of Governance	Comportamento ético	Monetary losses from unethical behaviour	155
	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.	172 to 176
		Economic, environmental, and social topics in capital allocation framework.	173
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 (tCO2e) GHG Protocol Scope 1 and Scope 2 emissions.	Information not available - the data will be published on the Investor Relations website until June 2024.
		TCFD implementation	265
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.	69, 224 to 227
		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.	80, 228
		Wage level (%). Ratios of standard entry-level wage by gender compared to local minimum wage	214
		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.	113, 114
	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.	221
Prosperity	Employment and wealth generation	Absolute number and rate of employment.	217 to 219
		Economic Contribution	48 to 64
		Financial investment contribution disclosure	43 to 64
	Innovation in better products and services	Total R&D expenses	133 to 141
	Community and social vitality	Community investment is included within the economic contribution metric (part of EVG&D)	119
		Total tax paid	214. 4Q23 Performance Analysis.

TCFD *Recommendations*

Core element	Recommended Disclosures[1]	Section/page
Governance	Disclose the organization's governance around climate-related risks and opportunities..	123, 195 to 197
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.	195 to 197
Risk Management	Disclose how the organization identifies, assesses, and manages climate-related risks.	188, 189, 193, 195 to 197
Metrics and Targets	Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.	28 to 36, 195 to 197

[1]Further information will be disclosed on **our website**, **under the "Policies, Guidelines and Commitments" tab, Document "BB's Commitment to Climate Change" and the Report on Social, Environmental and Climate Risks and Opportunities 2023.**

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.	23, 26 to 39, 191 https://www.bb.com.br/site/sustentabilidade/
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, 23, 26 to 39, 66 to 67, 113, 116, 151 to 161, 191, 192
1.3. We consider the social, environmental and/or climate impacts of our activities, processes, products and services.	43 to 62, 195 to 197, 232 to 247 https://ri.bb.com.br/en/ (GHG emissions inventory)
1.4. We encourage, disseminate and implement social, environmental, and climate practices in our value chain.	66 to 117, 28 to 39
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.	24, 25, 171 to 175, 188 to 190
1.6. We continuously seek to improve our social, environmental and climate performance.	23, 26 to 39
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.	44 to 64, 232 to 247
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.	143 to 161, 185
1.9. We engage and enable our employees at all levels to comply with this Policy.	75 to 79

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.	ESG (Eco-efficiency) databook https://ri.bb.com.br/en/(GHG emissions inventory)
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.	113, 191 to 194, 198
2.3. We respect, encourage and value diversity and equity in relationships, as well as repudiate conducts that may characterize harassment of any nature.	66, 67, 70 to 73, 224 to 229
2.4. We continually seek to improve professional relationships, based on mutual respect and trust, in order to maintain a good working environment.	66 to 86
2.5. We value dialogue, maintaining channels able to receive and process doubts, denunciations, complaints and suggestions, as well as guaranteeing anonymity.	161 to 169
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.	161 to 169
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.	40, 41, 45, 49, 56 to 61, 93, 95, 96, 246, 247
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.	113 to 117, 270 to 272
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.	74, 119 to 121, ESG Databook (Private social investment)
2.10. Specifically for third-party asset management:	62, 63, 232, 234 https://www.bb.com.br/pbb/pagina-inicial/bb-asset#/
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.	
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.	
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.	

Federal Court of *Accounts Index*

Federal Court of Accounts Index	Section/page
Pretextual elements	
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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	40, 41
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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 4Q/23
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 4Q/23
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 4Q/23
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 Auditor (TCU) Appendix

The Banco do Brasil 2023 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 2023 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).

Procurement Governance and Management Index (IGovContrat)

By adopting good corporate governance practices, we provide evidence of our commitment to the basic transparency, accountability, equity, and corporate responsibility principles and foster trust in relationships with all stakeholders.

The Procurement Governance and Management Index (IGovContrat) assesses whether there are coordinated activities to implement governance guidelines in this department to guide the macro procurement process (workgroup dedicated to planning work processes, supplier selection, and contract management) aimed at achieving organizational goals. This index is generated by combining the results obtained in the 'Procurement Governance Index' (GovContrat) with the 'Procurement Management Capacity Index' (IGestContrat).

