

integrated report 2022



contents

03 introduction

- presentation
- how to read this report
 - our reports
- message from the board of directors
- message from the ceo
- external environment
- 2022 highlights

16 about us

- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- risk management

65 client in focus

- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- financial citizenship
- innovation and technology
- privacy and information security

111 our people

- organizational culture
- employee profile
- recruiting and retaining talent
- employee experience
- development and training
- performance, capabilities and succession
- benefits
- diversity, equity & inclusion
- corporate social responsibility management system

157 connection with sustainability

- sustainability strategy
- materiality process
- sustainable business
- action in the amazon
- climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

210 social activity and relationships

- engagement with stakeholders
- community
- suppliers
- investors
- governments and regulators

231 financial performance

- financial and economic performance

240 summary of GRI and SASB content

251 annexes

- principles for responsible banking (PRB)
- assurance report

276 credits



- presentation
- how to read this report
 - our reports
- message from the board of directors
- message from the ceo
- external environment
- 2022 highlights

presentation

We are pleased to present the 2022 Integrated Report, in which we provide details on our values, strategy, practices, and performance over the past year, as well as the commitments and goals that will continue to drive our operations and business.

With an increased impact on financial performance, issues related to the environmental, social and governance (ESG) agenda gain visibility and relevance around the globe. Building a more sustainable world has gone from being a legacy for future generations

to becoming a necessity for the present. In light of this challenge, we are fully aware of our responsibility and the importance of actions.

Given that clients, people, digital transformation and sustainability represent the cornerstones of the Organization, we assume the daily commitment to sustainable development by adhering to solid guidelines, keeping a close eye on trends and best practices, and remaining constantly engaged with stakeholders.

We invite you to come along with us on this journey of reflection and change. After all, a sustainable tomorrow is shaped by the foundations we lay today, day by day and collectively.

Enjoy the reading!



This report details the key outcomes we achieved in 2022, as well as the strategy, commitments and goals in our operations and business



- o presentation
- o **how to read this report**
 - our reports
- o message from the board of directors
- o message from the ceo
- o external environment
- o 2022 highlights

how to read this report

GRI 2-3

As part of our commitment to transparency with everyone we interact with, we publish our Integrated Report on an annual basis. The forthcoming pages in this edition include a summary of the performance over the period, as well as the key activities and challenges related to environmental, social and corporate governance (ESG) issues.

The information reported herein covers the period from January to December 2022. Some data, if deemed relevant and properly labeled, may extend beyond the calendar year in an effort to shed more light on our Organization's strategy and positioning.

To help create it, we adopted the standards of the Global Reporting Initiative (GRI) and the Integrated Reporting guidelines of the Value Reporting Foundation (IIRC). We are also guided by global reporting guidelines, methodologies and

frameworks such as: the Sustainability Accounting Standards Board (SASB) and SASB Materiality Map; B3 Corporate Sustainability Index (ISE) (Brazilian Exchange & OTC); Dow Jones Sustainability Index (DJSI); CDP Climate Guidance; and Task Force on Climate-related Financial Disclosures (TCFD).

Within our commitment to transparency, we would also like to point out our attention and alignment to regulations that promote improved visibility of ESG information, such as the U.S. Securities and Exchange Commission (SEC) rules disclosed in our 20F and the new Securities and Exchange Commission (CVM) requests reported in the Reference Form. We remain attentive to any developments involving regulatory demands, especially those from the Central Bank of Brazil (BCB), the SEC and ISSB addressing the level of reporting and transparency of ESG aspects.





- o presentation
- o **how to read this report**
 - our reports
- o message from the board of directors
- o message from the ceo
- o external environment
- o 2022 highlights

Our report also adheres to criteria from the Brazilian Association of Publicly-Held Companies (Abrasca) and the commitments we have assumed with the United Nations (UN), such as the Sustainable Development Goals (SDGs) and the Global Compact.

Each chapter includes icons and indications that demonstrate the correlation of the subjects addressed with the key stakeholders who are impacted, the SDGs addressed and the capitals proposed by the Integrated Reporting methodology.

All companies published in the audited financial reports are considered in the 2022 Integrated Report (see pages 94 and 95 of the [Economic and Financial Analysis Report](#)). Therefore, when we use the terms “Organization” or “Bradesco” we refer to the Bradesco Organization as a whole, encompassing all the companies that compose it. We use the nomenclature “Bank” to refer to financial activities. The other subsidiaries are always represented by their respective names. **GRI 2-2**

For internal staff, we have adopted the term “employee”. We use the expression “associate” whenever we are dealing with third party service providers.

All Human Capital indicators published in this report cover over 75% of FTE (total employees equated to full working hours).

Our senior management is responsible for the information disclosed in this report, as well as for validating its content.

If you have any questions about this content, please contact us by email sustentabilidade@bradesco.com.br.

SDGs prioritized by Bradesco



capitals

- Financial capital
- Human capital
- Intellectual capital
- Social capital
- Manufactured capital
- Natural capital

material themes

- Ethics, integrity and transparency
- Risk management and climate opportunities
- Human capital management
- Innovation and technology
- Sustainable business
- Privacy and information security
- Relationship, inclusion and financial health of clients



learn more

in [SDG prioritized](#)
in [materiality process](#)



- o presentation
- o how to read this report
 - our reports
- o message from the board of directors
- o message from the ceo
- o external environment
- o 2022 highlights

our reports

We are committed to transparency and maintain a set of publications that furnish financial and sustainability information to various stakeholders



for more
information,
please see:

[sustainability website](#)



ANNUAL INTEGRATED REPORT

This is our main report, which includes institutional, business and financial information, also providing details on sustainability practices and initiatives.



ESG Indicator Worksheet

A complete compilation of quantitative information on environmental, social and governance aspects, with the historical series of the last four years.



Climate Report (TCFD)

Outlines our management of climate-related risks and opportunities according to the Task Force on Climate-related Financial Disclosures (TCFD).



Economic and Financial Analysis Report

Provides information on our consolidated economic and financial performance according to practices applicable to institutions authorized to operate by the Central Bank of Brazil.



Materiality Report

Presents the methodology and the process of consulting with stakeholders and building our materiality matrix.



Sustainable business

A report detailing how we manage ESG aspects in our business, client engagement and the key results achieved.



Risk Management Report – Pillar 3

Describes Bradesco's risk management activities, detailing practices and controls over the primary risks we are exposed to, including the adequacy of our capital.

- presentation
- how to read this report
 - our reports
- **message from the board of directors**
- message from the ceo
- external environment
- 2022 highlights

message from the board of directors

GRI 2-22

We have just celebrated our 80th year in business and during that time we have played a significant role in the lives of Brazilians by providing them with access to banking services throughout the country.

Our history is marked by trailblazing when it comes to technology in the banking sector, and we continue to make ongoing investments in innovation. Taking the needs of clients into account, as well as the high competitiveness of the sector, our goal is to continuously advance in digital transformation by increasingly improving the client's journey and their ultimate satisfaction. As such, we also make investments in training and developing our employees, who reinforce our culture each day.

Over these 80 years, we have learned lessons that have strengthened and helped us to address and adapt to both conjunctural and technological transformations. These experiences have also made us more resilient, providing valuable lessons on the importance of consolidating our equity and maintaining a solid level of capital and liquidity.

In line with our mission to create opportunities that help people achieve their goals, as well as the sustainable development of companies and society, we reiterate our commitment to continuously improve our management of environmental, social and governance aspects.





- presentation
- how to read this report
 - our reports
- **message from the board of directors**
- message from the ceo
- external environment
- 2022 highlights

We envision a financial sector that is increasingly capable of contributing to a greener and more inclusive economy. Throughout 2022, we engaged and supported our clients in fostering sustainable business. This played an important role in reaching 69% of our target of R\$250 billion by 2025 to finance sectors and assets with a positive socio-environmental impact.

As for the climate agenda, in step with our commitment to decarbonize our loan portfolio in an effort to have zero net emissions by 2050 and become a Net Zero bank. Our strategy remains aimed at engaging our stakeholders and defining policies, processes and action plans and performance measurement to tackle the challenges and mitigation of climate change.

We also continue to be focused on supporting the social development of the country, both through businesses and social investments. In 2022, we invested R\$982 million in social and environmental projects and initiatives that are geared towards meeting the demands of society.

We would also like to point to the work of Fundação Bradesco, which boasts 40 own schools that can be found in all Brazilian states and the Federal District, in addition to our educational projects such as Escola Virtual.

We will surely come up against new challenges in 2023, but we are confident in our ability to overcome them and continue growing in a sustainable manner, maximizing the inclusion and financial health of our clients and generating value for our stakeholders.

Finally, we express our gratitude to everyone for the trust placed in our institution.

Enjoy the material!

Luiz Carlos Trabuco Cappi
Chairman of the Board of Directors



- o presentation
- o how to read this report
 - our reports
- o message from the board of directors
- o **message from the ceo**
- o external environment
- o 2022 highlights

message from the CEO

GRI 2-22



Dear all,

We are pleased to present our 2022 Integrated Annual Report.

First of all, I would like to express my gratitude to everyone who has been with us on this journey, which celebrated 80 years in 2023. We have evolved and undergone transformations over these eight decades through resilience and experience, helping us remain at the forefront of the banking and insurance sectors while reaffirming our purpose, which is a source of pride for us.

In the post-pandemic landscape, 2022 loomed as a year full of challenges in the sphere of financial business. Marked by significant volatility stemming from a number of relevant events, we observed a rapid and pronounced increase in inflation, with higher than initially expected interest rates, impacts on the

credit cycle and a global environment teeming with intense political and economic instability. Despite the adverse backdrop, we remained firm, reinforcing our determination and financial solidity.

In light of this scenario, we implemented measures to improve our performance and looked to boost the profitability of our products and services. Among our numerous initiatives, we introduced changes in our credit policies, took on actions focused on increasing efficiency in strategic areas and channels, and offered our clients favorable conditions to help them renegotiate their debts. It was a year of intense work focused on the pillars: clients, people, digital transformation and sustainability.



- presentation
- how to read this report
 - our reports
- message from the board of directors
- **message from the ceo**
- external environment
- 2022 highlights

In an effort to address our clients' needs by analyzing their stage in life, we invest in developing journeys and solutions. We are also present where and when it is most convenient for them through a wide physical network, with branches and a banking correspondents' model that extends to the most remote regions of the country, in addition to our digital channels. We closed out the year with more than 77 million clients, 38 million of whom were account holders. Among them, 71% use our digital services, proof that our digital platforms have gained significant ground.

We have nearly 5,000 professionals working with agile methodologies in fully collaborative multidisciplinary groups called "squads". These units integrate technology and business areas in the creation and implementation of more effective and relevant solutions in the life of a client.

We believe that technology is an essential element in the creation of simple, streamlined and efficient solutions aimed at providing a complete journey, with increasingly exclusive

customer service. In 2022, we invested R\$6 billion in technology.

To improve processes and continually offer the very best experience, we utilize an NPS System as a strategic ally. As a result, over the past two years, the level of client satisfaction across our mix of channels – including digital self-service and customer service – has seen expressive growth.

A recent example that showcases our innovative flair was the completion of the first financial market tokenization transaction within the regulatory environment of the Central Bank of Brazil. It was a pilot operation that transformed traditional physical financial assets into digital assets through the issuance of a Bank Credit Bill (CCB) for R\$10 million.

At the forefront of this transformation are our people. Our over 88,000 employees, boasting an extraordinary ability and commitment to their work, coupled with a dedication to clients and adherence to our strategies, make all of this happen. This is why we are committed to attracting, developing

and engaging talent for each area of our business, reflecting the diversity of our clients, users and employees.

It is also for people that we work towards sustainable development. It reinforces our purpose and role of supporting a greener and more inclusive future that will ensure the growth and perpetuity of our Organization.

We continue to focus efforts on the management and implementation of our sustainability strategy, turning our attention to themes that demand transformations in the way business is conducted – the climate agenda, sustainable business and financial citizenship.

I would like to take this opportunity to once again spotlight our recognition in the S&P Global sustainability yearbook, where we placed among the top 5% of institutions in the global banking sector in terms of sustainable practices. In the Sustainable Business agenda, we have now reached 69% of our target of allocating R\$250 billion to businesses with a positive impact by 2025.

Committed to social and environmental development and environmental preservation, we are proud of our historic partnership with the SOS Mata Atlântica Foundation, where we hit the mark of 34 million trees planted in 1,350 municipalities in nine Brazilian states. ESG Management is pervasive throughout our business and is aligned with our purpose, as you will see throughout this report.

I invite you to find out more about our financial performance, strategies, advances and sustainability initiatives, as well as the prevailing risk factors and opportunities that will help guide us over the coming years.

I hope you all enjoy the content.

Octavio de Lazari Junior
CEO



- o presentation
- o how to read this report
 - our reports
- o message from the board of directors
- o message from the ceo
- o **external environment**
- o 2022 highlights

external environment

Despite higher interest rates, the labor market began to demonstrate stronger resilience, with a dip in unemployment, a recovery in income and growth in real payroll

2022 began with expectations of a return to a certain level of normalcy after the turmoil experienced during the most intense period of the Covid-19 pandemic. We closed out 2021 with a modest recovery in the level of activities and a solid external performance. However, the inflation rate was beginning to rise.

At the same time, right at the end of February, we were faced with the outbreak of a military conflict – the invasion of Ukraine by Russia – which had a direct impact on the global economy. Consequently, we saw a reduction in the momentum of growth, an acceleration of inflation (especially in the United States and the European Union) and a rise in energy prices. The military conflict also significantly affected the world's supply and production of energy, grains and fertilizers. In Brazil's case, we did not suffer from any shortages.

Another element that should be emphasized over the period is the effective disruption of a number of production chains, further reflecting the impacts of the pandemic.

In this scenario, the Central Bank of Brazil raised interest rates to bring inflation back to targets. From March 2021 to mid-2022, the Selic rate rose from 2% to 13.75%. Heading towards the end of the year, despite higher interest rates, the labor market began to demonstrate stronger resilience, with a dip in unemployment, a recovery in income and growth in real payroll, particularly driving the services sector.

Inflation measured by the Broad National Consumer Price Index (IPCA) stood at 5.79% for 2022. The performance of the Gross Domestic Product (GDP) in 2022, according to the Brazilian Institute of Geography and Statistics (IBGE), was 2.9%.

The Brazilian fiscal framework benefited from increased tax revenues that were fueled by the economic recovery and the commodity sectors, in addition to non-recurring receipts. The consolidated public sector posted a sizable primary surplus of 1.26%/GDP, but fiscal policy still requires close attention from economic policy next year.

We expect a growth of 1.5% and inflation of 6% in 2023, but that should be heading downward, paving the way for the onset of a cycle of interest rate cuts by the Central Bank of Brazil. The world economy is projected to grow 2.5% in 2023, with 0.5% growth in the US and the European Union, 5.5% in China, and 1.3% in Latin America as a whole.

Note: The economic outlook, projections and trends provided are forecasts. These expectations are highly dependent on market conditions, the overall economic performance of the country, sectors and international markets, and are therefore subject to change.



- presentation
- how to read this report
 - our reports
- message from the board of directors
- message from the ceo
- external environment
- **2022 highlights**

2022 highlights



CLIENTS IN FOCUS

77.1
million
total clients

2,864
branches

38
million
account holders

40,456
Bradesco Expresso units
(banking correspondents)

71%
of account holders
are digital

46,562
automated teller
machines



OUR PEOPLE

88,381
employees

1,915
interns

51%
are women

34%
of senior positions are
held by women

28%
are black people

22%
of senior positions are
held by black people

5%
of employees are PwDs



- presentation
- how to read this report
 - our reports
- message from the board of directors
- message from the ceo
- external environment
- 2022 highlights



INNOVATION AND TECHNOLOGY

R\$6
billion
of investments
in technology

429
million
interactions with BIA in 2022,
155 million through WhatsApp

57%
growth in financial
transactions effected through
mobile devices (individuals
and companies)

2.6
million
accounts opened through
mobile devices in 2022

Over
14
million
downloads in the Bradesco
Seguros App

Ágora Investimentos

886.2
thousand
clients, and
R\$68.9
billion
in assets under custody

next

14.5
million
clients, 78% of which are
Bradesco non-account holders

Bitz (now Digio)

11.5+
million
downloads and
7.3+
million
accounts opened



- presentation
- how to read this report
 - our reports
- message from the board of directors
- message from the ceo
- external environment
- 2022 highlights

**OUR SUPPLIERS****7,543**

suppliers registered in the base

1,972

suppliers approved for the year

2,291suppliers with relationships
(active contracts)**R\$21.7****billion**
purchase volume (spend)**OUR FINANCES**

Net income

R\$20.7**billion**

Expanded portfolio

R\$891.9**billion****R\$14.8****billion**
in insurance activities**fundação
bradesco****R\$795****million**

invested in 2022

60,000+students benefited, 88% from the
surrounding communities

Almost

2**million**

students benefited from the Virtual School



- presentation
- how to read this report
 - our reports
- message from the board of directors
- message from the ceo
- external environment
- 2022 highlights



SUSTENTABILIDADE



SUSTAINABILITY HIGHLIGHTS

**R\$172.7
billion**
earmarked to sustainable
business since 2020, which
represents 69% of the
2025 target

As of December 2022, we
had allocated

100%
of the US\$500 million from
our first Sustainable Bond

**R\$1.2
billion**
in financing for the purchase
and installation of solar energy
generating equipment

We have reached the milestone of

**34
million**
trees planted in 1,350
municipalities in nine Brazilian
states through our historic
partnership with Fundação SOS
Mata Atlântica

For five years straight, we have
placed among the

top 5%
of global banking companies
in ESG assessments by the
Sustainability Yearbook
published by S&P



about us

We are one of the largest financial groups in Latin America whose history has been noted for a pioneering spirit, innovation and expansion.

- o an 80-year history with purpose and values
- o corporate strategy
- o digital and physical presence
- o value creation
- o ecosystem and activities | portfolio
- o corporate governance
- o ethics, integrity and transparency
- o risk management



CHAPTER REFERENCE

Material themes:

Ethics, integrity and transparency; Innovation and Technology; Human Capital Management

IIRC Capitals:

Manufactured, Human and Intellectual



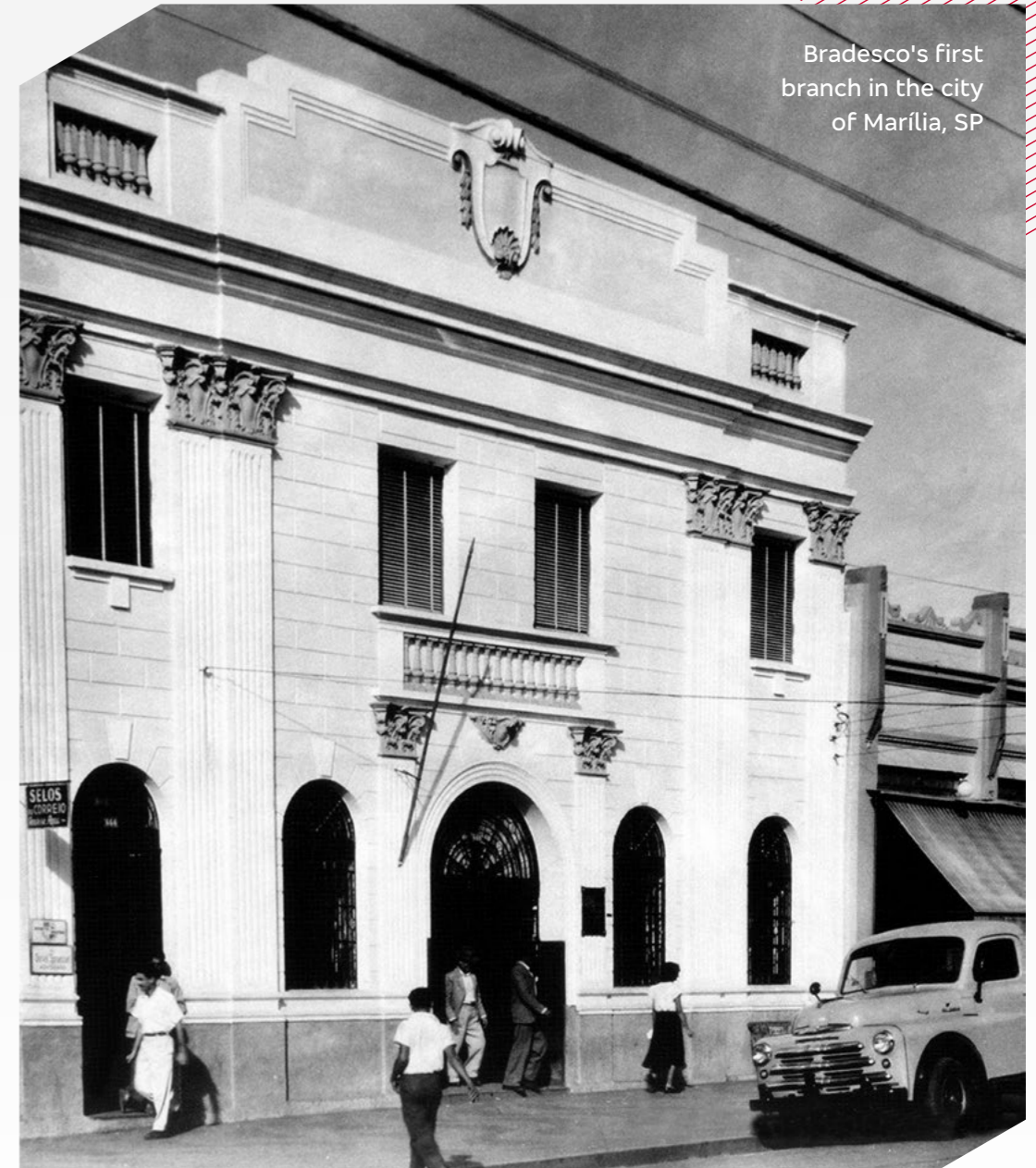


- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- risk management

an 80-year history with purpose and values

GRI 2-1

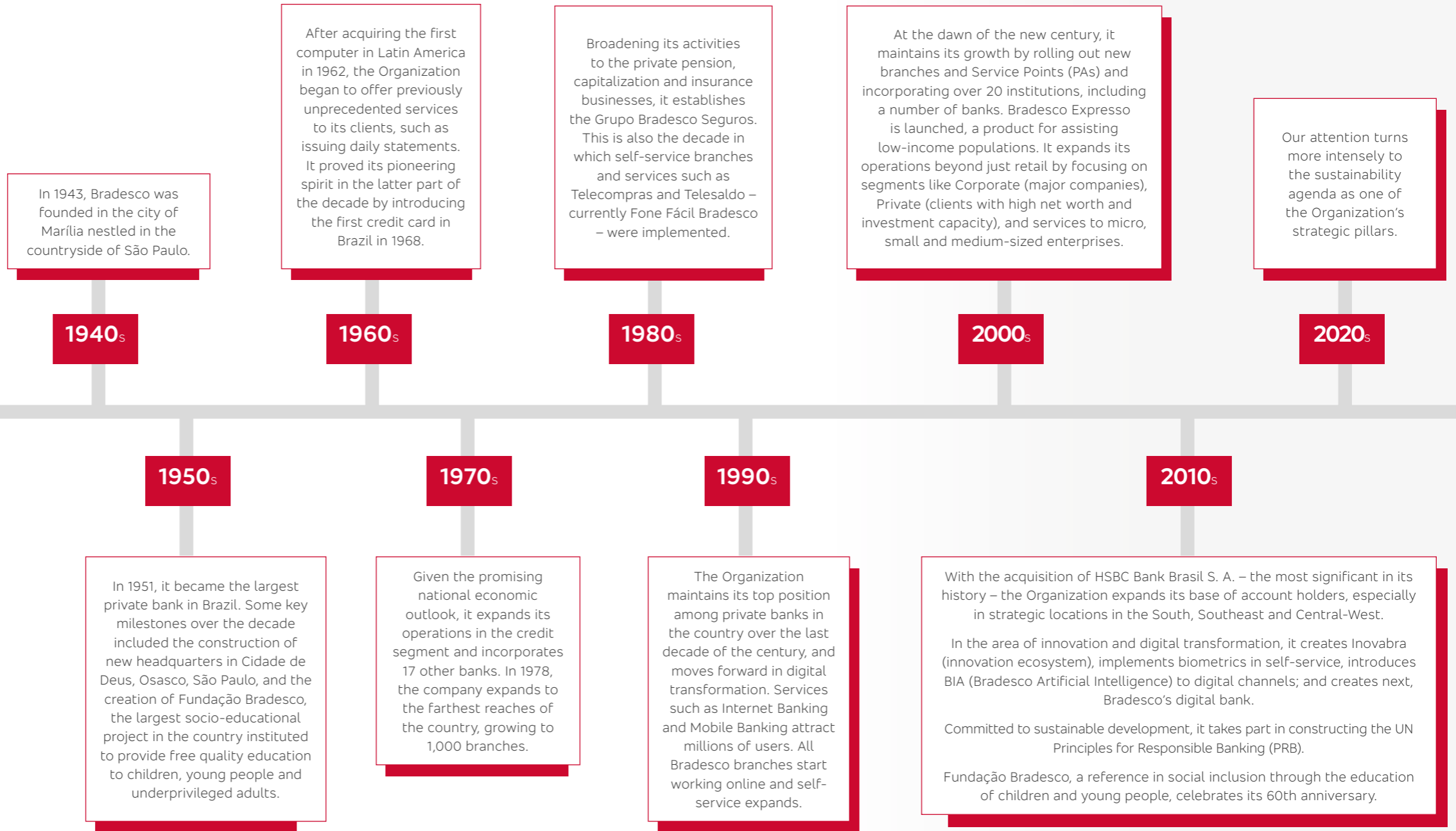
80 years ago, Bradesco – the open-door bank – was founded. Innovative and inclusive, it set itself apart from other banks in that era due to its approach of providing services to small retailers, civil servants and people of modest means.



Bradesco's first branch in the city of Marília, SP



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- risk management





- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- risk management

the principles that guide us

Over our eight decades of activity, fundamental and non-negotiable values have characterized our culture and our way of doing business, and have been passed on as a legacy to each generation of professionals that join the Organization. **GRI 2-23**

purpose

To create opportunities for the fulfillment of people and the sustainable development of companies and society

values



The Client as the reason for the Organization's existence



Belief in the value and capacity of people to develop



Ethics in all of our activities and relationships



Respect for human dignity and diversity



Transparency of information required by stakeholders



Social and environmental responsibility, with incentives for sustainable development initiatives



**for more
information,
please see:**

[corporate
identity](#)



- an 80-year history with purpose and values
- **corporate strategy**
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- risk management

corporate strategy

Four key pillars that guide our operations

We focus our business strategy on fulfilling our clients' expectations based on an understanding of their needs and stage in life, increasing their satisfaction by offering an exceptional experience in all their interactions with the Organization. We base our operations on four key pillars that support our corporate purpose.

clients our inspiration

Our goal is to provide the support our client wishes to fulfill their objectives through top-tier service focused on their needs and targets, promoting the very best experience (pleasant and thorough) and a relationship rooted in trust and respect. Taking the client as the core of our strategy, we developed a number of measures to improve our knowledge on behavior, needs and objectives, adding value at every point and interaction. Through the use of data intelligence for complete business solutions, we have offers according to the client's profile and stage of their life. We integrate journeys and processes supported by technologies that make real-time decisions.

digital transformation how we do it

Efficiency. Agility. Connection. Innovation. Simplicity. This is our mindset on digital behavior. In a context of solid digital transformation, we want to make our customer experience even more fluid, practical and secure. We focus on actions and projects geared towards optimizing the use of channels, reducing the cost of services and seeking continued efficiency. We seek to maximize value from the client's perspective through a culture that is centered on continuous improvement, excellence and the use of data to make the best decisions.

people our team

People are the foundation of our strategy. We want to be the company desired by high-performance professionals so they can enjoy the present and build for the future. We endeavor to improve the essential and transformative skills of our professionals to make our corporate strategy viable. We build an organizational culture based on ethics, transparency and respect for people. We invest in an innovative, challenging and diverse environment.

sustainability made to last

We are agents of positive transformation, generating shared value with society, clients, employees, investors and partners. We are committed to sustainable and diversified growth, acting ethically and transparently through an optimal balance between risk and return and a robust capital and liquidity structure. We seek to contribute to the sustainable development of society with a low-carbon and inclusive economy. We are committed to managing the socio-environmental and climate risks related to our business. Grounded in diversity and inclusion, our activities reinforce our belief in the transformative potential of people and respecting individuality and plurality. Inclusion and financial education are essential drivers for us because we impact and transform the lives of thousands of Brazilians through them.



- an 80-year history with purpose and values
- corporate strategy
- **digital and physical presence**
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- risk management

digital and physical presence

GRI 2-1

Our strategy is to promote digital transformation, while still ensuring a physical presence in all regions of the country.

We maintain a complete platform of banking, insurance products and services for all stages of our clients' lives. We also boast nationwide coverage and strategic locations abroad, ensuring both physical and digital presence that caters to all types of clients in the most convenient way for them.

Each year, we refine our new tools and contact channels. It's part of our strategy to make ongoing strides in digital transformation while ensuring our strong physical presence in all regions of Brazil.

This solid and well-structured capillarity helps us promote financial inclusion and provide services to our clients through a fluid omnichannel experience in integrated channels.



learn more
in [client in focus](#)

serving clients in multiple ways

digital channels



Internet Banking



Fone Fácil



Bradesco Apps



ATMs (Automated Teller Machines)

98%

of transactions are carried out on digital channels

93%

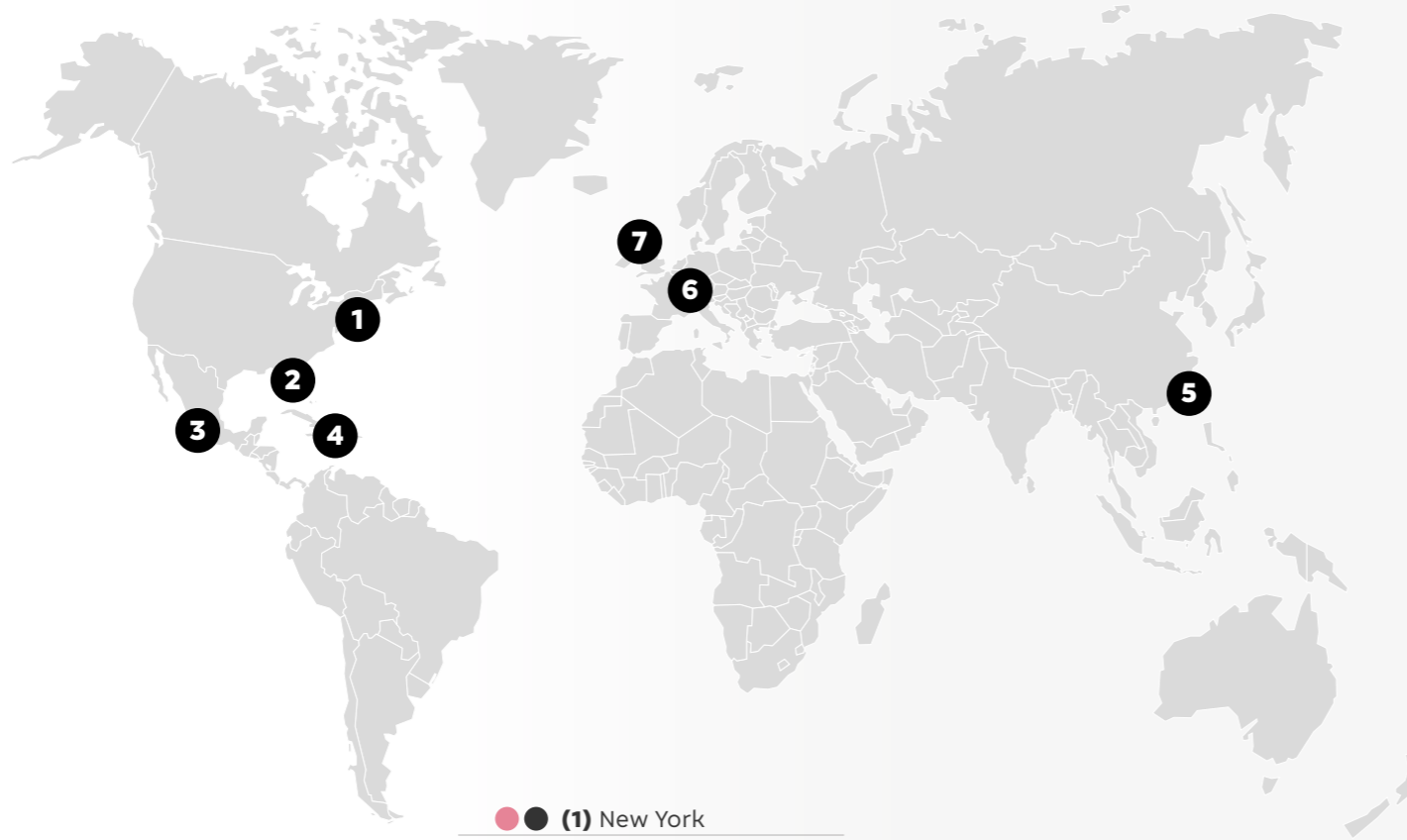
are concentrated in mobile and internet



- o an 80-year history with purpose and values
- o corporate strategy
- o digital and physical presence
- o value creation
- o ecosystem and activities | portfolio
- o corporate governance
- o ethics, integrity and transparency
- o risk management

where we are GRI 2.1

On the client's side, everywhere and through all channels.



- (1) New York
- (2) Miami
- (3) Mexico City
- (4) Cayman Islands
- (5) Hong Kong
- (6) Luxembourg
- (7) London

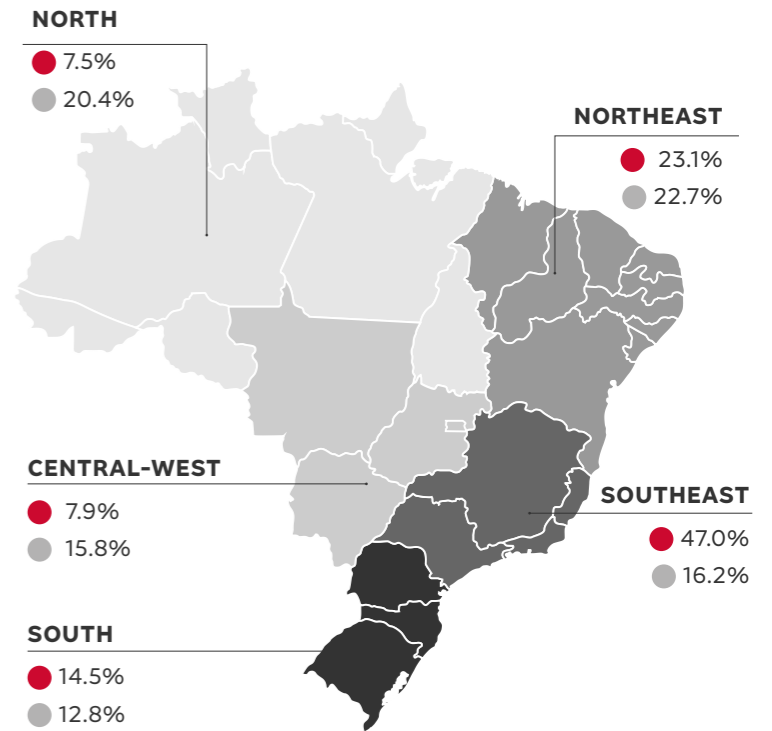
- Subsidiary
- Branch
- Representation Office

3,761
branches/
business units

40,456
Bradesco
Expresso units

4,169
Service Points
(PAs)/Electronic
Service Points
(PAEs)

46,562
ATMs



- % Network Distribution
- % Market share



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- **value creation**
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- risk management

value creation GRI 2-6

inputs

Intellectual Capital

Intangible assets such as:

- Brand value and reputation
- Ecosystem that fosters innovation
- Team skills
- Ability to innovate
- Data use and intelligence
- Agile multidisciplinary groups, uniting technology and business
- Proprietary systems

Social and Relationship Capital

- Customer relationship and relationships with employees, suppliers and other stakeholders

Human Capital

- Organizational culture
- Our employees, interns and apprentices
- Qualified and diverse staff

Financial Capital

- Solid capital base
- Client deposits and funding
- Third-party capital management

Manufactured Capital

- Service network with an extensive reach (branches, service points and ATMs)
- Technology platform
- Digital channels
- Administrative infrastructure

Natural Capital

- Energy from renewable sources
- Water
- Other natural resources

outputs

We provide **banking and insurance products and services** to our Individual and Corporate clients



purpose

Create opportunities for people to achieve their goals and for the sustainable development of companies and society

strategic pillars

Clients | Digital Transformation | People | Sustainability

outcomes

Intellectual Capital

- Digital Transformation

98% of transactions performed on digital channels

Social and Relationship Capital

- More customized client journey
- Specialized service
- Client Satisfaction
- Offering suitable products and services
- Promotion of social & economic development
- Financial inclusion and education

77.1 million clients
21% improvement in NPS score over the last 2 years
R\$60.1 billion of value added to society
R\$17.7 billion contributed to the government
R\$982 million in private social investment (including Fundação Bradesco, with more than 60,000 students assisted)

Human Capital

- Recruiting and retaining talent
- Professional development
- Employee satisfaction

R\$20.5 billion in wages paid
10.2% turnover
83.1% - employee satisfaction ratio
51% of our employees are women
+ R\$115 million invested in training & development

Financial Capital

- Resilience and solidity
- Long-term sustainable growth

13.1% return on average equity
12.4% - Tier 1 capital ratio
R\$10.2 billion distributed to shareholders in dividends and interest on equity

Manufactured Capital

- Physical and digital presence
- Digitization of services

98% of transactions performed on digital channels
2.6 million accounts opened using mobile devices
R\$6 billion invested in technology

Natural Capital

- Emissions from our operations
- Emissions from our financing and investment activities
- Positive environmental impact generated by sustainable business

165.3 thousand tons of CO₂ emitted from our operations (scopes 1, 2 and 3)
100% of emissions generated by our operations offset since 2019
R\$1.7 billion in balance of environmental products



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- **ecosystem and activities | portfolio**
- corporate governance
- ethics, integrity and transparency
- risk management

ecosystem and activities | portfolio

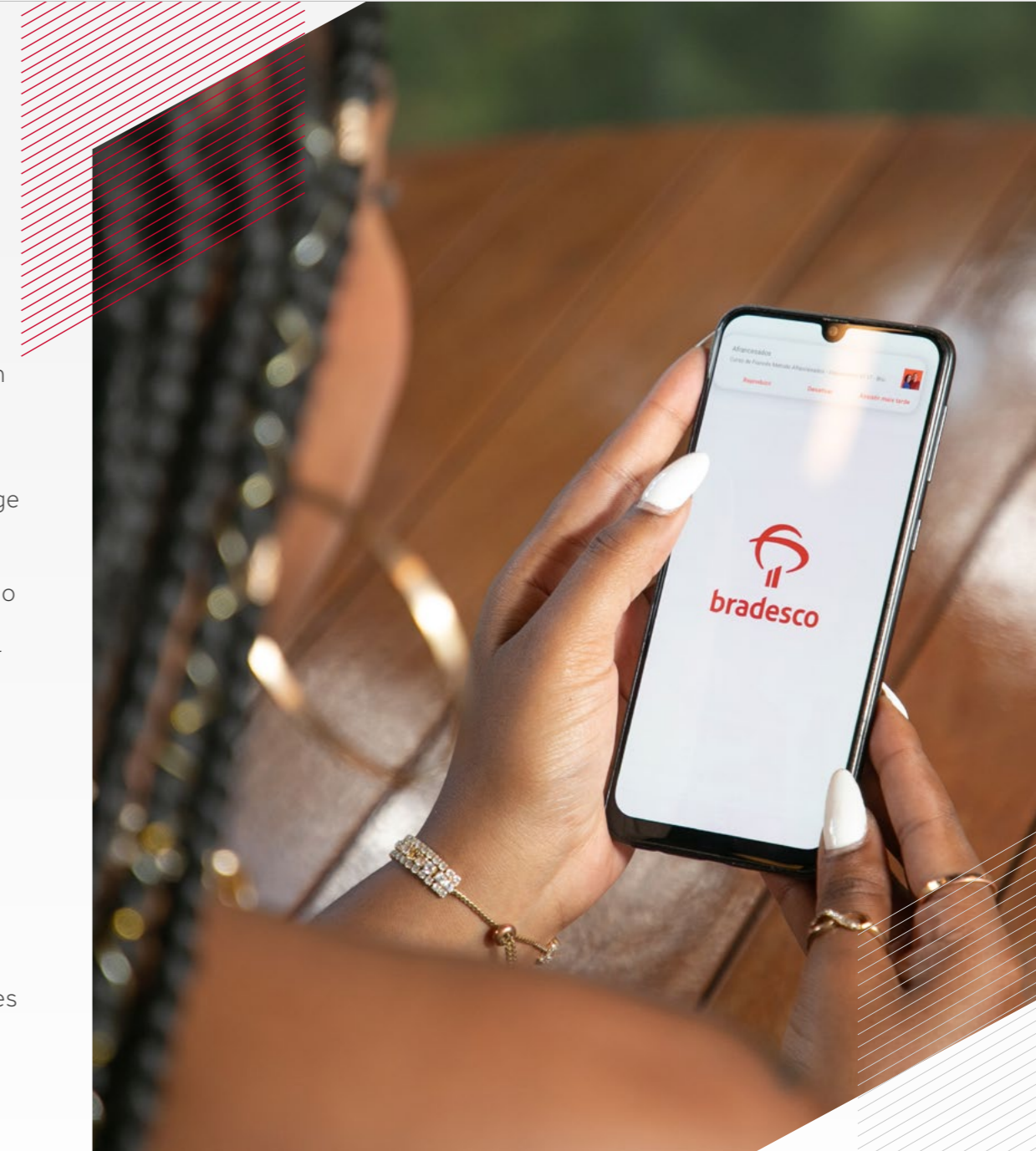
GRI 2-6

We develop solutions to serve a wide-range of clients, ensuring a highly diversified portfolio of products and services

We are a vibrant, ever-changing ecosystem that offers much more than just financial products. Our solutions are designed and developed to serve a wide-range of clients by respecting their profile, their needs, and their stage in life.

We feature a widely diversified portfolio of banking and financial products and services in Brazil and abroad that cater to individuals and companies of all sizes – large, medium, small or micro-sized enterprises.

Our products and services cover banking operations such as: loans and advances, deposits, credit cards, consortium, insurance, capitalization, leasing, collection and processing of payments, supplementary pension plans, asset management and securities trading and brokerage.





- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- risk management

our primary products and services



cards

We offer a complete range of payment solutions, including Elo, Visa, Mastercard and American Express cards, in addition to Private Label cards in partnership with leading companies. We are active in the Mexican market through our subsidiary Bradescard México, a consumer credit company. In 2022, we announced the acquisition of Ictineo Plataforma, a financial institution intended for individual clients, pending approval from the Mexican (CNBV – Comisión Nacional Bancaria y de Valores) and Brazilian (BACEN – Banco Central do Brasil) authorities.



loan activities

We have expanded and diversified our range of offers in the distribution channels, particularly digital media, complemented by the network of branches and banking correspondents. Our nation-wide reach allows us to provide loans and financing directly or in strategic partnerships in different business chains. Some of these include:

- **Agribusiness:** we are among the largest financiers of the agricultural sector, and have offers and solutions to help develop production. There are eight significant agribusiness fairs we participate in, and have agreements with various partners in the production chain, along with major manufacturers of agricultural machinery and equipment in the country. We have 14 agribusiness platforms available that are spread

throughout Brazil with agronomist experts and engineers that provide assistance to the service network and to rural producers.