The iGestContrat was built by assessing:

- the collaboration between human resources managers and procurement managers;
- whether there are structured work processes to outline procurement plans, planning, suppliers selection, and contract management;
- whether there is risk management in place, including risk analysis of material procurement ;
- performance-based contract drafting and contractors' performance management.

As a procurement-related measure, we started to use our technical departments' expertise so that they can address the procurement process in a synchronized manner, while separately.

This way, once there is a need for services, the requesting department, in line with its particular responsibilities, sends the request to the procurement department to close the contract. This ensures that, in line with the relevant procedures, a contract is closed pursuant to Law 13303/2016, as well as our Bidding and Contracts Regulation (RLBB).

Procurement Management is subdivided into processes such as Procurement and Contract Management (pre-contract execution) and Contract Management (post-contract execution).

Likewise, as part of the Contract Management process, a managing area strategically monitors the contract management (contract handling/oversight) as from their execution. Each contract is individually monitored by the specialized Supplier Management center, through the work of the Contract Manager and the Contract Inspector.

This monitoring is carried out using a departmental tool called Digital Procurement Platform (PDS), in which, using

specific dashboards, all individualized monitoring/follow-up is carried out by contract. Contract expiration monitoring (with expiration alerts starting at 180 days), contract consumption, contract balance, performance noncompliance registration, certificate expiration control, processes sanctioning, and other procedures are made using these dashboards.

In addition to the controls above, the managing area monitors the activities of the specialized Center based on indicators that are used to monitor the progress and deadlines of contract termination actions, timely sanctioning procedures, timely payments, etc., in addition to monthly compliance checks where compliance checks are conducted both to contract handling procedures and sanctioning procedures, by sampling, in order to ascertain the effectiveness and quality of the procedures performed by the specialized Center (work carried out by contract inspectors and managers).

In both processes, information is stored in specific databases of each tool used, which can be queried by managers or audit/oversight bodies.

We have a **'Specific Supplier Relationship Policy'**, which is part of the list of policies associated with BB's operational risk management. The policy is reviewed annually and only BB's Board of Directors has the authority to approve any revision. The Policy guides Banco do Brasil's behavior. It is expected that the Entities Affiliated to Banco do Brasil (ELBB) define their own guidelines based on these guidelines, considering their specific needs and the legal and regulatory aspects to which they are subject.

The latest revision of the Specific Supplier Relationship Policy was approved on December 20, 2022. In the second half of 2023, we started a study for the creation of the Third-Party Relationship Policy to replace our Supplier Relationship Policy and the Policy for Acting and Hiring Correspondents, also covering Digital Partnerships. The Third Party Relationship Policy is expected to become effective in 2024.

This Policy is published in BB's internal regulations, on the BB/Investor Relations website (www.bb.com.br/ri) and on the Supplier Portal (https://fornecedor.bb.com.br). The Supplier Portal is a web-based solution for BB's relationship with its suppliers, with the objective of being the main communication channel with these stakeholders by establishing interactions in a standardized, secure manner.

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. By December 31, 2023, 5,394 representatives of 4,187 suppliers, representing 82.64% of the total of 5,066 suppliers, declared they were aware of the Code of Ethics. Also, 5,361 representatives of 4,179 suppliers declared they were aware of the revised version of the Bank's Specific Supplier Relationship Policy issued on January 6, 2023 (82.49% of total).

Topics such as ethics and integrity are extremely important. Therefore, in order to strengthen and disseminate our values among our suppliers and our contractors, we make available on our Portal courses that address the following content: Preventing and Combating Corruption, Money Laundering, Harassment, and Ethics.

Our model

Purchase/contract requesting department, goods or services manager: responsible for justifying the need for the contract, planning and defining the contract subject matter, making the request, authorizing its performance, including authorizing the expense or forwarding it for decision by the proper approval level when the estimated cost exceeds its own approval level;

Procurement and contract department: does not have authority to authorize expenses; responsible for carrying out bids, defining bidding waivers and non-requirement, in order to obtain the subject matter (good or service) specified and requested by the requesting department, by executing a specific contract for such purpose;

Contract management department: responsible for monitoring the strict fulfillment of the contractual provisions, including by consulting the requesting/goods or services manager/service oversight department with regards to the compliance/performance of the agreed terms and conditions;

Payment department: responsible for making payments as long as the delivery and acceptance of the good, material or service defined by the requesting or user department are evidenced.

In compliance with Court Order 1167/2023-P, we hereby inform that Banco do Brasil, with the intention of bringing even more transparency to its contracts, is integrating its systems with the National Public Procurement Portal (PNCP), of the Ministry of Public Services Management and Innovation. As a result of this integration, bids, contracts, amounts, and other data will be available on the platform.

Since October 2021, completing these courses by a supplier or contractor representative/proxy or sending proof that market courses on similar were completed are BB contractual requirements. The course completion statements or the proof of attendance of similar courses can be uploaded to the Supplier Portal.

Since then, a total of 865 suppliers (17% of total) declared that they had completed courses provided by BB or the market. Of these, 37 were carried out in 2023, five of which were suppliers in the strategic segment.

Operating models

In 2021, Banco do Brasil conducted studies on the global supply chains. The market practices experienced in recent years have shown the strategic importance of having an effective Supplier Management to increase the competitiveness and efficiency of businesses, to ensured, using a relationship strategy, performance and risk exposure are monitored, a best cost control, the quality of the goods and services purchased, and customer and shareholder satisfaction.

The relationship operating model consists of organizing the activities, roles and responsibilities of the structures that work in the relationship with suppliers. It presents an integrated approach between relationship, performance and risk management, while monitoring the supplier journey through multidisciplinary teams dedicated to planning development actions and monitoring suppliers.

In 2023, we expanded the model so that the strategies defined for the supply chains were also implemented by focusing on actions to mitigate shortage risk and/or business discontinuation, while ensuring that the supply chain works in an effective, integrated way, and the quality and compliance of the goods and serviced delivered to BB.

In order to disseminate the Supplier Management topic among our employees who work directly with this public, a specific training trail was created at UniBB for this topic. We selected the following courses available at UniBB: Compliance and Controls, Businesses and Corruption Prevention, Conflicts of Interest, Negotiation, Contract Management and Oversight, and Risk-Based Management, among others. In 2023, we updated the trail and included courses related to Compliance and Control.

The Supplier Management Department has a 'Relationship Plan', with the best market practices that awards strategic importance to mitigating the shortage risk and/or business discontinuation, based on the efficient management of the relationship with suppliers and the supply chain.

Also, in order to develop different procurement, contract, and relationship strategies, we put in place supplier segmentation criteria that classifies suppliers into:

Strategic Suppliers – supply high-cost, high-value, and high-criticality supply items. These are suppliers that offer a competitive advantage and the value of the item supplied is directly linked to the value added to the final product;

Critical Suppliers – supply low-cost items but with high supply criticality;

Leverage Suppliers – provide high-cost and high-value items but with low supply criticality;

Tactical Suppliers – fupply low-cost items with low supply criticality. These are suppliers of routine items and refer to many suppliers in the market.

Contracts contain a 'Risk Matrix', which, by contractual provision, define the parties' risks and responsibilities, typify the initial economic and financial balance of the contract, in terms of financial burden, resulting from events subsequent to the contract.

It is forbidden to enter into amendments resulting from subsequent events allocated in the risk matrix as the responsibility of the contractor. In bids with batches with an estimated million in excess of R$5 million, as well as in all IT purchases/contracts and, starting 2023, for new contracts that involve the labor assignment, regardless of the price, a specific procedure is performed that involves the obligation to respond to the 'BB Supplier Due Diligence Quiz'. For these cases, too, there is an 'Evaluation Metric'.

In 2023, 353 suppliers of goods, materials, and services contracted through public bidding, of various sizes and segments, were evaluated.

IT Governance and Management Index (iGovTI)

The process of using government resources at Banco do Brasil, as well as at the Technology Executive Office (Ditec), follows a corporate resource governance chain defined by the internal control, audit and procurement departments and are laid down in internal regulations, codes of conduct, and supported by risk governance, regulatory control, and compliance policies and guidelines.