- **Special Business:** we are among the largest financiers in emergency government programs, in addition to leading the transfer of funds from BNDES (Brazilian Development Bank). We are also leaders in the leasing market and in advanced payments to suppliers. We offer solutions in structured operations for wholesale clients and maintain the largest surety portfolio in the market.
- **Property/Real Estate:** we are one of the most relevant in this market, financing both the construction industry and the acquisition of property by end clients. Our real estate platforms cover the entire country. For

R\$891.9
billion
balance of the expanded
loan portfolio

residential properties, we feature a 100% digital contracting process.

- **Companies:** small and medium-sized enterprises can benefit from working capital, prepayment of receivables and property financing. For large companies, we offer complete solutions for various needs and business sectors
- **Individuals:** includes all personal, payroll-deductible, vehicle and revolving lines of credit. Highlights include the heavy use of algorithms and advanced analytics; mapping client needs in real time with a fluid and multi-channel approach

R\$298.1
billion
in card transactions



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- risk management



consortia

Our Organization offers a full portfolio of products and services in the immovable and movable assets segments for clients, even if they are not account holders. We have a comprehensive base for sales in synergy with branches, digital platforms, and partners.

- **Consortium of movable assets:** category available for the purchase of cars, motorcycles, trucks, utilities, fleet renewal, vessels and even aircraft.
- **Consortium of immovable assets:** letters of credit available for the purchase of residential, rural and commercial properties, construction or renovation, in addition to the acquisition of land.
- **Agro Bradesco Consortium:** we offer distinct solutions for entrepreneurs and rural producers to procure machinery such as tractors, harvesters, sprayers, drones and irrigation pivots, as well as agricultural silos.

As a differential in the market, in addition to the individual quotes, we also provide the Structured Project, a consultative sales model that facilitates the acquisition of high-value assets. This customized and tailored product allows the client to acquire a number of quotas, which reach the desired value when added together. There are over 3,500 groups available to suit the needs of clients.

1.6 million
of active quotas,
totaling 622.8
thousand quotas
sold in 2022



cash management

We structure solutions for international companies operating within the Brazilian market and domestic companies that operate abroad, maintaining a partnership with 55 international banks and providing access to the Swift Network, supporting the opening of company accounts designated by partner banks. Our goal is to provide an ample portfolio of products and services backed by stability, security, tailored solutions and the integration of systemic platforms. We seek to facilitate the financial management of Companies, Service Concessionaires and Public Agencies to manage accounts receivable and payable and the collection of taxes and fees.

2.2 billion
transactions performed

R\$32.5 billion
in revenues
and a portfolio of
R\$99.4 billion

R\$2.3 billion
from fee and
commission income



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- risk management



BBI

As an Investment Banking, we provide advice to clients on primary and secondary stock offers, merger transactions, acquisition and sale of assets, structuring and distribution of debt instruments, structured corporate finance transactions, and projects in the Project Finance modality.

284
operations
supported through
advisory services

R\$365
billion
in transactions

Our Global Markets area exclusively serves the institutional segment, covering investors domiciled in Brazil, the United States, Europe and Asia. We are an active participant in the primary equity and debt market through the distribution of offers coordinated by our Investment Banking.

In the secondary market, we broker the purchase and sale of shares and derivatives listed on the Brazilian Exchange & OTC (B3), such as commodity, Interbank Deposit, dollar and index futures contracts. We also execute options, swaps, forward contracts listed on the B3 and the organized over-the-counter market.

Our research department includes 38 professionals in the area of variable income investment analysis, equity strategy and macroeconomics, focused on companies with shares listed on the leading Latin American stock exchanges, with a coverage of approximately 92% of the MSCI LatAm index.



asset management

We are active in the fund management and managed portfolio market, offering a variety of investment products and solutions for all client profiles. We provide services to multiple segments of individual and corporate clients, including institutional investors, in Brazil and abroad, and Family Offices.

R\$569.2 billion
in investment funds and
managed portfolios*

* Only the values managed by Bradesco were reported, not including third-party fund values..



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- risk management



investment house

We have a complete, open and independent investment platform dedicated to individuals and companies, offered to both Bradesco account holders and non-account holders. Through Ágora's website or App, clients can enjoy a select portfolio of investments in public and private fixed income and Direct Treasury, investment funds from renowned market managers, COEs, LIGs and private pension plans. Clients can also access variable income assets through a modern homebroker or through its trading terminals. The platform combines technology and innovation in an effort to prioritize the investor's journey and experience, also providing quality content and analysis, specialized advisory services, educational courses, and exclusive products and benefits. To manage your portfolio and monitor the valuation of your assets on a daily basis, our clients are provided with a 360° view of the portfolio.

886
thousand
clients

R\$68.9
billion
under custody



financial advisory

We offer our clients unique online or in-person financial advisory services, including Bradesco Asset, Ágora Investimentos, Treasury and the entire portfolio of Bradesco Previdência. These products all consider the client's current stage in life, their objectives and profile related to their risk tolerance. Clients also benefit from the recommended portfolios, combining a variety of financial products that are produced on a monthly basis based on the client's profile and outlooks for the national and international markets. Apart from the assistance provided by our branch managers, we also offer a team of investment specialists who are available to our clients via online chat in Bradesco's Internet Banking or App, as well as by telephone to our main offices. Over 240,000 individual consulting services were provided in 2022 by our team of investment specialists for managers and clients.



brokerage

We exclusively serve the institutional segment, covering investors based in Brazil, the USA, Europe and Asia. We mediate the purchase and sale of shares, commodity futures contracts, financial assets, indices, options, stock rentals, swaps, fixed-term contracts, in the primary and secondary markets, trading on B3 and in the organized OTC market. Today, we offer a comprehensive investment analysis service that covers the most important sectors and companies in the Latin American market.



learn more

in [customer experience](#)
and [financial citizenship](#)



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- **ecosystem and activities | portfolio**
- corporate governance
- ethics, integrity and transparency
- risk management



capital markets

Through a modern infrastructure and specialized professionals, we provide solutions and services for the capital market:

◦ **Securities bookkeeping**

- 262 companies belonging to the Bradesco System of Book-Entry Shares, with 11.1 million shareholders;
- 476 companies with 813 issuances that are part of the Bradesco System of Book-Entry Debentures, with a market value of R\$761.1 billion;
- 1,166 investment funds that make up the Bradesco System of Book-Entry Quotas with a market value of R\$98.8 billion; and
- 43 BDR (Brazilian Depositary Receipts) programs, with a market value of R\$5.9 billion.

◦ **Escrow Account-Trustee**

- 28,575 contracts, with a financial volume of R\$17.9 billion.

◦ **Fiduciary management for funds, investment clubs and managed portfolios**

- R\$1.1 trillion in shareholders' equity managed by Banco Bradesco and BEM – Distribuidora de Títulos e Valores Mobiliários Ltda. in Investment Funds, Portfolios and Investment Clubs.

◦ **Specialized custody of securities for investors and issuers**

- R\$2.1 trillion in client assets under custody;
- R\$3.2 trillion in assets under control; and
- R\$237.8 billion in market value, referring to 49 ADR (American Depositary Receipts) programs and 4 GDR (Global Depositary Receipts) programs.



products and services for the public sector

We operate nine platforms specialized in assisting governments, capitals, courts, assemblies, ministries and public defenders, as well as the largest municipalities in the Brazilian GDP. We also have 33 platforms for our relationships with other municipalities and agencies.



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- risk management



Grupo Bradesco Seguros

As market leaders in Brazil and Latin America, we carry multiple products for personal, family and business protection under a variety of circumstances and in different segments. We offer life insurance, auto insurance, health and dental insurance, capitalization, private pension plans, residential and property insurance for individuals and companies. In conjunction with Swiss ReCorporate Solutions Brasil Seguros S. A., we are active in the insurance sector for large risks, Property and Casualty (P&C) and transport, all targeting medium and large corporate clients.

R\$95.4

billion

income from insurance premiums, contribution to pension plans and capitalization revenue

R\$78.4

billion

indemnities, sweepstakes and redemptions paid

R\$6.8

billion

net income

↑57%

sales through digital channels

14 million+

App downloads

132 tons

of recyclable materials collected and designated by the Sustainable Claim project in the auto and property lines

1 million+

consultations provided in the network of Meu Doutor Novamed clinics



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- **corporate governance**
- ethics, integrity and transparency
- risk management

corporate governance

GRI 2-9

Since our inception, we have adhered to the idea of investing in the sustainable development of Brazil by adopting the best corporate governance practices in the market.

As a publicly traded private company with shares listed at Level 1 of Corporate Governance of B3 (Brazilian Exchange & OTC), our principles have been governed by the guidelines of the Brazilian Code of Corporate Governance.

Our shares are also traded on the New York Stock Exchange (NYSE), through American Depositary Receipts (ADRs), which are subject to the guidelines of the Securities and Exchange Commission (SEC). We are also traded on the Madrid Stock Exchange in Spain (Latibex).

The strength of our governance and the ethics that permeate all our decisions and practices attest to our commitment to generating value for shareholders,

investors, employees, clients and society as a whole.

shareholding structure

Our corporate structure includes two types of shares: common (CS), in which holders have the right to vote on any matter at shareholders' meetings, and preferred (PS), which do not grant the right to vote at meetings to holders, with the exception of some matters provided for by law (for example, election of representatives of minority shareholders on the board of directors and fiscal council), but guarantee preference in receiving dividends and other compensation.



Our Bylaws describe the rules regulating the Organization's acts and activities, and also establish the powers of our Management Bodies. Any amendment to the Bylaws requires approval at a Shareholder's Meeting.



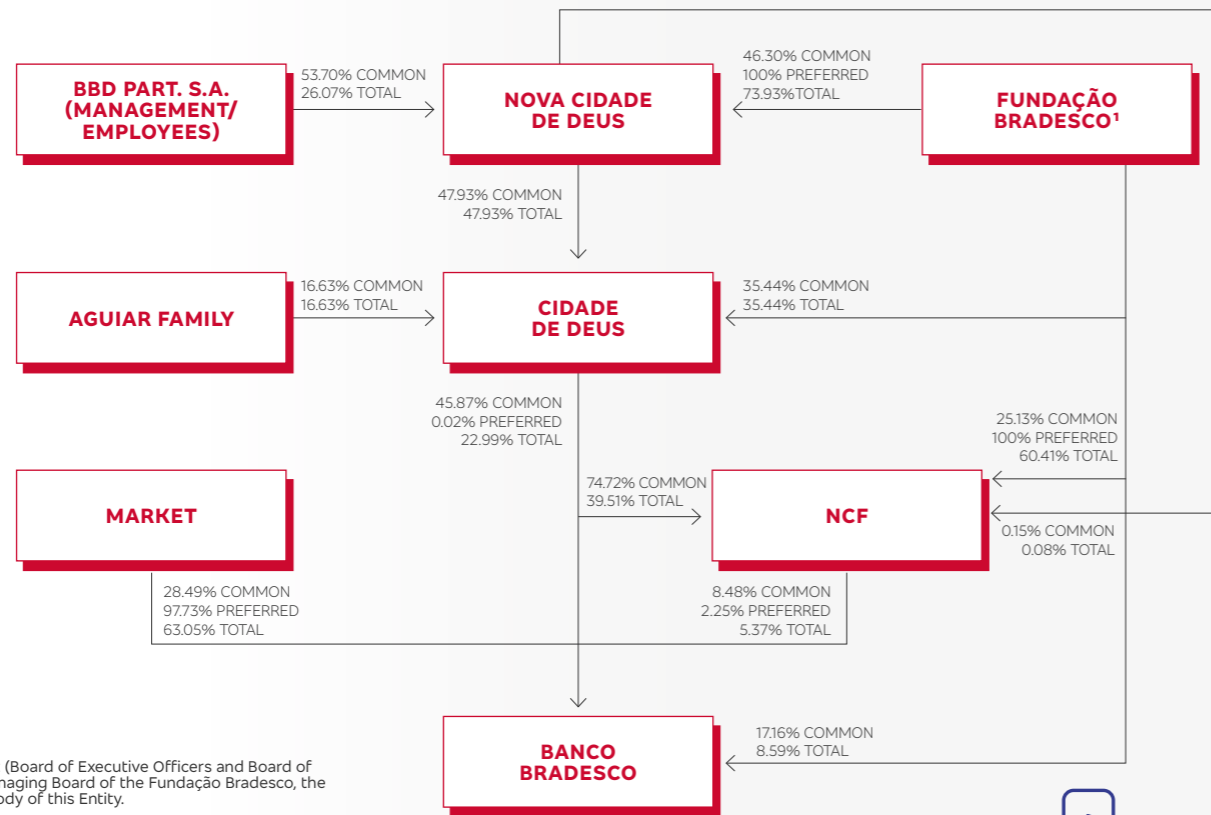
**for more
information,
please see:**

[bylaws](#)



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- **corporate governance**
- ethics, integrity and transparency
- risk management

SHAREHOLDING STRUCTURE



(1) Bradesco's Management (Board of Executive Officers and Board of Directors) is part of the Managing Board of the Fundação Bradesco, the highest Decision-Making Body of this Entity.
 Reference: December 31, 2022
 Limited Liability Corporations
 CS – Common Shares entitled to vote at Meetings (controlling shares);
 PS – Preferred Shares lack voting rights at the Meetings, with preference in receiving dividends/Interest on Shareholders' Equity; and
 TOTAL – Sum of Common and Preferred shares, representing the share in the capital.

for more information, please see: [corporate chart](#)

corporate events

On February 25, 2022, through our subsidiary Bradescard Elo, we completed the acquisition of 49.99% of the equity interest in Banco Digio's capital stock. Through the acquisition, Bradescard Elo indirectly held 100% of Digio's capital. We obtained approval from the Administrative Council for Economic Defense (CADE) on November 24, 2021 and the Central Bank of Brazil (BCB)¹ on February 4, 2022.

In May 2022, our Board of Directors decided to establish a new repurchase program that authorizes the Board of Executive Officers to acquire up to 106,584,880 registered shares with no par value, of which up to 53,413,506 are common shares and up to 53,171,375 preferred shares during the period from May 6, 2022 to June 11, 2023. The goal is to use a portion of the existing funds available for investment in "Profit Reserves – Statutory" in the acquisition of shares that will be held in treasury for subsequent cancellation, without reducing the capital stock.

governance structure

GRI 2-9, 2-11

Our corporate governance, based on the best market practices, is made up of a set of principles, policies and regulations that regulate our management process in order to align and protect the interests of our employees, managers and shareholders, as well as to promote our values and culture.

Our [Bylaws](#) establish principles and rules for operating, and also define our corporate purpose, the composition of the capital stock, responsibilities of the statutory bodies, and others duties.

We also have a number of charters that govern how the Board of Directors and the committees related to it, the Board of Executive Officers and the Fiscal Council operate in accordance with the laws and best practices of Corporate Governance.

To provide more consistency and competitive value to our operations, we incorporate sustainability concepts, including environmental, social, and governance (ESG) aspects.



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- **corporate governance**
- ethics, integrity and transparency
- risk management

see details about our governance structure [GRI 2-9, 2-11](#)

FISCAL COUNCIL

It is responsible for supervising the actions taken by the managers, providing an opinion on the management’s annual report and on the proposals related to the modification of the capital stock, investment plans or capital budgets and dividend distribution, in addition to reporting fraud, errors or crimes to the management bodies and analyzing the financial statements on a quarterly basis. It is elected by the shareholders with a single one-year term of office.

Composition: five effective members and an equal number of alternates, with two elected by minority shareholders.

INTERNAL AUDIT

It reports to the Board of Directors and is responsible for evaluating the processes of the Bradesco Organization in an effort to contribute to the mitigation of risks and to the adequacy of processes and the effectiveness of Internal Controls, in compliance with Internal and External Policies, Standards and Regulations. It operates autonomously and independently with statutory and non-statutory committees. It is governed by standards of the Institute of Internal Auditors (IIA) and by national and international best practices. The group addresses Audit/Inspection services (assessments in the context of products and services, projects, information technology, routines and/or business), Specific Examinations (facts or situations stemming from demands, situations, complaints, etc.), Monitoring (measurements of risk indicators) and Consultancy (advisory and related services) within the scope of the Bradesco Organization and, when applicable, third parties/suppliers.

SHAREHOLDERS’ MEETING

It is the top governance body, responsible for making decisions on our business and electing members of the Board of Directors. Its meetings may be annual or special, with the latter always convened at least one month in advance.

BOARD OF DIRECTORS

It is tasked with determining the corporate strategy and reviewing business plans and policies, as well as overseeing and monitoring the Board of Executive Officers, electing and dismissing its members. It meets ordinarily six times a year, and extraordinarily when the interests of the company so require. It includes its own Internal Regulations and its president is an independent member who does not hold an executive position at the Organization.

Composition: Eleven members, four of whom are independent.

BOARD OF EXECUTIVE OFFICERS

It is tasked with outlining and monitoring the execution of the strategic orientation established by the Board of Directors. Members have a two-year term and are allowed to be re-elected. The positions of Chairman of the Board of Directors and Chief Executive Officer cannot be held by the same person.

COMMITTEES

Audit – monitoring the accounting practices adopted when preparing the financial statements and the effectiveness of the independent audit.

Remuneration – conduct of the compensation policy for the Management.

Risks – management of risks and capital.

Integrity and Ethical Conduct – promotion and compliance with the Codes of Ethical Conduct and Corporate Policies.

Appointment and Succession – conduct of succession policy and appointment of the Management.

Sustainability and Diversity – assessment of the ESG performance, definition of initiatives and strategies to take action

NEW

Strategic – created in September 2022 to support the Organization’s strategic management.

EXECUTIVE COMMITTEES

They assist in the activities of the Board of Executive Officers, all governed by their own regulations.



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- **corporate governance**
- ethics, integrity and transparency
- risk management

COMPOSITION OF THE BOARD OF DIRECTORS GRI 2-9

Board member	Role	Term	Committees						
			Remuneration	Audit	Strategic	Integrity and Ethical Conduct	Risks	Appointment and Succession	Sustainability and Diversity
Luiz Carlos Trabuco Cappi	Chairman	Mar/2024						● (C)	●
Alexandre da Silva Glüher	Vice-Chairman	Mar/2024	● (C)	● (C)	● (C)	●		●	●
Denise Aguiar Alvarez	Member	Mar/2024							●
Carlos Alberto Rodrigues Guilherme	Member	Mar/2024				●		●	●
Milton Matsumoto	Member	Mar/2024				● (C)		●	● (C)
Maurício Machado de Minas	Member	Mar/2024	●		●	●		● (C)	●
Samuel Monteiro dos Santos Junior	Member (I)	Mar/2024	●		●			●	
Walter Luis Bernardes Albertoni	Member (I)	Mar/2024				●			●
Paulo Roberto Simões da Cunha	Member (I)	Mar/2024						●	
Rubens Aguiar Alvarez	Member	Mar/2024				●			
Denise Pauli Pavarina	Member (I)	Mar/2024			●				●

● Member of the committee (C) Coordinator (I) Independent



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- **corporate governance**
- ethics, integrity and transparency
- risk management

DIVERSITY OF THE BOARD OF DIRECTORS GRI 2-9

	2019	2020	2021	2022
Total Members	8	10	10	11
Independent members (%)	0	20	33	36
Gender (%)				
Men	88	90	90	82
Women	12	10	10	18
Age group (%)				
Under 30 years old	0	0	0	0
Between 30 and 50 years old	0	0	10	9
Under 50 years old	100	100	90	91
Color (%)				
White	88	90	90	91
Black	0	0	0	0
Asian	12	10	10	9
Indigenous	0	0	0	0

The process for appointing our board members and officers is described in the guidelines of our Policy on the Appointment and Succession of the Management.

Within these guidelines, we established that the availability of time and aspects of diversity, such as gender, ethnicity, skin color, age, marital status, sexual orientation, religious choice, physical condition or socioeconomic class, in addition to experience and technical and behavioral skills are all complied with during the process of nominating candidates for possible positions in Senior Management GRI 2-10



**for more information,
please see:**
[nomination and
succession committee](#)



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- **corporate governance**
- ethics, integrity and transparency
- risk management

compensation policies GRI 2-19 and 2-20

The Board of Directors, the Chief Executive Officer and the officers are compensated in accordance with our Management' Compensation Policy. No management or non-management member of the Organization is compensated for the duties they perform on committees at the Organization.

Although objectives and goals are established for all areas individually, taking the Board of Directors, the CEO and the Statutory Board of Executive Officers into account, for the purposes of compensation, the overall performance of the Organization prevails, without distinction of an area, whether considered support or business, technical or relationship.

To determine global performance, the following result of indicators are considered: ROAE – (Return on Average Equity – Adjusted); Return on Equity; Global Customer Satisfaction Index; Basel Ratio – Level I; ER – Operating Efficiency Ratio; Social and Environmental Dimension (Including the Climate Agenda) of Market Indices; and Coverage Ratio.

To carry out individual assessments of the Management, performance indicators for the areas and for the Manager are considered according to their duties. Additionally, the areas' indicators include those focused on the management of ESG aspects (adherence to the Organization's sustainability strategy and objectives) and Bradesco's performance in the main sustainability indices and ratings.

The overall amount of compensation is proposed to the Board of Directors by the Remuneration Committee. The Board, in turn, decides annually on the submission of a proposal to the Shareholders' Meeting for approval of the total amount.

Once approved, the Board approves the fixed remuneration of the Management, and the Remuneration Committee proposes the variable compensation. The practice of variable remuneration attributed to managers is a way of tying decision-making to long-term performance, given that 50% is paid in cash to the manager when the results are measured, and the remaining 50% is paid in class-B

preferred shares (which have a predefined dividend amount) issued by BBD and/or preferred shares of Bradesco that are unavailable for one year after their acquisition. After this period, they are made available in three equal, annual and successive installments depending on the Organization's performance.

SENIOR MANAGEMENT COMPENSATION (%) GRI 2-19

Distributed	2019	2020	2021	2022
Fixed compensation	17.6	40.9	31.45	37.29
Variable compensation	44.5	35.6	67.49	61.55
Retirement benefits	37.9	23.5	1.06	1.16

PROPORTION OF TOTAL ANNUAL COMPENSATION GRI 2-21

	2019	2020	2021	2022
Ratio between the highest compensation and the average compensation at the Organization	12.30	12.44	11.03	10.12

In the table, permanent, part-time and full-time employees, the bank and related companies were considered.



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- **corporate governance**
- ethics, integrity and transparency
- risk management

evaluation and succession of senior management GRI 2-18

Since 2006, our Board of Directors has undergone annual assessments, both as an entity and for each of its members individually. In 2020, the evaluation was made by each member in relation to themselves, their peers and the Board. As of 2021, the evaluation process has been conducted by an independent firm.

Evaluations started being done throughout the year via questionnaires and individual interviews with managers and members of Committees reporting to the Board of Directors. The outcome of the Board's evaluation is presented to the entire collegiate at the end of each annual cycle. As for the individual evaluation, which is assigned by the other members in strict confidentiality, each board member only receives their individual result in order to ensure the efficacy of the survey.

The methodology adopted considers aspects such as: experience, diversity of skills, leadership and communication styles among the Board members, structuring, agenda, number of meetings, time spent on topics covered in the meetings, flow of information and tools employed, quality of discussions and types of decision-making.

The assessment reports the body strengths and points for improvement identified, including the actions to be implemented, in order to, among other measures, provide feedback and submit the names of the candidates for a possible re-election process.



**for more information,
please see:**
[evaluation of the board
of directors](#)



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- **corporate governance**
- ethics, integrity and transparency
- risk management

empowerment and engagement of senior management GRI 2-17

Our governance structure enables Board members to be aware of and aligned with the interests of our stakeholders, integrating environmental, social and economic aspects into their decision-making.

Among its roles and duties are overseeing impacts and aligning the Organization's strategic planning with ESG aspects. Our Board of Executive Officers is responsible for safeguarding Bradesco's perpetuity and promoting our organizational culture, reinforcing our values and principles and respecting the corporate governance and sustainability guidelines that have been established, respectively, in our Corporate Governance and Social, Environmental and Climate Responsibility Policies (PRSAC).

In order to oversee diligence on the impacts of our activities on the economy, the environment and society, the Board performs an annual (or whenever deemed necessary) review of our Risk Appetite Statement and continuously monitors the results through Senior Management forums

and business and control areas. These areas maintain control processes and a system of alerts that facilitate communication and action on events that require Senior Management discussion, authorization for exceptions and/or adequacy measures, supporting their assessment regarding the cohesion of results to the appetite for established risks. GRI 2-12

In addition to the biannual meeting exclusively for monitoring the Organization's sustainability performance, members of our Board participate with executive officers in the Sustainability and Diversity Committee, which meets every two months. At these times, they debate at length on issues that could have an impact on business, society and the environment. Among other resolutions, they approve proposals and action plans focused on implementing initiatives related to these impacts, such as climate change, financial inclusion, and social and environmental risk mitigation.

In 2022, among the topics discussed in these forums were topics related

to business strategy with a positive impact, climate strategy and diversity and inclusion.

Through the Risk Committee, Board members assess the compliance with the appetite and adherence of the risk management structure to our policies, receiving quarterly reports on activities and annual recommendations on policies, strategies, structures, plans, scenarios and limits.

In addition to internal forums, our managers take part in annual national

and international events that cover interfaces and trends, such as the 2022 editions of the World Economic Forum and the Brazilian Congress on Corporate Governance, as well as in the Canada Technical Seminar, held in Toronto and Montreal/Canada and disseminated/represented in Brazil, by the IBGC (Brazilian Institute of Corporate Governance).

We would also like to point out our presence at the latest UN Conference on climate change, whose 2022 session took place in November in Egypt.

The Board annually reviews the Risk Appetite Statement and permanently monitors the results through the forums



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- **ethics, integrity and transparency**
- risk management

ethics, integrity and transparency

GRI 2-23; 2-24; FS1; 3-3

Ethics and integrity are hallmarks of our day-to-day activities, underpinning our principles and culture

We strive to continuously evolve in accordance with internationally accepted guidelines for responsible action, making sure it is client-focused and provides benefits for society as a whole.

As such, ethical and integral behavior are guiding elements of our routines, our culture and our principles. The personal and professional conduct of managers, employees, interns and apprentices of all companies under the Organization is governed by our Code of Ethical Conduct. These guidelines also need to be followed by third parties and suppliers of goods and services on our behalf.

The code explains the behaviors that are expected, as well as conduct that will not be tolerated by Bradesco. It covers issues of transparency, conflicts of interests, privileged information, valuing people, socio-environmental responsibility, activities involving political parties and the exercise of leadership, in addition to guidelines that underpin the relationship with our stakeholders, including government officials and politically exposed persons.

We have adopted the Code of Ethical Conduct for the Grupo Bradesco Seguros, procurement professionals, auditors and inspectors, and for the financial and capital market professional in the Bradesco Organization.

In addition, we have established a set of standards, processes and procedures for the management and due diligence of each commitment targeted in the Code of Conduct, which include, but are not limited to: Anti-corruption; Competition; Prevention of Money Laundering and Terrorism Financing; Compliance; Information Security and Cybernetics; Social, Environmental and Climate Responsibility; Human Rights; Reception, Processing and Investigation of Complaints; Application of Consequences, and others.

Our Integrity and Ethical Conduct Committee is responsible for proposing actions involving the promotion and compliance with our Ethical, Corporate

and Sectoral Codes of Conduct, and rules of conduct related to integrity, anti-corruption and competitive issues, in an effort to ensure their efficacy and effectiveness. It reports to the Board of Directors and is supported by the Ethical Conduct Commission, which establishes actions for preventing and handling problems that have been identified and their root causes. This is done to ensure compliance with the Codes of Ethical Conduct. Specific teams are responsible for implementing the management and acculturation processes on the Codes, including their consequences and related topics, such as Anti-Corruption, Conflict of Interests, Integrity, Valuing People and Competition.

Suppliers and business partners are bound to our Code of Ethical Conduct



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- **ethics, integrity and transparency**
- risk management

competition integrity and compliance programs

In addition to our Code of Ethical Conduct, we also have Integrity and Competition Compliance Programs that are geared towards preventing, detecting and addressing potential behaviors and acts that do not comply with the provisions of the Anti-Corruption (No. 12,846/2013) and Anti-Trust (No. 12,529/2011) Laws and other Laws, infra-legal regulations and recommendations from Regulatory or Self-regulatory Bodies and Codes of Ethical Conduct that are applicable to our activities.

Extending to all our areas, including the units located abroad, the programs are shaped by the corporate Anti-Corruption and Competition policies and standards, and by documents on handling complaints, donations and sponsorships, donations to candidates and political parties and accounting practices, among other policies, standards and procedures.

The Integrity Program is structured in three pillars of action:

Prevention of Corruption Risk

Design and communication of clear and objective policies and rules, in addition to ongoing training, workshops and lectures for all officers, employees, interns, apprentices and associates.

Monitoring and Detection of Inappropriate Conduct

Monitoring of risks and controls related to anti-corruption and the rapid identification of conduct that does not adhere to the Code of Ethical Conduct, through a Compliance report, control adherence test, indicators, internal and external audits and the management of whistleblowing channels.

Senior Management's Response

Diligence in the complaints received, in the notes taken by the internal and external audit, professionals of internal controls and compliance and by regulatory and inspection agencies. Application of disciplinary measures; continuous improvement of the Integrity Program; and, reporting to the Integrity and Ethical Conduct and Audit Committees, Board of Directors, regulators and supervisors.

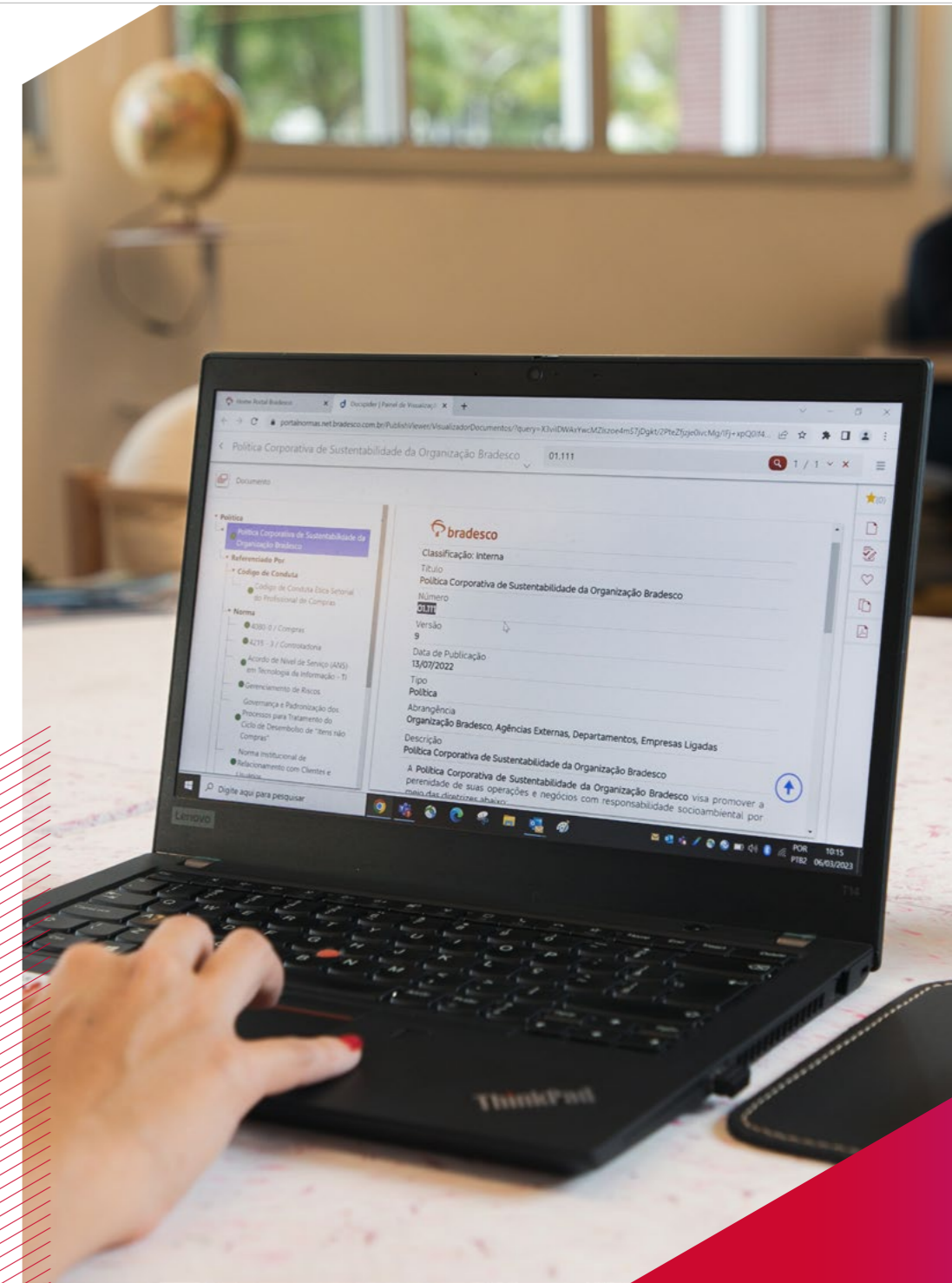


- o an 80-year history with purpose and values
- o corporate strategy
- o digital and physical presence
- o value creation
- o ecosystem and activities | portfolio
- o corporate governance
- o **ethics, integrity and transparency**
- o risk management

Our Competition Compliance Program is based on four pillars:

- o **Organizational Commitment:** including the topic of Competition Compliance as a fundamental value of our corporate culture and periodic evaluation of the financial and human resources allocated to the Program.
- o **Competition Risk Analysis:** identification, monitoring and classification of risks related to anti-competitive conduct.
- o **Mitigation of Competition Risks:** applying communication and training for directors/management, employees, interns, apprentices and associates; developing and implementing controls to mitigate competition risks; addressing reports of anti-competitive conduct and protection for whistleblowers; monitoring through indicators; executing Action Plans to mitigate risks identified by internal and external audits; and applying disciplinary measures.
- o **Review of the Competition Compliance Program:** ongoing updating of the Program, bearing in mind the buoyancy of the market and business relations, by means of following market news, new competition norms, and national and international jurisprudence.

The Competition Compliance Program includes four pillars: organizational commitment, competition risk analysis, mitigation of competition risks, and review of the Competition Compliance Program





- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- **ethics, integrity and transparency**
- risk management

respect for human rights

GRI 2-23; FS1

Our respect for, and protection of Human Rights is expressed in the Corporate Human Rights Policy and the Bradesco Commitment to Human Rights. Both are aligned with internationally accepted principles such as: the Universal Declaration of Human Rights; “United Nation Guiding Principles on Business and Human Rights”; and ILO (International Labor Organization) Conventions. These documents cover all our operations in Brazil and abroad, and include the relationship with all stakeholders (clients, suppliers, civil society organizations, business partners, investors, press, and others).

In addition to these documents and the Codes of Ethical Conduct, we deal with the subject in a joint and integrated manner with a variety of internal Policies, such as the Sustainability, Socio-environmental and Climate Responsibility, Diversity and Inclusion Policies, and internal

Standards, such as the Socio-environmental Risk, Human Resources Management, the Corporate Social Responsibility Management System, the Bradesco Social Responsibility Program in the Supply Chain Standards, among others. This regulatory framework defines concrete human rights guidelines to prevent risks we are exposed to in our relationships.

We also rely on due diligence processes to proactively and systematically identify the possible impacts on human rights and where they may occur. Furthermore, through risk management processes, we have devised mitigating measures and, when necessary, act on remediation.

In relationships with suppliers, through the Bradesco + Sustainable Supplier (Bradesco Social and Environmental Responsibility Program in the Supply Chain) we seek to identify, assess, monitor and mitigate the social and environmental risks inherent to

the services and products supplied to the Organization, encouraging respect for the ethical principles of integrity and sustainability, with an emphasis on human rights and socio-environmental management. We conduct audits on all suppliers considered critical from a socio-environmental point of view. After the audits, the supplier needs to draw up an action plan for any non-compliance identified along with opportunities for improvement. Those whose self-assessment points to a high or very high risk may undergo an on-site or remote audit the following year. We monitor 100% of our suppliers on a monthly basis and immediately blocks those in which any occurrence linked to the social aspect is identified from entering into future contracts.

With clients and business partners, especially when it comes to granting financing, part of our scope of action for managing social, environmental and climate risks is monitoring for possible breaches of human rights. Through a due diligence process, we identify potential risks related to

local and traditional communities, involuntary resettlements, indigenous lands, quilombolas, slave-like labor, child labor, sexual exploitation, human trafficking and labor rights. In 2022, we did not identify any cases of human rights violations, so no remedial measures were taken.



We monitor respect for human rights in the relationships with customers and business partners, especially when it comes to granting financing



learn more

in [suppliers](#)



- o an 80-year history with purpose and values
- o corporate strategy
- o digital and physical presence
- o value creation
- o ecosystem and activities | portfolio
- o corporate governance
- o **ethics, integrity and transparency**
- o risk management

Following a social and environmental assessment, specific contractual clauses are included and/or action plans are drawn up whenever needed to adapt relevant aspects of Human Rights, which are tracked in a way that makes it possible to monitor issues related to (for example) the relocation of communities and compliance with requirements of regulatory agencies. If it is determined during monitoring that the client has not fully complied with the contractual social/environmental clauses, the Organization may suspend future granting of funds or even terminate the contract early.

MONITORING OF SOCIAL AND ENVIRONMENTAL PORTFOLIOS WITH HUMAN RIGHTS CLAUSES (R\$ MILLION)

	2019		2021		2021		2022		
	No.	Amount financed	No.	Amount financed	No.	Amount financed	No.	Amount financed	
Age group									
Falling under the Equator Principles	A	10	3,797	8	3,797	7	3,666	5	3,478
	B	14	1,525	7	1,715	8	2,115	8	2,415
	C	4	728	2	569	2	568	0	0
Not falling under the Equator Principles	50	3,368	27	2,642	13	2,082	9	3,953	
Total	78	9,418	44	8,722	30	8,432	22	9,847	

HUMAN RIGHTS IN SIGNIFICANT INVESTMENT AGREEMENTS

	2019	2021	2021	2022
Total number of agreements	78	44	30	22
Total number of agreements that include human rights clauses	78	44	30	22
% of agreements that include human rights clauses	100	100	100	100
Total number of agreements that were submitted to assessments regarding human rights	78	44	30	22
% of agreements that were submitted to assessments regarding human rights	100	100	100	100

Note: In 2022, we did not identify any cases of human rights violations, so no remedial measures were taken.



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- **ethics, integrity and transparency**
- risk management

studies of human rights cases

CASE 1: Impact on traditional communities and artisanal fishing areas

When assessing the financing for the construction of a port terminal, we identified the presence of a conservation unit within the area affected by the project, as well as direct impact on artisanal fishing areas and indirect impact on archaeological sites. There are also reports of involuntary relocation of local traditional communities.

In addition, we found that there is a Public Civil Lawsuit questioning the environmental licensing process of this project. Given the high socio-environmental risk, including a potential violation of human rights as per Article 17 of the Universal Declaration of Human Rights, and the ongoing legal proceedings, we denied the operation.

CASE 2: Support to resettled communities and land regularization

When assessing a credit proposal for another power plant, we analyze the course of work on supporting resettled communities and land regularization, among other environmental aspects. We conducted a technical visit to the project with the banks consortium, observing the performance standards of the International Finance Corporation (IFC), and we attest to the measures that guarantee the supply of drinking water to these communities, as well as the improvements made in relation to the new homes intended for resettlement. The client complied with the requirements established by the environmental agency, playing a positive role in reducing social and environmental risks. As a result, we granted the requested loan.

CASE 3: Impact on indigenous communities and archaeological sites

When analyzing the financing of a small hydroelectric power plant and its respective transmission line, we identified indirect impacts on indigenous communities and archaeological heritage. We requested studies related to traditional communities as well as approval from FUNAI, which were not presented. We did not proceed with the financing as we understood that the identified risks and potential impacts could compromise the installation and operation schedule of the projects, as well as lead to human rights violations if they are not managed with good socio-environmental practices.



learn more

in [social, environmental and climate risk](#)



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- **ethics, integrity and transparency**
- risk management

We have included specific clause in the contracts of banking correspondents linked to joint ventures (JVs), to combat child and slave labor, as well as respect for the environment and others.

Even though JVs have autonomy to operate, considering that these professionals are subject to the retailer's code of ethics, we distribute our Code of Ethics for awareness purposes and for improving the quality and working conditions. We conduct periodic visits for monitoring. When a potential misconduct is identified, we send it to be assessed by the senior management committees of the partner companies so that the proper measures can be taken.

In asset management, we also adopt measures to prevent risks and potential impacts arising from ESG aspects in investments. Our Responsible Investment Policy provides guidelines for assessing respect for human and labor rights, and potential impacts on the environment and related to climate change, as well as corporate governance.

When it comes to managing our people, we strive to promote respect and transparency in relationships by investing in the development and appreciation of human beings and ensuring a healthy, safe and ethical environment that is free of discrimination. As part of the Corporate Social Responsibility Management System, we maintain a structured process to handle reports related to possible violations of human rights and monitor related indicators.



learn more

in [responsible investment](#)

in [corporate social responsibility management system](#)



- o an 80-year history with purpose and values
- o corporate strategy
- o digital and physical presence
- o value creation
- o ecosystem and activities | portfolio
- o corporate governance
- o **ethics, integrity and transparency**
- o risk management






corporate whistleblowing channels

GRI 2-26 | SASB FN-AC-510a.2, FN-CB-510a.2, FN-IB-510a.2

We have a channel for receiving reports involving: harassment of any kind, discrimination, occupational health and safety, labor requirements and professional growth, ethical deviations, integrity and anti-competitive conduct. Confidentiality and anonymity are guaranteed to protect whistleblowers in good faith, as well as the possibility of checking on the progress of the official report through the protocol number that is generated at the time the complaint is logged. Employees and associates may also choose to file complaints directly with their immediate manager or with the respective Board of Executive Officers.

All complaints are handled individually, according to the guidelines contained in the Organization's Code of Ethical Conduct and Human Resources Management Policy.

available channels

-  Corporate Portal/ Bradesco/ Whistleblowing and Statements Channels
-  Bradesco Institutional Website / Assistance /Reporting
-  Bradesco Investor Relations website/ Corporate Governance/ Corporative Whistleblowing Channel
-  Phone number: 0800 776 4820, from Monday to Friday from 8 am to 6 pm, except weekends and national holidays
-  Whistleblowing Boxes: available throughout the buildings at the Núcleo Cidade de Deus and the Next Pirituba

NATURE OF THE REPORTS

	2019 ¹	2020 ²	2021	2022
Conduct/Behavior	47	47	373	48
Improper professional behavior	202	106		578
Customer/user service	N/A	N/A	N/A	29
Psychological Harassment			209	348
Sexual harassment	272	179	19	33
Discrimination	25	24	5	8
Corruption	N/A	N/A	0	0
Others	319 ¹	108 ²	3	0
Total	865	464	609	1,044

Note: in 2022, there was a report filed about Money Laundering involving a client, which is classified as "Conduct/Behavior". Over the same period, there were five complaints about Conflicts of Interest, which are classified as "Improper Professional Behavior".