Additionally, since the implementation of the Lines of Defense Reference Model (MRLD) in 2020, Ditec has become a specific IT risk manager. To work in this context, we developed a methodology for identifying and assessing risks based on market practices, and defined the scope of the prioritized procedures. As part of continuous evolution process, in addition to process assessment, we are building a methodology to assess IT topics. The goal of the assessment work is to ensure that key risks inherent to the IT process/ topic can be identified, classified, and assessed that result in defining possible mitigation, control, and monitoring measures. This assessment work is periodic (annual) and covers IT processes/topics declared by the Bank.

In 2023, we started a new external audit cycle that ensured the ISO 20000 Recertification, which attests to the quality of Banco do Brasil's IT services. At this stage, all 21 processes provided for in the standard were reviewed. The seal was received by the Bank in 2009 and has been recertified and supervised since then. Having the ISO 20000 seal, in addition to meeting regulatory requirements, is very important for Banco do Brasil's credibility, as sets the requirements to ensure the compliance of the assessed processes with the best practices in the international market.

Cost Management

Our cost management is based on methodologies defined to identify, calculate, allocate, and evaluate costs. For strategic management, we use a hybrid proprietary model, mostly based on the Activity Based Costing (ABC) method and Absorption Costing. To identify fixed costs, we take into consideration the time required to perform the activities to hire and in the maintenance 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 costs is called Profit Calculation System (RST) Fixed Costs Module. The managerial information generated by RST allows us to identify the costs allocated to the products comparatively in the periods calculated.

In addition, we have developed a cost-to-serve model that identifies the actual resource consumption by customers in an individualized way, covering the actual use of the channels and structures made available to serve customers.

Cost information helps us making strategic decisions, as part of the pricing process of products and services, in the optimization and allocation of resources/processes, in the analysis of product viability, in measuring market performance, and in the reimbursement of affiliated entities' costs.

External Ombudsman

Our External Ombudsman's Office complies with the regulatory requirements of CMN Resolution No. 4860, of October 23, 2020. Our External Ombudsman is responsible for (i) providing the final response to complaints filed by our customers that are not resolved in our primary service channels; (ii) act as a communication channel between the Bank and its customers and users of our products and services, including in conflict mediation; and (iii) report its actions to the our Board of Directors. A report containing detailed information on the activities of the External Ombudsman's Office is made available every six months.

People Governance and Management Index (iGovPess)

Talent attraction

In compliance with Court Order 588-2018-Full Bench - Governance, we hereby report the following actions related to professional growth and talent attraction and retention:

Succession & Professional Growth

Professional growth actions contribute to the talent identification and retention and, therefore, to the maximization of potential, leadership effectiveness, and the succession program. They are aligned with our corporate strategy and their implementation strengthens BB's commitment to innovation, meritocracy, and sustainable results, in addition to improving the experience and engagement of employees and customers. BB's Leadership programs, projects, and processes complement each other and interact with other people management subsystems and business departments.

Talent development and retention are key to achieving goals and business continuity. Thus, investing in these is a way of remaining competitive, in a context of accelerating cultural and digital transformation and customer focus. At Banco do Brasil, ascension is guided by premises and principles that aim to ensure that the Organization can identify, in an agile and dynamic way, the most appropriate people for current and future needs, and that employees can structure and implement their career planning without any form of discrimination.

The premises of this process include equal salaries, opportunity democratization, and meritocracy. The principles involve opportunities open to all who meet clear and transparent requirements and examination criteria, i.e., disseminated among all our employees.

In 2023, to increasingly support this strategy, UniBB continued to invest in the selection and development of our leaders, based on the Banco do Brasil Corporate Strategy (ECBB), for the purpose of being close to and relevant in people's lives at all times, and offering a the value proposition to our employee.

Talent Identification Program (PIT+)

In 2023, we had a new edition of PIT+, including new groups and affirmative actions to ensure equity in growth opportunities in our Bank. PIT+ uses predictive analytical models to measure several indicators that reflect leadership skills that represent the behaviors expected at BB.

This and other information was made available in a new regulation, which will work as a guide for employees in managing their career, while thinking about the continuous skill development throughout their journeys.

In addition, PIT+ now has a new platform developed in low code, aligned with our efficiency and innovation strategy, which has expanded accessibility for people with visual impairment, improving the experience through sound information.

Mentoring for Black Leaders

On Black Awareness Day, Banco do Brasil announced the Mentoring Program for Black Leaders. In partnership with the company Piraporiando, a diversity education specialist, the Program will benefit up to 300 employees. The program stages are diagnosis, leader awareness-building, and six-month individual and collective mentoring.

In line with our commitments to the Global Compact, the program aims at fostering individual and collective development and the strengthening of BB's black leadership, while focusing on core leadership skills and diversity, equity and inclusion.

Race is a Priority Program

As part of the Black Awareness Month celebrations, we launched the pilot acceleration program *Raça é Prioridade* (Race is a Priority), the goal of which is to identify black employees (black and brown) with the profile to assume leadership roles in the following positions: executive manager, state superintendent, sales and regional superintendent, solutions manager, and head office team manager.

The acceleration program will consist of one diagnostic cycle and three more evaluation cycles, and will take place over approximately one year. At the end of each assessment cycle, participants may or may not be selected to be part of the program's talent pool, which allow them to be appointed to one of the focus functions, according to expressions of interest.

Development journey
Solution managers

The program focus was the development of critical leadership skills at BB. We conducted four workshops using the andragogy methodology to facilitate in-person or online meetings, during which participants had the opportunity to interact with other coworkers.

Between the workshops, there were accountability sessions, which are informal meetings focused on talking about the progress in implementing the content to daily activities, what works, and what outputs are generated, what does not work and why, as well as exchanges and insights with colleagues and LHH consultants.

Professional Growth Program –
Executives and Managers Abroad r

With a focus on development for all team managers and strategic process coordinators of the strategic units, this program aims at guiding development actions, assess and mitigate succession risks, and inform succession decision-making.

Vinet Career Acceleration Program

Taking into account the premise of reconciling desired technical profiles with critical leadership skills, as well as different solutions for different needs, the Vinet Career Acceleration program (Chief Digital Business and Technology Officer) aims at identifying, developing, and periodically assessing the potential of these employees.

Female Leadership Program at BB

At Banco do Brasil, we believe that diversity (especially female leadership) and cultural transformation are closely related. Making progress in the first aspect means leveraging the greatest diversity of profiles and ideas that fuel organizational transformation.

The Female Leadership Program was launched in 2018 with the objectives of identifying the factors that have hindered women's growth and the readiness of our leaders for change by disseminating a gender equality culture and developing the skills of female leadership.

In the past three years, the program has innovated by opening to all employees, in a virtual learning environment, the educational actions previously aimed only at female participants, thus expanding the conversation. In 2023, 18,609 employees completed at least 50% of the Female Leadership Trail.

2023 Growth Program for Executives

One of the actions to identify and develop leaders carried out in 2023 was the new edition of the Growth Program for Executives. The Program had three stages: recruitment within the internal system, called Talents and Opportunities (TAO), assessment of the manager committees, and behavioral assessment.

In 2023, 999 employees expressed interest in participating in the program and 292 also applied to become managers abroad. Within the target audience, 394 were women. Of these 394, 256 (65%) applied to the program, which corresponds to 26% of the total number of applicants. This was the program edition with the highest percentage of women enrolled.

Senior Leadership capacity building

Since 2017, the capacity building of our senior management has been based on three pillars: annual lectures given by professionals with renowned knowledge on the subject-matters addressed; conducting in-house training through the UniBB Portal; and the provision of an open class course book, which includes content that is strategically relevant for the Bank, in addition to those legally required.

For senior leadership, it is important to highlight the regulatory and strategic aspects, in addition to the legal and market requirements to which these initiatives are subject. In addition to being a full-service bank with a commercial portfolio supervised by the Central Bank of Brazil, Banco do Brasil is also a company whose controlling shareholder is the Brazilian Government and which has part of its shares traded on a stock exchange (B3), and is therefore also subject to the supervision of the Federal Comptroller General (CGU), the Federal Court of Accounts (TCU), and the Brazilian Securities and Exchange Commission (CVM). It is also subject to the requirements of B3's highest level of governance, called Novo Mercado, and to the in State-Owned Enterprises Governance Highlight Program (PDGE).