N/A = not available.

¹Although our Corporate Whistleblowing Channel was structured in 2021, we have had a structure in place for listening and handling complaints through our Corporate Social Responsibility Management System. These cases were reported in our 2019 Integrated Report on pages 152 and 153. **GRI 2-4**

²Same as "1", reported in our 2020 Integrated Report, page 226.



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- **ethics, integrity and transparency**
- risk management



RESULT OF THE ANALYSIS*

	2019 ¹	2020 ²	2021	2022
Pending	0	0	0 ³	104
Unfounded	N/A	N/A	264	438
Partly-founded	190	125	230	282
Valid	197	125	115	220
Total	865	464	609	1,044

**Measures were applied for any reports that were assessed and considered valid, even if partially founded, whenever applicable. Such situations are deemed to be non-compliant with the Organization's Code of Conduct, Policies and Standards.

¹Although our Corporate Whistleblowing Channel was structured in 2021, we have had a structure in place for listening and handling complaints through our Corporate Social Responsibility Management System. These cases were reported in our 2019 Integrated Report on pages 152 and 153.

²Same as Note 1, reported in our 2020 Integrated Report on page 227.

³The cases classified as "pending" in 2021 were updated, that is, the 32 complaints that were open were distributed among those classified as "unfounded", "valid" or "partially valid", and when it incurred disciplinary action, it is recorded in the table. **GRI 2-4**

N/A = not available.

MEASURES ADOPTED*

	2019	2020	2021	2022
Warning	N/A	N/A	76	64
Reorientation	N/A	N/A	211	180
Dismissal	N/A	N/A	89	52
Total	N/A	N/A	376	296

*A single report may have one or more people involved.

N/A = not available.



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- **ethics, integrity and transparency**
- risk management

compliance with laws and regulations

GRI 2-27 | SASB FN-CB-510a.1, FN-CF-270a.5

Our guiding principle is to ensure compliance with laws and regulations, in the preventive, extrajudicial and judicial spheres. We work in all our companies to evaluate issues that could cause variations in litigations in certain segments so that they are able to implement preventive actions aimed at mitigating risks. This information is discussed in committee meetings in order to define the best strategy, and is reported monthly through a report to the Board of Executive Officers. In 2022, we saw no significant cases of non-compliance with laws and regulations applicable to the Organization.



for more information, please see:
[anti-corruption corporate policy](#)
[business competition policy](#)

statement on critical issues GRI 2-16

According to the seriousness and relevance of a situation or complaint logged in the Corporate Whistleblowing Channel or via other means, the evidence, conclusions and recommendations are reported to the Board of Executive Officers and to the Integrity and Ethical Conduct Committee, linked to the Board of Directors.

When potential signs of wrongdoing are identified (CMN Resolution No. 4,859/2020), the case is submitted to the Integrity and Ethical Conduct Committee. Semi-annual reports are created that contain the number of reports received, the nature of the incident, the relevant areas, the average time to deal with the situation and the measures adopted. The reports are approved by the Integrity and Ethical Conduct Committee and the Board of Directors.

No critical concerns were identified that needed to be reported to Senior Management in the period covered by this report.

conflicts of interest GRI 2-15

The internal regulations of the Board of Directors and the Board of Executive Officers stipulate that the manager needs to intervene in any corporate transaction in which they have interests that conflict with those of the Company or of any company in the Bradesco Organization.

Our Code of Ethical Conduct recommends that when confronting any conflict of interest, the conflicted manager, employee, intern, apprentice or associate needs to promptly report the fact to their immediate superior and to their peer(s) involved, and remove themselves, including physically, from discussions and deliberations in relation to the specific topic.

We comply fully with all the regulatory grounds defined by the regulatory agencies and additionally we have internal controls and norms, as well as several corporate documents that establish our governance rules in order to minimize potential sources of conflict of interests.



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- **ethics, integrity and transparency**
- risk management

training and raising awareness GRI 2-24; FS4

We encourage an environment of ethical culture and integrity through campaigns, events, training, communications and webseries that include the participation of managers, employees, interns and apprentices. This is extended to suppliers, service providers, bank correspondents in the country, business partners, and subsidiaries.

All our employees have access to the Policies and Standards, and they are communicated with each update. We also offer mandatory training, available on the integra rh digital platform, in addition to periodic internal publications that are aimed at acculturation and reinforcement of expected conduct, which are themselves presented based on everyday situations.

In order to comply with the requirements of Anti-Corruption Law No. 12,846/2013 and Decree No. 11,129/2022, we offer the Bradesco Integrity Program booklet and a mandatory training trail to

all employees. We also provide the Brazilian Federation of Banks (Febraban) Anti-Corruption IV – Corruption Prevention course. In addition, we offer the Special Integrity Webseries, which is recorded by our executives and demonstrates the commitment of Senior Management to the subject. This content demonstrates the best practices for preventing and combating corruption, helping to identify illegal practices and mitigating the risk of penalties for non-compliance with current anti-corruption legislation.

In 2022, we published more than 600 publications on internal communication channels to engage our professionals in the topics of ethics, integrity and competition compliance. Over that period, 12,806 people attended lectures on these subjects. Integrity Week, held from December 5 to 8, was attended by more than 5,800 employees as well as upper management. We had 600 participants in our online workshops throughout 2022.

In an effort to curtail disrespect for Human Rights, we also promote awareness-raising initiatives, such as videos on ethics and harassment, an e-learning platform on the Corporate Social Responsibility Management System, and the promoting the whistleblowing channels throughout our Organization.

NUMBER AND PERCENTAGE OF TRAINED EMPLOYEES

	2019		2020		2021		2022	
	Total	%	Total	%	Total	%	Total	%
Training								
Ethics	97,005	97.27	88,805	98.05	86,423	97.02	88,779	98.78
Corruption prevention	5,360	5.37	6,704	7.40	83,564	93.81	87,358	97.20
Relationship with clients and users	94,177	94.43	86,761	95.79	84,640	95.02	85,994	95.68
Money laundering prevention	3,596	3.61	72,071	79.57	84,903	95.31	87,660	97.54
Financial education	36,244	37.34	80,673	89.07	73,530	82.54	79,950	88.96
Risks	77,007	77.22	89,927	97.08	84,384	94.73	87,300	97.14
Harassment	802	0.80	50,641	55.91	55,890	62.74	80,820	89.93

Note: Numbers consider employees, apprentices, interns and statutory bodies.



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- **ethics, integrity and transparency**
- risk management

During the approval process, our suppliers are made aware of and pledge to adhere to our policies and standards. With each new contract, they are reminded of this commitment by agreeing to specific clauses. In 2022, we engaged 1,046 suppliers.

On the [Bradesco Suppliers](#) (available only in Portuguese) website (our communication channel with suppliers that is open to the public), we also disclose the Corporate Anti-Corruption Policy and the Corporate Competition Policy, Bradesco Organization's Code of Ethical Conduct, video and literature about the Bradesco Integrity Program, and other corporate policies related to the topic.

Our business partners also contractually commit to abide by our Code of Conduct policies, and they receive a copy of the document as an integral part of the business agreement.

For other stakeholders, we make the commitments available in Portuguese and English on the [Investor relations](#) website and on [Sustainability Bradesco](#).

GRI 2-29

anti-money laundering and terrorist financing (AMLTF)

We have an area dedicated exclusively to the issue that is committed to promoting the AMLTF culture, engaging and training employees, partners and service providers, creating policies, standards and procedures aimed at mitigating the risk of misusing our structure and/or products and services.

We are responsible for maintaining detection systems,

internal risk assessment, as well as continuous improvements in processes and controls, seeking the best national and international practices on the subject. The area advises the Executive Committee of AMLTF, which assesses the effectiveness of the work. Suspicious or atypical cases are reported to the Financial Intelligence Unit in compliance with any regulatory and/or legal requirements.



learn more
[in suppliers](#)



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- **ethics, integrity and transparency**
- risk management

tax strategy

GRI 207-1, 207-2, 207-3

Our Ethics and Tax Practice Standard defines principles and guidelines on tax practices that should be followed to remain compliant with the prevailing laws in the countries where we operate, observing the principles of integrity, transparency and prevention of tax evasion. It should be noted that in Brazil the profits of all our units, including those in tax havens, are taxed at the full Brazilian rate. The rule also determines that the planning and structuring of business should be geared towards complying with the legislation and the respective business conditions, aiming to protect the credibility and image of the Organization with respect to socio-environmental responsibility and our relations with governments, relevant authorities, clients and shareholders.

Changes in legislation, operations and business that may have relevant tax impacts, meaning those that exceed 1% of Bradesco's shareholders' equity and/or are strategically relevant to the Organization, are assessed and discussed in the Executive Tax Committee. This committee reports to our CEO and is made up of all the

Vice-Presidents, in addition to the Executive Officers of the finance areas. They meet bimonthly, or whenever deemed necessary.

We have a dedicated team that is responsible for the organization, supervision, and application of the Ethics and Tax Practice Standard, which includes monitoring checks of compliance with tax events, administrative and judicial advocacy. The team reports directly to Senior Management.

Compliance of procedures is verified through internal and external audit (this is conducted by an independent third party). The assurance of the 2022 tax information disclosed is available in our [Economic and Financial Analysis Report](#) for the fourth quarter of 2022.

We follow current tax laws and take part in debates on public policies through sectoral institutions such as: Brazilian Federation of Banks (FEBRABAN), Brazilian Financial and Capital Markets Association (ANBIMA), Brazilian Association of Publicly-Held Companies (ABRASCA) and Applied Tax Studies Group (GETAP), always in a united effort with the other participants that make up the Brazilian

market. All questions, opinions or concerns from our stakeholders are addressed internally to be handled and monitored by the responsible areas, as required.

donations to candidates or political parties

GRI 415-1, 2-23

We prohibit making any kind of corporate contribution to candidates or political parties, whether in the form of financial donations or any other type of assistance. Although donations by Individuals are allowed, we recommend that all those serving in statutory roles refrain from making them. The suggestion extends to the dependents of these officers. These prohibitions, as well as other cases of donations, can be found in our Corporate Policy on Donations and Sponsorships and follow the precepts of current legislation (Laws No. 9,504/1997 and No. 9,096/1995) and the Direct Action for the Declaration of Unconstitutionality No. 4,650 (Federal Supreme Court/2015).



**for more
information,
please see:**

[Ethics and tax practice
standard](#)

[Economic and Financial
Analysis Report for the
fourth quarter of 2022](#)



**for more
information,
please see:**

[Codes of ethical conduct](#)

[Integrity Program](#)

[Policies, practices and
guidelines](#)



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- **risk management**

risk management

All of our employees share responsibility for risk management

risk culture

We recognize the importance of a strong culture of risk aligned with our purpose and the way we relate to various stakeholders. This is why we rely on a sound governance, where all our employees share responsibility for risk management. Monitoring takes place in various instances, up to the level of our Board of Directors.

We promote a risk culture to all levels of employees, from the business areas to the Board of Directors. This is essential knowledge in the basic training of anyone working in the financial sector. This is why it is introduced to all our employees when they are first starting out at their mandatory training, which addresses issues such as cybersecurity, compliance, operational risk and reputation, etc. For example, there are courses on Risk Management Concepts, the General Personal Data Protection Law, Introduction to Information Security, Prevention of Money Laundering and Terrorism Financing, Potentially Vulnerable Customer Service, and others.





- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- **risk management**

how we manage risks

We provide corporate risk control in an integrated and independent manner while preserving and favoring the joint decision-making environment, developing and implementing methodologies, models and measurement and control tools.

Given the increasing complexity of financial products and services and the globalization of our business, we consider risk management to be highly strategic. The vitality of the markets drives us to continue improving this activity.

MANAGEMENT MODELS

1. THE BUSINESS AND SUPPORT AREAS,
responsible for risk management in their day-to-day activities

2. SUPERVISORY AREAS
like Integrated Risk Control, Compliance, Conduct and Ethics, Legal and Corporate Security

3. THE AUDIT AND INSPECTION AREA,
which is independent and reports directly to our Board of Directors.

IMPROVEMENTS IMPLEMENTED OVER 2022 IN OUR RISK AND CAPITAL MANAGEMENT PROCESS

DEVELOPING THE MONITORING AND CONTROL OF THE RISK MAP,

with a review of the methodology applied to determine the impact pillars, providing improved assurance in reports and action plans to mitigate risks, while also strengthening our risk culture.

STRUCTURING THE ANALYTICS AREA

and focusing on the use of data for ongoing monitoring, creating studies and predictive models that can generate strategic insights in risk mitigation.

REVISING THE STRATEGY RISK METHODOLOGY

by incorporating factors related to the business model and competitive positioning in risk assessments, providing a more prospective approach to future risks and threats that may appear in the Organization.

CREATING A RISK AREA DEDICATED TO EVALUATING THE IMPACTS THAT STEM FROM CLIMATE CHANGE

and broadening the process of integrating social, environmental and climate issues into risk assessments (which entails the preparation of stress scenarios, inclusion in the consolidated reputation index and in the process of granting loan and obtaining guarantees).

INCLUDING SOCIAL, ENVIRONMENTAL AND CLIMATE ASPECTS

into the consolidated reputation index and incorporating climate aspects into the process for granting loan and obtaining guarantees.

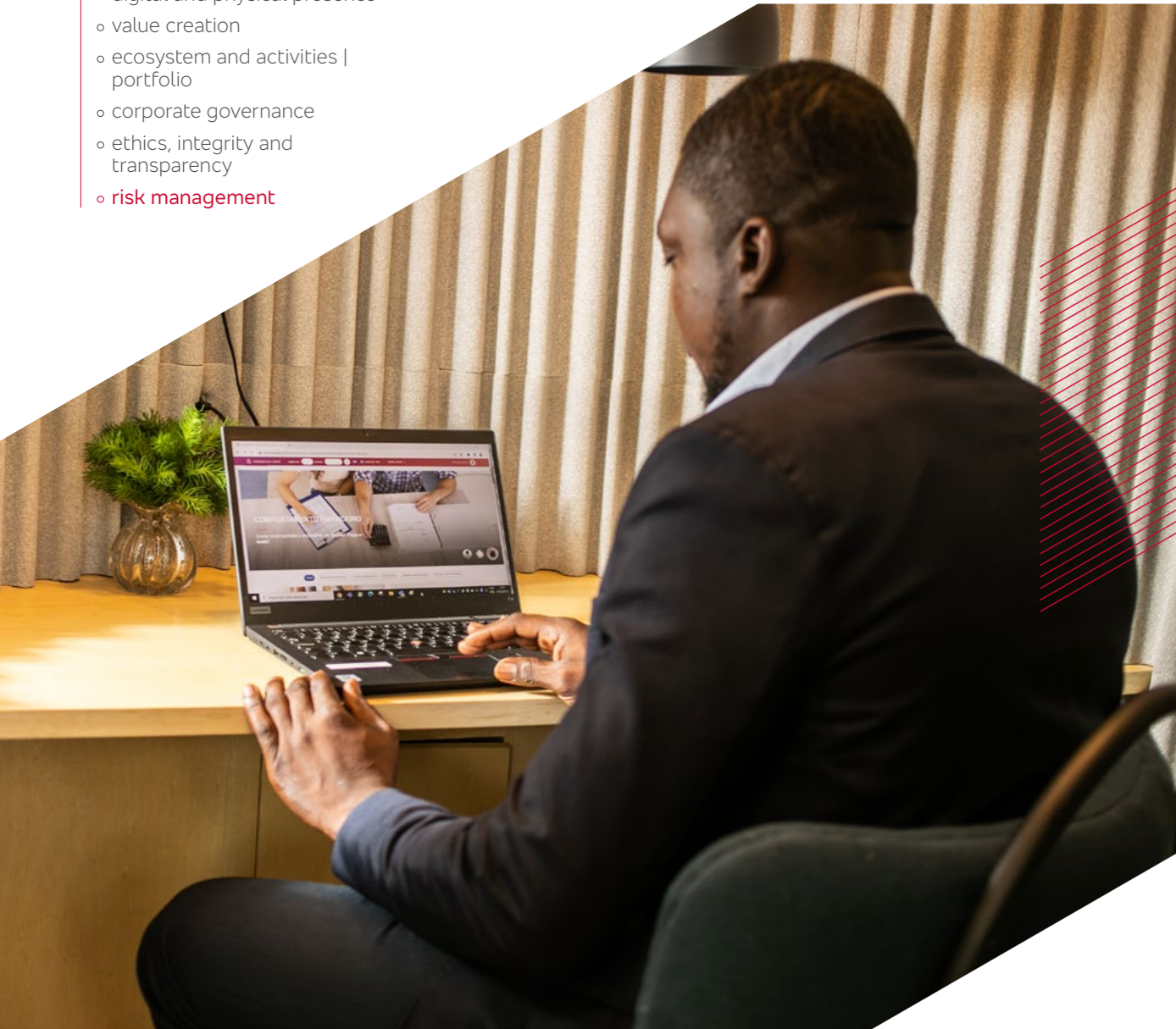


for more
information,
please see:

[Risk Management Report
– Pillar 3](#)



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- **risk management**



risk and capital governance GRI 2-13

Our risk and capital management structure complies with the rules established by the National Monetary Council (CMN) and the Central Bank of Brazil (BCB), and is aligned with the best management practices.

It is composed of committees, commissions and areas that support the decision-making of our Senior Management, understood as the Board of Directors, the Chief Executive Officer (CEO), the Chief Risk Officer (CRO) and the Board of Executive Officers.

The basic performance guidelines are reviewed at least once a year by the Board of Directors and made available to all employees through the Corporate Portal.

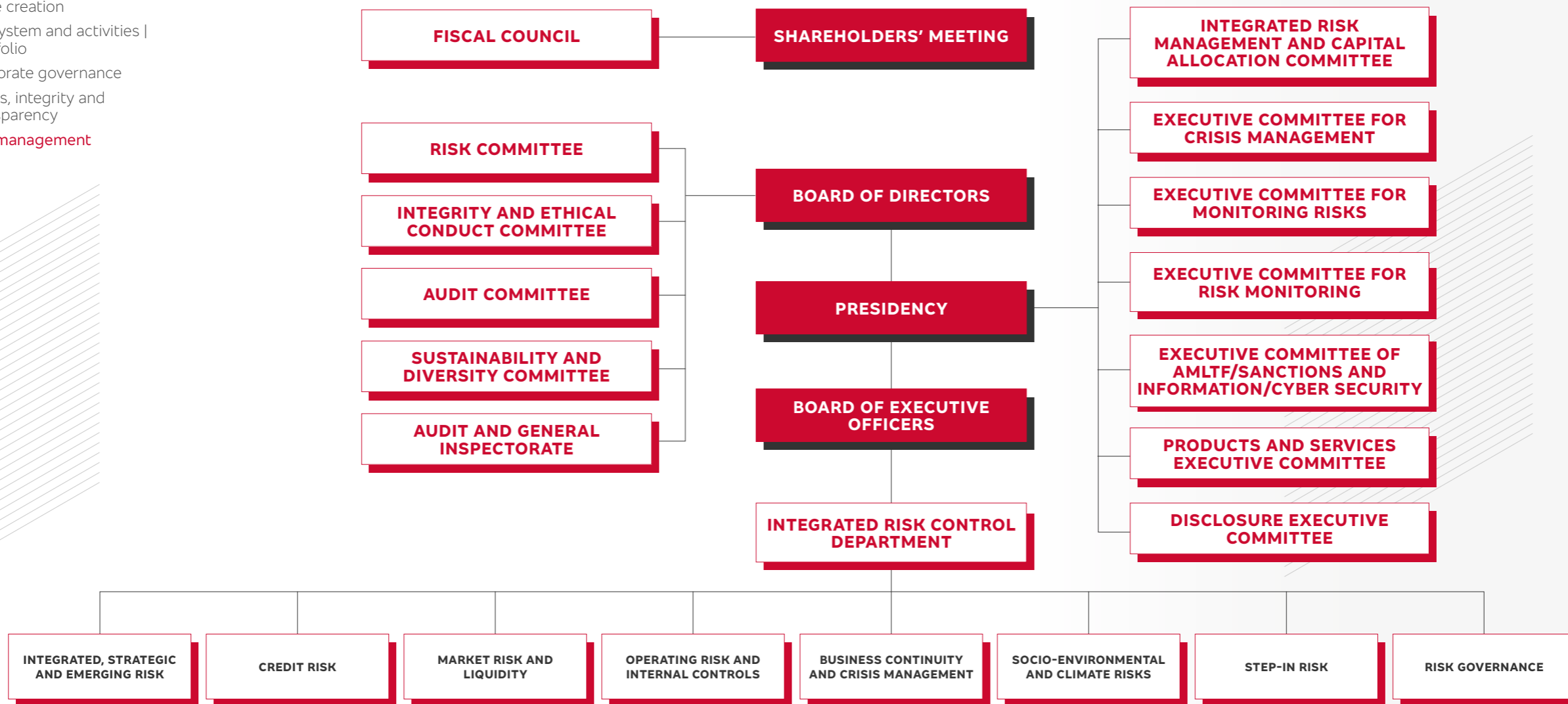
We also include the Executive Committees of: Risk Monitoring; Risk Management; and AMLTF/Sanctions and Information/Cyber Security. Plus, we also rely on the Executive Committee for Products, Services and Partnerships, and the Executive Committees of the business areas. Their duties include suggesting the limits of exposure to their respective risks and drafting mitigation plans to be submitted for evaluation by the Risk Committee and the Board of Directors.

The basic guidelines for risk management and governance are reviewed by the Board of Directors at least once a year



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- risk management

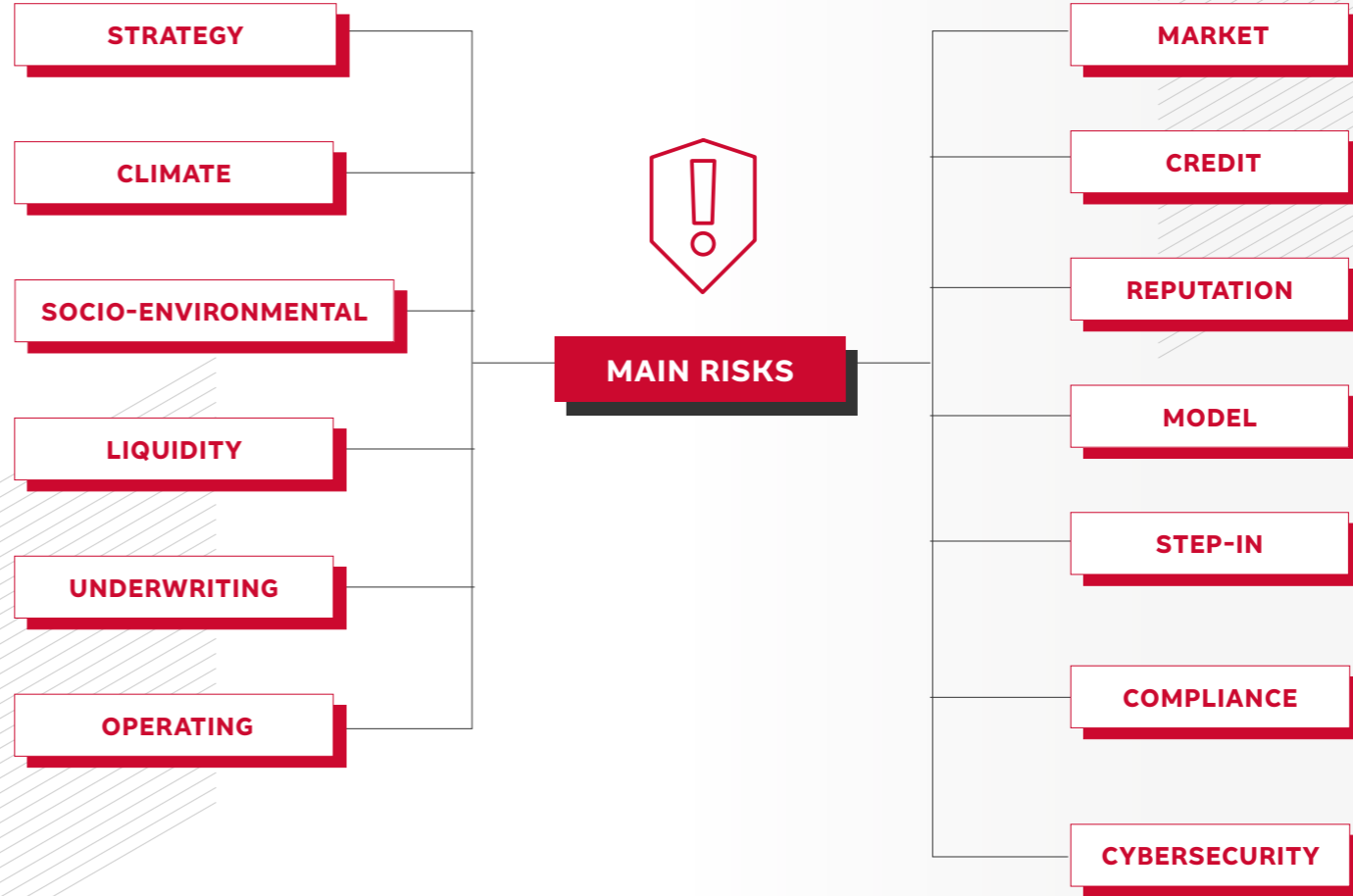
risk management structure





- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- **risk management**

As part of our risk and capital management structure, we maintain policies, standards and procedures in place that help make sure our control is compatible with the nature of our business, the complexity of our products and services, activities, processes, systems and the extent of our exposure to risk.



for more information, please see:

[Risk and Capital Management Governance](#)

[Charter of the Risks Committee](#)



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- **risk management**

As stipulated by the Central Bank of Brazil, we annually disclose the assessment of information for the evaluation of global systemic importance (IAISG), calculated on a consolidated basis, which establishes additional capital requirement for Global Systemically Important Financial Institutions (G-SIB). On November 21, 2022, the Financial Stability Board (FSB) announced the 30 banks that met this criterion, none of them Brazilian. Even though we are not considered a Systemically Important Institution at a global level, nor are we included in the additional capital requirement brackets, which is the entire purpose of the G-SIB process, we are locally perceived as a Domestic Systemically Important Bank (D-SIB). **SASB FN-CB-550a.1, FN-IB-550a.1**

We manage capital adequacy and liquidity with the two main objectives: meeting minimum regulatory levels established by the Central Bank of

Brazil and achieving risk appetite levels (buffers) defined and approved by the Board of Directors, a process that tests stress scenarios to assist calibrating and defining buffers.

At the time the capital plan is created, we will take threats, opportunities, growth and market share targets, risks, and others into account. We draw up these outlooks for at least three years and continuously monitor them. Furthermore, our Recovery Plan includes actions on capital and liquidity in accordance with Resolution No. 4,502/16 from the Brazilian National Monetary Council (CMN).

These stress tests build up our risk profile, identify weaknesses, mitigate stress conditions, and assess impacts on the business. **SASB FN-CB-550a.2, FN-IB-550a.2**



We manage capital adequacy and liquidity with a view towards regulatory compliance and meeting the risk appetite level defined by our leadership

emerging risks

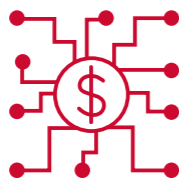
We are improving our process for managing emerging risks on an ongoing basis in order to make sure they are properly managed and to allow preventive measures to be taken to prevent them from happening, minimize their adverse effects and maximize the opportunities related to them.

Our Integrated Risk Control structure includes an area dedicated to Emerging Risks. Under its coordination is a multi-area commission that carries out the process of identifying, assessing, and monitoring these risks and then reporting to our risk control forums.

As of now, among the risks classified as emerging, we can list Central Bank of Brazil Digital Currency (CBDC), Metaverse and Quantum Computing.



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- **risk management**



digital currencies issued by central banks (CBDCs)

CBDCs are digital currencies issued by a central bank or monetary authority and are a new representation of sovereign currency and physical money (paper notes and coins). There are various reasons for creating a CBDC: reacting to the privatization of money by initiatives of large global companies, ensuring the financial inclusion of the unbanked, improving the efficiency of cross-border operations, fostering technological innovations, and others.

The topic has become even more relevant due to factors such as:

- the possible creation and issuance of global retail private currencies (also known as “stablecoins”), posing a potential risk to sovereign of State and Nations currencies;
- the creation of the wholesale and retail CBDC projects of the main central banks (China, Eurozone, USA, England, Sweden, Brazil, etc.);
- further research and studies into CBDCs conducted by international entities, such as the International Monetary Fund (IMF), Bank of International Settlement (BIS) and private companies like Visa, Mastercard, R3 and IBM;
- offering solutions – such as Blockchain platforms, offline dual payments (R3, ConSensys, G+D and IDEMIA); and others.

The creation, characteristics and implementation approach for the digital currency depends on the Central Bank or monetary authority’s objectives: it can be created for domestic, international, or universal

use (when used in both cases), or can be wholesale, retail, or general (when access is unrestricted).

The implementation of a domestic retail CBDC and its method of distribution, for example, can lead to bank disintermediation for financial operations, which, in turn, may cause a reduction in the use of banking products (savings accounts, checking accounts, etc.), the decrease in fundraising and the multiplication of currency, reducing the availability of loans.

In Brazil, the Central Bank (BCB) has launched a research group on the subject and has held a series of webinars and a special session on the Lift Challenge (*Laboratório de Inovações Financeiras e Tecnológicas*, or Laboratory of Financial and Technological Innovations) on the Digital Real (DR) in an effort to assess use cases and their technological feasibility.

In March 2023, it published the guidelines on the DR, which included the application of a regulatory framework in the transactions done, avoiding asymmetries between the participants. It also suggested an emphasis on the development of

innovative models (smart contracts and programmable money), the use of the DR by wholesalers and a “Tokenized Real” to cater to retailers, and ensuring cyber resiliency, among others.

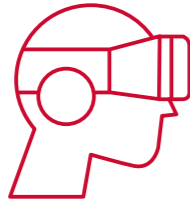
The Central Bank of Brazil also announced the launch of its pilot project to develop the DR platform, simulate transactions done using the DR, a Tokenized Real and tokenized assets (*Tesouro Direto*), among others. In 2023, the Central Bank of Brazil plans to carry out the development and testing of the pilot project, a workshop and to incorporate participants into the project. There are plans in 2024 for the tokenization of federal government bonds (*Tesouro Direto*) and for providing access to the Tokenized Real for the population.

We have been keeping up with this topic through a multi-area working group, which has studied and taken part in national and international forums to share this knowledge internally, anticipate risks, identify opportunities, suggest use cases, provide a basis for strategic definitions and to foresee the actions that will be needed in order to continue to be a leader in innovation in Brazil and throughout the world.

We keep track of developments involving sovereign digital currencies to anticipate risks, identify opportunities and define action strategies



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- **risk management**



metaverse

Web3, a recent milestone in the evolution of the internet, has enabled the development of a new layer of reality that integrates the real and virtual worlds – the Metaverse. Built by different technologies (virtual reality, augmented reality, blockchain, and cryptos), it is a shared virtual and collective space that facilitates immersive interactions and the potential to work, play, transact, socialize, hold events, study, and others.

These environments will provide new possibilities to conduct activities for individual users and companies through the creation of a new environment, their own virtual economy, the offer of products and services, or other options.

Web3 introduces new opportunities for Financial Institutions and other institutions in the National Financial System, since the interactions between users will require intermediaries with the capacity to perform transactions in real time and in a secure, low-cost and transparent way.

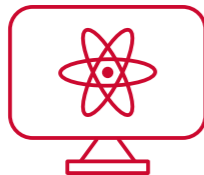
On the other hand, the metaverse can impact traditional business models by requiring transactions with new assets (digital assets, NFTs, CBDCs, Stablecoins, etc.) and new products and services. Furthermore, the infrastructure also needs to be prepared to ensure that it can be operated within new environments and even more security due to the increased exposure and complexity of risks (Money Laundering and Terrorist Financing, Fraud, Information Security, etc.).

In order to keep abreast of this subject, we have put together a multi-area working group that is focused on studying the topic, taking part in national and international forums, creating immersive experiences for our employees and upper management, and experimenting with having existing products and services in the Metaverse.

With ample awareness of the metaverse's impact on the traditional business model, we test its potential in products and services



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- **risk management**



quantum computing

This is the new paradigm in computing, which uses phenomena from quantum physics to build new types of hardware, software and algorithms capable of processing data in quantum systems. In addition to significantly decreasing the computational complexity of various computing problems, quantum computing can offer solutions to these questions, at higher processing speeds, that had previously been proved impractical.

This science has the potential to be applied in the most different sectors of the economy. For example:

- **Cybersecurity:** improvement in encodings, key establishment and data protection methods, access control systems, and others;
- **Energy:** greater efficiency in the sourcing and combination of energy generation sources;
- **Health/Pharmacy:** improving existing drugs, developing new drugs, simulating molecular behavior to create new materials and genetically personalized treatments, genetic sequencing, etc.;
- **Finance/Investments:** improved scale, complexity and efficiency in preparing models, optimizing investment portfolios, various simulations;

- **Climate:** greater capacity to process complex models that facilitate an identification/understanding of ways to slow climate change and reverse its effects;
- **Streamlining processes:** search for the best solution to a problem.

There are many ways we can take advantage of this in our business, like process optimization, risk management, cyber defense, simulations and modeling, etc. Quantum computing can help provide more accurate and faster analysis of massive data sets, offering valuable information for strategic decision making.

However, there are potential risks that should be observed. Some of these include the unavailability of technology due to the scarcity of equipment that

can process qubits (substitutes for the classic bits), lack of skilled labor, increased exposure to cyber risk thanks to a possible breach of current cryptographic protocols and the need to migrate to algorithms post-quantum cryptographic systems, among others.

We believe that quantum computing can revolutionize the way we work and live. That is why we maintain a working group that includes multiple areas to monitor developments related to this subject, researching and experimenting with its application in internal processes, and sharing knowledge through internal courses, workshops, live streams, and others.

Part of our research and experimentation involves the application of quantum computing in our internal processes



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- **risk management**

social, environmental and climate risk

GRI 2-23, 2-24, FS1, FS2, FS3 | SASB FN-CB-410a.2

The social, environmental and climate risks associated with financial institutions are, for the most part, indirect and stem from business relationships, including those with the supply chain and with clients through financing and investment activities.

According to the guidelines established by the National Monetary Council (CMN, in Portuguese), we maintain a structure focused on the management and monitoring of social, environmental and climate risk composed of committees, policies, standards and procedures. The goal is to make sure that these risks are properly identified, measured, monitored, mitigated and reported.

We comply with the Central Bank of Brazil's Resolutions and with the principles of relevance and proportionality, which are required considering the complexity of our financial products and our operations. Our executive risk management committees, tasked with advising Senior Management on assignments

related to the theme, perform annual reviews of social, environmental and climate risk management procedures.

We carry out management processes in accordance with the scope and criteria defined in our Social, Environmental and Climate Risk Standard, pursuant to our [Sustainability Policy](#) and [Social, Environmental and Climate Responsibility Standard \(PRSAC\)](#), in addition to the requirements and obligations stipulated through Brazilian laws and regulations.

Part of this scope is the assessment of loan concession to clients that are active in sectors with potential social and environmental impact and have relevant loan exposure, according to the social and environmental relevance matrix. The scope of clients that are to be covered by the socio-environmental assessment is updated periodically in order to monitor variations in exposure and the entry and exit of clients from the portfolio.

We require a questionnaire to be completed that addresses environmental, social and governance (ESG) aspects, including impact on biodiversity and traditional communities, violation of human rights (slave labor, child labor, sexual exploitation, etc.) legal compliance, inherent climate risk to the sector, exposure to climate change, occupational health and safety and corporate social responsibility.

We also analyze environmental studies, conduct searches in the media and check with internal and public databases, such as the "Dirty List" (List of Employers who have subjected workers to conditions analogous to slavery), the list of embargoes by the Brazilian Institute for the Environment and Renewable Natural Resources (IBAMA), the Chico Mendes Institute for Biodiversity Conservation (ICMBio), and public lists of contaminated areas. For project financing, we also apply sectoral checklists where we define the documents needed for risk assessment, such as licenses and environmental studies.



learn more
in [management of social, environmental and climate risk](#)



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- **risk management**

Based on this assessment, we classify the client or project in one of the five rating levels: minimum, low, moderate, high, and very high.

We are signatories of the Equator Principles and aim to ensure the implementation of the projects that we advise on and finance (new or expansion) in a responsible manner, reflecting the best environmental, social and climate management practices, as outlined in the International Finance Corporation's (IFC) Performance Standards and the Health, Safety and Environment Guidelines of the World Bank.

Where applicable, we conduct due diligence processes to prevent, mitigate and manage adverse impacts. We incorporate projects into our monitoring portfolio that present potentially relevant impacts. For these cases, we request the development of action plans, include specific contractual clauses on the subject and establish audit processes that help us in the management and assessment of socio-environmental compliance.

Compliance with the action plans we have established for projects that fall under the Equator Principles or that have potentially relevant impacts is monitored each year throughout the term of the contract through document analysis, visits and conferences conducted by an independent consultancy, whenever applicable.

Non-compliance could lead to a downgrade of the socio-environmental rating of the client/project, readjustment of action plans, blocking the release of financial support, or even early termination of the contract.

In 2022, 22 projects were included in the monitoring portfolio and 13 of them were framed in the Equator Principles.

We also have systemic alerts that help us do fulltime monitoring of the involvement of clients or non-clients with embargoes, contaminated areas, work analogous to slavery, thereby serving as support for decision-making.

We have adopted preventive measures for companies involved in mining without authorization from regulatory bodies; extraction, industrialization and trade of asbestos; and, manufacture of heavy military equipment that is not made for national security.

In addition, we have adopted restrictive measures for activities such as: the extraction of coal; extraction and processing of shale and oil sands; industrialization and commercialization of uranium not intended for medicinal purposes; coal-fired thermoelectric plants, except when required to guarantee the country's energy security; nuclear power plants; ocean trawling with nets greater than 2.5 kilometers in length; real estate projects overlapping indigenous lands; potential clients who have infractions related to illegal deforestation and operate in the sectors of agricultural crops, meat packing plants, slaughterhouses and forestry production. This also applies to clients involved with the use of labor analogous to slavery, child labor or sexual exploitation.



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- **risk management**

PROJECT FINANCE UNDER THE EQUATOR PRINCIPLES

Number of projects / businesses reviewed	22
Percentage of projects/transactions reviewed in relation to total projects/transactions	100
Number of projects/businesses that reached financial close	16
Number of projects/transactions rejected	6

Note: We rejected the projects because they do not demonstrate compliance with the Equator Principles, the contractual socio-environmental clauses and the action plans. For example, a lack of environmental licenses, inspection report by the fire department and housing.

IMPLEMENTATION OF THE PROJECT AND BUSINESS FINANCING POLICY

Assessment of projects/businesses	2019	2020	2021	2022
Total number of projects/businesses	1,677	1,924	3,207	3,070
Number of projects/businesses evaluated	1,677	1,924	3,207	3,070
Percentage of total projects/businesses evaluated (%)	100	100	100	100
Number of projects/transactions approved with conditions	268	426	571	412
Percentage of projects/transactions approved with conditions (%)	16	22	18	13
Number of projects/transactions approved	1,316	1,443	2,540	2,591
Percentage of total projects/transactions approved (%)	77	75	79	84
Number of projects/transactions not approved	93	55	96	67
Percentage of total projects/transactions not approved (%)	5	3	3	2

We also analyze social, environmental and climate aspects related to real estate guarantees, regardless of the type of credit, including: deforestation of permanent preservation areas or protection and recovery of springs; presence in conservation units, indigenous lands or natural cavities; flood risks; mineral extraction activities; and contamination on the property or its surroundings, in the event that there is a history of the area being occupied by industries, warehouses and fuel distributors.

Our social, environmental and climate risk opinions therefore back our business decisions, which include granting loans, contracting real estate guarantees, investment decisions, and other activities.



learn more

in [suppliers](#)

We periodically calculate operating losses and assets not for own use (BNDU), which result from social, environmental and climate events, in addition to identifying, analyzing and classifying suppliers considered critical in these areas.

The adherence of social, environmental and climate risk management activities to internal commitments, legislation and standards is periodically evaluated in internal audit and compliance processes, in addition to the periodic monitoring performed by the Central Bank of Brazil. **GRI FS9**



- an 80-year history with purpose and values
- corporate strategy
- digital and physical presence
- value creation
- ecosystem and activities | portfolio
- corporate governance
- ethics, integrity and transparency
- **risk management**

management of social, environmental and climate risk

In 2022, we put a project in place to adapt our risk management structure to National Monetary Council (CMN) Resolutions No. 4,943/21 and No. 4,945/21, Central Bank of Brazil (BCB) Resolutions No. 139 and No. 151, and Normative Instruction No. 153.

This project is in line with our Social, Environmental and Climate Responsibility Policy (PRSAC), and has Climate Risk incorporated into the social and environmental risk management structure. It also includes the creation of a senior department dedicated exclusively to the topic, the structuring of the bases and processes for disclosing the Social, Environmental and Climate Risks and Opportunities Report (GRSAC), forwarding a remittance with information on social, environmental and climate

risks (DRSAC), and the integration of these risks with the other managed risks. [GRI FS4](#)

As part of the stress test program, we have expanded the number of sectors of our loan portfolio analyzed for their sensitivity to climate risks. We have incorporated physical risks into the quantitative metrics of the credit model and a stress scenario that accounts for social, environmental and climate events. These risks have also been incorporated into the processes for market and liquidity risk analysis.

These measures strengthen our commitment to the adoption of best practices in social, environmental and climate risk management.

engagement of clients [GRI FS10](#)

In order to efficiently manage social, environmental and climate risk, we believe that it is important to raise awareness and engage clients, which involves a series of demands like requiring information and documents that attest to the practices and commitments assumed by them.

In 2022, we analyzed 831 socio-environmental questionnaires and 293 projects, providing evidence on compliance with legislation for funded activities and with our commitments and policies.

Over the year, we allocated R\$2.4 million to invest in supporting and implementing the social, environmental and climate governance structure, and we continued investments in renewing adherence to the Equator Principles, CDP Supply Chain, staff training and further advancements in the climate risk agenda.



learn more
in [climate agenda](#)



**for more
information, please
see:**

[Risk Management Report](#)
– [Pillar 3](#) – pages 68 to 71



client in focus

We implement transformations while developing and improving our channels, products, services and processes to promote the best experiences for our clients.

- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- financial citizenship
- innovation and technology
- privacy and information security

CHAPTER REFERENCES

Material themes:

Customer relationship, inclusion and financial health;
Sustainable business; Ethics, integrity and transparency;
Human Capital Management; Innovation and Technology.

IIRC Capitals:

Intellectual; Human; Social and Relationship





- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- financial citizenship
- innovation and technology
- privacy and information security

wherever our client needs

GRI 2-6

To provide convenience to our clients, we have a diversified service structure throughout the national territory and in strategic points abroad.

Placing our client's desires at the heart of Bradesco's development of solutions has expanded our mindset on the challenges and opportunities embedded in this new, hyper-connected society. Within this new landscape, our purpose is to be a pool of financial solutions and conveniences to leverage and facilitate the client's personal projects by offering products and services that are tailored to their stage in life.

We offer a broad, modern and diversified service structure throughout the country and in strategic locations abroad, delivering convenience and security in the services provided. And we have expanded our operations in various segments that involve the client, their routine and their tastes, striving to promote the integration of these elements into the financial services we offer via digital channels and platforms.

Companies

LARGE CORPORATE

● ≥ R\$4 billion

CORPORATE

● R\$500 million to R\$4 billion

CORPORATE ONE

● R\$50 million to R\$500 million

COMPANIES AND BUSINESSES

● To R\$50 million

MULTI &
INSTITUTIONAL

Individuals

PRIVATE BANK

● ≥ R\$5 million

EXCLUSIVE

● R\$4,000 to R\$14,999.99
○ R\$40,000 to R\$149,999.99

PRIME

● ≥ R\$15,000
○ ≥ R\$150,000

CLASSIC

● R\$4,000

NON-ACCOUNT HOLDERS

● Monthly Income ● Annual Revenues ○ Investment



- wherever our client needs

- customer experience
- accessibility
- client satisfaction
- financial citizenship
- innovation and technology
- privacy and information security

physical network

We closed out 2022 with 85,609 in-person service points – including branches, business units, banking correspondents, etc. – and 46,562 automated teller machines.

digital channels

We understand that the new digital and autonomous client profile requires us to enhance our digital solutions. Nearly 98% of transactions performed by our clients were done through Bradesco digital channels, particularly on the Bradesco App (Individuals and Companies), which posted a 57% growth in financial transactions compared to the previous year. Our Digital Channels include client support, products and services that can be accessed at any time and from any location, ensuring mobility, practicality, autonomy and security.

digital platforms

Currently, we have 16 major Digital Platforms – management structures with remote services via phone, WhatsApp, chat or video-conference, which serve clients of the Exclusive and Prime segments that have a digital profile. In 2022, we reached over 1 million clients, 776,000 Exclusive, 57,000 Companies and 219,000 Prime. We also feature the Bradesco Private Bank Digital Branch, serving 19,000 clients in the segment.

app Invest+Bradesco

Allows our clients to consolidate their investments in the Bank, Ágora, Bradesco Vida e Previdência and other institutions, including the B3 (Brazilian Exchange & OTC). Through the App, clients can enjoy an organized view of positions, charts, asset classes that make up the portfolios, a heat map with profitability and valuation, and access to exclusive content from Ágora.





- wherever our client needs

- customer experience
- accessibility
- client satisfaction
- financial citizenship
- innovation and technology
- privacy and information security

**next**

We offer a digital ecosystem of financial and non-financial services that include a checking account, cards, investments, loans, insurance, bank accounts for children and teens (nextJoy, in partnership with Disney), discounts and offers in nextShop, exclusive benefits in the Mimos hub and integration with Apple Pay, Google Pay, Samsung Pay and WhatsApp Pay digital wallets, among others. In Open Finance, we provide the “Minhas Finanças” (My Finances) feature, an account aggregator that gives the client a consolidated view of information on their checking account, credit cards and loans from various institutions participating in the system, plus recommendations and personalized tips to help clients better manage their finances. We hit the 14.5 million clients mark in 2022 – a 47% growth over 12 months, and recorded 636 million processed transactions.

**digio**

Focused on Individuals, our multiple digital bank features credit cards, personal loan, INSS payroll-deductible loan, *Adiantamento do Saque Aniversário FGTS* (partial redemption of workers fund) and a 100% digital payment account in its portfolio. In addition to financial products, a variety of products and services can be obtained through the App, like mobile phone top-ups, insurance, dental plan, cashback, e-gift, discounts, etc. We ended 2022 with 5.1 million total accounts, posting a 45% growth compared to the same period in 2021.

international operations

We maintain a team of experts in Brazil and abroad who are active in the foreign exchange, export, import, financial transfers and trade finance markets. Abroad, we have 2 Branches, 11 Subsidiaries and 2 Representative Offices, plus a network of correspondent banks.

Bradesco Bank (formerly BAC Florida) is positioned to meet the demands of our Brazilian and Latin American clients for investments, banking and financing solutions in the U.S. market.

**learn more**in [digital and physical presence](#)



- o wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- o financial citizenship
- o innovation and technology
- o privacy and information security

customer experience

GRI 3-3

We develop strategies to strengthen the relationship with our clients, offering solutions suited to their profile and stage in life.

“With us, you come first” is the motto of what we have set as our customer-centric strategy. This focus helps us strengthen our relationship with clients to better understand them and thereby serve their needs, offering solutions suited to their profile and stage in life. We are working hard to provide convenience, efficiency, speed and security in all channels of interaction – be it in-person or online – aiming to consistently deliver the best experience and the highest level of satisfaction with our Organization.

We have set aside an area solely dedicated to the development of journeys and solutions that are tailored to the needs, desires and stage of life of each client. In order to immerse ourselves into the client's universe and add greater speed and resoluteness to

their daily lives, we have implemented a number of relationship strategies - ranging from regular surveys, like the NPS, to contextual studies.

Additionally, we have mapped out internal and market data to generate not only insights, but also roadmaps that list the things our clients find most relevant. By having areas dedicated to mapping opportunities and designing and implementing solutions, we are able to sustain continual improvements. There are nearly 500 professionals focused on promoting the best customer experience, regardless of the interaction channel. We apply an end-to-end vision and agile methodology to create intuitive and personalized journeys in both financial and non-financial services. Our goal is to give our clients

autonomy by making customized solutions and products available with multi-channel access and more intuitive and secure navigation.

With a view towards making our channels more resilient, we have also reinforced our cloud structure, focusing on the execution of cloud services in an effort to deliver agility, innovation, scalability and flexibility in our business and contact with clients.

Throughout 2022, we created more than 250 journeys and developed roughly 360 Individual and Corporate projects.



- o wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- o financial citizenship
- o innovation and technology
- o privacy and information security

Some improvements initiated in the period

o Bradesco App

- We have restructured the way we capture client feedback in order to generate even more insights into improving their experiences.
- Our clients can choose which notifications they want to receive via Infopush, and also change or cancel these notices at any time within the App.

- After sharing via Open Finance, our individual and corporate clients can also enjoy other features, such as tips on transactions. The 'My Banks' icon is available to Individual clients within the Bradesco App, and to Corporate clients by accessing "Company Banking" on the App and Net Empresa. One example is the financial manager that consolidates data from accounts and cards from Bradesco and other institutions into a single place. Our clients can use it to access information on their balance, limit, statement, credit transactions with tracking of installments directly on the Bradesco App. We were recognized for this innovation with the *Uso*

de Dados Pessoa Jurídica (Use of Corporate Data) award from the Open Summit Awards, the top award in the ecosystem. We also received other recognitions at the event, such as the Payments Initiation award and Radar Open Finance. Our financial manager also secured first place in the Banking Transformation 2022 award from Cantarino Brasileiro.

- With the new Income Report platform, the client is given an overview and simplified view of all account products (IRPF), real estate loans, consortia and even payroll for our employees. In just a few clicks, it can consolidate all the information into a single document.

- In the Cards area of the Bradesco App, once a new Visa and Elo card is approved, our clients can generate the virtual version, managing their transactions through notifications. They can also enable or disable proximity payment by credit or debit card through contactless technology and register Visa debit cards in digital wallets on smartphones and smartwatches with NFC technology and Amex credit cards in the Apple Pay wallet. In addition, they can cancel and reissue a debit card automatically.



- wherever our client needs
 - **customer experience**
 - accessibility
 - client satisfaction
- financial citizenship
- innovation and technology
- privacy and information security

◦ Internet Banking

- The homepage has been improved and now allows the client to see the services through cards, facilitating browsing in a more intuitive way. The loan card, for example, is open automatically, showing information about credit pre-approval and simulations. The My Investments card, when expanded, displays a portfolio of products acquired by the client and, if they do not have any application, will be directed to sign up.
- The cards area was also given a new layout and easier shortcuts for a more fluid and agile experience when browsing. This gives the client access to the main features like unlocking cards, password, billing summary and due date so they can better keep track of their transactions.

- And so that clients can organize their spending even more, it is now possible to use Bradesco Internet Banking to keep track of credit card purchases in real time, view a description of installment payments for upcoming invoices in the current statement, as well as a total of future payments due.

◦ BIA

- BIA has received new security features at all of its client interaction points. For example, notices are sent when there is suspected credit card fraud, speeding up the reporting and handling of these cases.

◦ Card App

- We offer dispute resolution for unrecognized expenses, which allows verifying the veracity of the purchase and temporarily blocking credit cards in the event of suspicious transactions, providing greater control and security.

◦ New Ágora App

- Boasting a brand-new layout, the platform is even more intuitive, dynamic and flexible, making access to the homebroker and over 1,400 investment options even easier, including fixed income (public and private), *Tesouro Direto* (treasury security), investment funds, COEs, public offerings and private pension.
- Our clients can use the App to access all Ágora programs and services, including content platforms such as Ágora Play, Ágora Cast and the new Ágora Insights.
- Push notifications have now become available on the Ágora App, with alerts for the purchase and sale orders for stocks, upcoming transactions, and others features. It also provides 100% online registration updates and offers full products, services, content and solutions 24 hours a day.

- Our clients can schedule their applications for the next business day, check on the data from their financial expert and feel secure whenever they receive a contact. And they also have Bradesco Invest US, making it possible to invest in accounts abroad.

◦ Bradesco Vida e Previdência's digital channels

- They have also been enhanced to make the journey of enrolling in pension plans more flexible, straightforward and intuitive for account holders – all with the convenience of being 100% digital. Clients can also enjoy a number of self-service maintenance services, such as contact details, changing the expected retirement date, payment date of the monthly contribution, etc.

learn more
in [financial education](#)



- wherever our client needs
 - **customer experience**
 - accessibility
 - client satisfaction
- financial citizenship
- innovation and technology
- privacy and information security

- **More facilities for any account segment**

- A digital acceptance option for transfers between branches, improving operational efficiency and freeing the client from needing to go to the branch to confirm the change. Also, the ability to contract Consortium plans at any time and place through from the Mobile or Internet Banking application, with a choice of quotas (real estate, vehicles, trucks and tractors or motorcycles), ability to see rates, information on installment values and all the details involved in the transaction.

- **Companies**

- Can now open accounts through the Net Empresa application. Profiles include Individual Company (EI), Individual Limited Liability Company (EIRELI) and Single-Member Limited Company (SLU), and we have integrated a way to open accounts and sign up with Cielo Affiliation via the Financial Terminal.

- **Pix**

- We were pioneers in allowing our clients to perform transactions via Pix on the Bradesco App, using the balance of their Bradesco accounts and/or those of other financial institutions. This solution, which is made possible by sharing information via Open Finance, provides clients with even more convenience and gives them an overview of their financial life while allowing them to perform transactions in a single place.
- We have built a “simplified journey” along with companies that offer products and or services online to Bradesco account holders. When choosing Pix as a payment method, the account holder is automatically and seamlessly directed to the Bradesco App without interrupting the journey, and needs only to confirm the transaction, making the purchase quickly and easily.





- wherever our client needs
 - **customer experience**
 - accessibility
 - client satisfaction
- financial citizenship
- innovation and technology
- privacy and information security

- For our Individual clients, we add value by making it possible to obtain credit on Pix in the event of an insufficient balance for transfer. We provide a new home for Pix that makes transaction more fluid and intuitive, with ideal solutions for clients to help them resolve everything they need online. We were also pioneers in offering digital protection insurance linked to the Pix journey.

- For our Corporate clients, we were the first Brazilian bank to offer the option to receive a Pix via QR Code at machines, allowing retailers to increase sales volume and receive credit in their current account quickly, safely and right after a sale. Signing up for the solution is simple and can be done online via the Bradesco App and website (Digital Channels). The machine is immediately enabled once applied for.

- **Prime Viagens:** it was created out of feedback from clients. “Bradesco Concierge” is an exclusive consulting service for travel planning, with services and products available in the account and on the credit card, including: booking hotels and air travel, VIP lounges, travel insurance, purchasing foreign currency and others. Clients can rely on assistance from the beginning of their trips until they return.

We understand that the goal of improving the client's life can represent challenges, but it also offers countless opportunities. The digital transformation intensifies this process by making the client more autonomous and demanding. This is why we need to continue to focus on the customer experience, using tools such as CX Analytics, CX Metrics and Customer Journey. We also work on identifying opportunities to improve existing initiatives. We are also looking to expand the transformation of our channels and make new distribution and engagement models available, such as Open Finance and ecosystems like Corporate and Agro.



learn more

in [innovation and technology](#)

We were the first Brazilian bank to offer Corporate clients the option to receive a Pix via QR Code at machines



- o wherever our client needs
 - customer experience
 - **accessibility**
 - client satisfaction
- o financial citizenship
- o innovation and technology
- o privacy and information security

accessibility

GRI FS14

We are proud to be innovators in solutions that promote inclusion, respect and autonomy in terms of accessing our financial services and products

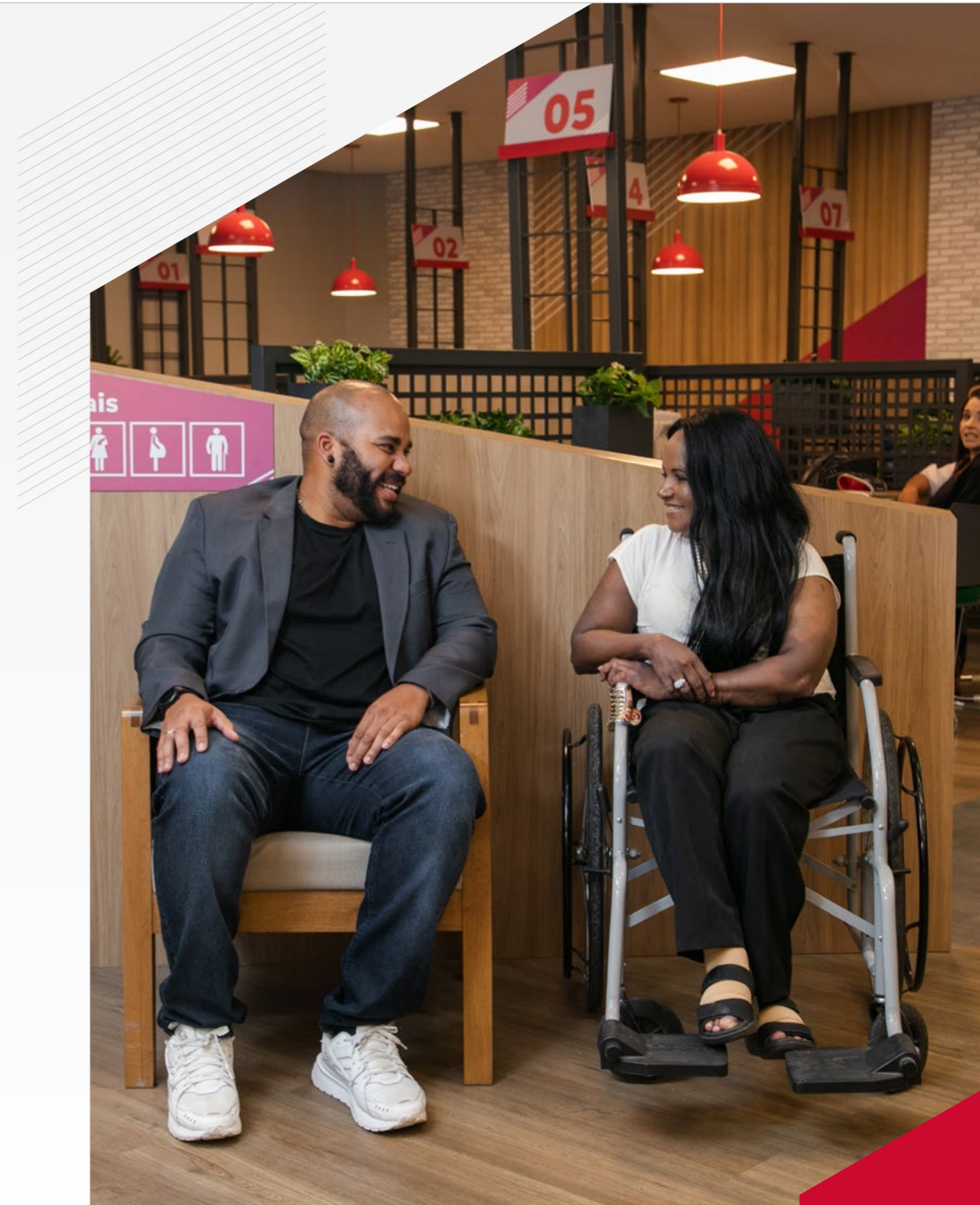
In an effort to ensure that people with disabilities are afforded autonomy when accessing our services and financial products, we began rolling out a number of solutions 24 years ago. Some of these solutions include the launch of accessible automated teller machines, Customer Service Centers (SAC) exclusively for the hearing-impaired and the creation of accessible marketing campaigns. Supported by new technologies, we remain dedicated to the subject through projects and initiatives focused on connecting with communities, empowering them and minimizing barriers to access information, banking and digital inclusion. We believe that accessibility is synonymous with respect and inclusion.

When implementing our projects into digital channels, we always include the user experience and compliance with guidelines and best practice guides in digital accessibility in our plans. Some examples include the Principles of Inclusive Design, Web Content Accessibility Guidelines – WCAG, the Model of Accessibility in Electronic Government - eMAG, and many others.

We reinforce our track record and commitment to the subject through ongoing improvement and keeping processes up to date in tests and workshops that maintain customer-centricity.



learn more
in [financial citizenship](#)





- o wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- o financial citizenship
- o innovation and technology
- o privacy and information security

key initiatives

Fone Fácil

Our visually impaired clients can rely on the Electronic Voice Control Service, which operates 24 hours a day and seven days a week. The tool is also accessible to the hearing and speech impaired through the number 0800 722 0099. Brazilian sign-language is available through the institutional website, Mondays to Fridays from 8am to 8pm.

Customer Service Center (SAC)

Through the Telecommunication Apparatus for the Deaf, a device that features a special keyboard and display, we facilitate communication and provide customer service for clients with hearing and speech impediments.

self-service

All Bradesco ATMs are 100% compliant with the ABNT 15250 accessibility standard.

institutional website

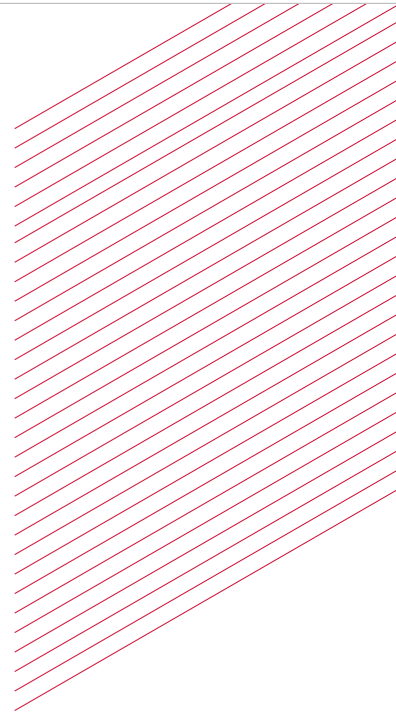
Our institutional website contains settings and provides solutions and products that are concerned with accessibility, including a tool for translating from Portuguese to sign-language, and content designed to reach non-literate and hearing-impaired audiences, permitting enhanced fluidity in translations from Portuguese to sign-language.

cards

We provide clients with embossed credit and debit cards, which are accompanied by a braille kit and a larger font, helping visually impaired (total or partial) people access their card information autonomously and independently.

bank statements

For visually impaired clients with accounts, we offer a monthly consolidated bank statement in braille or in a large-sized font, helping them review their financial transactions of the checking account.





- wherever our client needs
 - customer experience
 - accessibility
 - **client satisfaction**
- financial citizenship
- innovation and technology
- privacy and information security

client satisfaction

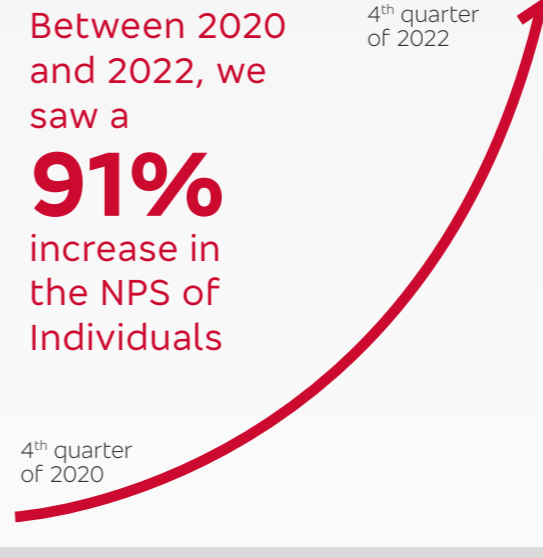
GRI 3-3

Our continual focus is on understanding the needs of our clients to create products and services that are catered to their profile and stage in life

We are committed to keeping the client at the center of our decisions, offering the best experience in all their interactions with Bradesco. We conduct ongoing market research and studies to better understand our clients' needs, their habits and customs, helping us implement actions to improve our products and services.

The Net Promoter Score (NPS) is the primary methodology we use to measure, understand and monitor the degree of loyalty our clients have.

Since 2020, we have been tracking this indicator through NPS Prism, a tool that also allows us to assess our strengths and areas for improvement in relation to the competition. This measurement, in conjunction with various areas of the Organization, has had a positive impact on the NPS result in recent years.





- wherever our client needs
 - customer experience
 - accessibility
 - **client satisfaction**
- financial citizenship
- innovation and technology
- privacy and information security

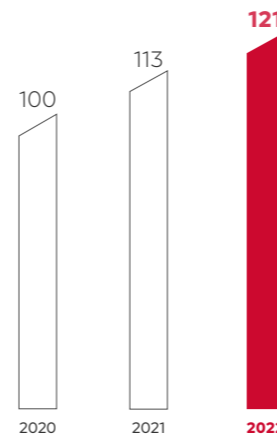
In addition to the boost in relational NPS, we also recorded a rise in product NPS (+153%). Some products with significant NPS gains include credit cards (+60%), checking accounts (+50%) and investments (+190%). Our assessments for our channels also rose significantly, with more than 80% of them at their all-time high NPS at the end of 2022 and continuing to trend upwards.

80%+
in channels at
their all-time high

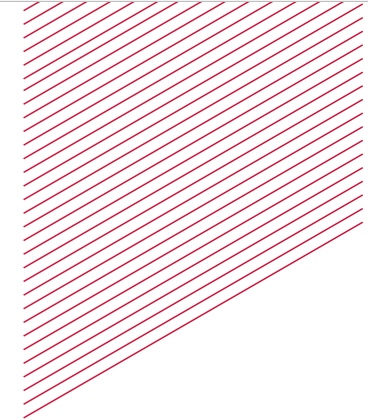
Our mix of digital self-service channels (App and website) saw a 26% growth in NPS, while services offered at branches increased by more than 130%. Our digital service channels (chat and WhatsApp) rose by over 270% in NPS.

This growth is the result of our tireless work to transform and improve our customer experience in a structured way through the NPS System.

INDIVIDUALS NPS GROWTH (BASE 100)



Source: NPS Prims@ Benchmark Report. NPS Prims@ is a registered trademark of Bain&Company, Inc.





- wherever our client needs
 - customer experience
 - accessibility
 - **client satisfaction**
- financial citizenship
- innovation and technology
- privacy and information security

The Net Promoter System is based on three pillars:



1 Listening Inner Loop

The feedback cycle in which the information captured in the surveys is deepened through interactions with clients.

**Collecting and transforming
data into information**



Selecting clients to interact with



**Deepening the understanding
of responses**



2 Learning Huddle

Holding discussions about the information from the Inner Loop in multidisciplinary groups. At this stage, these are the following objectives:

- To discuss and understand recurring problems pointed out by clients;
- To identify and share best practices, obtaining mutual commitment;
- To develop solutions for rapid implementation on a daily basis; and
- To prioritize and scale structural issues.



3 Acting Outer Loop

Acting in a coordinated manner along with the entire Organization in a concerted effort to align, propose and implement solutions based on the voice of the client, thereby promoting transformative experiences



- wherever our client needs
 - customer experience
 - accessibility
 - **client satisfaction**
- financial citizenship
- innovation and technology
- privacy and information security

Since we started applying the Net Promoter System, we have taken actions to understand the true desires of our clients and promote our commitment to customer-centricity.

In 2022, we made thousands of return calls to clients, and held focus group and leadership meetings in an effort to gain a deeper understanding of their desires and the reasons for their satisfaction.

We also rolled out hundreds of actions allocated to various products and channels that were fundamental to the growth of NPS. Prioritizing these actions followed a careful assessment of compliance with our strategic pillars and with a sustainable financial return.



this effort resulted in a number of recognitions:

- we won the **2022 Customer Centricity World Series Award**, with the highest overall score in the edition, and topped the Voice of the Client category. The Arcet Global Customer Experience Awards were presented to more than 120 brands from 34 countries.
- we were granted the **Innovation Award**, sponsored by CXPA, which recognizes the most innovative companies in Customer Experience.





- o wherever our client needs
 - customer experience
 - accessibility
 - **client satisfaction**
- o financial citizenship
- o innovation and technology
- o privacy and information security

diligence in the user and customer relationship

GRI FS15

To ensure that our clients are always provided with top quality, we work hard on continuously improving our processes and procedures, ensuring respect for their needs, interests, objectives, profile and, especially, their will to free choice.

To ensure that the principles of ethics, responsibility, transparency and diligence are incorporated into the relationship with this audience, we have established a User and Customer Relationship Policy and Standard, which, in addition to its focus on compliance and the legitimacy of our products and services, defines mechanisms for controlling and mitigating risks.

We train our employees on the conduct we expect from them in this interaction, helping them manage potential conflicts of interests.



see more

in the table [Number and percentage of trained employees](#)



for more information, please see:

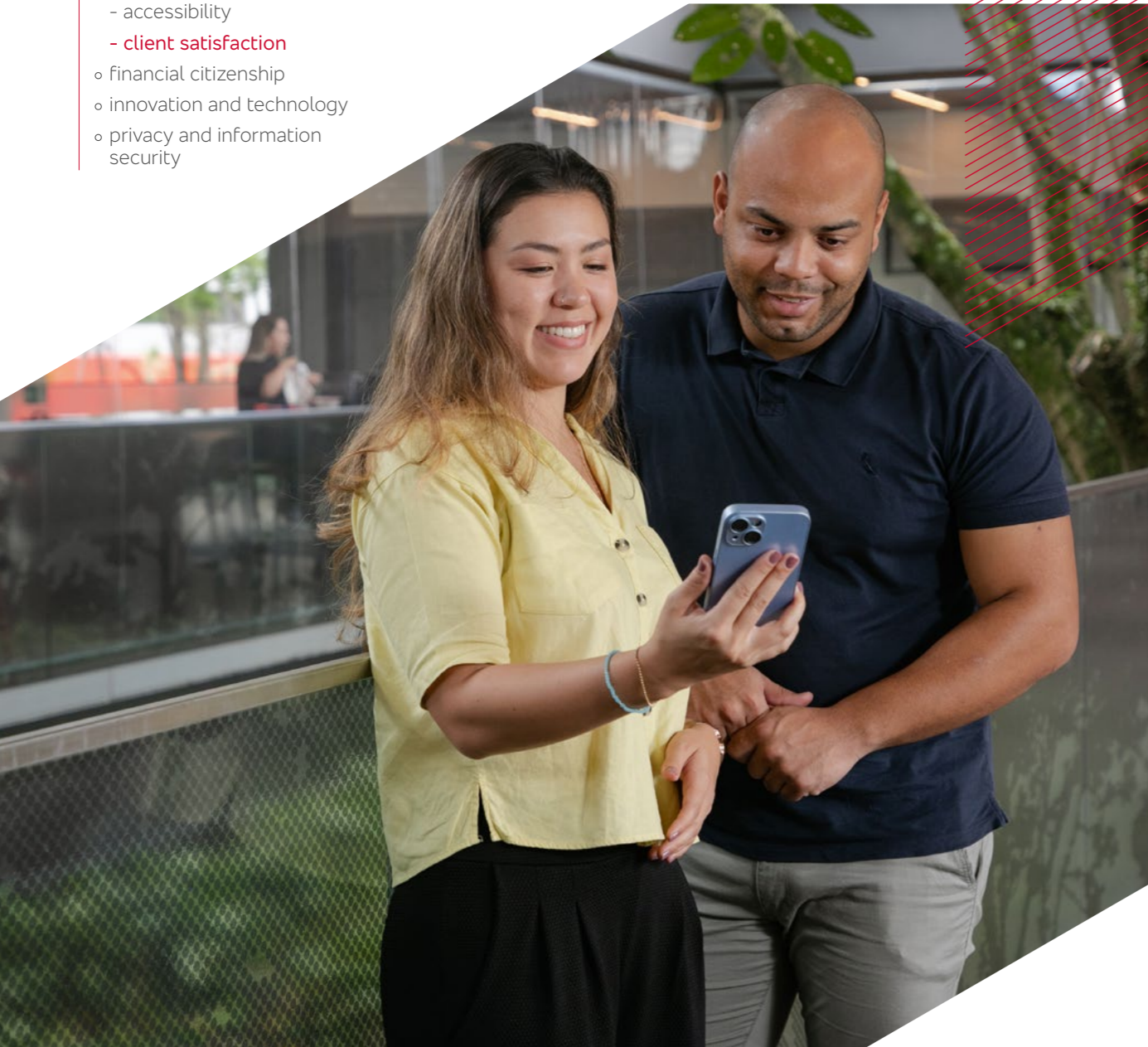
[Institutional Policy of Relationship with Customers and Users](#)

POLICIES FOR THE CORRECT DEVELOPMENT, STRUCTURING AND SALE OF FINANCIAL PRODUCTS AND SERVICES GRI FS15

Document	Description and scope	Consultation site	Responsible Area	Assurance mechanisms
Institutional User and Customer Relationship Policy	Describe the corporate guidelines on User and Customer Relationship	Regulatory System and Investor Relations Website		
Institutional User and Customer Relationship Standard	Establish the rules, procedures and responsibilities concerning compliance with the Institutional User and Customer Relationship Policy of financial products and services. Applicable to all the Management, Employees, Interns and Apprentices from the Organization, composed of Banco Bradesco and its subsidiaries in Brazil. Its applicability also extends to Associates and Non-Employees, understood as Third Parties, who are providing services on behalf of one of the Organization's companies or for the Organization itself.	Normative System (restricted access to employees)	Compliance and Ethical Conduct	We provide training to our employees and maintain a monitoring and tracking process (internal audit) to ensure compliance with the Policy.



- wherever our client needs
 - customer experience
 - accessibility
 - **client satisfaction**
- financial citizenship
- innovation and technology
- privacy and information security



We place our clients at the center of our strategy, providing adequate and transparent information about our products and services and striving for their satisfaction. Our advertising campaigns follow the guidelines of the Executive Council of Standard-Norms (CENP), which provides guidance on representative entities at the national level, such as:

- Brazilian Association of Advertisers (ABA)
- Brazilian Association of Publicity Agencies (ABAP)
- National Federation of Advertising Agencies (FENAPRO)
- National Association of Newspapers (ANJ)
- National Association of Magazine Editors (ANER)
- Brazilian Association of Radio and Television Broadcasters (ABERT)
- Brazilian Association of Subscription Telecommunications (ABTA)
- Billboard Center

We apply the respective Susep code, or the ANS or ANBIMA label, in any advertising of our products because these have been assessed by a regulatory agency before being sold. Plus, we provide supplementary materials containing more detailed and relevant information about our products, and we always ask our clients to read them. One example includes our Product Slides, monthly reports and regulations available on the App and Internet Banking for all those interested in our Investment Funds. In Internet Banking, card clients are provided access to the benefits guide that contains information on the secure use of the product. **GRI 417-1**

In 2022, we did not identify cases or reports related to non-compliance with laws and/or voluntary codes regarding information and labeling of products and services, nor marketing communication, including advertising, promotion and sponsorship. **GRI 417-2 e 417-3**



- wherever our client needs
 - customer experience
 - accessibility
 - **client satisfaction**
- financial citizenship
- innovation and technology
- privacy and information security

ombudsman GRI 2-25; FN-CF-270a.4

We continually invest and dedicate efforts into internal processes and human capital so that our values are truly practiced and directly reflected in the user and customer relationship.

Our Ombudsman acts as the main mediator in the customer relationship. It monitors the process for any client who files a complaint in order to identify improvements, rectify any weaknesses, strengthen relationships and keep them satisfied.

The department is also responsible for the governance of complaints lodged by our clients in the Primary Service channels (Branch and Transactional Center) and other internal channels, including SAC/Alô Bradesco, Fale Conosco, 2nd Instance (0800 Ombudsman) and Carta, as well as reports received through external channels like Bacen, Procon, the Press, Reclame Aqui and Consumidor.gov. In addition, it monitors our performance in complaint rankings, reporting the

main events and contributing with recommendations to improve and modify practices and routines in an effort to meet the expectations of our clients and users. It holds semiannual meetings with the Audit Committee to receive additional information about the nature of the records and to monitor the implementation of recommendations.

86% of the complaints received in 2022, accounting for all Ombudsman channels, were resolved within five business days.

To enhance our customer experience, we developed a unique model for quickly handling complaints and resolving demands with quality, ensuring that the same analyst assisting the client monitors the solution and remains in contact until the process is concluded.

We also promote discussions in multi-area groups to review the various

causes of complaints. Thus, we drive the implementation of projects and improvements focused on optimal customer experiences and on eradicating the root causes of complaints.

We employ artificial intelligence tools and algorithms that can predict and map profiles, facilitating a preventive process for certain causes of complaints.

Thanks to this structure and governance, the Ombudsman's Office has lowered the average response time for complaints, improved the quality of services provided, boosted client satisfaction and was recognized by the Brazilian Association of Ombudsmen (ABO), by the Brazilian Association of Company-Customer Relations (Abrarec) and by Consumidor Moderno magazine, for the eleventh consecutive year, as one of the ten best ombudsmen in Brazil in all areas of economic activity. We are the only bank to be recognized every year by the Brazil Ombudsman Award.



- o wherever our client needs
 - customer experience
 - accessibility
 - **client satisfaction**
- o financial citizenship
- o innovation and technology
- o privacy and information security

COMPLAINT MECHANISM SASB FN-AC-270A.1, FN-CF-270A.4, FN-IN-270A.2

Bradesco Organization	2019	2020	2021	2022
0800 Ombudsman	58,256	83,744	91,788	61,335
Consumer Protection Institute (Procon)	63,413	43,881	69,188	59,374
Central Bank of Brazil (BCB)	49,715	58,693	68,736	64,657
Superintendence of Private Insurance (Susep)	4,018	4,315	0	0
National Regulatory Agency for Private Health Insurance and Plans (ANS)	3	1	0	0
Letter/Press	5,528	3,049	3,776	2,447
Total complaints submitted in formal consumer protection forums	180,933	193,683	233,488	187,813

% OF TOTAL COMPLAINTS RECEIVED THROUGH CHANNELS SPECIALLY RESERVED FOR CONTACT WITH CLIENTS, RESOLVED WITHIN FIVE BUSINESS DAYS.

	2019	2020	2021	2022
Bradesco Organization	93%	90%	88%	86%



- o wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- o **financial citizenship**
- o innovation and technology
- o privacy and information security

financial citizenship

GRI 3-3; 203-2

In an effort to promote financial citizenship, we offer a diverse portfolio of financial products and services suited to each client

Being a client-focused bank means understanding that there are multiple demands and needs for each audience. In an effort to serve to these needs and potential vulnerabilities of each citizen according to their finances, we have a diversified portfolio with financial products and services compatible with the profile, station in life, need and financial capacity of each client.

We seek to exercise our positive potential in Financial Citizenship through four integrated pillars:





- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- **financial citizenship**
- innovation and technology
- privacy and information security


This is why we hold governance, policies and standards for proper management and monitoring of the topic:



strategic

USER AND CUSTOMER RELATIONSHIP COMMITTEE

It is designed to determine actions for the effectiveness of the Conduct process with the client, which includes discuss proposals for Financial Citizenship actions and results verified by the Financial Citizenship Commission.

tactic

FINANCIAL CITIZENSHIP COMMISSION

The Commission meets bimonthly and reports to the Executive Committee of Conduct in the Customer Relationship.




operational

WORKING GROUP

The Working Group meets weekly to monitor the results of the initiatives reported in these forums, assessing their effectiveness, and also establishing the governance of the other fronts of work and initiatives carried out within the Organization that converge with the theme of Financial Citizenship.

We were the first Brazilian bank to sign the **PRB commitment - Commitment to Health and Financial Education** and we will release our goal for the topic by the second quarter of 2023.

To enhance this agenda and strengthen our governance, we promote the acculturation of our employees through training and communications in the Organization's internal channels. We also monitor commercial actions, and evaluate the promotion of inclusion and financial education in the development of products and services.

To make sure these initiatives result in significant social and economic benefits, we provide a safe and reliable business environment for consumer protection, providing effective service channels.



- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- **financial citizenship**
- innovation and technology
- privacy and information security

financial inclusion

GRI 203-2, FS13

We were created to be an open-door bank to serve all client profiles in the Brazilian territory. Over our 80 years of history, we have taken the lead in financial inclusion, reaffirming our purpose.

All of this translates into a performance that takes into account the geographical differences and the diversity of our clients, providing access to everyone – especially the under-served groups in the financial system. We consider as part of this audience people with a monthly income of up to 2 minimum wages and/or who live in municipalities with low human development index (mHDI), according to the Atlas Brazil ranking.

To measure the contribution that our financial inclusion initiatives bring to these groups, we annually monitor the number of accounts opened by people with this profile. On average, this number represents 9% of the total account openings in the Organization and, in 2022, corresponded to 817,325 new accounts.



learn more

in [about us](#)



floating branch

Since 2009, Bradesco has operated a service point on the Voyager V vessel. Through this landmark initiative in the State of Amazonas, we traveled 1,600 kilometers for seven days along the Solimões River, between Manaus and Tabatinga, serving 10 municipalities and two communities – a population boasting over 250,000 mostly indigenous people living in regions that are far from the major centers and who previously lacked access to financial services. We currently have more than 2,300 clients who performed over 2,000 transactions in 2022. SASB FN-CB-240a.3



- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- **financial citizenship**
- innovation and technology
- privacy and information security

how we support financial inclusion

We are present in all regions of the country, and help facilitate access for all Brazilians to the banking system, as well as credit, financial information and other solutions. Through Bradesco Expresso (correspondent Bank) and service centers (PAs), we are in small towns or remote cities in which banking options are still limited. In 2022, we had 123 branches or business units, 736 Service Points and 5,661 Bradesco Expresso locations in 1,344 cities that lacked another financial institution (bank branch, service center or credit union).

In an effort to broaden financial inclusion, we make ongoing investments in innovation and

technology, developing digital platforms and media that provide an easy and efficient way to participate in the financial system, including free options and access to essential services such as transfers, Pix, payment of bank slips, cell phone top-ups, credit card, investment products, and many others, without needing proof of income and a proof of address.

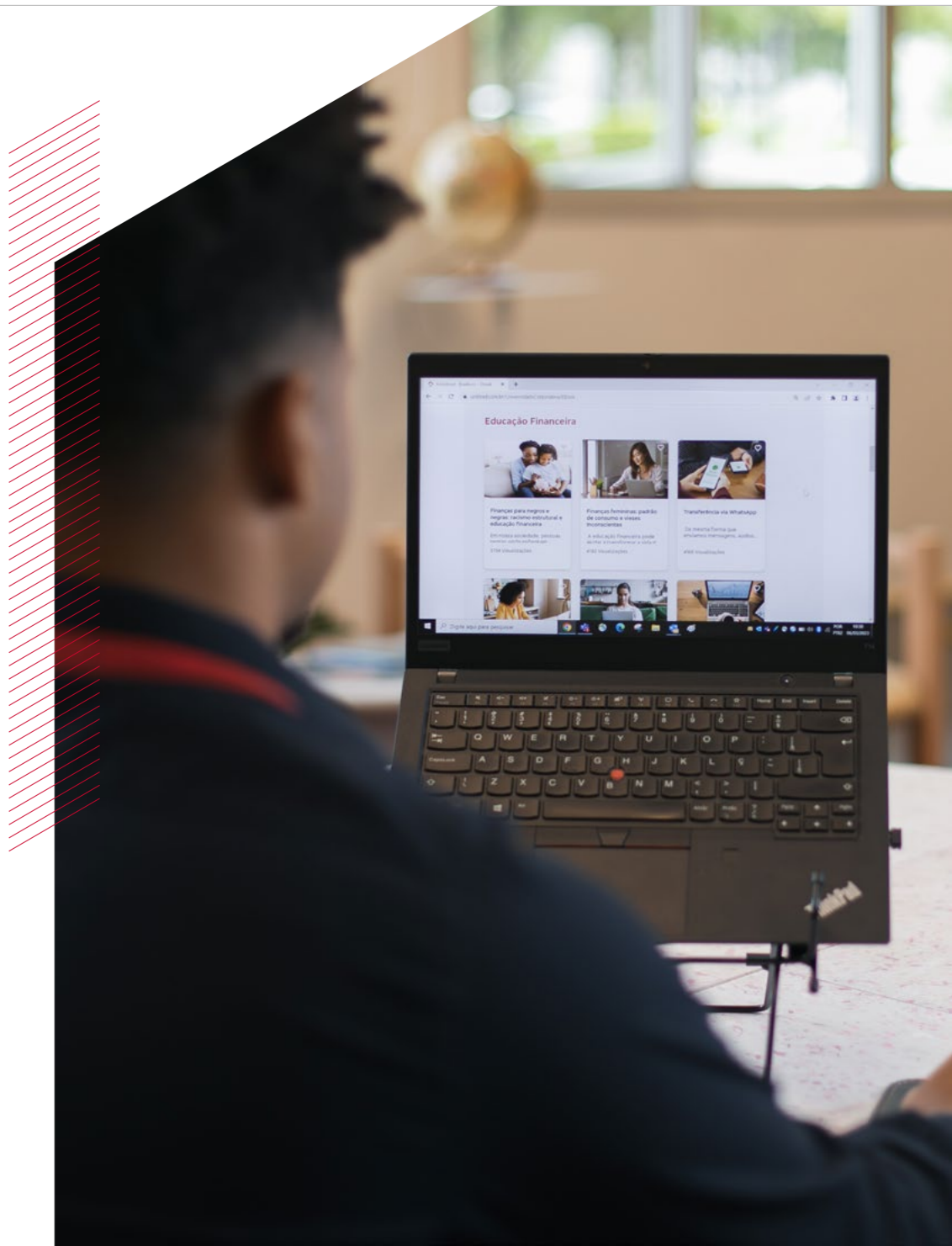
In 2022, we reaffirmed our partnership with FAS (*Fundação Amazônia Sustentável*, or the Sustainable Amazon Foundation) to work on financial inclusion and facilitate the payment of the benefit from the *Guardiões da Floresta* program, restructuring of the former *Bolsa Floresta*, making services and financial products assessable to riverside communities. Through this partnership, we expect to reach approximately 14,000 families living in conservation units in the State of Amazonas by 2023.