Main Supervision, Control and Suitability Actions Adopted by BB to Ensure Legality, Legitimacy, Cost-effectiveness and Transparency in the Use of Government Resources

Internal Audit

Audit engages in follow-up activities on the audit and oversight work carried out by the Government Oversight and Supervision Entities. At the Conglomerate level, it is responsible for receiving and forwarding supervision- and oversight-related requests, and each Unit is responsible for assessing the replies to requests in terms of their consistency and completeness.

The findings presented in these studies result in determinations and recommendations to managers, which, together with the Audit work findings, contribute to the improvement of governance and risk and control management. These recommendations are previously attested by Audit and Audit notes are taken into consideration in the process assessments by adding value to the conclusions about the audited subject matters.

During 2023, Audit assessed the processes Business with Government Agencies, Retail Credit, and Agribusiness exposed to risks related to ensuring legality, legitimacy, cost-effectiveness and transparency in the use of Government resources.

Internal control

The Internal Controls Board (Dicoi), as second line of defense, assessed risks and controls related to transactions and services provided to Government agencies.

In 2023, it is worth mentioning the assessment carried out in the Transaction Guarantee Fund (FGO), within the scope of Desenrola – Tier 1 program, which receives contributions of government funds and aims to cover the credit risk of transactions entered into under said Program. The tests and monitoring conducted, through an automated panel, showed that the controls are adequate to ensure the proper management of FGO funds.

It also assessed the risks and controls related to the service provided by the Bank to manage of State and Municipal debts to the Federal Government. It was concluded that the controls are partially adequate to ensure the proper management of these debts. The identified deficiency was the subject of a Technical Control Recommendation, as well as an Opportunity for Improvements for one-off improvements.

Finally, we assessed the risks and controls of Loans to the States and Municipal Government and management of funding liabilities of the Severance Pay Fund (FGTS) and the Merchant Marine Fund (FMM) and concluded that the controls are adequate to mitigate the identified risks, and one-off improvements were recommended in opportunities for improvements.

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 Federal Comptroller General's Office, as in the Pro-Ethics program, for instance. All units are responsible for ensuring the application of ethical guidelines.

Our workforce 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 the 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 the relevant disciplinary action to those involved.

With respect to disciplinary actions, we take action through the Internal Ombudsman and the Ethics Committees or disciplinary handling of those involved. In 2023, the State Ethics Committees resolved the complaints that cited interpersonal conflicts considered legitimate by the Internal Ombudsman's Office, by assessing the inappropriate behavior of each cited person and which actions should be taken to discipline them.

Loan operations

Loan transactions are analyzed, granted, and handled using a specific system. The goals of this process are mitigating credit, social, environmental, and climate and other risks, based on certified technical parameters and criteria, with efficiency and quality.

This process is consistent with the provisions of the laws and regulations applicable to Brazilian financial institutions, as well as the rules and guidelines of fund allocators in the case of transactions using third-party funds, including with regard to the investment of Government funds.

The basic principles to conduct loan transactions at Banco do Brasil are the segregation of credit risk management from business management and collegiate decision-making.

Banco do Brasil's Credit Sustainability Guidelines, disclosed to the market on our website, prohibit granting credit to customers involved in the money laundering or asset concealment crimes or that engage in any other illegal activity; customers that subject workers to degrading forms of work or compulsory work; and, customers that engage in the sexual exploitation of minors and/or child labor or who are responsible for intentional damage to the environment, among other parameters and criteria.

The Guidelines include the requirement of proof of environmental compliance, licensing and water concession of the activities and projects financed – a condition precedent to contract any loan and continually monitored while the loan remains effective. The loan agreements contain clauses that give the Bank the prerogative to suspend the disbursement of any new funds and to accelerate the maturity of transactions, in the event of revocation, suspension or cancellation of environmental licenses, or even noncompliance with the other Credit Sustainability Guidelines.

We also has a corporate digital solution, which is mandatory to use, for the electronic archiving and retrieval of documents to support the compliance of the credit process, whose management features are prepared to block the business flow until all the required documentation is duly produced, thus mitigating the risk of noncompliance throughout the duration of the transactions.