With our network
of banking
correspondents, we
were present in

100%
of Brazilian
municipalities



learn more
[in action in the
amazon](#)



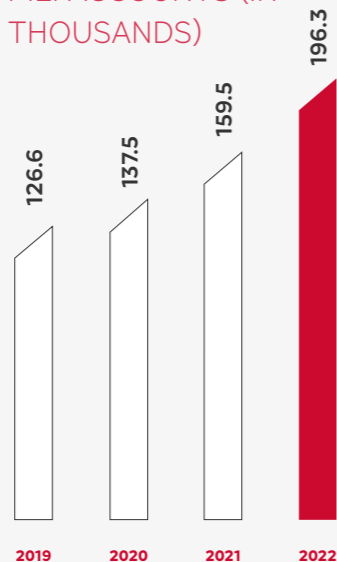


- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- **financial citizenship**
- innovation and technology
- privacy and information security

financial inclusion for micro and small-sized enterprises

We are committed to supporting individual micro entrepreneurs (MEI), addressing the key challenges to their development and growth. By offering affordable financial solutions tailored to their needs, we have been able to expand our client base and strengthen our position in this market.

NUMBER OF NEW
MEI ACCOUNTS (IN
THOUSANDS)



Learn about some of our solutions aimed at developing micro and small entrepreneurs:

MEI Platform: Provider of financial and non-financial services for individual micro-entrepreneurs that also includes exclusive advantages. 40,000 people registered to access solutions, training and content for the development of their business in 2022, contributing to a total of 1.8 million accesses. The platform is responsive and provides micro-entrepreneurs access to all the products and services via smart phone or the internet.

59+
thousand people
were trained
and/or accessed
formalization
content

114+
thousand people
accessed content to
open accounts

17+
thousand people
accessed content
on financial
management

SASB FN-CB-240a.4

Accumulated since the launch of
the platform, from June 2020 until
December 2022.

Local Productive Arrangements (LPAs): Our portfolio include solutions that target small and medium-sized enterprises operating within the context of Local Productive Groups (APLs, in Portuguese), clusters of companies and enterprises located in the same territory, and which feature productive expertise and possess some linkage and governance. We are a unique private bank in this niche, and our work covers over 44,000 companies in 57 sectors and in 1,543 municipalities. We are active in 429 APLs and in 2022, we formalized 80 new contracts, closing out the year with a balance of R\$19.5 million.

SASB FN-CB-240a.1

Earmarked Productive Microcredit (EPM): Focused on micro and small-sized entrepreneurs with annual revenues of up to R\$360 thousand to encourage the generation of work and income. Another way of working is through transfers via Interbank Micro-credit Deposit to Credit Cooperatives in the Southern Region of Brazil and to Development Banks in the Northeast and Amazon. Including only our productive microcredit lines, our portfolio was R\$1.02 billion in December 2022.



learn more
in [sustainable business](#)



- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- **financial citizenship**
- innovation and technology
- privacy and information security

inclusion of youth and children

We provide tailor-made, age-appropriate solutions for the inclusion of children and youths to help them gain access to banking tools and financial education.

Click Conta (account): intended for children and teens up to 17 years old. Designed to be the first contact this age group has with the banking system, services offered include a scheduled allowance, daily transaction limit and exclusive card. In 2022, over 82,000 accounts were opened and 18.9 million transactions made.

NextJoy: created in partnership with Disney, this account is made for children and teens from 3 to 17 years old and, in addition to banking services, provides content on financial education. With educational tracks prepared by professional educators, it includes various recreational activities and financial services that fit this age group. It is a 100% digital account with features that help them manage expenses, plus some special treats. 291,000 accounts were opened in 2022, with over 28 million transactions performed, such as transfers, debit cards usage and withdrawals.

Ágora Kids and Ágora Universitário: these are programs designed to promote the entry of new investors into the capital market. Ágora Kids is made exclusively for Ágora clients up to 17 years old. It features financial education booklets, and includes a 50% discount on the brokerage fee for investing through the App or website. The same discount benefit is also applied to Ágora Universitário.

Conta Universitária Bradesco (Bradesco University Account): targeted for university students, the account can be opened without any proof of income and does not charge any fees. Clients in this category can enjoy special banking and non-banking products and services, including university credit for monthly installment payments and online courses that count as supplementary hours. In 2022, over 315,000 accounts were opened and 28.6 million transactions made. 4,710 clients accessed the courses through the exclusive portal.

potentially vulnerable clients **GRI FS14**

We work under the concept of the Potentially Vulnerable Customer (CPV, in Portuguese), which seeks to refine customer services by observing the degrees of potential difficulties in understanding and self-managing the financial portfolio of each of them.

To achieve this, we have trained our employees with a specific course to provide personalized service to this client profile. It includes tips for properly assisting them, clearly presenting the characteristics of the products and services being offered in order to ensure that the client is fully aware of what they are acquiring.

Regarding our engagement with the vulnerable population, we provide CPV Quality monitoring aimed at ensuring that complaints filed by Potentially Vulnerable Customers receive special attention with transparent responses and clear information, as well as a conclusive decision in a shorter period of time in the whistleblowing channels: Central Bank of Brazil, Procon, Consumidor.gov, ReclameAqui and 2ª Instância (Ombudsman).

More than 7,800 complaints filed by potentially vulnerable customers were monitored in 2022. Considering only the responses given by clients with “high” and “very high” degrees of vulnerability, we increased from a 3.08 in satisfaction with the service provided by our Ombudsman in January to 3.42 in December 2022¹. Satisfaction with the solution offered scored a 3.10 at the end of 2022, compared to a result of 2.71 at the beginning of the year. In addition, the Ombudsman also held 16 specific forums designed to optimize the way complaints reported by Potentially Vulnerable Customers are handled in our service channels.

¹ Data obtained from the Ombudsman Satisfaction Survey, where the services and resolution provided to the reporting party are evaluated, with ratings from 1 (very dissatisfied) to 5 (very satisfied).



- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- **financial citizenship**
- innovation and technology
- privacy and information security

Financial Prosperity

In April 2022, we partnered with Instituto Gerando Falcões. With the support of Bradesco's Corporate University (Unibrad), we created the "Financial Prosperity" module for the Leadership Training course at Falcons University, the educational arm of Gerando Falcões (Raising Falcons), which is aimed at forming leaders responsible for transforming the Brazilian reality in communities across Brazil.

In 2022, training was provided online and in person in 14 cities and taught by Unibrad instructors with 27 volunteer employees. These sessions benefited 831 community leaders.

After the classes, social leaders can spread what they have learned about Financial Education in their projects, fostering a positive cycle of impact. This partnership impacted more than 6,000 communities throughout Brazil, and was recognized with the Banking Transformation Award in the ESG category in 2022.



financial education

GRI FS16 | SASB FN-CB-240a.4

We believe that financial education plays an important role in improving the quality of life of our clients, and we make efforts to constantly improve their relationship with money.

We have highly qualified people who are able to strategically promote guidance, inclusion and financial

suitability in our businesses. As such, part of our work involves taking these aspects into account when creating, developing or redefining products and services, helping our clients achieve more autonomy and a more balanced financial life.

In 2022, we trained and engaged with over 2.5 million people through our content, with a special focus on promoting financial education.



- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- financial citizenship
- innovation and technology
- privacy and information security

financial education actions

GRI FS16 | SASB FN-CB-240a.4

We offer a number of solutions with tips and financial education that are designed to help Brazilian families manage their budgets, with personalized materials for micro-entrepreneurs, women, the elderly and children, youths and others.

portals, blogs and podcasts

- **Financial Education Portal:** available to the general public, the Portal provides users with best practices involving budget control and sourcing products and services. There were 2.5 million hits in 2022.
- **Unibrad Portal** intensifies the transformative potential of education in society. We make articles and news, podcasts, e-books and courses on financial education available on the Portal. The page received more than 312,000 views in 2022.

- **Bradesco Explica (Explains)** is a series of tutorial videos created to promote digital inclusion and financial education. These videos explain everything from using digital channels to applying and acquiring products and services. In 2022, six videos in the series were posted, boasting 30,800 views.
- **Me ajuda next!**, a web series available on next's IGTV and YouTube, the Financial Education content is created based on questions submitted by the audience, or via the question box available on next's Instagram. Content in the series received 11,100 views in 2022
- **Momento Investidor** is a podcast where issues related to the world of investments and economics are discussed in an accessible way, allowing its content to be consumed by all audiences.
- **ENEF Week** is an initiative to promote financial education to the general public through videos and posts on social networks and radio. 2.3 million people participated in these actions, 92% higher than the previous year's version.

acculturation

We conduct training and engagement activities involving financial health for operators working at call centers, in addition to providing service protocols to promote more hospitality and guidance to our clients.

We also provide cultural training for our employees through communications in the Organization's internal channels, plus over 30 learning solutions. Over 13,000 people took part in courses related to financial education in 2022, with 91.1% of the staff participating in at least one training session on the subject.

For partner companies and institutions supported by Bradesco, we provide a portfolio with five categories of financial well-being lectures given by our specialists. We registered 3,643 participants in 2022.



- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- **financial citizenship**
- innovation and technology
- privacy and information security

unibrad connection program

The Unibrad Connection Program (formerly Unibrad Semear) works with projects applied in the online mentoring model and face-to-face activities developed by a partnership between Unibrad, the Bradesco Volunteer Program and the Diversity, Equity & Inclusion area and provides benefits to black youth, families that have people with disabilities, migrants and refugees, indigenous communities and public school students. The program has seen over 600 people take part, with more than 250 volunteers participating in activities geared towards Financial Education and socio-emotional skills. Some of the initiatives offered in 2022 include:

Financial Education and Social-Emotional Skills: we trained the third group of volunteer employees in the Jundiá region to facilitate training in financial education and socio-emotional skills for educators. The project reached about 150

people, including students from Youth and Adult Education (EJA), third year teachers of Elementary School I and volunteers.

Indigenous Communities: between September and December, we held the second group of the project, focusing on income generation and the management of sustainable resources and ventures, based on Financial Education in indigenous territory. Approximately 30 artisans and youth were trained at the Boa Vista do Sertão do Prumirim Village, in Ubatuba, in the state of São Paulo.

Employability and Entrepreneurship: in partnership with the Joule Institute, we offer black youth three online mentoring classes, working on topics such as discovering their purpose, emotional intelligence, hard skills and soft skills, CV and LinkedIn, financial education, creativity and innovation.

Entrepreneurial: in order to promote income generation, we work on the topic of financial well-being and entrepreneurship with families that have people with disabilities, including the online mentoring of 35 Bradesco volunteers. 15 initiatives were created out of these classes in a wide range of segments, including caregiver for the elderly, virtual jewelry store, sewing, artisanal cakes, and others.

Migrants and refugees: we kicked-off a financial education pilot project focused on socio-emotional skills that included 20 refugees and migrants from Venezuela, Colombia, Cuba, Somalia and Syria. We provide support for the inclusion and education of these people, while also recognizing the refugees who work in the Organization.



- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- **financial citizenship**
- innovation and technology
- privacy and information security

financial support and guidance initiatives

Throughout the year, we have promoted financial support and guidance activities through the pillars of Organization and control, relationship with credit when in debt or in default, and planning.

- During the journey through our relationship channels, we encourage financial organization through personalized information and a comprehensive overview of your entire financial status. In 2022, 12.7 million clients accessed our financial managers – *Meus Bancos* on the Bradesco App, and *Minhas Finanças* on the next App.
- *Invista Fácil* is a mechanism for the client to use the strategy of recommended stock portfolios through five unique funds, with investments starting at only R\$1.00.
- Through personal loans - financial reorganization, 514,000 Individual clients were able to organize their budget by grouping various debts into a single contract.

- Prev Jovem Bradesco is a private pension taken out with the name and CPF of a child or youth up to 24 years old, with contributions from R\$50 per month. We offer several features that can be used to achieve future projects such as currency exchange, university, first car or any other dream that a young person may have. We ended 2022 with 121,154 proposals and 102,414 active clients.
- Also, we have encouraged our clients to create an emergency reserve and reach future goals by offering investment products with discounted rates. Examples include *Poupança* (Savings Account), which is a traditional investment starting at R\$0.01 and CDB Fácil (Bank Deposit Certificate), for investments starting at R\$100.00 and which feature the convenience of a smart automatic withdrawal upon client authorization. Both offer daily liquidity and approximately 11 million clients used these products in 2022.

- For clients with expiring or expired contracts, we send personalized communication with solutions so that they can reorganize themselves financially. In 2022, we served 814,000 clients through financial reorganization services and products and around 112,000 terms extended.
- Strengthening the Participation pillar, we have taken part in financial education efforts with Febraban. In 2022, these activities offered the following to the population: the Brazilian Financial Health Index (ISF-B), giving users the opportunity to make a diagnosis of their financial lives, and the Meu Bolso em Dia Financial Education Platform, which features content that helps citizens improve their financial habits according to each person's profile and the financial challenges they face. These features are available on the website meubolsoemdia.com.br (available only in Portuguese).



learn more

[in customer experience](#)



- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- **financial citizenship**
- innovation and technology
- privacy and information security

autonomy and financial education with Ágora

Ágora adds technology and innovation to its material and financial education in order to provide all its clients access to quality information and content.

Ágora Academy, one of the largest financial education platforms in Brazil, assembles the best business schools in the country in an effort to democratize access to education. It is an open and intuitive platform that offers more than 100 courses, 50 of free of charge, and all certified. And for those who want to prepare, specialize or even just enter the labor market, its offerings also include management classes, professional qualification, preparatory and specialization for the financial market, plus postgraduate and MBA courses.

With the new Ágora Insights, clients can access all the reports, recommendations and analysis our team of renowned economists and analysts have prepared in one single place. It is a modern and intuitive platform that also includes the broadest analysis coverage of companies listed on the stock exchange, comprising research of over 160 companies with guidelines for investment funds, fixed income and private pension plans, plus recommendations for each investor profile.

Investors are also able to see the exclusive Ágora Cast and Ágora Play channels, live platforms and daily podcasts with analysts, economists and market managers.

engagement and commitments

As part of the PRB Health and Financial Education commitment, we participate in a working group with another 25 signatory banks seeking to define common metrics to measure health and financial inclusion, as well as to discuss ways to have a positive impact on this agenda in various settings. We also took part in the “Workshop for Setting Health Targets and Financial Inclusion” led by UNEP-FI, an initiative to help Latin American banks define their goals.



- o wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- o financial citizenship
- o **innovation and technology**
- o privacy and information security

innovation and technology

GRI 3-3

With a focus on the client, we innovate by adopting customized financial solutions, anticipating trends and investing in technology

Technology is swiftly evolving every day, and our role as one of the leading financial institutions in the country is to keep up with it while focusing on the best experience for our clients and tailoring our activities according to their profile. We strive to stay innovative, anticipating trends and turning challenges into opportunities to deliver increasingly detailed and unique service.

Technology and business need to go hand in hand when creating simple, agile and efficient solutions to make sure the client receives a complete journey.





- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- financial citizenship
- innovation and technology
- privacy and information security

digital transformation journey

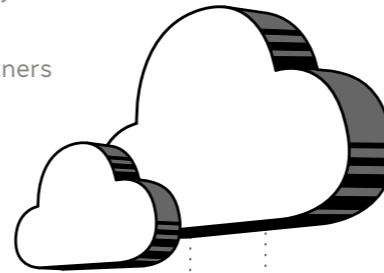
DIGITAL MINDSET

- Multidisciplinary teams
- Data experts
- Investments and training
- Culture of Innovation
- Experimentation



TIME-TO-MARKET, NEW BUSINESSES AND SCALABILITY

- Accelerating the use of the cloud
- Multicloud Strategy
- New journeys and solutions with partners using APIs



HYPER-CUSTOMIZATION FOR OUR CLIENTS

- Data intelligence
- Data driven culture
- Specialization in each segment
- Cutting-edge technologies

Artificial intelligence
Continuous learning that is increasingly humanized

BIA
+ 1.6 billion interactions

AI+voice
understanding the client's mood in interactions and generating insights

Personalization in Open Finance

EMERGING TECHNOLOGIES ON THE RADAR

- Blockchain/digital assets
- Metaverse
- Generative AI
- Quantum computing
- And a lot more

inovabra

ecossistema de inovação bradesco

+230
resident startups

INVESTMENTS IN TECHNOLOGY AND INNOVATION >

R\$6 billion



- o wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- o financial citizenship
- o **innovation and technology**
- o privacy and information security

digital transformation

We seek a lean management model to carry out efficiency and effective planning in order to optimize deliveries and avoid waste. We employ dynamic methodologies that focus on

greater added value in solutions for our clients, and we encourage our staff to regularly suggest improvements and share knowledge and experiences, working in multidisciplinary groups.

dynamic squads and rooms in the main journeys

We are organized in 33 multidisciplinary groups known as "Squads", where almost 5,000 professionals work with agile methodologies in a fully collaborative way.

Linking the technology and business areas in the creation and implementation of more effective and relevant solutions in the client's life, the Squads were formed to develop and evolve digital solutions in the primary journeys, such as Pix, mobile, financing, cards, etc.

Today, 80% of our portfolio of initiatives are based on this approach, leading to a 40% reduction in delivery time.

In order to become successful with this, we make significant investments in reskilling and upskilling talent inside and outside our IT.





- o wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- o financial citizenship
- o **innovation and technology**
- o privacy and information security

digital strategy

Our digital strategy is based on three pillars that complement each other to serve various client profiles:



digital acceleration

with an intensive use of artificial intelligence (AI), data and analytics.



more specialized **digital platforms** for specific audiences that complement traditional banking solutions.



open finance

which yields new partnerships, new ecosystems and business models.



digital acceleration

Digital transformation has been creating an increasing impact on society and clients have naturally been integrated into the technological arena, driving them to use various digital connections between services, companies and people on a daily basis.

To stay connected to our client in a relevant way, we work towards understanding their behavior combined with social and technological trends, all while strengthening our digital core. Tracking shifts in the financial sector, we see technology and innovation as key drivers that play a central role in our business, permeating and shaping our strategy

cloud computing

Cloud computing is an essential enabler in digital transformation. It adopts modern accelerators and structures that allow us to be much more dynamic and agile when delivering solutions (time to market). It also facilitates scalability and elasticity according to the number of digital transactions, which promotes growth and sustainable consumption of our IT ecosystem.

This is why we have made consistent progress on adopting this structure, maintaining a “multicloud” strategy to apply the best tools, platforms and accelerators offered by each partner. With the use of analytics and artificial intelligence, we generate efficiency gains, enhance the control environment and improve the customer experience



- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- financial citizenship
- **innovation and technology**
- privacy and information security

API

The Application Programming Interface (API) represents a set of programming routines and patterns for access to a software application or web-based platform. This is the new reality in the development of banking innovations, facilitating the creation and scaling of solutions in digital platforms in a fast, simple, and practical way.

We currently have 35 APIs distributed on partner websites, offering services such as registering bill payments, debt renegotiation, credit simulation, and others.

- **Developer Portal:** Bradesco Developers is a portal that connects developers to our APIs with the goal of simplifying journeys, building solutions, and optimizing the client and partner experience. It contains our catalog of APIs, with their features, complete documentation, code examples, test environments and support channel. We finished off 2022 with 19 APIs available on the Portal and more than 1,000 partners consuming our APIs.
- **New journeys and solutions with partners:** We seek to offer integrated solutions and journeys that are not simply limited to checking and savings accounts. As such, we promote more fluid experiences across our various channels, including those for non-financial services. There are currently more than 1,000 partners/clients and a base of continuous growth month on month. With APIs, we equip new journeys with partners for Pix operations and acquisitions via marketplaces. Examples:

- Bradesco Financiamentos has also been forging external partnerships where it provides loans to other players such as Mercado Pago, using APIs for integration.
- In real estate loan operations, we use APIs for 100% digital contracting for residential properties and digitization of processes conducted through real estate partners, on platforms with coverage throughout the country.
- In July 2022, next acquired a startup called Aarin, a payment technology company focused on promoting invisible banking experiences. This is the inclusion of financial solutions in the consumption journeys of clients where they do not need to access other applications. Among Aarin's flagships are the technological integration between Pix and retail (e-commerce and physical), as well as the connection of financial platforms to Open Finance.

We aim to offer our clients integrated solutions and journeys that go beyond checking and savings accounts



- o wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- o financial citizenship
- o **innovation and technology**
- o privacy and information security

data intelligence

As data analytics becomes more relevant, we have been rapidly progressing on this front, with a robust infrastructure combined with cutting-edge analytical tools and the growing use of artificial intelligence. We are developing a data-driven culture where decision-making is increasingly based on analysis and the smart interpretation of data, driving an ever-increasing focus on the client and efficiency.

We seek to align the data intelligence efforts with our strategy to assess the results generated along the value chain in each segment in all processes, with teams grouped by profit pools. As such, we seek to gain efficiency in each stage of the live cycle of our products and services, balancing the effects, rectifying courses, and targeting an increasing construction of sustainable results.

We made significant inroads on data-based initiatives throughout 2022, along with the business and support areas, focusing on improving controls, gaining efficiency, improving the customer experience and generating business. In all, there were over 450 initiatives in 2022 in these areas.

CRM 2.0

The purpose of this program is to improve our knowledge on clients and to enable a better interaction, with offers of solutions more contextualized and appropriate to their stage in life.

Today, 70% of our channels are integrated into this ecosystem, enhancing our ability to personalize and, as a consequence, the digital experience.

CRM platform 360° VIEW OF THE CLIENT

The Customer-centricity strategy is intended to hyper-personalize the product and service lineup, offer relevant solutions and help the client with financial organization and management. In 2022, we increased this customization by 117%, with a 56% increase in the number of clients available for interactions via digital channels

and a 33% improvement in sales results via active interactions.

The use of the CRM platform in this process led to 4 times more conversions in 2022, confirming the trend that you need to be relevant in the client's life in order to be present.



- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- financial citizenship
- **innovation and technology**
- privacy and information security

brain - bradesco business intelligence

BRAIN was created in 2019 to facilitate quicker, more accurate and efficient responses and deliveries through the use of patterns of data and intelligence in business analysis and client profiles, especially in offering credits, loans and financing.

BRAIN is integrated into the CRM 2.0 project. It is focused on the customization of products and services and in building a differentiated relationship between the client and the Bank.

In 2022, with the support of the platform, we implemented a number of improvements in credit services, such as obtaining financing for a 0km vehicle, which became 100% digital. Clients obtaining personal loans can now enjoy the availability of capitalization guarantees, in addition to investment guarantees, without having to show up at a branch. And, in partnership with Losango, a personal loan was made available on exclusive terms to clients from the Classic and Exclusive segments. Everything done with convenience, ease and intelligence through a mobile device.

artificial intelligence

We pioneered the use of artificial intelligence in our business and apply it in everything from customer service to algorithm tools capable of predicting and mapping profiles and IT security actions.

BIA – Bradesco Artificial Intelligence – is continually improving and becoming more client-friendly by being present whenever and wherever they need it: at the Branches, Fone Fácil, Bradesco App, Ágora and Google Assistant, Apple Business Chat, Amazon Alexa and WhatsApp.

Featuring added usability and security, on top of its traditional duties – like asking questions, performing transactions, checking balance and other data – BIA also acts within Information Security actions. It has performed 1.6 billion interactions since its implementation. Additionally, the platform understands the client's demands and offers correct answers in 90% of cases, also resolving any issues satisfactorily during the initial interaction.

In 2022, it began to analyze and alert users if any suspicious credit card transactions were detected, provided added security and control to users of this product.

Internally, BIA's applicability can be spread across various operations, like answering questions from employees based on internal regulations and mapping global cybersecurity threats.

- **Personalization in Open Finance:** we employ Artificial Intelligence in various data analysis tools and in Open Finance to process information and create relevant recommendations for our clients.

In addition to the traditional duties, BIA also works in Information Security



- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- financial citizenship
- **innovation and technology**
- privacy and information security



digital platforms

Our focus is on continually developing digital solutions and products that cover all our client profiles. This is done to ensure they have Bradesco at hand, anywhere and at any time, performing any operations they require – from investments to payments – making sure they have fluid, agile experiences that are secure and readily available.

2022 saw us significantly expand our operations in digital channels. Transactions performed in these channels by more than 77 million clients represented 98% of the total service points. The App, for example, grew by 57% in individual and corporate financial transactions compared to 2021, thereby solidifying its position as the preferred channel. This rising trend reinforces our commitment to providing innovation, convenience and security in mobility services.

In all segments, we look to provide a full experience through our expert platforms, which support audiences that have various needs.

Accordingly, the platforms advanced significantly throughout the year, boasting new features and solutions, changes in the layout for more fluid navigation and making experiences 100% digital.



learn more

in [client in focus](#)



open finance

The arrival of Open Finance in Brazil has transformed the financial market. Sharing data provides clients with more autonomy in their financial life. For institutions, it presents new business opportunities with the development of personalized products and services, leading to even more innovative experiences.

Making life easier for clients through a unique and fluid experience, we have come up with a financial manager that unifies shared information – from Bradesco accounts and from other institutions – in the Bradesco App. The client benefits from a complete view of their financial life in a single place. Also, our financial manager yields personalized and educational insights that help the client maintain control over their financial situation. Our feature already totals more than 11 million users.



- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- financial citizenship
- **innovation and technology**
- privacy and information security

inovabra

Our innovation ecosystem – inovabra. We encourage and support the development of solutions that have an impact on the lives and experiences of our clients. This is done through a strategy that integrates intrapreneurship, open innovation, and corporate venture capital.

We have taken on a decentralized approach, fostering innovation inside and outside the organization through collaborative work. We connect employees, business and tech areas, clients, companies, startups, technology partners, investors and mentors – all with a focus on generating business, sharing trends, exploring, suggesting and experimenting with new technologies, promoting new products and services, as well as incorporating new features or improvements into existing ones.

Supporting a culture of innovation, we train professionals from a variety of areas by providing tools and expanding their innovative repertoire through events, lectures

and immersions in the innovation ecosystems of Brazil and rest of the world. This facilitates an environment conducive to the advancement and continuous evolution of solutions.





- o wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- o financial citizenship
- o **innovation and technology**
- o privacy and information security



**for more
information,
please see:**

[inovabra](#)

inovabra has the following innovation vehicles:

Strategy and portfolio: a team of innovation partners that works as consultants in the discussion of priorities according to strategic drivers of the domains and business areas, supporting initiatives from the design stage, to the process of building the case and validating the business model. The goal is to generate innovative solutions to provide improved experiences to our clients, optimizing existing products and services, expanding to adjacent businesses and increasing participation in new markets.

Unified and collaborative lab: it centralizes our technology areas and major partners in a secure environment for testing frontier technologies. The model delivers gains in operational efficiency, prototyping, experimentation, proof of concept, launches and solutions to emerging challenges. Our laboratory also features a Sandbox where solutions simulating our productive environment can be tested. This helps ensure more accurate experiments, reducing integration uncertainties and the time-to-market for innovation.

Open innovation: in a physical and digital co-innovation environment, large companies, startups, investors and mentors work collectively to innovate and generate business. Today, this environment hosts more than 230 startups and 82 corporations. To expand opportunities, the co-innovation environment has partnerships with nine innovation centers: Porto Digital, Gyntec, Artemisia, Nexus, ACATE, Hotmilk, Hospital do Amor, 100 Open Startups, and Manaus Tech Hub – Sidia.

Corporate venture: proprietary capital fund for strategic investments in startups and high-growth companies with innovative technologies and/or business models. In 2022, we invested in seven startups.

Multidisciplinary team: analysts and researchers, in constant interaction with universities and research institutes, delve into the study of emerging technologies, market trends, and innovative proposals for business models. They also develop pilot projects and conduct experiments with emerging

technologies such as super apps, artificial intelligence, blockchain, DeFi (decentralized finance), CBDCs and digital assets, IoT (Internet of Things), quantum computing, among others. In 2022, 82 studies and nine projects were carried out with new technologies.

culture and communication

We believe that promoting innovation is the role of every Bradesco professional. Therefore, we have an initiative to foster habits, behaviors and skills of innovation and intrapreneurship, through four pillars:

- 1. Train:** production of knowledge and encouragement of the adoption of new skills and attitudes
- 2. Connect:** fostering innovative attitudes by connecting people in an intrapreneurship community

3. Communicate: creation of innovation repertoire, emerging technologies and business models through events, reports and newsletters

4. Perform: development of innovative projects

Since its introduction in March 2020, the program has impacted over 450 employees. This group of influencers, representing more than 80% of Bradesco's areas, has been given access to roughly 100 hours of training (synchronous and asynchronous), exclusive content and events, mentoring and community support. These actions lead to genuine innovation challenges that put all the knowledge acquired in the program into practice.

For the entire Organization, there were more than 100 events attended by market experts and executives to create a repertoire on the main themes of trends in business and technology. After all, innovation is a role that everyone takes on.



- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- financial citizenship
- **innovation and technology**
- privacy and information security



acknowledgements

- We were awarded prizes in four categories at the “Open Summit Awards”, the leading event in the Brazilian Open ecosystem: Corporate Financial Manager, Individual Financial Manager (Next), Payment Initiator and “O Radar Open Finance” (“The Open Finance Radar”, as the best platform in Brazil.
 - In the “100+ Innovators in the Use of IT” award conducted by IT Mídia, we were winners with the case: “Integrated digital experiences”.
 - We were featured in the 100 Open Startups Ranking, gaining TOP 1 in the banks category, and TOP 10 in “Open Corps” in the overall ranking. inovabra (our innovation ecosystem) was also in the TOP 10 in the ranking for ecosystems, including having an award with its own name at the event: “inovabra ESG Recognition”.
 - In the *Valor Inovação Brasil Award 2022*, Bradesco ranked 2nd in the Banks category and placed 36th in the overall ranking among the 150 most innovative companies.
 - We are in the Top 100 Corporate Startup Stars (CSS), a global award for Open Innovation.
- At Banking Transformation 2022, we were honored in the following categories:
 - Digital channels - case: “Investment Consolidator - Invest+ Bradesco”
 - Open Banking - case: “Financial Manager and client value offers using financial ecosystem data
 - Self-service - Bradesco Seguros, case – “Transformation of Customer Service Channels”
 - ESG - Bitz (now Digio), case – “Bitz and Gerando Falcões: purpose in practice, inclusion in the vein”

We were distinguished for the third consecutive year at the Innovation in Digital Banking Awards. This time, we were recognized with the global distinction in “Digital Transformation” by The Banker magazine of the Financial Times group – one of the most respected economic and business newspapers in the world.

on the radar

Continuing with a cutting-edge culture when it comes to using technology and a journey emphasizing customer service, we remain attentive to technological innovations and their impact on the evolution of the Organization's behaviors and business models. To this end, we study, test and explore business opportunities related to current and future technologies, including blockchain, digital assets, edge computing, IoT, metaverse, artificial intelligence, quantum computing, and others. As a result, we add even more value to our clients, the focus of all our efforts and inspirations. We believe that this how we can continue to play a leading role in the various sectors and areas we engage with, and to further strengthen, with each passing year, our stability in light of new challenges.

We study opportunities related to current and future technologies to provide even more value to the services offered to our clients



- o wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- o financial citizenship
- o innovation and technology
- o **privacy and information security**

privacy and information security

GRI 3-3

We have adopted processes that keep a close eye on digital evolution to ensure data security and privacy for our clients

As digital solutions scale up and continue to become more intertwined with our daily lives, concerns over privacy and security breaches have increasingly emerged. This is why we hold strict controls over processes, procedures, standards and policies that adhere to the principles of confidentiality, integrity and availability of information.

In keeping with our commitment to improved security in the financial solutions we offer while keeping track of digital evolution at the national and international level, we maintain synergy between the areas of corporate security, risks, technology and business.

We have adopted the best practices related to privacy and protecting personal data that observe security frameworks and comply with internal rules, regulators and legislation, emphasizing the guidelines of the Central Bank of Brazil (BCB) and the National Data Protection Authority (ANPD).





- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- financial citizenship
- innovation and technology
- **privacy and information security**

management of privacy and information security





- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- financial citizenship
- innovation and technology
- **privacy and information security**

information security and cyber risk SASB FN-CB-230a.2, FN-CF-230a.3

At Bradesco, we manage Information Security and Cyber Risk based on the fundamental pillars of [Corporate Policy for Information and Cyber Security](#) and the [Privacy Policy](#). These documents provide general instructions on using the internal systems and the processing of personal data, focusing on preserving the integrity, availability, confidentiality of data and the privacy of clients, employees, associates and information.

Our corporate security structure is composed of various teams with well-defined roles and responsibilities who work to maintain an updated regulatory framework. This includes the identification, monitoring and management of risks and trends, and awareness and adoption of applicable best practices, thereby ensuring regulatory and legal compliance.

As such, we have updated our security framework given the new digital landscape. Cybersecurity has become a key point and one of the pillars of technology and processes, establishing the protection of the Organization's data, resilience, and structure for identifying threats, detection, and response & recovery procedures in the event of any cyberattacks.

We maintain a set of controls, represented by policies, standards, processes and procedures in conjunction with IT and human capital solutions that are capable of addressing the principles of protection when it comes to the confidentiality, availability and integrity of information. These are updated on a regular basis, helping to make sure that our procedures are always aligned with best practices and market frameworks relate to processes and methodology in cyber risk management, processing of information and preventing cybersecurity incidents.

To this end, we conduct the following activities: protection, identification, detection, response to threats and recovery of business scenarios.

The information and cybersecurity plan is reported to the Risk Control Committee, which is responsible for analyzing the behavior of operational losses in the business and/or facilities departments in an attempt to ensure the effectiveness of the processes and controls that have been adopted. This plan also contains specific discipline for the handling and evaluation of third parties.

Our cyberattack prevention process is ISO 27001 certified and covers topics like Logical Security, Infrastructure, Storage Management and Information Technology Operation. It includes regular testing to identify and deal with vulnerabilities and/or any non-conformities.



- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- financial citizenship
- innovation and technology
- **privacy and information security**

We conduct technological infrastructure contingency exercises on an annual basis for Disaster Recovery environments, simulating catastrophic events like natural and technological disasters, and what their impact may be. Likewise, we conduct “cyberattack simulation” tests periodically through “vulnerability tests” on our infrastructure and applications, looking to see if there are any potential weaknesses in the environments and helping to make required corrections in advance.

We run an Information and Cybersecurity Awareness and Education Program that tackles fundamental topics in a clear and engaging way to increase awareness and understanding of our internal staff.

In addition to the employee program, we continuously invest in educational solutions for the external public. For example, we have a website called [Bradesco Segurança](#) (available only in Portuguese) that contains guidelines and tips for preventing scams and fraud, in an effort to improve security barriers with users.



With the Information and Cybersecurity Awareness and Education Program, we have increased the knowledge of our internal audience on the subject.





- wherever our client needs
 - customer experience
 - accessibility
 - client satisfaction
- financial citizenship
- innovation and technology
- **privacy and information security**

privacy and data protection SASB FN-CF-220a.1

An important part of our values is ensuring the protection of personal data and the privacy of our clients and users. This can be found in our Code of Ethical Conduct and in our priorities. This is why we seek to comply with the laws and regulations on the subject and adopt the best international practices. With the establishment of Law No. 13,709/2018 – the General Personal Data Protection Law (LGPD) – we improved our processes and controls, developing a broad privacy program. The initiative is managed by a dedicated area and we also employ a Data Protection Officer (DPO), supported by Senior Management and the *Champions of Privacy* program, through which the branches are actively engaged on the topic.

We also maintain policies, standards and complementary documents, such as instructional guides, that are kept updated and distributed to all employees and partners to help them understand the guidelines and their specific roles and responsibilities.

We make a Privacy Directive available to our clients, as well as the general public, through our websites and applications. It contains information on data protection, privacy and processing performed, in addition to specific Privacy Notices. The [Bradesco Segurança](#) (available only in Portuguese) website provides a way to contact the DPO and also offers relevant information, like answers to frequently asked questions. Compliance with the rights of data holders is done through our digital and service channels, including the Customer Service Center (SAC), the branch network and e-mail dpo@bradesco.com.br. We processed more than 360,000 requests there in 2022.

We invest in the education and awareness of our employees, and offer a comprehensive program in partnership with Bradesco Corporate University (Unibrad) that includes ongoing communication campaigns, technical lectures and training and audiovisual material.

The personal data processed in our operations is subject to various legal requirements, such as the LGPD and, whenever applicable, the client can change their permissions.

We adopt the privacy *by design/by default* concept to ensure that all new product and service projects are developed with the guarantee of privacy and data protection. In addition, we make ongoing privacy risk assessments and maintain an updated inventory of personal data processing in our lines of business. Concern over data protection and privacy also extends to third parties, like our suppliers and business partners.

As described in our Information Security and Cyber Risk, we apply a series of measures to prevent security incidents. If we discover that an incident has occurred, all measures are taken to make sure it is resolved quickly, including, when applicable, notifying the holders of the data involved and regulatory agencies.

In 2022, our Ombudsman did not receive any complaints related to breaches of client privacy and leakage, theft or loss of client data. However, our monitoring teams detected a single incident that was exclusively related to Bradesco Financiamentos. We published a statement to the market on May 13, 2022 on our [investor relations website](#) and took all necessary measures to resolve the incident. **GRI 418-1 | SASB FN-CB-230a.1, FN-CF-230a.1**



for more information, please see:

[Corporate Policy for Information and Cyber Security](#)

[Bradesco Segurança](#) (available only in Portuguese)
[Information Security](#)

[Risk Management Report – Pillar 3](#)



learn more

in [corporate whistleblowing channel](#)



our people

Our human capital expresses an organizational culture based on respect, transparency, ethics, inclusion and diversity.

- o organizational culture
- o employee profiles
- o recruiting and retaining talent
- o employee experience
- o development and training
- o performance, capabilities and succession
- o benefits
- o diversity, equity & inclusion
- o corporate social responsibility management system

CHAPTER REFERENCES

Material themes:

Diversity, equity and inclusion; Ethics, integrity and transparency; Human Capital Management; Privacy and Data Security

IIRC Capitals:

Human, Social and Relationship





- organizational culture
- employee profiles
- recruiting and retaining talent
- employee experience
- development and training
- performance, capabilities and succession
- benefits
- diversity, equity & inclusion
- corporate social responsibility management system

organizational culture

We adopt a people management model based on excellence, respect and transparency.

The foundation of our business is our people. It is through them – and for them – that we have been working towards sustainable development. This is why we have made a commitment to attracting, developing and retaining the most relevant talent for each area of our business, reflecting the diversity of our clients and users.

We adopt a people management model based on excellence, respect and transparency in our relationships. We value their work and recognize their potential for achievement, providing opportunities in a healthy, safe and ethical environment that is aligned with Bradesco's purpose.

We share our principles and relationship policy in our Code of Ethical Conduct. A practical guide for personal and professional conduct during the work day, the document is kept up to date and is available to all employees once they are hired. It plays an important role in strengthening our culture, in line with the business and the organizational strategy.

Our Human Resources structure includes areas that are at the forefront of people management, health and well-being, diversity, equity and inclusion, the development of human capital, research projects, innovation and data analysis. Applying the best practices of People Analytics, our Data Intelligence Area features



engineers and business intelligence experts who collect, organize and analyze data from our staff with a focus on supporting decision-making

in management processes, streamlining resources and achieving the best results through data analysis tools and methodologies.



- o organizational culture
- o **employee profiles**
- o recruiting and retaining talent
- o employee experience
- o development and training
- o performance, capabilities and succession
- o benefits
- o diversity, equity & inclusion
- o corporate social responsibility management system

employee profiles

We are a team of over 88,000 people who are dedicated to contributing to Bradesco's development



88,381 employees
GRI 2-7

51%
women

49%
men

We can be found in all regions of the country, focused on maintaining ourselves as a resilient and sustainable institution that is capable of generating value for all our stakeholders. **GRI 2-7**



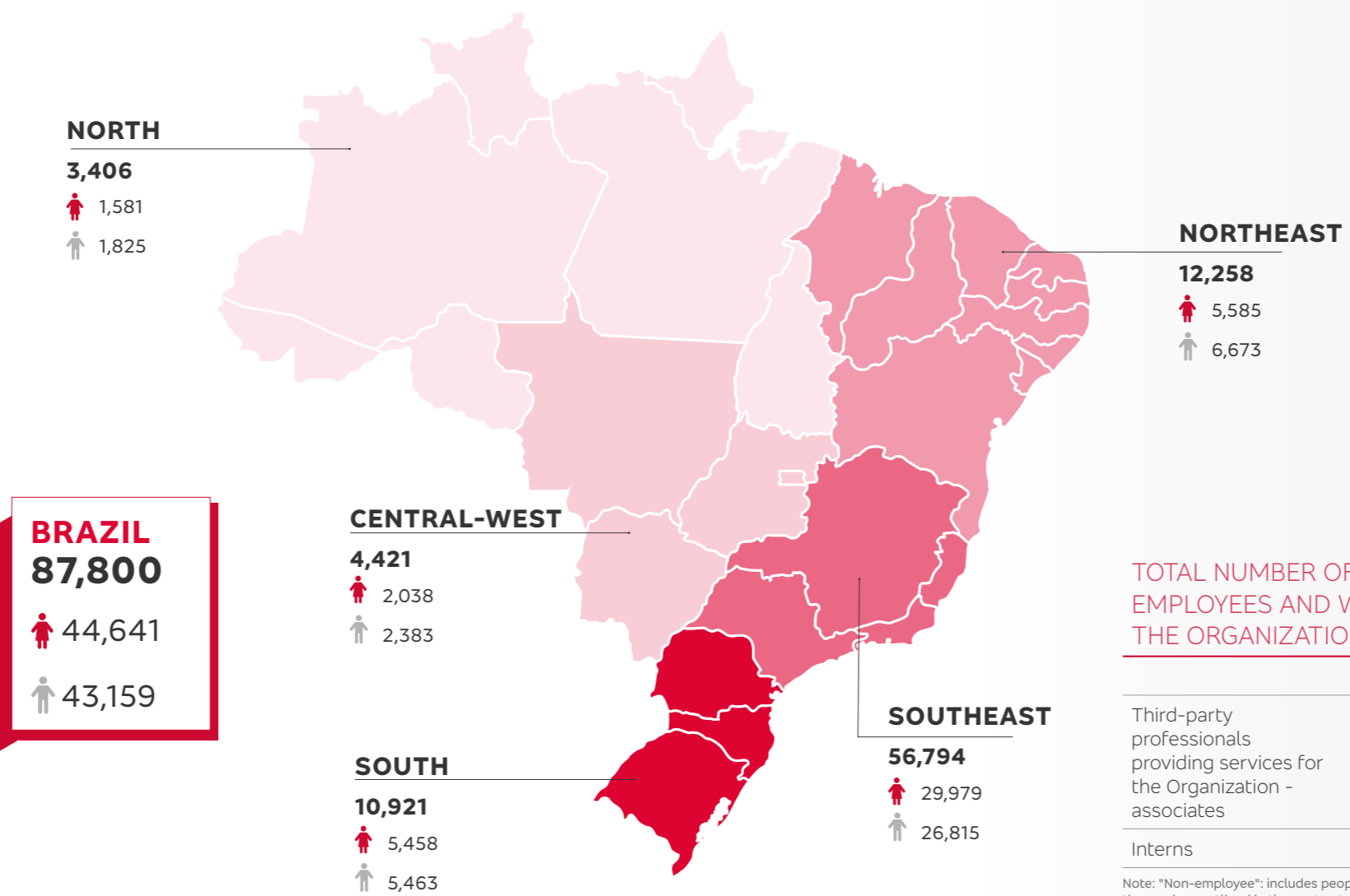
28%
black employees

5%
employees with disabilities



- o organizational culture
- o **employee profiles**
- o recruiting and retaining talent
- o employee experience
- o development and training
- o performance, capabilities and succession
- o benefits
- o diversity, equity & inclusion
- o corporate social responsibility management system

TOTAL NUMBER OF EMPLOYEES, BY GENDER AND REGION GRI 2-7



TOTAL NUMBER OF WORKERS WHO ARE NOT EMPLOYEES AND WHOSE WORK IS CONTROLLED BY THE ORGANIZATION GRI 2-8

	2019	2020	2021	2022
Third-party professionals providing services for the Organization - associates	12,466	9,433	9,579	8,332
Interns	2,236	1,118	2,010	1,915

Note: "Non-employee": includes people assigned by the companies that have been contracted to provide the services outlined in the contracts (service providers), business partners (bank correspondents, business formalizers, policyholders), regulators, bailiffs and the integration agent IEL - Instituto Euvaldo Lodi.

Associate: "non-employee" allocated within the Organization's facilities to provide a specific contracted service. Examples of its activities are: consultants, system developers, guards, cleaning/maintenance professionals, auctioneers, occupational physicians, etc.

Note: The members of the Board of Directors and the Statutory Board of Executive Officers, foreigners and expatriates and outsourced associates are not included in the total number of employees.



- o organizational culture
- o employee profiles
- o **recruiting and retaining talent**
- o employee experience
- o development and training
- o performance, capabilities and succession
- o benefits
- o diversity, equity & inclusion
- o corporate social responsibility management system

recruiting and retaining talent

GRI 3-3

We recruit talent from a wide variety of professional profiles in an effort to better understand and fully serve our clients in their diversity

Attracting, developing and retaining talent is essential to delivering our purpose as an Organization. In our 80 years of activity, we have been committed to recognizing the value of plurality and respect, and we have striven to provide a safe and healthy work environment that attracts and retains talent, engagement and satisfaction – aspects that are reflected in our way of working and serving clients.

We are also committed to diversity, enhancing the literacy of the entire Organization, so that they are even more capable of recruiting and embracing diverse people with various backgrounds.

GENERAL INDICATORS OF DIVERSITY IN THE WORKFORCE (%)

SASB FN-AC-330A.1, FN-IB-330A.1

	2019	2020	2021	2022
By gender				
Female	50.27	50.52	51.02	50.84
Male	49.73	49.48	48.98	49.16
By age group				
Up to 30 years old	38.52	34.30	31.11	30.16
From 30 to 50	54.04	57.78	59.90	60.33
Over 50	7.44	7.92	8.99	9.51
By race/ethnicity				
White	71.90	71.28	70.52	69.86
Black	26.50	26.51	27.41	28.11
Asian	1.50	1.51	1.34	1.28
Indigenous	0.10	0.15	0.14	0.14
Not declared	0.50	0.55	0.59	0.61
People with Disabilities	4.10	4.69	4.88	4.70

Note: The table includes employees in the Brazilian territory and apprentices. Our goal is to maintain over 25% of black people in our total workforce by 2025.



- o organizational culture
- o employee profiles
- o **recruiting and retaining talent**
- o employee experience
- o development and training
- o performance, capabilities and succession
- o benefits
- o diversity, equity & inclusion
- o corporate social responsibility management system

We make sure that our contractors are provided innovative learning solutions that facilitate their professional development and contribute to building a solid and lasting career within our Organization.

We are steadfast in delivering an Employee Value Proposition (EVP) that is attractive to new talent and employees currently working at the Company. Most of our staff start at entry-level positions, fostering the process of immersion into Bradesco's culture and facilitating development that is aligned with each of their goals.

We value professional development and the forming of a solid and lasting career within our Organization

attraction

Candidates can apply for jobs they may be interested in through the Work with Us institutional page, LinkedIn or partner portals. Through digital experiences, we reduce the candidate's commute time to the future workplace with an online onboarding process and facilitate the sharing of additional data to managers and evaluators.

We have signed specialized partnerships with the Company-School Integration Center (Centro de Integração Empresa Escola – CIEE), the Vocational Social Education (ESPRO), Faculdade Zumbi dos Palmares, Fundação Bradesco, Laboratoria, and Cia de Talentos.

EMPLOYEES AND APPRENTICES HIRED IN BRAZIL GRI 401-1

	2019		2020		2021		2022	
	No.	Rate (%)	No.	Rate (%)	No.	Rate (%)	No.	Rate (%)
Total	9,093	9.34	2,329	2.60	5,820	6.67	9,098	10.29
By age group								
Under 30 years old	8,136	8.36	1,898	2.12	4,584	5.25	6,506	7.36
Between 30 and 50 years old	954	0.98	426	0.48	1,200	1.37	2,552	2.89
Over 50 years old	3	0.00	5	0.01	36	0.04	40	0.05
By gender								
Men	4,761	4.89	1,183	1.32	2,792	3.20	4,692	5.31
Women	4,332	4.45	1,146	1.28	3,028	3.47	4,406	4.99
By region								
North	501	0.51	233	0.26	316	0.36	291	0.33
Northeast	1,158	1.19	66	0.07	662	0.76	686	0.78
Central-West	481	0.49	85	0.09	307	0.35	522	0.59
Southeast	5,817	5.98	1,677	1.87	3,784	4.34	6,476	7.33
South	1,136	1.17	268	0.30	751	0.86	1,123	1.27

Note: Foreign employees, expatriates and associates are not included.

INTERNAL MOVEMENTS BY GENDER

	2019		2020		2021		2022	
	No.	Rate (%)	No.	Rate (%)	No.	Rate (%)	No.	Rate (%)
Men	8,794	49.70	6,873	51.50	9,763	51.40	8,050	51.40
Women	8,912	50.30	6,474	48.50	9,234	48.60	7,610	48.60
Total	17,706	100.00	13,347	100.00	18,997	100.00	15,660	100.00

Note: Foreign employees, expatriates and associates are not included.
In 2022, the total rate of filling vacancies from internal recruitment was 63%.



- o organizational culture
- o employee profiles
- o **recruiting and retaining talent**
- o employee experience
- o development and training
- o performance, capabilities and succession
- o benefits
- o diversity, equity & inclusion
- o corporate social responsibility management system

apprentices and interns

Instituted at the Organization in 2004, the Young Apprentice Program is done in partnership with the Fundação Bradesco and other qualified institutions (CIEE and ESPRO), encompassing administrative centers and branches throughout the country.

In 2021, we began to post all job opportunities on our career website in an effort to provide greater visibility for vacancies. The process model has been adapted, and, for the best experience and security of the candidates, all selections are performed digitally.

In 2022, our selection processes for interns involved over 51,000 applicants and 4,073 young candidates evaluated in interviews and group dynamics. We ended the year with 1,915 interns and 526 apprentices.

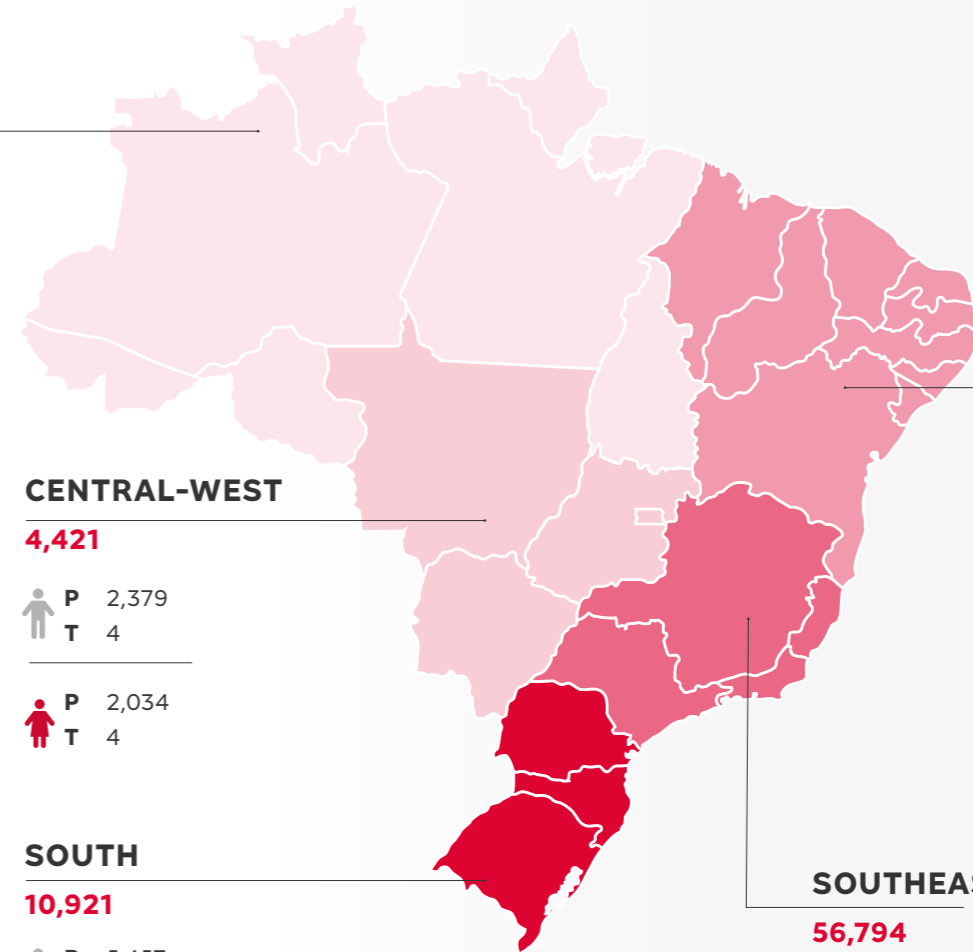
PERMANENT AND TEMPORARY STAFF BY GENDER AND REGION GRI 2-7

NORTH

3,406

P 1,823
T 2

P 1,566
T 15



CENTRAL-WEST

4,421

P 2,379
T 4

P 2,034
T 4

SOUTH

10,921

P 5,457
T 6

P 5,438
T 20

NORTHEAST

12,258

P 6,666
T 7

P 5,563
T 22

SOUTHEAST

56,794

P 26,704
T 111

P 29,777
T 202

P	Permanent
T	Temporary
	Men
	Women

Note: The members of the Board of Directors and the Statutory Board of Executive Officers, foreigners and expatriates and outsourced associates are not included in the total number of employees.



- o organizational culture
- o employee profiles
- o **recruiting and retaining talent**
- o employee experience
- o development and training
- o performance, capabilities and succession
- o benefits
- o diversity, equity & inclusion
- o corporate social responsibility management system

recruiting and retaining talent program

We have adopted a series of practices to attract talent and retain our professionals.

The *Aprendiz, Estágio, Estágio de Férias* (Apprentice, Internship, Summer Internship) Programs dedicated to Academic Research are key incubators that strengthen our vision of development and career.

We have a rigorous assessment process that includes 100% of our staff. Based on these assessments and our Internal Consultants (BPs) on-site, alignments are established with the business areas and customized retention measures are suggested that are linked to each business model and the specific stage in the professional's career.



learn more

[in development and training](#)

people analytics

In order to foster data-driven people management, we have a People Analytics team that provides information, indicators and insights based on data analysis tools and application of business knowledge, allowing the Organization's leaders to take more assertive decisions.



- o organizational culture
- o employee profiles
- o recruiting and retaining talent
- o employee experience
- o development and training
- o performance, capabilities and succession
- o benefits
- o diversity, equity & inclusion
- o corporate social responsibility management system

EMPLOYEES AND APPRENTICES IN BRAZIL WHO LEFT THE COMPANY

GRI 401-1

	2019		2020		2021		2022	
	No.	Rate (%)	No.	Rate (%)	No.	Rate (%)	No.	Rate (%)
Total	10,493	10.78	10,818	12.08	9,398	10.77	8,875	10.04
By age group								
Under 30 years old	3,270	3.36	3,518	3.93	3,324	3.81	3,045	3.45
Between 30 and 50 years old	4,747	4.88	5,547	6.19	5,056	5.79	4,961	5.61
Over 50 years old	2,476	2.54	1,753	1.96	1,018	1.17	869	0.98
By gender								
Men	5,193	5.34	5,615	6.27	5,008	5.74	4,460	5.05
Women	5,300	5.45	5,203	5.81	4,390	5.03	4,415	5.00
By region								
North	432	0.44	1,236	1.38	323	0.37	334	0.38
Northeast	1,267	1.30	396	0.44	1,062	1.22	969	1.10
Central-West	593	0.61	645	0.72	540	0.62	535	0.60
Southeast	6,633	6.82	7,068	7.89	6,047	6.93	5,771	6.53
South	1,568	1.61	1,473	1.64	1,426	1.63	1,269	1.44

TURNOVER IN THE NATIONAL TERRITORY¹

GRI 401-1

	2019		2020		2021		2022	
	No.	Rate (%)	No.	Rate (%)	No.	Rate (%)	No.	Rate (%)
Total	9,793	10.06	6,574	7.34	7,609	8.72	8,987	10.17
By age group								
Under 30 years old	5,703	5.86	2,708	3.02	3,954	4.53	4,776	5.40
Between 30 and 50 years old	2,851	2.93	2,987	3.33	3,128	3.58	3,757	4.25
Over 50 years old	1,240	1.27	879	0.98	527	0.60	455	0.51
By gender								
Men	4,977	5.11	3,399	3.79	3,900	4.47	4,576	5.18
Women	4,816	4.95	3,175	3.54	3,709	4.25	4,411	4.99
By region								
North	467	0.48	735	0.82	320	0.37	313	0.35
Northeast	1,213	1.25	231	0.26	862	0.99	828	0.94
Central-West	537	0.55	365	0.41	424	0.49	527	0.60
Southeast	6,225	6.40	4,373	4.88	4,916	5.63	6,124	6.93
South	1,352	1.39	871	0.97	1,089	1.25	1,196	1.35

¹Turnover: we adopted the formula suggested by the GRI, whereby the sum of employees hired and dismissed over the period is divided by 2, and the result by the total number of employees at the end of the period.



for more
information,
please see:

[ESG indicators](#)



- organizational culture
- employee profiles
- recruiting and retaining talent
- **employee experience**
- development and training
- performance, capabilities and succession
- benefits
- diversity, equity & inclusion
- corporate social responsibility management system

employee experience

We recognize that there is a positive correlation between employee satisfaction and creating value for our clients

Creating the conditions to make our work life as best as it can be is part of an ongoing process of collaboration, exchanges, communication, harmony and shared values that engage and strengthen commitments. We recognize that there is a positive correlation between employee satisfaction and creating value for our clients by providing them with a better working environment.

We make sustained investments in valuing our staff, as well as the professional and human development of our employees. Our concern for our people is expressed in the [Organization's Human Resources Management Policy](#) and has been recognized by various indexes and awards.



Acknowledgments

- BLOOMBERG 2022 Gender Equality Index (Bloomberg) for the fourth year in a row
- 2022 TOP EMPLOYERS BRAZIL Certification (Top Employers Institute). Excellence in people management and employer branding
- GPTW HEALTHY MANAGEMENT 2022 (GPTW) – recognized with a first place ranking for the positive work environment
- GPTW Best Companies to Work For – Women 2022
- GPTW Best Companies to Work For – Racial Ethnic 2022
- GPTW Best Companies to Work For – PwD 2022
- Best Internship Programs - CIEE
- Excellence in People Management Award - HR Management and FGV Company
- LinkedIn Top Companies Brasil 2022 - LinkedIn
- Best Companies in Diversity Practices and Actions – Business Initiative for Racial Equality, in partnership with TV Cultura
- Career of Dreams – Cia de Talentos
- Incredible Places to Work – FIA Employee Experience (FEEx)



- o organizational culture
- o employee profiles
- o recruiting and retaining talent
- o **employee experience**
- o development and training
- o performance, capabilities and succession
- o benefits
- o diversity, equity & inclusion
- o corporate social responsibility management system

research on the organizational climate

In an effort to monitor and continuously improve the satisfaction and engagement of our employees, we conduct a number of surveys in which everyone is invited to voluntarily participate in.

Our employees took part in organizational climate surveys in 2022 conducted by institutes that specialize in the field, ensuring secrecy and keeping respondents' identities confidential. We saw an 83% satisfaction rate from the surveys, which was administered to 100% of our employees. We listen to our people, analyze the data, check out perceptions and create action plans connected to other projects to align both the employee experience and our culture in different situations.

Assessments were made on aspects such as the environment and experience at work, purpose, happiness, stress, benefits, compensation, trust, professional development, ethics, citizenship and corporate social responsibility. Employee engagement was an item evaluated based on the Organizational Climate Index.

Our goal is to have an in-depth understanding of the perception about our organizational culture. The issues are self-declarable, so we have a census of gender, sexual orientation, age group, education, race and people with disabilities.



learn more
in [general indicators of diversity in the workforce](#)

PERCENTAGE OF ENGAGEMENT BY GENDER (%)

	2019	2020	2021	2022
Men	85	80	86	83
Women	84	81	85	83

EMPLOYEE ENGAGEMENT RATE BY AGE GROUP (%)

Age	2019	2020	2021	2022
18 to 22	N/A	89.5	89.6	90.1
23 to 26	N/A	83.2	85.0	83.6
27 to 32	N/A	80.5	82.1	80.6
33 to 39	N/A	81.2	82.9	80.5
40 to 49	N/A	85.1	87.2	84.5
50 to 64	N/A	89.2	90.4	89.1

Note: N/A= not available

EMPLOYEE ENGAGEMENT RATE BY SENIOR MANAGEMENT POSITION (%)

	2019	2020	2021	2022
Leaders	N/A	85.2	87.2	85.2
Non-leaders	N/A	82.3	84.2	82.3

Note: N/A= not available



- o organizational culture
- o employee profiles
- o recruiting and retaining talent
- o employee experience
- o **development and training**
- o performance, capabilities and succession
- o benefits
- o diversity, equity & inclusion
- o corporate social responsibility management system

development and training

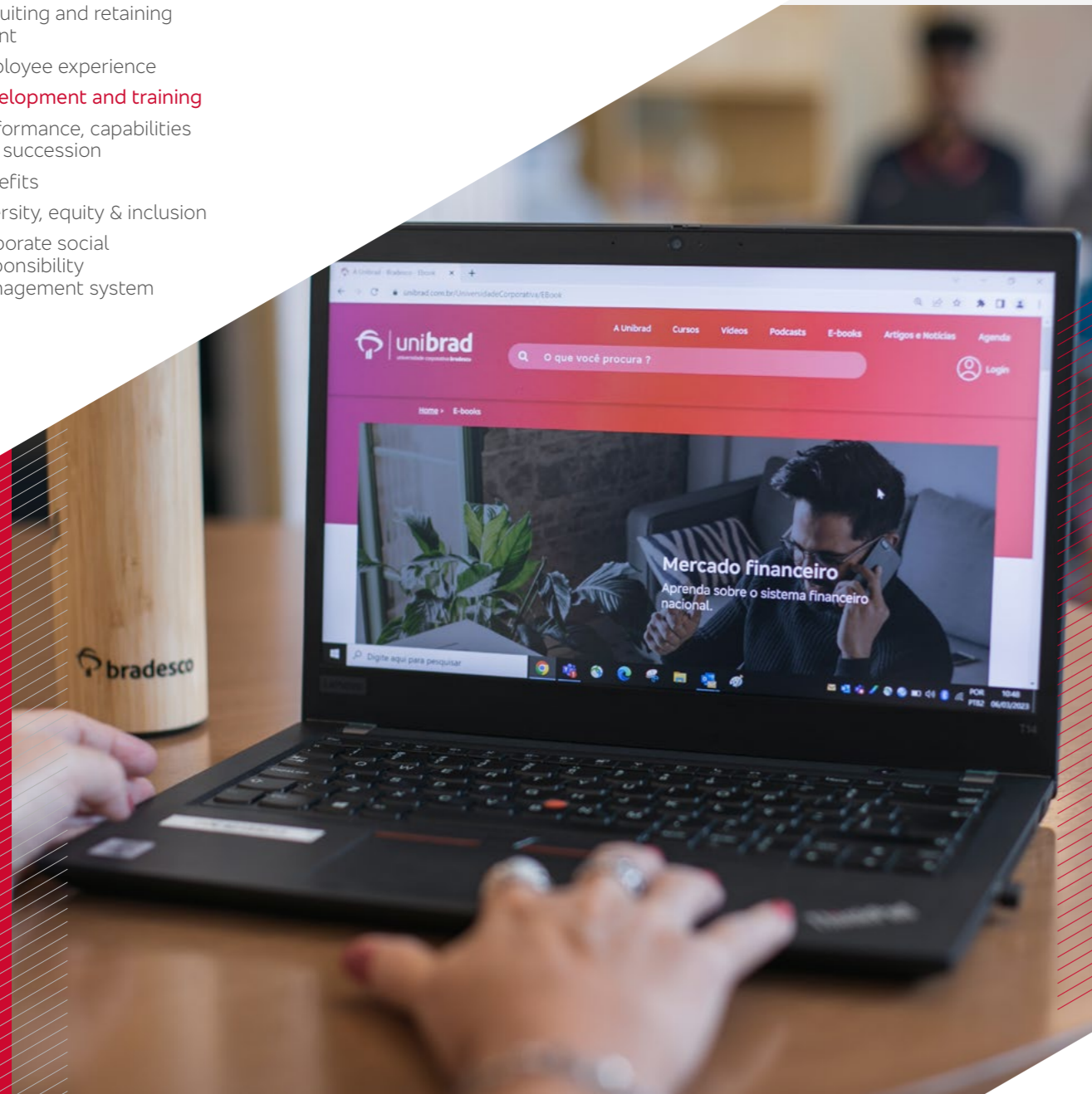
GRI 404-2

In 2022, we had over 2.4 million training participations, with an average of 58 contents consumed per user

Training our staff is a prominent element in our strategy. We make significant investments in their development and training, because we believe they are essential for the success of our business and for our clients' satisfaction. We focus on offering enriching and innovative experiences in the development of technical and behavioral skills.

In 2022:

- o Over 2.4 million participations in training, with an average of 58 different materials consumed per user.
- o More than R\$115 million invested in development and training, 25.7% more than in 2021, with an average investment per employee of R\$1,227.64.





- organizational culture
- employee profiles
- recruiting and retaining talent
- employee experience
- **development and training**
- performance, capabilities and succession
- benefits
- diversity, equity & inclusion
- corporate social responsibility management system

unibrad

Active for 10 years as of May 2023, the Bradesco Corporate University (Unibrad) was created to promote education for professional excellence and social mobility, and to establish itself as a benchmark in skills and leadership training, entrenching our value and social commitment to the longevity of our business.

Part of Unibrad's structure includes ten Corporate Education Schools that are tasked with developing learning solutions for the Organization. These solutions touch on the corporate skills needed to support the strategic pillars of our Organization.

corporate education schools

- Citizenship & Sustainability
- Digital
- Operational Excellence
- People
- Organizational Identity
- Business Intelligence
- Leadership
- Negotiations
- Customer Relationship
- Security and Operational Solution

Starting in 2023, our structure will also include the Risk School. The new school will aim to train the entire Organization in risk prevention, identification, mitigation, monitoring, and control, reinforcing the risk culture and the technical and behavioral competencies required for business structures.

unibrad in numbers

We currently have more than 870 courses available in the synchronous virtual model.

One of the 2,900 asynchronous learning solutions we provide is our partnership with the *Descola* platform, where employees can take free distance-learning courses in a number of different areas, including:

- Emotional Intelligence
- Complex Problem Solving
- Lifelong Learning
- Agile Mindset
- Shared Management
- Collective Intelligence
- Executive Communication
- Circular Economy
- Collaborative Economy
- Thinking Environment
- Sell, Buy, Earn
- Future Skills
- Lead: Fundamentals of Good Leadership
- Trend Researcher

We also have a wide range of internal solutions and partnerships with the top business schools in the country.

Our mandatory courses are also available in the EAD format. These sessions ensure that employees are in compliance with the standards and regulations related to our activities. Some examples include: Concepts of Operational Risk, Ethics, User and Customer Relationship, Integrity, Information Security and Cybernetics, among others.

AVERAGE HOURS PER TYPE OF TRAINING

SYNCHRONOUS



ASYNCHRONOUS





- o organizational culture
- o employee profiles
- o recruiting and retaining talent
- o employee experience
- o **development and training**
- o performance, capabilities and succession
- o benefits
- o diversity, equity & inclusion
- o corporate social responsibility management system

our programs

Bradesco Jornada Bra Integration

Program: designed to help new employees, apprentices or interns feel like part of the Organization. The program presents Bradesco's history and culture, promoting adaptation and participation in the team.

Bradesco Language Program: for employees, interns and apprentices, in partnership with EF English Live, we provide online English classes (from Basic to Advanced levels) with live classes, native teachers, daily activities, resources and support tools for using the English language. The course can also be taken via a mobile device at any time. In December 2022, 35,000 employees were registered.

Professional Certification Program

CPA10, CPA20, CEA, CGA, CGE, CFG, CFP and other certifications: found on the Integra rh platform, we maintain educational content related to Anbima Investment Certifications, providing a more concise preparatory study process for employees who would like certifications – both to obtain them, as well as to update and renew them.

PMD - ISE Advanced Management

Program: In partnership with the ISE Business School, the program is offered to Leaders of Departments and Branch Networks. It is meant to deepen the company's leadership, innovation and comprehensive vision, enhance the implementation and execution of strategies and drive actions aimed at creating value. Between May and December, approximately 35 Superintendents participated in the classes we held.

investment academy

Our training program for investments focuses on the development of technical, behavioral and commercial skills through a learning path that includes the discussion of cases, presentation of papers, interpretation of national and international macroeconomic scenarios, investment products, consultative sales, corporate etiquette, negotiation skills and humanization in the investment world.

The goal is to specialize in financial advisory services for branch and platform relationship managers and investment specialists.

The Academy also provides a specific pillar for interns in investments that adds other topics to the training program related to the financial system, fixed and variable income, derivatives, public and private bonds, funds and private pension. About 20 interns participate in the program each year, and this is the first professional experience for 95% of them. After the training period, they go on to pursue CEA (Anbima) professional certification and proceed to a specific development path with periodic adaptations until they are eventually hired as investment specialists.



- organizational culture
- employee profiles
- recruiting and retaining talent
- employee experience
- **development and training**
- performance, capabilities and succession
- benefits
- diversity, equity & inclusion
- corporate social responsibility management system

citizenship & sustainability

The Citizenship and Sustainability Learning Path is a structured learning mode that includes face-to-face and distance learning. Its goal is to integrate the vision of business continuity into the organizational culture by incorporating the economic, environmental and social aspects (pillars). In 2022, we reached an overall 59,931 participations in Sustainability pillar solutions, representing 66.68% of active employees.

In 2022, we established a target of training 80% of the workforce to complete at least three courses during the year. We exceeded this goal, observing 90% of employees trained by Unibrad in at least three different solutions.

For 2023, we have set a goal of training **85%** of the workforce in at least three solutions throughout the year



structure of unibrad



8

regional campuses, throughout the country



Remote learning

through our portals and partners: Integrarh; MS Stream; Online English



3

headquarters in the main management units (Barra Funda, Osasco and Alphaville)



Unibrad Digital **Portal**



Virtual library with

26,000

titles available



64

classrooms



- organizational culture
- employee profiles
- recruiting and retaining talent
- employee experience
- **development and training**
- performance, capabilities and succession
- benefits
- diversity, equity & inclusion
- corporate social responsibility management system

AVERAGE HOURS OF TRAINING PER PROFESSIONAL CATEGORY AND GENDER GRI 404-1

	2019			2020			2021			2022		
	Men	Women	Total by category	Men	Women	Total by category	Men	Women	Total by category	Men	Women	Total by category
Board of Executive Officers + Board of Directors	45	68	47	27	36*	28	26	64	30	32	192	51
Superintendence	67	61	66	52	45	51	85	76	84	78	93	81
Management	38	37	37	64	60	62	53	52	53	46	52	48
Supervision/ Administrative	32	31	31	32	27	30	51	39	45	44	45	45
Operational	27	28	28	22	22	22	21	23	22	23	27	25
Apprenticeship	15	16	15	7	4	5	11	13	12	64	62	63
Internship	20	23	21	8	9	9	63	60	61	48	57	53
Total average by gender	32	30	31	35	28	32	47	38	42	42	43	42

Note: In the 2021 Integrated Report, the average number of hours for women was 360 hours, but it should actually be 36 hours. The average amount spent on training per employee in 2022 was R\$1,277.64. Average hours spent on training per FTE = 43.91 hours **GRI 2-4**

employee support GRI 404-2

Unibrad also provides solutions to support employees in the contexts of employability and end-of-career management, reinforcing the culture of lifelong learning.

- **Lifelong Learning:** learning new things all the time: The solution is intended to provide an understanding of the importance of learning new things all the time, to learn about methodologies on paths and dimensions of learning, to learn how to use dialog and listening, and to apply the knowledge with the tools presented.
- **Adaptability Workshop:** its approaches include a discussion on why we avoid change, how we can

adapt quickly and explore potential risks and even the benefits of change – themes that can be considered for this transitional period.

- **Mental Health Lecture – Transforming Senses:** deals with pillars of emotional health and their relevance during our career path, seeking to awaken reflections on changes in cycles, mourning and its phases and new forms of relationships.



- o organizational culture
- o employee profiles
- o recruiting and retaining talent
- o employee experience
- o development and training
- o **performance, capabilities and succession**
- o benefits
- o diversity, equity & inclusion
- o corporate social responsibility management system

performance, competencies and succession

GRI 404-3, 3-3

We seek to better understand our employees and assist in their individual training and that of their teams

We have a team that is focused on managing performance, skills and succession issues in order to better understand our employees and assist in their individual training and that of their teams by applying various processes that analyze their performance and skills in detail.

performance and competency assessment GRI 404-3

In conjunction with team leaders, initiatives are created to improve performance and enhance skills. These inputs are essential for succession planning, defining learning solutions, feedback and Individual Development Plans (PDI).

The behavioral and competency assessment process is available to all our employees, interns and apprentices. They are evaluated by their leaders and they also complete self-assessments, providing feedback focused on development, recognition, and alignment of expectations. In 2022, 97.2% of employees completed their Performance Appraisals; and 88.4%, the Competency Assessments.





- organizational culture
- employee profiles
- recruiting and retaining talent
- employee experience
- development and training
- **performance, capabilities and succession**
- benefits
- diversity, equity & inclusion
- corporate social responsibility management system

In tandem, we conduct an annual Performance Assessment process in two dimensions:

- **quantitative**, based on the definition of goals that look at indicators related to sustainable financial income and operations. Employees defined their annual performance metrics, taking on a lead role related to their personal challenges and objectives and that of the Organization; and
- **qualitative**, which evaluates the leader's perception of their employee in three criteria: punctuality in complying with deadlines, the quality presented in deliveries, and the effort and commitment put forth to achieve objectives.

The behaviors that make up the competency assessment, as well as the performance indicators we have established, are based on meeting the strategic objectives that are directly linked to the organizational values and principles outlined in the Code of Ethical Conduct. We provide the areas with the correlation and cascade of corporate strategic objectives compared to the operational indicators, so as to ensure further adherence and assertiveness in the definition of the performance indicators.

extraordinary performance award (PDE)

Our PDE provides conditions of awards for employees who work in the sales structure of the branch network and who have exceeded the generally expected performance.

Of the total eligible group in 2022, 50.2% are women and 49.8% are men.

Aligned with the principles of our Institutional Policy on User and Customer Relationship, mandatory training in "Ethics" and "User and Customer Relationship" is one of the eligibility requirements for the Award. Our internal rules also provide for impacts on the calculation of the variable incentive if the eligible employee has been subject to any disciplinary action. **GRI FS15**



learn more
in [ethics, integrity and transparency](#)



- organizational culture
- employee profiles
- recruiting and retaining talent
- employee experience
- development and training
- performance, capabilities and succession
- **benefits**
- diversity, equity & inclusion
- corporate social responsibility management system

benefits

GRI 401-2, 3-3

We recognize our employees' work through fair wages and a benefits package

Human capital is a strategic priority. We recognize that the basis for sustaining our business is found in the performance and potential of people.

We are not only committed to our employees' well-being, but also to recognizing their work by offering fair wages and a benefits package, security and comfort in the provision of basic needs, as well as opportunities for professional development and special credit terms to purchase consumer goods and real estate.

In addition to promoting a healthy, all-inclusive and productive work environment, these courses of action are an effective driver for retaining and attracting talent to Bradesco. Some of these include:

Life Insurance: fully funded by the Organization, it is offered to all employees, apprentices and managers, with uniform capital and funeral assistance, extended to spouse, children, parents and in-laws.

Vida Viva Bradesco Employee Life Insurance: exclusive life insurance for employees. The major advantage of this insurance is it allows the insured capital, coverage, and assistance that can be customized according to the employee's needs and stage in life.

Meal tickets and supermarket vouchers: are offered to all employees upon their hiring, and values are updated monthly. Credits can be flexed according to their needs.

Health and dental plan: the employees and their dependents receive a health and dental plan that includes hospitalization in a private room, which is fully funded by the Organization

Supplementary pension plan: we offer our employees a supplementary pension plan in which the Organization invests 5% of the participant's basic compensation, including the 13th salary. **GRI 201-3**



**for more information,
please see:**

[economic and financial analysis report \(4Q22, p. 177\)](#)



- o organizational culture
- o employee profiles
- o recruiting and retaining talent
- o employee experience
- o development and training
- o performance, capabilities and succession
- o **benefits**
- o diversity, equity & inclusion
- o corporate social responsibility management system

Partnerships: we maintain partnerships with companies in the market that allow our employees to purchase products and services with special conditions. We consider partnerships with teaching institutions a priority in order to support our employees in their efforts to expand their knowledge and professional repertoire through accelerated courses and undergraduate, MBAs, postgraduate and master's degrees programs – all with special discounts.

Medications: partnerships with pharmacies for exclusive discounts linked to the Bradesco health plan for employees and dependents.

Pregnant Women Program: includes employees and dependents on the health plan. It offers complementary prenatal care focused on the development from pregnancy to the postpartum period. In 2022, we provided 2,724 appointments in the program, in which 630 pregnant women took part.

Maternity and Paternity Support Program: support from psychologists and social workers for employees who are returning to work after the maternity/paternity leave period.

Daycare or babysitter assistance: available for employees with children up to the age of 71 months (5 years and 11 months), or children with disabilities, who require permanent care, with no age limit.

Breastfeeding: an initiative to promote breastfeeding after returning to work. We offer specially equipped rooms at administrative centers for extracting and storing breast milk in ideal conditions

Family leave: employees are granted paid leave of two days a year to take their child or dependent under 14 to the doctor. For hospitalization of spouse, child, parent, paid leave of one day is provided.

Maternity/paternity leave: in addition to the time required through the Consolidation of Labor Laws (CLT), female employees can opt for an additional sixty 60 days, totaling 180 days of paid maternity leave (Programa Empresa Cidadã). Meanwhile, in addition to the period established by law, fathers can opt for a 15 extended leave, totaling 20 days of paid paternity leave. In both types of absences, the right also extends to adoptions. Parental leave is also extended to same-sex couples. Maternity leave may be extended when, due to medical complications related to childbirth, the mother and/or the newborn needs to be hospitalized.

Vaccination Campaign: a prevention and health initiative, the flu vaccination campaign is available to all employees, free of charge, and to their dependents at a reduced rate. This year, we expanded the vaccination campaign to include family members who

are not signed up with the plan, at a lower cost. The 2022 campaign kicked-off in April with 43,870 employees, 14,921 dependents and 222 family members vaccinated and was extended up to August 31. It's reach was below expectations as there were other campaigns related to the national vaccination calendar that coincided with the internal campaign, and other factors outside the Organization. Annually, we offer the measure throughout the country in various formats: in loco and at accredited clinics. Drive-thru service is also available at the administrative buildings and our Headquarters. Our goal for 2023 is to vaccinate 61.5% of employees.

NUMBER AND RATE OF EMPLOYEES VACCINATED AGAINST THE FLU

2019		2020		2021		2022		2023 GOAL
70,487	70.62%	59,466	63.80%	55,752	61.00%	54,548	57.77%	61.5%



- o organizational culture
- o employee profiles
- o recruiting and retaining talent
- o employee experience
- o development and training
- o performance, capabilities and succession
- o **benefits**
- o diversity, equity & inclusion
- o corporate social responsibility management system

MATERNITY/PATERNITY LEAVE GRI 401-3

		2019	2020	2021	2022
Total employees who were entitled to maternity/ paternity leave	Men	2,488	2,178	2,070	1,936
	Women	2,679	2,424	2,376	2,913
Total employees who took maternity/paternity leave in the current year	Men	2,328	1,963	1,821	1,787
	Women	2,673	2,412	2,376	2,905
Total employees who took maternity/paternity leave in the current year, and whose leave ends in the current year	Men	2,232	1,892	1,741	1,733
	Women	1,485	1,253	1,284	1,852
Total employees who took maternity/paternity leave in the current year, and whose leave ends in the following year	Men	96	71	80	54
	Women	1,188	1,159	1,092	1,053
Total employees expected to return in the current year	Men	2,301	1,988	1,812	1,813
	Women	2,790	2,441	2,443	2,944
Total employees who returned to work in the reporting period after the end of maternity/ paternity leave	Men	2,288	1,980	1,795	1,799
	Women	2,770	2,428	2,433	2,293
Total employees who did NOT return to work in the reporting period after the end of maternity/paternity leave	Men	13	8	17	14
	Women	20	13	10	21
Total employees who returned to work after maternity/ paternity leave and still were employed 12 months after returning to work	Men	2,026	2,119	1,821	1,625
	Women	2,602	2,487	2,118	2,087
Return rate	Men	99.44%	99.60%	99.06%	99.23%
	Women	99.28%	99.47%	99.59%	99.29%
Retention rate	Men	96.34%	92.61%	91.97%	90.53%
	Women	95.63%	89.78%	87.23%	85.78%



- organizational culture
- employee profiles
- recruiting and retaining talent
- employee experience
- development and training
- performance, capabilities and succession
- **benefits**
- diversity, equity & inclusion
- corporate social responsibility management system



working hours

Remote working: tracking trends in the market and maintaining our commitment to playing a pivotal role in the quality of life of our employees, we initiated the home office project back in 2019.

The lessons taken from this project were essential once social distancing measures were instituted as a result

of the Covid-19 pandemic. We had more than 90% of our staff working remotely (administrative areas, digital platforms and call centers, and others).

In May 2022, with the end of the ESPIN Act (Public Health Emergency of National Importance), we implemented Bradesco Telework, with the payment of a daily allowance according to rules established in internal regulations.

To provide a better experience in the hybrid work format, we are looking to make sure that 100% of our employees and managers have been trained. We also offer learning solutions with guidelines and presentation of best practices, measures to promote health and well-being with a focus on ergonomics and mental health, as well as lectures and welcoming actions related to the balance between personal life and work.

Flexible Hours: encouraging an increasing balance between our employees' personal and professional lives, we have adopted flexible working hours, which provides the benefit of starting later and/or leaving earlier, depending on the arrangements with the manager.

Part-time job: we also have employees with reduced working hours, 6 hours and 4 hours, according to their contract (examples: teller, clerk, service operator, intern and apprentice).

employee unionization GRI 2-30

All of our employees are represented by a union, covered by collective bargaining agreements, and have freedom of association. At the end of 2022, a total of 42.2% of our employees were associated with the sector's union.

We maintain an open communication channel with Labor Union Entities and our employees. In the face of significant operational changes that have a substantial impact on employees, we generally notify the parties involved within a minimum period of four weeks.

Employees impacted by Collective Bargaining Agreements (ACT) between the Bradesco Organization and the union are invited in advance by the respective Labor Union Entity to take part in a deliberative meeting for approval or rejection of the agreement, when all the details specified in the ACT are discussed with the workers. GRI 402-1



- o organizational culture
- o employee profiles
- o recruiting and retaining talent
- o employee experience
- o development and training
- o performance, capabilities and succession
- o **benefits**
- o diversity, equity & inclusion
- o corporate social responsibility management system

FULL-TIME AND PART-TIME STAFF BY GENDER AND REGION GRI 2-7

NORTH

3,406

I 1,423
P 402

I 1,161
P 420

CENTRAL-WEST

4,421

I 1,989
P 1,394

I 1,639
P 399

SOUTH

10,921

I 4,671
P 792

I 4,367
P 1,091

SOUTHEAST

56,794

I 23,297
P 3,518

I 25,418
P 4,561

NORTHEAST

12,258

I 5,287
P 1,386

I 4,347
P 1,238

I	Full-time
P	Part-time
♂	Men
♀	Women

Note: The members of the Board of Directors and the Statutory Board of Executive Officers, foreigners and expatriates and outsourced associates are not included in the total number of employees.



- organizational culture
- employee profiles
- recruiting and retaining talent
- employee experience
- development and training
- performance, capabilities and succession
- benefits
- **diversity, equity & inclusion**
- corporate social responsibility management system

diversity, equity & inclusion

The plurality of genders, races, origins and cultures are essential in widening perspectives in decision-making, enhancing our generation of value

Diversity, equity and inclusion are part of our organizational culture and are reflected in our operating strategy and the pride of our employees.

We believe that the plurality of genders, races, origins and cultures are essential in widening perspectives in decision-making, enhancing our generation of value, properly attracting, retaining and satisfying our talent and the best ways to address the needs of our clients, thereby offering our employees an increasingly quality journey tailored to their stage in life.

As one of the largest banks and employers in Brazil, we believe in our role to value diversity and drive equity and inclusion in our Organization and in Society.

This is why we have established guidelines related to the topic in our Diversity and Inclusion Policy, in our Code of Ethical Conduct and in our Human Resources Management Policy.