Based on these initiatives, we seek to ensure legality, legitimacy, cost-effectiveness and transparency in the investment of funds, including Government funds.

Agribusiness and Family Farming Department

The Agribusiness and Family Farming Executive Office is responsible for conducting and monitoring risk identification, assessment, and mitigation; implementing and keeping in place relevant controls; and ensuring the compliance of all agribusiness-related processes.

To automate the compliance checking of rural financing, we have a tool called 'Geo Social and Environmental Diagnosis'", which automatically prevents rural loan transaction from being carried out in legally restricted areas, including areas involved in deforestation. The solution allows us to identify businesses in public map databases and works as a tool to assist in the supervision of transactions; target fund distribution; identifying risk areas; and automatically enable legal and organizational compliance.

In addition, we have the 'AGROnline Alert Indicators' tool, which generates flags in proposals that have certain characteristics and that, for this reason, require attention at the time of approval. These indicators are representative of previously observed features in rural loan transactions that were subject to fraud. Its goal is to mitigate operational risks prior to the granting rural financing; allow the monitoring of loan transactions with the identified occurrences; and provide greater security in the documentation of rural loan transactions. The presence of AGROnline Alert Indicators in a proposal does not necessarily imply the occurrence of fraud but may signal the need to reassess the transaction before its approval.

We also have the following tools:

- RTA/ARE: agricultural technical benchmarking system that provides inputs to measure costs and results of financed rural businesses;
- Rural inspection: process after the release of a transaction that allows us to verify the correct use of a loan and own funds; the development and results of the financed activities; the status of the collaterals; and whether there are other factors that may jeopardize the returns on the financed capital. The inspection service has been incorporating new technologies and findings, such as georeferenced inputs and the approach to environmental and social issues;
- Addressing irregularities: based on different inputs that inform the monitoring of a transaction, in particular obtained during inspections, transactions are submitted to a specific evaluation and additional documentation is requested that may result in the early maturity of the debt or its declassification from rural credit.

It is worth noting also that this Department and its products, services and processes under management are periodically subject to supervision by the Bank's External Audit, Internal Audit and Internal Control department.

The information regarding the 2023 follow-up of the PPA 2020-2023 will be included in the **Annual Chart on Public Policies and Corporate Governance 2024 base year 2023.**

Letter of Assurance

|GRI 2-5|

INDEPENDENT AUDITOR'S LIMITED ASSURANCE REPORT ON NON-FINANCIAL INFORMATION INCLUDED IN THE ANNUAL REPORT 2023

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 "Company") to submit our limited assurance report on non-financial information included in the Annual Report for the year ended December 31, 2023 ("Annual Report 2023").

Our limited assurance work does not comprise information from prior periods, or any other information disclosed in conjunction with the Annual Report 2023, 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 2023.
- Preparing the information based on the Global Reporting Initiative - GRI ("GRI - Standards").
- Designing, implementing and maintaining internal control over relevant information for the preparation of the information included in the Annual Report 2023, 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 2023, based on the limited assurance engagements conducted in accordance with Technical Communication - CTO No. 07/2022, issued by the Brazilian 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 2023, 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 2023, 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 2023, 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 2023, other circumstances of the engagement and our consideration of the areas and processes concerning the material information disclosed in the Annual Report 2023, 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 operating and internal control systems that were used to prepare the information in relation to the GRI - Standards, included in the Annual Report 2023.

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 2023.

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 2023.

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 opinion 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 less than the assurance that would have been obtained had a reasonable assurance engagement had 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 2023 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.

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 Company 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 Disclosure”: 2-12, 2-13, 2-23, 2-26, 2-27 and 2-29.
- “Material Topics”: 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 and302-4.
- “Water and Effluents”: 303-5.
- “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 e 414-2.
- “Marketing and Labeling”: 417-2.
- “Customer Privacy”: 418-1.

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, mentioned on the “other matters” section above, included in the Annual Report 2023, was not prepared, in all material respects, based on the criteria and guidelines of GRI - Standards.

São Paulo, May 28, 2024

DELOITTE TOUCHE TOHMATSU
Auditores Independentes Ltda.

Luiz Carlos Oseliero Filho
Accountant

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