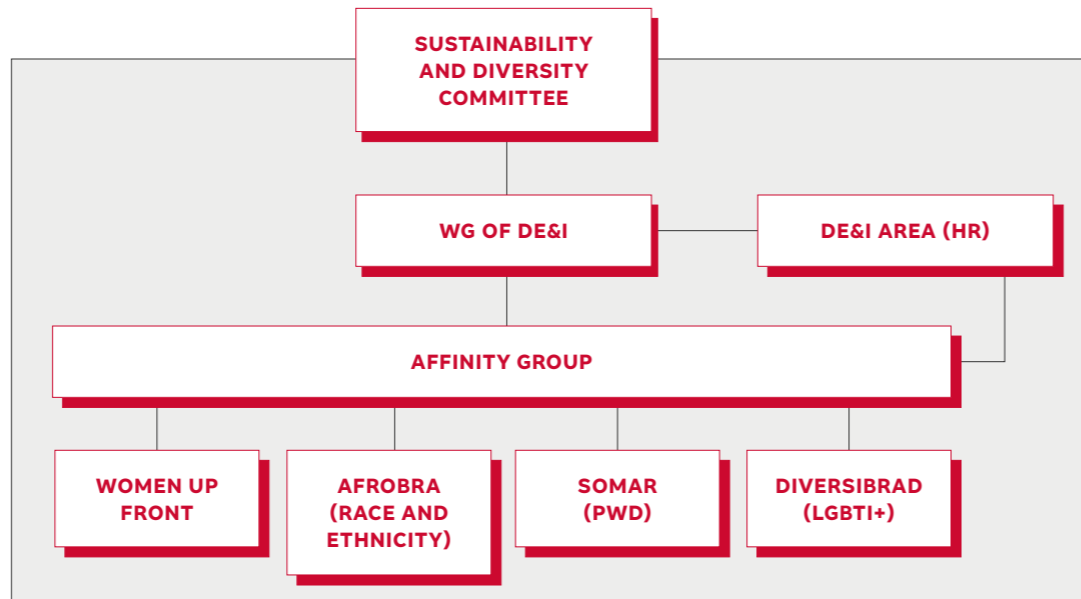
The governance of the theme involves everything from the Board of Directors, Vice-Presidents and CEO (represented in the Sustainability and Diversity Committee) to a dedicated area, responsible for catalyzing transformations and managing initiatives that boost representativeness in our staff and promote inclusion. In addition, we also maintain a Diversity and Inclusion Working Group that is made up of employees from various departments and different seniorities who work to entrench the theme in their activities and businesses.





- organizational culture
- employee profiles
- recruiting and retaining talent
- employee experience
- development and training
- performance, capabilities and succession
- benefits
- **diversity, equity & inclusion**
- corporate social responsibility management system

Diversity and Inclusion Governance



Our work in Diversity is based on four key pillars: Gender, Ethnic-racial, People with Disabilities and LGBTI+. We have defined clear strategies and goals for each of them in order to increasingly integrate these profiles into Bradesco's daily work flow. These objectives are made possible with the help of Affinity Groups (AG), which are linked to the Diversity, Equity and Inclusion Working Group.

The initiative is open to all employees at the Organization, and each of the groups are coordinated by a person who identifies with each theme that the AG represents. We make specific training paths available, composed of meetings with specialists in the themes, videos, podcasts, and others, to provide ongoing improvements for the professionals involved.

gender equity

We have more than 44,000 female employees – more than half of our staff – and, each year, we invest to encourage their professional growth and to help them get placed into even more leadership positions. Some of our highlights on the topic include:

- In 2022, the Women Forward Affinity Group held several meetings, addressing topics such as: Women's Empowerment Principles; Sisterhood; Maternity; Longevity; and Breast Cancer Prevention.
- The Program for Female Leadership has served as an important tool to stimulate and enhance female leadership. Seven workshops address the role, achievements and contributions of women in society, at a time of constant change in the job market. We registered 106 participants in 2022.
- We maintain a program to expand female representation, in partnership with Laboratoria, which is involved in the training and development of women in programming languages used globally. In the five years of our partnership, we have added 70 hires, in addition to providing training for over 350 students.
- A prominent initiative for all our audiences is the partnership and sponsorship of the Vasselo Goldoni Institute. Through them, we conduct a collaborative mentoring program known as "Nós por Elas", focused on developing women in their careers or businesses.



- organizational culture
- employee profiles
- recruiting and retaining talent
- employee experience
- development and training
- performance, capabilities and succession
- benefits
- **diversity, equity & inclusion**
- corporate social responsibility management system

- We also released an Open Letter Against Harassment to our employees, in which we formally assume a commitment to combat all types of harassment, publicizing the Corporate Whistleblowing Channel and the Bradesco Organization's Consequence Standard. The "Harassment is all of our Business" learning path is still available and reinforces the relevance and seriousness of the theme, pointing out corporate channels for dealing with situations of this nature.

- The knowledge and awareness path "Violence IS OUR BUSINESS" provides information and promotes the assistance provided by the Organization. The course includes a booklet, video, podcasts and other content on the subject, and was adapted and made available to all our audiences through the Unibrad Portal.

- As part of the Viva Bem Program, we have an exclusive line to provide assistance for situations involving violence against women that offers trained professionals to respond to complaints from employees or their families. The channel offers psychological, social and legal support, among other types of assistance. If needed, care can be provided at home, in hospitals or at police stations.

51%
of our staff is composed of women. Our goal is to maintain between 45% and 55% of women in the workforce in 2023

- In celebration of Women's Month, we introduced a special campaign within the #VozesBradesco project that encouraged the people invited to produce content about female personalities who inspire them and their stories. Also, the #INSPIRATION campaign, conducted on our corporate social network, encouraged the team to recognize inspiring co-workers, examples of strength, leadership, talent, creativity, entrepreneurship and more.

52.4%
of women in management positions, in revenue-generating roles

38.2%
of junior, middle and senior management positions are held by women, 38.9% in front-line management, and 16.8% in top management positions

34.2%
of STEM positions (Science, Technology, Engineering and Mathematics) are occupied by female employees



- o organizational culture
- o employee profiles
- o recruiting and retaining talent
- o employee experience
- o development and training
- o performance, capabilities and succession
- o benefits
- o **diversity, equity & inclusion**
- o corporate social responsibility management system

our goal by 2025 is:

Over

35%

of women in management
positions and junior
management positions

Maintain between

45% and 55%

of women in management
positions in revenue-
generating roles

Between

30% and 40%

of women hold STEM positions

Between

15% and 22%

of women in high leadership

PERCENTAGE OF EMPLOYEES, APPRENTICES AND INTERNS, BY GENDER (%) GRI 405-1

Functional category	2019		2020		2021		2022	
	Men	Women	Men	Women	Men	Women	Men	Women
Board of Executive Officers + Board of Directors	0.15	0.01	0.16	0.01	0.15	0.02	0.16	0.02
Superintendence	0.42	0.11	0.17	0.03	0.21	0.04	0.20	0.05
Management	7.93	3.92	8.22	4.06	8.38	4.17	8.28	4.14
Supervision/ Administrative	29.9	34.48	29.98	35.77	31.05	36.70	32.32	36.96
Operational	9.70	9.88	10.11	9.71	7.89	8.29	7.07	8.22
Apprenticeship	0.46	0.79	0.20	0.33	0.26	0.58	0.14	0.29
Internship	1.17	1.08	0.63	0.61	1.19	1.07	1.07	1.06
Total	49.73	50.27	49.48	50.52	49.13	50.87	49.25	50.75

Note: Foreign employees, expatriates and associates are not included.

RATIO OF BASE SALARY BETWEEN WOMEN AND MEN GRI 405-2

Professional category	2019	2020	2021	2022
Board of Executive Officers + Board of Directors	0.95	0.94	0.87	0.84
Board of Executive Officers + Board of Directors (base salary + other monetary incentives)	0.87	0.95	0.90	0.85
Superintendence	0.90	1.04	1.03	1.00
Superintendence (base salary + other monetary incentives)	0.84	0.98	1.04	1.09
Management	0.89	0.90	0.90	0.92
Management (base salary + other monetary incentives)	0.89	0.88	0.88	0.90
Supervision/Administrative	0.89	0.89	0.89	0.88
Operational	0.98	0.97	0.96	0.96
Apprenticeship	0.99	1.00	1.02	1.03
Internship	0.99	1.01	0.98	0.99



- organizational culture
- employee profiles
- recruiting and retaining talent
- employee experience
- development and training
- performance, capabilities and succession
- benefits
- **diversity, equity & inclusion**
- corporate social responsibility management system

ethnic-racial

◦ We were pioneers in creating programs dedicated to hiring young black men and women. Since 2005, we have been partners with Zumbi dos Palmares University in one of the most robust and continual social inclusion and professional training programs of the private sector, the Bradesco-Zumbi dos Palmares Training Program. We use the program to hire interns and rely on Unibrad, Bradesco Corporate University, to help develop organizational skills. In addition to hiring trainees from Brazil, the program helps migrants and refugees get hired to work in relevant business areas.

- In partnership with Syntese Educação Corporativa and the NGO Refúgio 343, we also held 12 meetings on Financial Education and Socio-emotional Skills for migrants from various countries.
- We improved the career acceleration of young black men and women through online mentoring, introduced in 2021, for people taking part in the Inovazumbi and Meninas Negras projects, along with other young students. The program is in its 5th Edition and has offered assistance to over 300 young people.

- We have two booklets on Racial Literacy that address the origins of racial inequality, racism, blackness, whiteness, and other themes. These materials were accessed by over 8,000 people in 2022.
- We sponsor, host and participate in events on a regular basis that promote racial diversity, such as:
 - The Afro Presença movement and conference, designed and coordinated by the Ministry of Public Labor Prosecution, to connect young black university students with companies.
 - the third episode of the Negros em Foco Program, TV Cultura: Black Leadership in Business.
 - the Special Cinema Session: Black Panther – Wakanda Forever, at Cinemark in Shopping Eldorado in São Paulo/SP.
 - the Anti-racist Behavior panel held by Unibrad.

- The “Anti-racist behavior” meeting with an expert on the issue and mediated by the coordinator of the Ethnic-racial Affinity Group, provided an understanding of the historical racial conflict, helping to strengthen the anti-racist culture and facilitating reflections on how to make a difference in situations that occur in everyday life. In turn, the “Nuang – Paths of Freedom” event sought to enhance ancestral memories through storytelling.
- The AfroBra Affinity Group held a number of meetings in 2022, known as “AfroTalks”, which addressed topics such as: development and career; how to grow in the sales area; language learning; and blacks in technology.

We finished 2022 with 73.5% white, 24.3% black, 1.7% Asian and 0.1% indigenous people in management positions. Our goal is to have between 20% and 30% of black people in management positions by 2025.



- o organizational culture
- o employee profiles
- o recruiting and retaining talent
- o employee experience
- o development and training
- o performance, capabilities and succession
- o benefits
- o **diversity, equity & inclusion**
- o corporate social responsibility management system

PERCENTAGE OF EMPLOYEES, APPRENTICES AND INTERNS BY COLOR/ETHNICITY (%) GRI 405-1

Category	White				Black				Asian ¹				Indigenous				Not reported			
	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022
Board of Executive Officers + Board of Directors	0.12	0.13	0.12	0.14	0.01	0.01	0.01	0.01	-	-	-	-	-	-	-	-	0.03	0.03	0.03	0.03
Superintendence	0.45	0.18	0.23	0.23	0.06	0.01	0.02	0.02	0.01	0.01	0.01	0.01	-	-	-	-	-	-	-	-
Management	9.06	9.34	9.51	9.36	2.50	2.67	2.77	2.80	0.25	0.24	0.24	0.22	0.02	0.02	0.02	0.02	0.01	0.01	0.02	0.02
Supervision/ Administrative	46.92	48.22	48.81	49.15	15.56	16.20	17.59	18.73	0.98	1.03	0.98	0.95	0.09	0.10	0.10	0.09	0.22	0.21	0.27	0.36
Operational	12.69	12.26	9.84	9.27	7.02	7.10	5.98	5.72	0.22	0.21	0.13	0.07	0.03	0.03	0.03	0.02	0.22	0.24	0.21	0.20
Apprenticeship	0.63	0.26	0.44	0.24	0.59	0.26	0.40	0.19	0.02	0.01	-	-	0.01	-	-	-	0.01	0.01	0.01	0.01
Internship	1.56	0.88	1.51	1.37	0.60	0.28	0.70	0.72	0.04	0.02	-	-	-	-	-	0.01	0.04	0.06	0.05	0.04
Total	71.44	71.28	70.46	69.76	26.34	26.51	27.47	28.19	1.53	1.51	1.36	1.25	0.15	0.15	0.15	0.14	0.54	0.55	0.59	0.66

Note: Foreign employees, expatriates and associates are not included.

¹ Although we have representatives on the Board and on the Board of Executive Officers, these figures are not represented in the table for the sake of decimal place standardization.



- organizational culture
- employee profiles
- recruiting and retaining talent
- employee experience
- development and training
- performance, capabilities and succession
- benefits
- **diversity, equity & inclusion**
- corporate social responsibility management system

people with disabilities

- For 10 years, we have been running the Bradesco Program for the Training of Persons with Disabilities, an initiative conducted in partnership with the Fundação Bradesco. The campaign promotes inclusion, equal opportunities, economic emancipation, as well as inclusion and permanence in the labor market for professionals with disabilities. Since the start of the program, we have had over 350 hires.
- We held the neurodiversity pilot project in partnership with Specialisterne. This initiative offers professional training and employability for people with autism, and includes lectures on the issue for employees. The project provides professionals with autism, and the teams they work in, with specialized psychological support.
- We also organize mentorships on entrepreneurship to leverage businesses for families with people with disabilities. The project is conducted in partnership with the Social Association for Equality of Differences (ASID), and includes the participation of volunteer employees as mentors and lectures given by Somar Group.
- In an effort to inspire the employability of professionals with disabilities, we sponsor and take part in the *Feira Inluc PCD*, a fair that connects companies and people with disabilities throughout Brazil.





- o organizational culture
- o employee profiles
- o recruiting and retaining talent
- o employee experience
- o development and training
- o performance, capabilities and succession
- o benefits
- o **diversity, equity & inclusion**
- o corporate social responsibility management system

o To aid our employees who communicate in Sign Language, we provide interpreters to support meetings with managers. We offer face-to-face and online training in the language. One example is the sign language summer course, held in a partnership between Unibrad and Somar Affinity Group, which gave several employees an initial learning experience. Interpretation using sign language also appears in many of our events on the most relevant topics at the time.

o In 2022, in celebration of the National Day of the Struggle of People with Disabilities and National Day of the Deaf, Somar, a Disabled People Affinity Group, in partnership with Unibrad, offered lectures on Innovation and on the Acculturation of the Deaf Community.

o Focused on the inclusion of people with disabilities, the Somar Affinity Group held various meetings in 2022 addressing topics such as autism awareness, the importance of volunteering, combating prejudice against people with dwarfism, and other topics.

PERCENTAGE OF PWD EMPLOYEES, APPRENTICES AND INTERNS (%) GRI 405-1

	2019	2020	2021	2022
Total	4.10	4.70	4.77	4.60
By professional category				
Board of Executive Officers + Board of Directors	-	-	-	-
Superintendence	-	-	-	-
Management	0.10	0.09	0.10	0.11
Supervision/ Administrative	1.80	1.78	2.06	2.39
Operational	2.20	2.83	2.61	2.10
Apprenticeship	-	-	-	-
Internship	-	-	-	-
By gender				
Men	2.00	2.31	2.38	2.25
Women	2.07	2.38	2.50	2.45

Note: Foreign employees, expatriates and associates are not included.

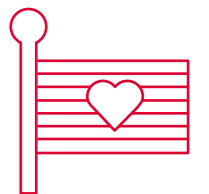


- organizational culture
- employee profiles
- recruiting and retaining talent
- employee experience
- development and training
- performance, capabilities and succession
- benefits
- **diversity, equity & inclusion**
- corporate social responsibility management system

lgbti+

At Bradesco, there have been major advances in commemorating LGBTI+ inclusion. We became official supporters of TransCarreiras, a social impact project conceived by Cia de Talentos in partnership with Instituto Ser+, Faculdade Descomplica and Instituto Brasileiro Trans de Educação. The intention is to train and develop trans people from various backgrounds, age groups and regions of Brazil, through a behavioral skills development path focused on the labor market. At the end of the learning path, the participants were granted a scholarship allowing them to take an undergraduate course of their own choice, completely free of charge. The project also provides 12 months of psycho-social counseling and career coaching, mentoring sessions conducted by employees of the supporting companies and financial aid for five months to everyone participating.

- In 2022, we initiated a training movement on LGBTI+ people with a focus on trans people, addressing such topics as inclusive leadership, unconscious biases and the obstacles they impose to inclusion. It also tackled the concepts of sexual orientation, gender identity and gender expression; best practices in the proper treatment of transgender people; means to include this portion of the population in the labor market; and case analysis.
- Our Recruitment & Selection teams have also gone through extensive training related to inclusive recruitment, with a focus on trans people. We held interactive classes and group activities that presented best practices for a bias-free and more hospitable selection process.
- We offer an online course called “Inclusion and Career of the LGBTI+ Community in the Labor Market” in order to stimulate constructive dialogs on the subject, creating a positive and safe environment for all people.
- We sponsor and participate in a fair called Feira DiverS/A. This event is held to promote professional connections and inclusion of LGBTI+ young people in the labor market. At the event, we took part in Super Like Tech, an online networking circle that included LGBTI+ professionals in the technology area.



At Bradesco, LGBTI+ inclusion has been making progress. Along with specialized partners, we focus on inclusive recruitment, training, and career development



- organizational culture
- employee profiles
- recruiting and retaining talent
- employee experience
- development and training
- performance, capabilities and succession
- benefits
- **diversity, equity & inclusion**
- corporate social responsibility management system

- We also remain supporters of the OUTStand movement, made up of companies in the financial market that encourage and engage in reflections on the LGBTI+ theme at their work environments, promoting awareness of diversity and inclusion.
- We are careful to make sure that our employees and their dependents, regardless of their gender identity or sexual orientation, are able to have access to the same opportunities and benefits. We also create and offer initiatives that address the overall and specific demands of our various stakeholders. For example, through Lig Viva Bem, we offer free guidance and counseling service, especially important when dealing with underrepresented groups in the labor market like the LGBTI+ population.

- The DiversiBrad affinity group held a number of meetings in 2022. The meetings always feature an employee from the LGBTI+ community who talks about their career experience at the Organization. In addition, news and content tips are shared to expand knowledge on the subject. During LGBTI+ pride month, the group holds special meetings. The events are inspirational and educational, and they address aspects related to the conquest of community rights, and also include programs with poetry and drag art. In 2022, there was an event commemorating advances in the representation of the LGBTI+ community in film and television over the years.

Each year at Bradesco, we conduct organizational climate surveys in which all topics related to the LGBTI+ Inclusion issue are anonymously mapped. In the most recent survey in 2022, 4.3% of respondents declared themselves belonging to the LGBTI+ community.



- o organizational culture
- o employee profiles
- o recruiting and retaining talent
- o employee experience
- o development and training
- o performance, capabilities and succession
- o benefits
- o **diversity, equity & inclusion**
- o corporate social responsibility management system

age group

PERCENTAGE OF EMPLOYEES, APPRENTICES AND INTERNS BY AGE GROUP (%) GRI 405-1

Category	Under 30 years old				Between 30 and 50 years old				Over 50 years			
	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022
Board of Executive Officers + Board of Directors	-	-	-	-	0.06	0.07	0.06	0.06	0.10	0.11	0.09	0.12
Superintendence	0.01	-	-	-	0.44	0.15	0.20	0.19	0.13	0.06	0.06	0.06
Management	0.93	0.65	0.53	0.49	8.91	9.94	10.16	9.98	1.49	1.69	1.86	1.96
Supervision/ Administrative	18.85	17.87	18.34	18.76	40.69	43.28	44.16	44.88	4.71	4.60	5.25	5.64
Operational	14.35	14.04	10.64	9.78	4.36	4.34	3.94	3.88	1.28	1.46	1.60	1.63
Apprenticeship	1.21	0.53	0.84	0.44	-	-	-	-	-	-	-	-
Internship	2.44	1.22	2.19	2.05	0.05	0.01	0.07	0.08	-	-	-	-
Total	37.79	34.31	32.54	31.52	54.51	57.79	58.59	59.07	7.71	7.92	8.86	9.41

Note: Foreign employees, expatriates and associates are not included.



- o organizational culture
- o employee profiles
- o recruiting and retaining talent
- o employee experience
- o development and training
- o performance, capabilities and succession
- o benefits
- o **diversity, equity & inclusion**
- o corporate social responsibility management system

diversity, equity & inclusion training

We maintain a staff allied to respect and trained in Equality, Diversity and Inclusion with various customized content, generating the best experience for participants, such as, for example, the training path developed for the Bradesco-Zumbi do Palmares Training Program. Currently, solutions such as “Unconscious Biases”, “Growth in Differences”, “Diversity in favor of relationships” provide its participants with the opportunity to reflect on the issues.

And, in addition to this theme, we offer a variety of solutions for leaders, such as Boosting Women in Leadership (a mentoring program mentioned previously in this report) and the Diversity as a Leadership Strategy course.

In 2022, more than 38,962 employees were trained in training related to the Diversity, Equity and Inclusion theme.

commitments

We voluntarily adhere to national and international commitments that support our efforts and keep us on top of the best strategies for diversity and inclusion.



PwD:
The Valuable
500



Ethnic-racial:
Business
Initiative for
Racial Equality



LGBTI+:
LGBTI+
Business and
Rights Forum



Gender:
Women's
Empowerment
Principles (WEPs)
and HeForShe, by
the United Nations
(UN), and Business
Coalition to end
Violence against
Women and Girls



- o organizational culture
- o employee profiles
- o recruiting and retaining talent
- o employee experience
- o development and training
- o performance, capabilities and succession
- o benefits
- o diversity, equity & inclusion
- o **corporate social responsibility management system**

corporate social responsibility management system

GRI 2-23

We have internal policies and adopt standards that guide the quality of relationships and conditions at the work environment for our employees, associates and other stakeholders

Our Corporate Social Responsibility Management System (SGRSC in Portuguese) is designed to continuously improve the quality of relationships and conditions at the work environment for our employees, associates and other stakeholders by receiving and dealing with complaints. These are based on the Code of Ethical Conduct and the Policy of Human Resources Management of the Organization, in addition to other policies, internal rules and legislation applicable to our activities.

The requirements of the Management System are aligned with Human Rights, Children's Rights and Fundamental Labor Rights. Our suppliers who are considered critical (resident service providers who, by their very nature, may pose a risk to the health and safety of workers), for the purposes of the SGRSC, agree to these requirements by signing the Declaration of Conformity and Commitment.

Complaints related to moral and sexual harassment, discrimination, inappropriate behavior, misconduct,

occupational health and safety, labor requirements and professional growth received by the Corporate Complaints Channel are analyzed by the Social Responsibility area and handled by a group of specialists in managing people. This analysis involves various aspects, including the characteristics of the complaint and the results of the potential, competency and performance assessment.

After this stage, the complaint is forwarded to the area responsible for applying the appropriate measures. This area, within a predefined

period, reports the findings from the assessment and the solution put in place, as well as follow-up actions. Based on the assessment of a complaint, there can be feedback, developmental actions, specific training, career changes and application of disciplinary measures, in accordance with the Bradesco Organization's Corporate Consequences Policy and Consequences Standard. It may even culminate in a termination, depending on the degree of impact of the fact.



- o organizational culture
- o employee profiles
- o recruiting and retaining talent
- o employee experience
- o development and training
- o performance, capabilities and succession
- o benefits
- o diversity, equity & inclusion
- o **corporate social responsibility management system**

COMPLAINTS AND CASES OF DISCRIMINATION AND THE CORRECTIVE MEASURES TAKEN GRI 406-1

	2019	2020	2021	2022
Total number of complaints	25	24	13	32
Number of complaints analyzed	25	24	13	32
Valid	3	5	1	6
Unfounded	21	17	11	15
Inconclusive	1	2	1	3
Number of complaints resolved (correction plan implemented, results assessed, case closed)	25	24	13	24
Warning	1	1	2	2
Feedback and Reorientation	8	11	4	12
Dismissal	2	1	1	0
Workplace transfer	0	1	1	0
Others	14	10	5	10
Number of complaints resolved during this period, referring to previous periods	3	1	2	2

Note: We ended 2022 with eight cases with reparation plans being implemented.

COMPLAINTS RELATED TO HUMAN RIGHTS AND THE CORRECTIVE MEASURES TAKEN GRI 406-1

	2019	2020	2021	2022
Total number of complaints	865	464	643	972
Number of complaints analyzed	865	464	643	972
Valid	237	136	157	187
Unfounded	586	291	430	506
Inconclusive	42	37	56	78
Number of complaints resolved (correction plan implemented, results assessed, case closed)	865	464	643	771
Warning	1	24	60	48
Feedback and Reorientation	501	241	333	292
Dismissal	47	54	64	105
Workplace transfer	55	15	22	8
Others	261	130	164	519
Number of complaints resolved during this period, referring to previous periods	65	116	36	53

Note: The cases reported in the "complaints, cases of discrimination and the corrective measures taken" table are included in this table. We ended 2022 with 201 cases that had remedial plans in place.



- o organizational culture
- o employee profiles
- o recruiting and retaining talent
- o employee experience
- o development and training
- o performance, capabilities and succession
- o benefits
- o diversity, equity & inclusion
- o **corporate social responsibility management system**

occupational health and safety management

GRI 403-1, 403-2, 403-3, 403-8, 403-9, 403-10, 3-3

Our Occupational Health and Safety Management System covers all of Bradesco's activities and facilities in an effort to assure the health and safety of all managers, employees, associates and interns.

It is based on the 20 strategic guidelines of the International Labor Organization (ILO), the Regulatory Standards for the Consolidation of Labor Laws (CLT) NR-4 (Specialized Services in Safety Engineering and Occupational Medicine), NR-5 (Internal Commission for Accident Prevention), NR-7 (Occupational Health Medical Control Program), NR-9 (Evaluation and Control of Occupational Exposures to Physical, Chemical and Biological Agents) and NR-17 (Ergonomics).

Our Specialized Service in Safety Engineering and Occupational Medicine (*Serviço Especializado em Engenharia de Segurança e em Medicina do Trabalho, or SESMT*) is composed of a multidisciplinary technical team with

engineers, occupational physicians, safety technicians, nurses, nursing technicians and analysts. In order to support our employees throughout Brazil, we rely on our own technical team and/or outsourced companies that are specialized in occupational safety and health, providing services in person or remotely.

Our Risk Management Program (PGR) helps us identify hazards in the workplace and evaluate occupational risks, determining the need to adopt prevention measures and prepare a plan of action, when necessary, in accordance with Regulatory Standard NR-1.

We provide information to all our branches on potential penalties they may be subject to if the guidelines of the Regulatory Standards are not complied with. As such, we maintain direct channels for communication with the areas responsible for Occupational Health and Safety.

Employees can also use the Corporate Whistleblowing Channel or Lig Viva Bem, both having the prerogative of secrecy and anonymity.

There were 2,177 visits made in 2022 to workplaces (Branches, Departments and Related Companies) by Occupational Safety Technicians from Bradesco or by specialized companies, where we evaluated working conditions (NR-17) and health and comfort (NR-24).

These visits serve as the basis for drafting the Occupational Health Medical Control Program (PCMSO), which, in accordance with the guidelines of Regulatory Standard No. 7 (NR-7), promotes annual occupational medical examinations to monitor and prevent pathologies. We also have a technical team at SESMT and a network of specialized clinics that are technically approved for occupational care.

We have a plan to respond to medical emergencies with an ambulance backup available in the administrative buildings, 24 hours a day and 7 days a week. We also have a medical support service for following-up on critical cases of hospitalization, second opinions, technical subsidies for decision-making in the event that coverage by the health plan is denied, geriatrics program, and others.

The Organization provides for the provision of Occupational Medical Services, confidentiality clauses and compliance with the General Data Protection Law (LGPD) in its contracts. It also maintains a medical documentation custody service within a specific location with restricted access, according to the Code of Medical Ethics, Chapter 9 - Professional Confidentiality, and Chapter 10 - Medical Documents.



learn more

in the [corporate whistleblowing channel](#)



- o organizational culture
- o employee profiles
- o recruiting and retaining talent
- o employee experience
- o development and training
- o performance, capabilities and succession
- o benefits
- o diversity, equity & inclusion
- o corporate social responsibility management system

ACCIDENTS AT WORK GRI 403-9

Description	2019	2020	2021	2022
Number of hours worked (in million)	ND	177	175	177
Deaths resulting from accidents at work				
Total	-	-	-	2
Rate	N/A	-	-	0.01
Accidents at work with serious consequences (except deaths)				
Total	-	-	-	-
Rate	N/A	-	-	-
Mandatory reporting of accidents at work				
Total	345	100	125	192
Rate	N/A	0.57	0.71	1.08
Main types of accidents in the workplace	Typical - occurs during the exercise of work, causing bodily injury; and Commute - occurs when the employee commutes to work			

Rates calculated on the basis of 1,000,000 hours worked.

Deaths in 2022 resulting from accidents at work. The number of commuting accidents was reported according to INSS 535/2016 "Occupational Accident Manual".

The "hours worked" information for 2019 is not available.

We do not have records of workers who are not employees but whose work and/or workplace is controlled by the Organization.

N/A=not available

OCCUPATIONAL DISEASE GRI 403-10

For all employees	2019	2020	2021	2022
Deaths due to occupational diseases	-	-	-	-
Mandatory reporting occupational diseases	60	22	12	16
The main types of occupational diseases	ICD S, ICD M, ICD F and ICD G	ICD S, ICD F, ICD M and ICD G	ICD S, ICD M, ICD F and ICD G	ICD S, ICD M, ICD F and ICD R*

We do not have records on workers who are not employees but whose work and/or workplace is controlled by the Organization.

*ICD: International Classification of Diseases; ICD F: Mental and behavioral disorders; ICD M: Diseases of the musculoskeletal system and connective tissue; ICD R: Abnormal symptoms, signs and findings of clinical and laboratory examinations, not elsewhere classified; ICD S: Injuries, poisonings and some other consequences of external causes.

We adhere to the guidelines of Regulatory Standard NR-7 (Medical Control and Occupational Health Program), Law No. 8,213/91 (Social Security Benefit Plans and other measures) and Resolution of the Federal Council of Medicine (CFM) No. 2,183/2018 (Specific Standards for Physicians who assist workers).

ABSENTEEISM RATE (%)





- organizational culture
- employee profiles
- recruiting and retaining talent
- employee experience
- development and training
- performance, capabilities and succession
- benefits
- diversity, equity & inclusion
- **corporate social responsibility management system**

initiatives focused on prevention and mitigation GRI 403-5, 403-7

- Internal Rehabilitation Program related to the prevention of musculoskeletal and psychological disorders, plus other health problems, focuses on adapting work activity in relation to the restrictions identified for a certain period, preventing pathologies or symptoms becoming aggravated during medical treatment.
- Provision of a headset for the employee's comfort during the workday, and its use depends on criteria and initial and sequential (annual) audiological evaluation to track their auditory health.
- Guidance on other health-related topics, such as repetitive strain injuries, stress, chemical dependency (smoking, drugs and alcoholism), obesity, sexually transmitted diseases and AIDS, and special vaccination campaigns.
- We are continually concerned with the workday not exceeding contractual hours, making sure employees are able to carry out their personal and leisure commitments. With this in mind, we installed electronic control over working hours in Bradesco's Branches and Facilities in the mid-1990s.
- We have an Ergonomic Work Analysis Program to comply with NR-17, which establishes work criteria from the point of view of comfort and improved conditions for performing related tasks.
- Postural orientation: Through technical activities by professional physiotherapists, we help our employees become aware of the proper way of setting up a workstation, as well as organizing it.

Our system is certified by OHSAS Standard 18001 and Bradesco's Corporate Social Responsibility Management System, undergoing an annual, internal and external audit – the latter conducted by an accredited and independent certifying agency.

System coverage is 34.3% of our staff and 24.6% of third parties working on our premises. All employees and associates covered by the system can be interviewed for internal and external auditing:

- a) Internal Audit - conducted once a year on a documental basis, with local verifications when critical situations are identified, according to previous notes or variances occurred in the period between audits, according to the Procedures Manual of the Corporate Social Responsibility Management System (SGRSC).
- b) External Audit - conducted once a year by an accredited and independent certification agency, according to the SGRSC Procedures Manual.



- organizational culture
- employee profiles
- recruiting and retaining talent
- employee experience
- development and training
- performance, capabilities and succession
- benefits
- diversity, equity & inclusion
- **corporate social responsibility management system**

communication and training GRI 403-4

We have an Internal Commission for Accident Prevention (CIPA) at each of the administrative centers that is composed by both representatives elected through a secret ballot and those appointed by Bradesco. Its composition is renewed annually. On premises where there no CIPA has been constituted, there is an obligation to assign employees to comply with the legislation. Each branch must have at least one qualified employee.

Both designees and representatives - elected or appointed - conduct specific mandatory training.

CIPA observes and reports risk conditions in the workplace, and requests the adoption of measures to reduce or eliminate them.

The Commission meets monthly, positioning the area responsible institutionally on needs for adoptions and improvements in the work environment. When a serious risk situation is identified, CIPA possesses the autonomy to immediately stop activities on site.

CIPA's responsibilities also include conducting initiatives to train employees in occupational health and safety. Those include:

- **Fire Brigade Training:** held annually, it provides training to employees and associates to act in preventing, vacating and fighting fires, as well as first aid, including instructions on how to use the Automated External Defibrillator (AED).
- **Simulation of Vacating an Area:** trains people working at the buildings on how to deal with emergency situations. These simulations are accompanied by specialized contractors, supported by the SESMT technical team. In certain locations, we carry out simulations of chemical spillages and rescuing victims.
- **Work Safety Instruction (IST):** we provide all employees with access to material on the corporate portal related to safety and accident prevention in the workplace.
- **Emergency Response Plan (ERP):** accessible to all employees on the corporate portal. The ERP is informative content on actions to be taken in case of accidents and emergencies, with the respective contacts.
- **Internal Workplace Accident Prevention Week (SIPAT):** each year, we conduct activities dedicated to the theme throughout this special week. Over the last few years, we have adopted SIPAT Digital. It aims to disseminate the concept of integral health through practical applications for productivity, with a balance between personal and professional life and behavior change, and reinforces attention towards safety at work, encouraging quality of life and the creation of a more collaborative, healthy and happy work environment.



- organizational culture
- employee profiles
- recruiting and retaining talent
- employee experience
- development and training
- performance, capabilities and succession
- benefits
- diversity, equity & inclusion
- **corporate social responsibility management system**

promotion of health GRI 403-6 e 403-7

As we cited in the Benefits section, our employees and their dependents are provided with a health plan that includes standard hospitalization in a private room, fully borne by the Organization. The health plan covers medical appointments, urgent, emergency and elective surgeries (including all types of transplants), obstetric care, refractive myopia and hyperopia surgeries, hospital stays (with no limit for length of stay, including in the Intensive Care Unit – ICU), outpatient care, exams, therapies, psychiatry, ambulance transport, family planning and AIDS treatment (with reimbursements for prescription drugs to treat the disease). It also includes non-traditional treatments, such as dialysis, acupuncture, homeopathy, Global RPG (global posture reeducation), heart valve, physiotherapy, nutrition, psychotherapy and speech therapy.

Our employees have access to seven corporate medical outpatient units located in administrative buildings. They offer emergency clinical care, collection of laboratory tests and consultations with a specialist like a gynecologist, cardiologist, family physician, endocrinologist, dermatologist, gastroenterologist, physical medicine and rehabilitation specialist, ophthalmologist, orthopedist, otolaryngologist, pediatrician, urologist, nutritionist, speech therapist, physiotherapist and psychotherapist, with an exemption from co-payment for appointments.

If more specialized or intensive care is required, employees are provided an ambulance service to transfer them from the outpatient clinic to the nearest hospital.

We also have a medical support service for following-up on critical cases of hospitalization, second opinions, technical subsidies for decision-making in the event that coverage by the health plan is denied, geriatrics and others.

Our employees, in an effort to promote and preserve health, undergo occupational medical examinations on an annual basis, as well as complementary examinations whenever necessary, for the early detection of symptoms pointing to musculoskeletal disorders, psychic disorders, other diseases and general health guidelines. Technical criteria are also provided for the proper analysis of the working capacity in a given position or role, as established by the PCMSO (Program for Medical Control of Occupational Health).

To prevent and mitigate impacts on occupational health and safety, we have the Health and Wellness and Quality of Life Program of Bradesco Viva Bem, focused on disease prevention and promoting health through the adoption of healthy habits, attitudes and behaviors. The program's initiatives are divided into three pillars:



**for more
information,
please see:**

[Human Capital Report](#)



- organizational culture
- employee profiles
- recruiting and retaining talent
- employee experience
- development and training
- performance, capabilities and succession
- benefits
- diversity, equity & inclusion
- **corporate social responsibility management system**

pillar 1 | in balance

Encompasses initiatives aimed at promoting mental health and prevention, addressing topics such as self-awareness, behaviors, attitudes and lifestyles in personal, professional, family and social contexts. Examples:

Lig Viva Bem: a voluntary and free guidance and counseling service for our employees and their family members. Available 24/7, the service is performed by specialized professionals who provide emotional, social and legal support, financial guidance, assistance in cases involving substance abuse, interface with the health plan, emergency care in critical situations involving accidents and robberies and/or kidnapping. All calls are kept confidential. 320,723 services were carried out in 2022.

Mental Health Program

A landmark program launched in October 2022, reinforcing the importance of self-knowledge, self-care and simple habits that we can adopt to prioritize our health and well-being, in addition to providing an inviting place for employees who seek care, helping to create a preventive culture in mental health, turning our attention to the integral care of body and mind, encouraging healthy eating through a nutritional program aligned with the practice of physical activities, together with the Vem Pra Pista program. In partnership with Unibrad, the program provides materials that contain infographics, an ebook and podcast focused on the themes of psychological safety at work,

management practices, self-awareness, self-care, re-shape, self-knowledge and balance. In addition to these materials, we periodically hold virtual meetings with experts who address the themes of mental health, providing interaction, reflection, encouraging self-care, through general guidelines on behaviors, signs and symptoms of psychic illness. We also bolstered our psychosocial support channels available to employees, which is also available to their family. Our channels are confidential and free of charge, carried out by experienced professionals, and includes contacts to support and welcome employees who are returning from parental and psychiatric leave.



- organizational culture
- employee profiles
- recruiting and retaining talent
- employee experience
- development and training
- performance, capabilities and succession
- benefits
- diversity, equity & inclusion
- **corporate social responsibility management system**

Lives of Health and Quality of Life:

virtual meetings with our employees in which we talk about depression, anxiety, healthy eating and physical exercise. These topics are intended to respond to the demands from various channels and leaders, and is also an initiative focused on prevention, and promoting health and quality of life. In all, 152 events were held in 2022, with the participation of 20,996 employees.

“First Management” Program:

managers taking on leadership positions for the first time are given guidance on various topics related to Human Resources through virtual meetings. Specific guidelines are provided in the area of health and quality of life and on how to help their staff members in situations involving these topics. Throughout the seminar, the manager is instructed on all the support available through the *Lig Viva Bem* channel and how the manager can be the one to call on the channel when identifying situations that require any type of support from team members, as long as the employee is notified.

“Management Practices” Program:

through virtual meetings for leaders within the Organization, this initiative is designed to raise awareness and provide guidance on healthy and respectful leadership practices when it comes to relationships between leaders and the people reporting to them. In partnership with Unibrad, the Bradesco Corporate University (Unibrad), we provided a playlist, “Support for Management Practices”, consisting of videos, podcasts and infographics, which address content on humanizing relationships, self-knowledge, positive psychology, psychological safety and remote leadership.

Yellow September campaign: raising awareness within the company on the importance of preventing and valuing life through corporate announcements about support channels to promote mental health and offer support to those who need help. Through the *Lig Viva Bem* program, we provide listening and support assistance, including the opportunity for employees and their dependents to receive personal emotional support.



Our Health and Well-being Program is focused on disease prevention and health promotion through the adoption of healthy habits, attitudes, and behaviors



- organizational culture
- employee profiles
- recruiting and retaining talent
- employee experience
- development and training
- performance, capabilities and succession
- benefits
- diversity, equity & inclusion
- **corporate social responsibility management system**

pillar 2 | healthy

To encourage and spark employees' interest in prevention and self-care, we remind them that health goes beyond a simple absence of disease – it also means good nutrition, hydration, quality of sleep, annual tracking and monitoring of blood pressure, blood glucose and lipid profile, in addition to vaccination campaigns and special programs for integral health. We have mentioned before some initiatives this pillar addresses in the section on Benefits and, below, we underline a few more:

Cancer prevention actions: Pink October and Blue November are campaigns dedicated to raising awareness about the optimal way to prevent and detect breast cancer and prostate cancer early. From October to December, we offer employees and their dependents registered in the health plan exemptions from co-pays when undergoing exams such as mammography, pap smear and PSA, including activation in administrative centers, lectures with specialist doctors and digital content.

Professional rehabilitation program: multi-professional support to assist employees who are in the process of rehabilitation through Social Security on their return to work, including social interviews, medical evaluations and follow-ups after they return. We signed a technical cooperation agreement for professional rehabilitation with nationwide coverage.

Nutritional support program: we offer up to four sessions with a nutritionist completely free of charge for employees and their families. We encourage healthy eating and a shift in attitude towards well-being. 1,109 nutritional services were carried out in 2022.

Medical support and Telemedicine Channels: *Viva Bem's* medical team monitors and keeps track of our employees through active telephone contact. And telemedicine channels are also offered through Bradesco Saúde's Digital Health App, which includes a video consultation with a specialist doctor available 24 hours a day, 7 days a week.



- organizational culture
- employee profiles
- recruiting and retaining talent
- employee experience
- development and training
- performance, capabilities and succession
- benefits
- diversity, equity & inclusion
- **corporate social responsibility management system**

pillar 3 | on the move

Promoting physical activity and quality of life among employees through initiatives that give them the opportunity to experience the benefits of exercise and movement, including promoting health, well-being and balance. Through the pillar, we offer discounts and benefits in partnership with Bradesco Seguros, Livelô, ShopFácil, Bradesco Cartões (Cards), beauty salons and gyms throughout Brazil, helping to improve self-esteem and the well-being of our internal staff.



**for more
information,
please see**
[Human Capital
Report](#)

The main initiatives of this front include:

Running and walking: created to promote physical activity through more than one sport and, in partnership with the Bradesco Volunteer Program, encourage employees and family members to take part in social action practices, linking registration to the donation of food, clothing and toys;

Bicycle racks: available at some of the administrative centers, encouraging employees to use this alternative to urban commuting;

Vem pra Pista (Get on the Track): through a sports consulting firm, we provide in-person and online yoga, Pilates, running, water aerobics, stretching and rhythm classes for all employees and their dependents. In 2022, 2,359 participants were reported in both the in-person and online sessions.



connection with sustainability

Managing environmental, social and governance (ESG) aspects is essential for the growth and continuity of our business. As an Organization, we are committed to generating long-term value for our employees, clients, suppliers, shareholders, and society.

- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

CHAPTER REFERENCES

Material themes:

Risk management and climate opportunities; Sustainable business; Ethics, integrity and transparency

IIRC Capitals:

Intellectual; Natural and Manufactured





- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

sustainability strategy

GRI 2-12, 2-22

We are committed to generating a positive impact through our operations and our businesses

As one of the largest financial institutions in Brazil, we reinforce our commitment to sustainable development, and we understand the relevance and urgency of generating a positive impact through our operations and our businesses.

We have defined three important pillars to promote a strategic agenda of change, considering the key challenges and local and global trends of the sustainability agenda:



FINANCIAL CITIZENSHIP

Promoting education and financial inclusion to leverage socio-economic development.



CLIMATE AGENDA

Ensuring our business is prepared for climate challenges, raising awareness and engaging our clients on risks and opportunities.



SUSTAINABLE BUSINESS

Driving businesses with a positive impact that promotes social and environmental development.



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

sustainability governance

Sustainability is embedded in our strategy. It is implemented and monitored across the board and through a solid governance structure that lets us integrate ESG aspects into our business and in our activities, thereby fulfilling the expectations and interests of our stakeholders.

our governance framework for sustainability

BOARD OF DIRECTORS

Defines the strategy and monitors the sustainability performance of the Organization, in biannual meetings.

SUSTAINABILITY AND DIVERSITY COMMITTEE

Composed of members of the Board of Directors and executive officers, including the CEO and executive vice-presidents, who meet bimonthly to evaluate ESG performance, outline the Sustainability Strategy and ensure they are achieved. All the main decisions, such as the approval of plans and goals, are made here. It monitors the implementation of social, environmental and climate guidelines integrated with the Organization's other policies.

SUSTAINABILITY COMMITTEE

Made up of the Executive Officers and Managers of various areas, who meet bimonthly. It is responsible for providing support to the Committee, as well as proposing and facilitating new practices, operationalizing the implementation of the social, environmental and climate strategy in the areas.

SUSTAINABILITY AREA

Among other duties, it is responsible for developing, suggesting and monitoring how the sustainability strategy is implemented and providing assistance to the Board of Directors, the Committee and the Commission on their tasks.

DEDICATED TEAMS

These are professionals at different levels of the Organization who are focused on connecting and publicizing the Sustainability Strategy through the management of climate, environmental, social and governance aspects. **GRI FS4**

WORKING GROUPS

Areas involved in the development of sustainability projects.



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

normative framework

The guidelines for the management of social, environmental, climate and governance aspects are contemplated in our policies and standards, among which we highlight:

- o [Sustainability Policy](#): Includes the principles that govern Bradesco's corporate sustainability management.
- o [Social, Environmental and Climate Responsibility Standard \(PR SAC\)](#) – Describes the main guidelines for Bradesco's social, environmental and climate sustainability and responsibility, in the definition of its strategy and in the conduct of its business, activities and processes, highlighting the main lines of action and governance.
- o [Social, Environmental and Climate Risk Standard](#) - Establishes the scope of the analysis of exposure to social, environmental and climate risks in operations with clients, suppliers, grantees and invested companies, in line with the principles of proportionality and relevance defined by the National Monetary Council.

Our performance is based on the guidelines of Resolution No. 4,945/2021, of the National Monetary Council (CMN) that determines Social, Environmental and Climate Responsibility Policies for financial institutions (PRSAC). In order to deepen the implementation of the CMN Resolution, we structured a plan composed of short, medium and long-term initiatives on the following fronts: Human Capital; Environmental Management; Stakeholders; Products and Services; Sustainable Business; Financial Citizenship; Climate Change; and Social, Environmental and Climate Risk.

It is worth mentioning that the governance structures and the normative framework of sustainability and social, environmental and climate risks are convergent and aligned with Bradesco's purposes and strategy.

prioritized SDGs

Aligned with the Sustainability Strategy and leveraging our commitment to generating value for our stakeholders, we have made six of the SDGs our priorities, which reinforce alignment of the business with the 2030 Agenda, tracking the impact and contribution to society's goals and their progress in implementing the Principles for Responsible Banking (PRB).

In the process of prioritizing, we consider: discussions with stakeholders; a comparative study of sector benchmarking; relevance matrix; strategic pillars of the Organization; Brazil's situation (key social and environmental issues); reporting and performance recommendations and guidelines, and more. We also had the process checked by an independent third party (ERM Brasil Ltda.) and received a favorable opinion. **GRI 2-29**

Throughout this report, we will point out the prioritized SDGs that are related to the initiatives addressed.





- o sustainability strategy
- o **materiality process**
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

materiality process

GRI 3-1

We used the double materiality methodology, analyzing the aspects of sustainability in the socio-environmental impact, financial materiality, and perception of stakeholder relevance axes

As one of the largest financial institutions in Brazil, we have a significant impact on society and play an important role in the country's economic development. As financial intermediaries, we can drive the transition to a cleaner, more resilient and inclusive economy.

In addition to being aware of the areas where we have the most impact, it is also important to identify which issues present the greatest potential to influence our business and our ability to generate value for all our stakeholders. With this in mind, we meet with representatives of each

stakeholder every two years to update our materiality matrix by looking at the relevant issues based on the perceptions and expectations of this group.

This matrix supports stronger communication by our Organization by channeling the reporting of strategy, indicators, targets and performance on the topics listed as materials. In the 2022 review, we used the double materiality methodology, analyzing the sustainability aspects in three axes: (i) materiality of socio-environmental impact (analysis of impact of Bradesco to outside society and the

environment); (ii) financial materiality (analysis of socio-environmental risks and the significance of financial impacts linked to them in a long-term perspective); and (iii) perception of stakeholder relevance.



**for more information,
please see:**

[Materiality report](#)



- o sustainability strategy
- o **materiality process**
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

consultation with stakeholders

GRI 2-29

Our process of building the matrix was based on guidelines from the Stakeholder Engagement Standard (AA1000) and our Stakeholder Engagement Policy, which defines any or all group that may exercise or be influenced by our businesses and operations as an interested party (or stakeholder). The policy allows stakeholders to be classified as priority or important, depending on their degree of involvement with the institution and level of relevance of influence.

Approximately 800 representatives of the following priority groups participated in the review process: Board of Directors, Board of Executive Officers, Employees, Clients, Suppliers, Investors, Market Analysts and Regulatory Agencies.

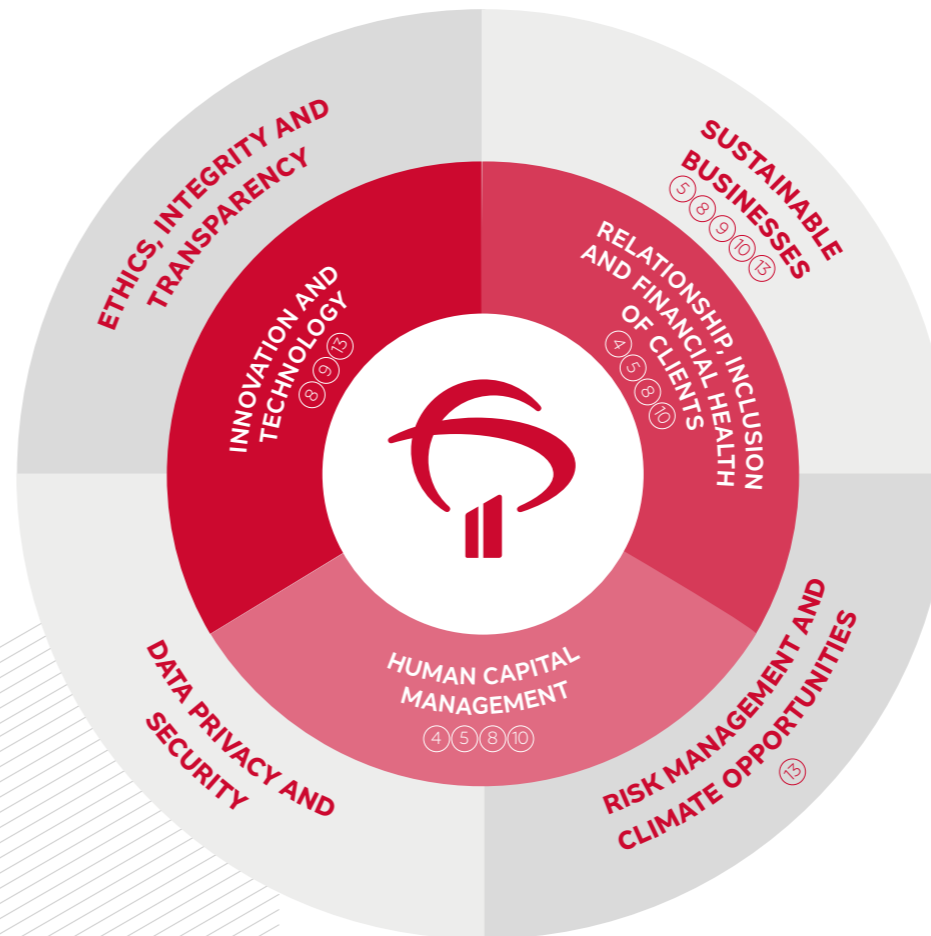
The prioritized stakeholders were surveyed in three ways:

- o interviews with senior management and independent experts;
- o focus groups with in-house experts;
- o online consultants.

material themes GRI 3-2

Based on a list of social and environmental issues presented for discussion, seven stood out in terms of relevance and impact. These issues were represented in the figure below,

according to the requirements by internal management or a more direct connection to business results and, therefore, to our stakeholders.



Prioritized correlated SDGs

- ④ Quality education
- ⑤ Gender equality
- ⑧ Decent work and economic growth
- ⑨ Industry, innovation and infrastructure
- ⑩ Reduced inequalities
- ⑬ Climate action



for more information, please see:

[Materiality report](#)



- o sustainability strategy
- o materiality process
- o **sustainable businesses**
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

sustainable business

GRI 3-3

We guide and engage our clients regarding social, environmental and climate risks and opportunities

Financial institutions play a key role in promoting sustainable development, largely due to their ability to pave the way for a more sustainable economy. They can do this by allocating funds towards activities and sectors that generate a positive impact, and by supporting the transition to business models that have a less negative impact. They can also provide guidance and engage clients on social, environmental and climate risks and opportunities. At Bradesco, we take this path with our clients, reinforcing our commitment to generate sustainable business.

Our goal, which follows the taxonomy promoted by the Brazilian Federation of Banks (FEBRABAN), is to consider granting credit for activities classified as having a positive contribution. This also includes financial products and services with a social and environmental focus for Individuals and Legal Entities, and advisory services for structuring credit and debt solutions linked to ESG criteria.

STRATEGIC SECTORS

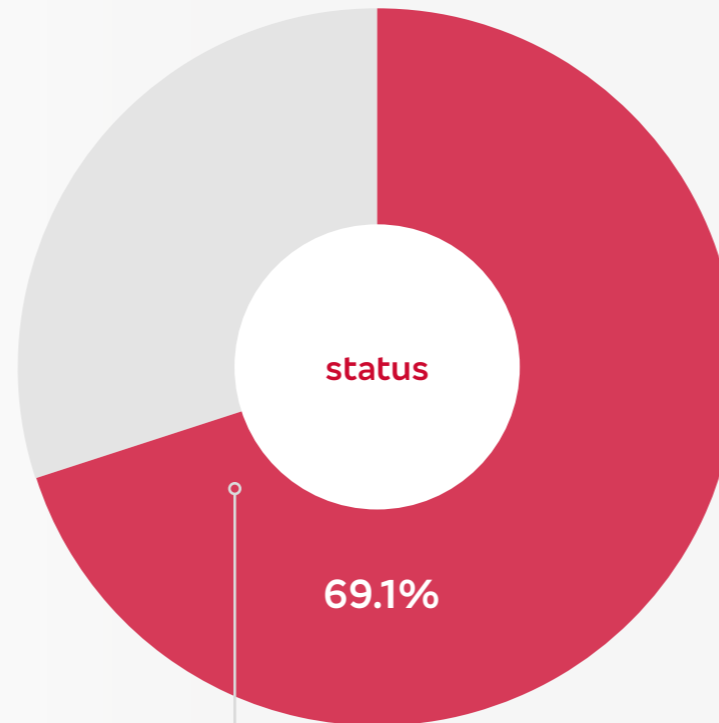
-  **BIOFUELS**
-  **LOW CARBON AGRICULTURE**
-  **HEALTH AND SOCIAL SECURITY**
-  **EDUCATION, CULTURE AND SPORTS**
-  **RENEWABLE ENERGY**
-  **WATER AND SANITATION**
-  **FOREST MANAGEMENT**
-  **WASTE MANAGEMENT**
-  **TRANSPORTATION**



- o sustainability strategy
- o materiality process
- o **sustainable businesses**
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations



We have set a target to allocate R\$250 billion for sectors and assets with a positive social and environmental impact by 2025



R\$172.7 billion already earmarked to Dec/22

to assets, sectors and activities with socio-environmental benefits through corporate credit, advisory services in the capital markets and sustainable financial solutions

corporate credit

All loan operations with clients from selected sectors

social and environmental products

Green Loans, CDC Photovoltaic, Microcredit

investment banking

Green and Social Bonds, Advising companies in selected sectors

Bradesco uses this to reinforce its commitment to being an agent of positive transformation in society, aligned with its purpose and the voluntary commitments it has taken on.



learn more
in [voluntary commitments](#)



- o sustainability strategy
- o materiality process
- o **sustainable businesses**
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

UNDERSTAND HOW we direct resources to businesses with the potential to generate a positive impact on society and the environment

THROUGH OUR PORTFOLIO

More than 20 products and services with social and environmental benefits

- o solar energy financing
- o hybrid and electric vehicle financing
- o credit for micro entrepreneurs
- o BNDES on-lendings
- o and others...

THROUGH SUPPORT TO SECTORS

Concession for activities and sectors of positive impact*

Example: credit granted to a sanitation or renewable energy company.

*** classified according to Febraban's green taxonomy*

THROUGH ESG OPERATIONS

We advise and structure operations with ESG labeling for our clients

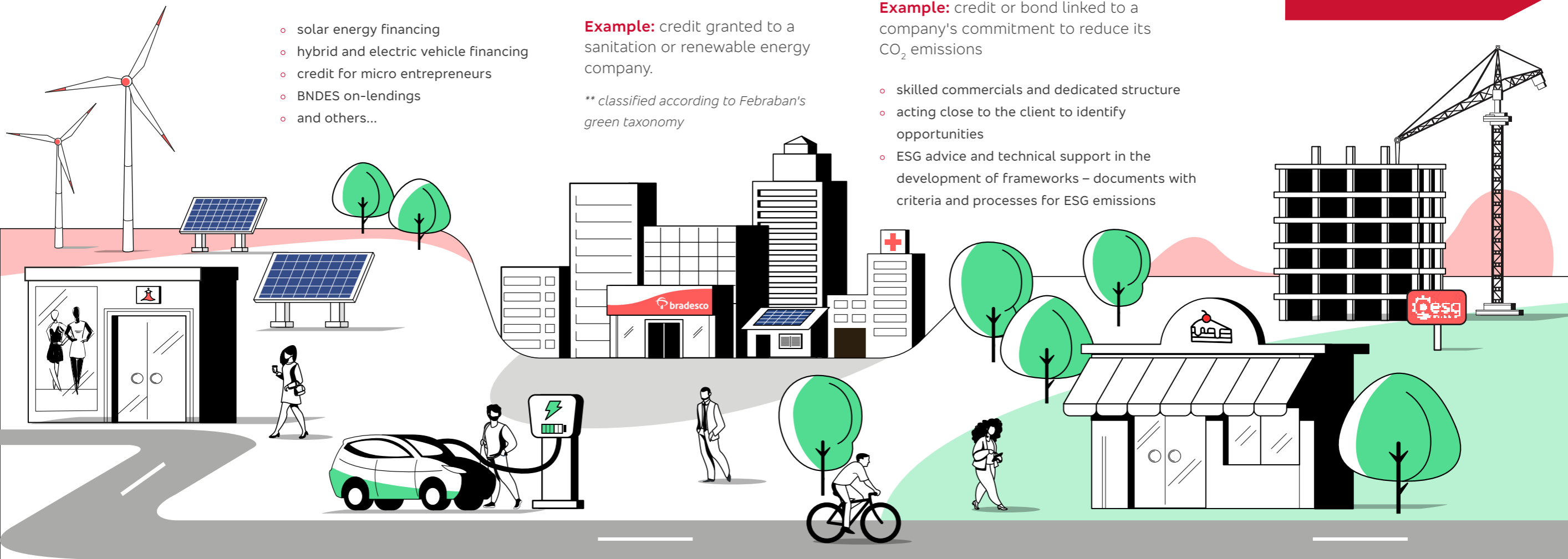
Example: credit or bond linked to a company's commitment to reduce its CO₂ emissions

- o skilled commercials and dedicated structure
- o acting close to the client to identify opportunities
- o ESG advice and technical support in the development of frameworks – documents with criteria and processes for ESG emissions

FOR US, IT IS A COMMITMENT

Earmarking **R\$250 billion**

for sectors and assets with a positive impact by 2025





- o sustainability strategy
- o materiality process
- o **sustainable businesses**
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

social and environmental products

GRI FS6, FS7, FS8 | SASB FN-CB-240a.1

We have a continuous process of reviewing our products and services, which includes, among other aspects, an analysis of environmental, social and governance (ESG) factors. This practice helps us to develop solutions that are tailored to our clients' needs, while allowing corporate clients to conduct their activities with less social and environmental impact.

Environmental products seek to channel funding to assets or projects that support the environmental, climate and/or transition agenda. Meanwhile, the social initiatives are geared towards projects and assets that have a positive social impact in the areas of education, health, accessibility and financial inclusion. The funds made available may be their own or transfers from BNDES.

We have a number of solutions for Individuals and Legal Entities. These include:

Solar energy financing. With one of the highest solar radiation levels in the world, Brazil has the incredible opportunity to expand the way it generates power to solar energy. In order to finance this potential, we offer CDC Photovoltaic, a credit line for procuring and installing solar energy equipment in properties owned by Individuals and Legal Entities. Sales of this product have grown over the last few years –2022 ended with a balance that was approximately two times greater than that of 2021 and exceeding R\$1 billion.

Structuring renewable energy projects. Through BBI, our investment bank, we acted as an advisor on 19 deals involving the generation, transmission and distribution of electricity from renewable sources, totaling R\$4.8 billion.

Structuring environmental regeneration projects. We structured seven regeneration deals for the management of waste water networks or water collection, treatment and distribution. In all, we made, in 2022, R\$1.5 billion in transactions.

Financing hybrid and electric vehicles. Through Bradesco Financiamentos, we offered a line of credit for purchasing hybrid and electric vehicles and increased our share in this market, topping nearly R\$200 million in 2022.

Low Carbon Agriculture Program (BNDES). The program offers varying interest rates for rural landowners to recover pastures and forests and to adopt production technologies that play a role in reducing greenhouse gas emissions, combining conservation practices with economic results.

Integrated Crop-Livestock-Forest Systems (ICLFS). Bradesco is the only bank participating in the ICLFS Network, comprised of Embrapa and companies in the agribusiness chain. The Network is designed to accelerate the adoption of ICLFS by farmers in Brazil. This productive system is meant to make agricultural, livestock and forestry production compatible in the same area. It will result in increased diversification, additional revenues, less pressure for expansion, lower levels of soil degradation, and mitigate the generation of carbon during production.

Below is the overall result of our portfolio of social and environmental products and services:



- o sustainability strategy
- o materiality process
- o **sustainable businesses**
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

Environmental products ¹	2019		2020		2021		2022	
	Balance (R\$ million)	Contracts	Balance (R\$ million)	Contracts	Balance (R\$ million)	Contracts	Balance (R\$ million)	Contracts
Total	195	2,680	306	6,691	638	14,806	1,669	32,799

Social products	2019		2020		2021		2022	
	Balance (R\$ million)	Contracts	Balance (R\$ million)	Contracts	Balance (R\$ million)	Contracts	Balance (R\$ million)	Contracts
Micro-credit	136	47,821	221	59,940	551	146,371	926	241,161
Others ²	59	2,036	35	1,309	28	963	23	702
Total	195	49,857	256	61,249	579	147,334	949	241,863

Environmental transfers ³	2019		2020		2021		2022	
	Balance (R\$ million)	Contracts	Balance (R\$ million)	Contracts	Balance (R\$ million)	Contracts	Balance (R\$ million)	Contracts
Total	914	7,888	851	8,024	715	7,597	495	6,547

Social transfers ⁴	2019		2020		2021		2022	
	Balance (R\$ million)	Contracts	Balance (R\$ million)	Contracts	Balance (R\$ million)	Contracts	Balance (R\$ million)	Contracts
Total	338	1,074	248	985	326	639	121	427

¹ Types of CDC (Direct Consumer Credit) included: Gas Kit, Photovoltaic, Solar Heater, Vehicles (Electric and Hybrid), among others.

² Accessibility, Local Productive Arrangements, as examples

³ Regarding the programs ABC, Finame and Moderagro of BNDES, among others.

⁴ Regarding the Moderinfra, Proirriga and Prodecoop programs of BNDES, among others.



- o sustainability strategy
- o materiality process
- o **sustainable businesses**
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

ESG operations SASB FN-IB-410a.1, FN-IB-410a.2

As part of our sustainable business strategy, we have structured customized credit and debt solutions focused on the environmental challenges of our clients, seeking their optimal performance in ESG indicators.

We have teams that concentrate on structuring these deals in both the capital market and for other operations, providing the advice needed to identify opportunities, draft the documents and assist in the process of evaluating the transaction. **GRI FS4**

Our experience includes issuing ESG-labeled instruments through both loans and financing (green/social/sustainable loans and sustainability-linked loans) and in capital markets (green/social/sustainable and sustainability-linked bonds).

These deals are meant to finance or refinance assets that either contribute to the ESG agenda, or that will generate improved performance in the environmental or social issues of our clients.

To ensure compliance with these objectives, all our ESG operations adhere to the main international Guides and Principles, and are also evaluated by a Second-party Opinion (SPO). **SASB FN-IB-410a.3**



In 2022, we structured

19

deals

through our investment bank.

These include eight green bonds, five sustainable bonds e six sustainability-linked bonds, which totaled

R\$5.93
billion.



- o sustainability strategy
- o materiality process
- o **sustainable businesses**
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations



VOLKSWAGEN

Client:

Volkswagen

Instrument:Sustainability-Linked Loans
(Export Credit Note)**Volume:**

R\$500 million

Term:

3 years

Target: the recovery of springs and restoring degraded areas belonging to the cooperative members.



COOPERCITRUS
cooperativa de produtores rurais

COOPERCITRUS

Client:

Coopercitrus

Instrument:Sustainability Linked-Loan
(Rural Product Financing)**Volume:**

R\$174 million

Term:

1 year

Target: the recovery of springs and restoring degraded areas belonging to the cooperative members.



XAVANTES

Client:

Oncorp

Instrument:Transition Loan (Rural Product
Financing)**Volume:**

R\$35 million

Term:

1 year

Target: the installation of the first hybrid power generation plant in the "isolated system" of the Amazon.



SCALA

Client:

Scala Data Centers

Instrument:

Debênture Verde

Volume:

R\$2 billion

Term:

5 years

Target: First Green Debenture for the Data Centers sector in the local market, targeting projects for data centers aligned with the concepts of energy efficiency, renewable energy and green buildings.



- o sustainability strategy
- o materiality process
- o **sustainable businesses**
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

engagement in sustainable business GRI FS4, FS5, FS10

In 2022, we invested in our Wholesale sales teams, training them in the Sustainability strategy and identifying opportunities related to environmental, social and climate aspects. There were around 700 sales teams trained and involved in Sustainability.

We are also working towards engaging our clients in promoting what we refer to as labeled operations (loans or securities structured for or linked to socio-environmental goals). During the prospecting process, we introduce clients to opportunities that their area of activity has on environmental, climate and social aspects. In 2022, we held over 250 meetings to achieve this.

Also, through our agricultural engineers, we provide consulting services to our clients in the agricultural sector on how to carry out a technical study evaluating the regulatory aspects and potential opportunities in ESG labeling in the Amazon biome.

international funding

We issued our first ESG-linked international bond worth U\$500 million in early 2022. The bond followed the guidelines of Bradesco's Sustainable Finance Framework, which is aligned with the leading international benchmarks on financial instruments with a sustainability bias and included an independent opinion (SPO) from Sustainalytics.

Our framework includes project and asset financing operations in areas that contribute to the transition to a less carbon-intensive economy. This includes renewable energy, energy and operational efficiency, clean transport, sustainable (green) buildings, efficient management of water resources and treatment of wastewater, in addition to activities that promote the control of waste generation.

It also includes strategies that promote financial inclusion and digital access in developing areas.

resource allocation



52%
Renewable energy

13,882 photovoltaic kits financed and an expansion project for a wind farm in Bahia. The average generation capacity of photovoltaic kits is 1,458 kWh, representing 44,692 tCO₂e/year in prevented emissions related to the emission factor of the National Interconnected System (SIN).



30%
Management of water resources

Three transactions for an investment in infrastructure (CAPEX) and expansion of wastewater treatment activities in the cities of Recife, Goiânia and in the State of Amapá.



18%
Financial Inclusion

68,968 micro and small-sized enterprises with revenues of less than US\$53 million benefited.



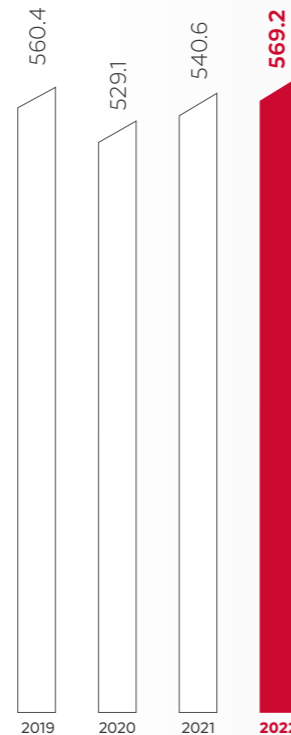
- o sustainability strategy
- o materiality process
- o **sustainable businesses**
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

responsible investments GRI FS11; SASB FN-AC-410a.2, FN-AC-410a.3

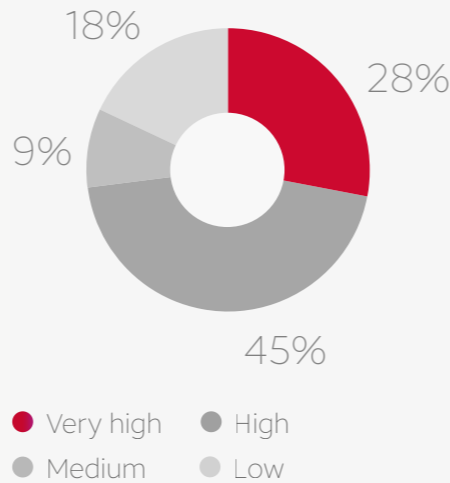
Bradesco Asset Management (BRAM) is one of the largest private asset managers in Brazil, with over R\$569 billion in assets under its

management. Through BRAM, we manage a complete and diverse portfolio of investment funds for each investor profile.

TOTAL ASSETS UNDER MANAGEMENT SASB FN-AC-000.B



BY LIQUIDITY CLASSIFICATION CATEGORY (%)



NOTE: In order to refine and further improvements in this report, the liquidity classification data from this report will observe the level of assets and securities (LFT, Repos, Debentures, etc.), instead of a classification based on the type of fund (DI, Referenced, Credit etc.)

GRI 2-4

BY ASSET CLASS (FIS ONLY)

Class	Volume (R\$ million)	%
Fixed Income	268,517	47.17
Shares	12,151	2.13
Multimarkets	59,551	10.46
Relevant to exchange rate	801	0.14
Pensions	216,082	37.96
ETF	2,375	0.42
FIDC	9,323	1.64
FIP	52	0.01
FII	373	0.07
Off-Shore	-	-
Total	569,226	100.00

BY SEGMENT (FIS ONLY)

Class	Volume (R\$ million)	%
Fixed Income	5,202	0.91
Shares	46,269	8.13
Multimarkets	14,179	2.49
Relevant to exchange rate	243,735	42.82
Pensions	3,602	0.63
ETF	98,819	17.36
FIDC	17,339	3.05
FIP	22,220	3.90
FII	42,322	7.43
Off-Shore	35,878	6.30
Poder Público	3,855	0.68
RPPS	10,206	1.79
Fundos de Investimento	23,218	4.08
Estrangeiros	927	0.16
Outros	1,456	0.26
Total	569,226	100.00



- o sustainability strategy
- o materiality process
- o **sustainable businesses**
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

Part of our fiduciary duty when managing our clients' funds is to invest responsibly and ethically, and carry out a fair assessment of the risks and opportunities involved in every decision we make.

As signatories of the Principles for Responsible Investment (PRI), the Task Force on Climate-Related Financial Disclosures (TCFD), Investors for the Climate (IPC) and the Association of Investors in the Capital Market (AMEC), we employ methodologies across the board that analyze risks, opportunities and potential impacts related to the ESG aspects on the performance of our assets. This analysis is managed by a dedicated team that reports to the Board of Executive Officers of Bradesco Asset, and they to the Sustainability Committee and the Sustainability and Diversity Committee.

We are regulated by the [Rules for Responsible Investments](#), which contains guidelines on including ESG issues in the analysis and management of assets, engagement of investee companies, relationships with stakeholders, exercise of voting rights and commitment to transparency and accountability. It includes mechanisms for controlling assumptions related to human and labor rights, impacts on the environment and climate change, and other issues

DISTRIBUTION OF ASSETS (R\$ MILLION)

	2019		2020		2021		2022	
	Total price	%	Total price	%	Total price	%	Total price	%
Invested companies that can cause chemical dependency and/or risks or damage to health	609	0.10	789	0.15	409	0.07	528	0.09
Invested companies that produce or market products involving fossil fuels	2,427	0.40	9,999	1.78	6,003	1.05	5,987	1.05
Invested companies that could pose risks to health or food and nutrition security	975	0.16	1,278	0.24	792	0.19	643	0.11



- o sustainability strategy
- o materiality process
- o **sustainable businesses**
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

Our methodology attributes different weights to the aspects that are monitored and extends to all asset classes (variable income, fixed income – private and public securities – and investment funds) and weighs that variance according to the specifics of each sector.

99.88%
of our assets under
management
underwent an ESG
analysis in 2022

ASSETS UNDER MANAGEMENT (AUM) COVERED BY THE RESPONSIBLE INVESTMENT POLICY AND WITH AN ESG ASSESSMENT (%)

2019	2020	2021	2022
99.33	99.49	99.77	99.88

ASSETS UNDER MANAGEMENT (AUM), BY ASSET CLASS, THAT APPLY ESG INTEGRATION (%) SASB FN-AC-410A.1

Asset Class	ESG Integration
Shares	99.90
RF Credits	99.70
FIDC	96.20
Government bond	100.00
Repos	99.90

For private securities, the analyses are based on the material themes of each sector to identify the risks and opportunities to which companies are subjected, while the assessment

of public securities covers regulatory quality and public policies to serve the community well in basic services while conserving the environment and reducing social inequality.

ASPECTS ANALYZED

ENVIRONMENTAL	SOCIAL	GOVERNANCE
Management of natural resources	Associate Relationship	ESG integration with the strategy
Waste, effluents and emissions	Customer Relationship	Transparency and management
Climate change	Supplier Relationship	Ownership and voting
Management of resources, biodiversity and deforestation	Community Relationship	Board of Directors
Environmental impacts of products and services	Scandals, fines and penalties in relation to stakeholders	Conduct and conflict of Interest



- o sustainability strategy
- o materiality process
- o **sustainable businesses**
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

We conduct an annual ESG assessment of assets invested or that have investment potential through our own questionnaire. Our ESG analysts base their assessment on research data published in public documents, consulting firms, ratings agencies and information platforms.

NUMBER OF ASSETS UNDER OUR MANAGEMENT (IN R\$ MILLION), WHICH APPLY AN INTEGRATION OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) ISSUES AND SCREENING GRI FS11; SASB FN-AC-410A.1

Integration of environmental, social and governance (ESG) issues	568.520	99,88%
Positive environmental and/or social screening ¹	568.520	99,88%

¹ For example, Best in Class selection, considering ESG risks and opportunities and screening of investments with their own methodology, including legal services

We also have a positive screening approach that incorporates internal ESG analysis data into the strategies of each fund and portfolio, such as Best in Class, which ranks the best companies in the industry. As such, each fund or portfolio can target specific ESG investment strategies, such as the socially responsible fund (Performance SRI de Crédito Privado) that uses the methodology of a leading company (Best in Class) to select the assets that make up the portfolio. The Investment Analysis area conducts the ESG assessment of the companies, exposing the risks and opportunities. When selecting assets, the managers consider the companies that are best evaluated, with the goal of reducing the fund's exposure to ESG risks and taking advantage of any opportunities.



We take a positive screening approach that incorporates data from internal ESG analyses into the strategies of each fund and portfolio



- o sustainability strategy
- o materiality process
- o **sustainable businesses**
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

For variable income funds, the screening by managers involves, for example, a comparison between the fund's ESG rating and the benchmark index, a Best-in-Class methodology, or even a strategy to engage companies with the potential to improve their ESG performance, thereby allowing an assessment of the ESG risk of the companies in their portfolio and the decision on how to allocate resources.

In the case of ESG funds, we prioritize those that prove to be better prepared to meet the challenges of sustainability. With other Bradesco Asset funds (variable income and fixed income portfolios), ESG analysis of risks and opportunities subsidize managers when allocating resources, and are also used as reasons to propose improvements to the choices investors make, providing returns to all stakeholders.

We currently have a number of funds that have ESG goals, both in equities and fixed income, with a total equity of R\$563.6 million under management.

Funds	PL (R\$ million)	Strategies
Bradesco Fundo de Investimento em Ações Sustentabilidade Empresarial (Corporate Sustainability Equity Investment Fund)	18.60	The Sustainable Investment Objective of the fund is to capture returns through investments in companies with a high level of sustainability and corporate governance through the creation of a theoretical investment portfolio based on all assets listed on the Brazilian Exchange & OTC (B3), selecting issuers with an ESG rating equal to or higher than the sectorial ESG rating (Best in Class) and according to the quality quartile selection criteria defined by Bradesco Asset. The portfolio may also have assets that demonstrate clear ESG commitments, provided that they do not contribute to potential damage to the fund and that the asset manager and the company are committed to establishing engagement commitments.
Bradesco Fundo de Investimento em Ações Sustentabilidade Empresarial 2 (Corporate Sustainability Equity Investment Fund)	6.63	
Bradesco H Fundo de Investimento de Ações SR (Bradesco H SRI Equity Investment Fund)	5.49	
Fundo de Investimento em Ações Master Previdência ESG (ESG Master Pension Stock Investment Fund)	21.83	
Bradesco Fundo de Investimento Renda Fixa Crédito Privado Longo Prazo Performance SRI 20 (SRI 20 Long Term Private Credit Performance Fixed Income Investment Fund)	137.29	The Sustainable Investment Objective of this fund is to deliver returns through investments in companies with high ESG ratings by adopting the Best-in-Class strategy and selecting issuers that have an ESG rating equal to or greater than the sector's ESG rating so as not to undermine its objective.
BRAM Fundo de Investimento Renda Fixa Crédito Privado Sustentabilidade (Private Credit Sustainability Fixed Income Investment Fund)	9.22	
Fundo de Investimento Renda Fixa Crédito Privado Master ESG Previdência (Private Credit Master ESG Pension Fixed Income Investment Fund)	15.85	

NOTE: Funds submitted to ANBIMA's IS seal.



- o sustainability strategy
- o materiality process
- o **sustainable businesses**
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

participation in shareholders' meeting (proxy voting)

GRI FS12, SASB FN-AC-410a.3

We adhere to the Self-Regulation Code for Investment Funds of the Brazilian Association of Financial and Capital Market Entities (Anbima), through which all institutions responsible for managing Investment Funds need to adopt a Voting Policy. This means that they need to fulfill the minimum requirements established in the Code in order to ensure the right to vote at annual shareholders' meetings of investment funds and of companies issuing securities that are part of the funds' portfolios, safeguarding the interests of clients.

Our policy stipulates that, to exercise voting at meetings, funds must have over 5% of the share capital or hold more than 10% of their equity in a single fund. Calls for shareholders' meetings are reviewed by our analysts and portfolio managers and submitted for approval by an internal Proxy Voting committee.

Although the Voting Rights Policy does not have an express guideline for environmental and social issues, our team maps the agendas of the general meetings of the investee companies and, if there are relevant environmental and social issues, there is an indication and emphasis on the decisions as to periodic participation and voting guidance.

In 2022, there were 116 meetings held, among which no relevant environmental and social issues were identified at the annual shareholders' meetings of Bradesco Asset's investee companies.

Sector	Meeting	Participation in Meetings (%)
Banks	10	9
Capital goods and services	5	4
Consumption	10	9
Energy	9	8
Property/real estate	11	9
Logistics, transport and infrastructure	6	5
Mining and steel	8	7
Paper, pulp and wood	2	2
Health	12	10
Financial services	23	20
Technology, media and telecommunications	8	7
Public utilities	10	9
Utilities	2	2
Overall Total	116	100



- o sustainability strategy
- o materiality process
- o **sustainable businesses**
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations



engagement and training **GRI 2-29, FS4**

In 2022, we conducted ESG-themed training for all employees to provide a refresher course on the guidelines established in our Responsible Investment Standard and improve the understanding of those attending of the ESG analysis methodology, also providing information on the progress of the ESG theme around the world and at Bradesco Asset. 154 people participated in the training courses.

Specific training sessions were also offered throughout the year for BRAM's areas of business. Employees from the Investment Analysis team all took part, with 88% adherence. The engagement of these professionals was done through meetings and training on the topic of responsible investments, which involved recycling and updating topics, a market performance strategy and other relevant issues.

In addition, our investment and positioning strategy is intended to get companies involved in promoting the best ESG practices in the sectors, prioritizing the most relevant topics to mitigate the risks and maximize the opportunities. In 2022, we had individual engagements with 25 investee companies. **GRI FS5, FS10**

As part of the Project to Engage Investors for the Climate (IPC), we work with the working group composed of investors, with a focus on improving activities related to climate change. In 2022, IPC carried out an engagement campaign in a major group in the oil and gas sector.



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o **engagement in the amazon**
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

engagement in the amazon

Since 1965, we have been operating in the region and today we reach the most remote locations through digital services

The Amazon is one of the leading contributors to the country's green economy and it holds tremendous economic potential for generating jobs, income and development. We have been active in the biome since 1965, when we opened our first branch in the Amazon region. Today, we can be found in all its municipalities through digital services, 383 branches and business units and 408 banking service points, plus the 3,672 Bradesco Expresso units (with banking correspondents), reaching the most remote locations in the country.

We also offer support aboard a boat called Voyager, facilitating assistance to riverside regions along the Solimões River in the State of Amazonas, encouraging their inclusion through access to financial products and services.



learn more
in [financial citizenship](#)



for more information, please see:
[Bradesco Foundation](#)

We have 5,489 employees promoting economic development and we also have three structured platforms for agribusiness in the region, staffed by specialist managers and trained agronomists, and providing the best solutions for our clients located in the Amazon Biome. We are also involved in encouraging local entrepreneurship by hiring 36 suppliers from the region itself.

We provide a free, quality education through the 11 Fundação Bradesco physical schools, as well as a virtual school and professional courses in various areas of interest, benefiting over 13,000 people in 2022 alone.



It is our purpose to support social and financial inclusion, sustainable development, and environmental preservation.

Learn more about our activities in the Amazon by accessing the video using the QR Code on the side.





- o sustainability strategy
- o materiality process
- o sustainable businesses
- o **engagement in the amazon**
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

socio-environmental products in the amazon

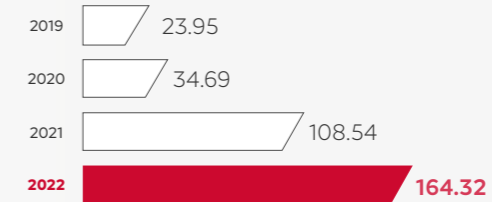
Our goal is to help clients in the region towards increasingly sustainable economic development through the social and environmental products in our portfolio.

- o Through **microcredit**, we provide information, training and access to credit to encourage local development and entrepreneurship. In 2022, R\$164.3 million was disbursed in the region of the Legal Amazon, an increase of 51% compared to 2021. In addition to that, we also have Productive-Oriented Microcredit (MPO), which is meant to finance small-scale productive activities for Legal Entities and Individuals.
- o Through **photovoltaic products**, we are looking to facilitate our clients' demand for more sustainable energy sources, such as solar power. It is important to note that most of the isolated locations in Brazil are in the North region.

R\$231.04 million was paid out in 2022, an increase of 194% over the same period of the previous year.

- o Through **National Family Farming Strengthening Program (Pronaf)**, we help encourage income generation for families with agricultural activities and services or who are not in rural establishments and community areas in the region. In 2022, R\$119.8 million was disbursed, an increase of 226% over the previous year.

MICROCREDIT (R\$ MILLION)



PHOTOVOLTAICS (R\$ MILLION)



PRONAF (R\$ MILLION)



learn more

in [sustainable business](#)



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o **engagement in the amazon**
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

ESG operations in the amazon

Taking ESG factors into account, and through our teams focused on structuring personalized credit and debt solutions, we assist our clients with operations that have a positive impact on the Amazon biome. It should be emphasized that all operations structured by Bradesco go through an independent verification, or Second Party Opinion (SPO), ensuring that operations are aligned with the principles that govern sustainable finance and other applicable guides and/or regulations.



We structure customized credit and debt solutions, observing ESG factors and assist our clients with operations with a positive impact on the Amazon biome



Construction of the first hybrid power plant in the "isolated system" of the Amazon

Approximately 30,000 clients in the cities of Amajari and Pacaraima in the state of Roraima will benefit through a Bank Credit Note (CCB) Transition Loan with Oncorp. If we just consider the 5-year concession and operation of the hybrid thermoelectric plant (energy generation from diesel, solar and battery), it is estimated that roughly 17.5 million liters of diesel will no longer be consumed. This means stopping 47,000 tCO₂e from being emitted – the equivalent of 329,000 new trees planted.



1st issue of Oakberry Agribusiness Receivables Certificates (CRA)

We served as exclusive coordinators of the operation. It was classified as sustainable, as its purpose was to allocate the funds raised to purchase açaí directly from Amazonian farmers with sustainable management practices, thereby boosting the region's bioeconomy and providing social benefits to local producers.



Issuance of debentures linked to ESG targets, with our client Energisa

We have assumed the role as lead coordinator in the operation, classified as Sustainability-Linked Bond (SLB). One of its goals is to ensure 20,067 connections in order to promote access to renewable energy, specifically solar power, in remote regions of the Legal Amazon by 2026, in the states of Tocantins, Acre, Rondônia and Mato Grosso.





- o sustainability strategy
- o materiality process
- o sustainable businesses
- o **engagement in the amazon**
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations



sustainable amazon foundation

We have a 15-year partnership with the Sustainable Amazon Foundation (Fundação Amazônia Sustentável – FAS), of which we are co-founders. FAS was selected as the best non-governmental organization (NGO) in the state of Amazonas, an honor bestowed by the national prize for Best NGOs, which recognizes best practices in governance, transparency and fundraising by Brazilian institutions in the Tertiary sector. In 2022, we supported two projects in partnership with FAS that are directly related to the needs of the region's traditional communities.

sustainable management of pirarucu

Pirarucu fishing holds very high economic, social and cultural importance for the Amazon region. The pirarucu is one of the largest freshwater fish in the world and is an emblematic species of the Amazon. The project was carried out in two Protected Areas (PAs) in the State of Amazonas – the Mamirauá and Piagaçu-Purus Sustainable Development Reserves (RDS) – and was created to provide financial subsidies to improve the stages of counting, processing, logistics and sales of pirarucu.

With the support of Bradesco, new consumer markets could be assessed, such as meat packing and regional fairs in the state capital in Manaus. More than 60 tons of pirarucu were sold, yielding an income of over R\$500,000 for coastal families. Steps were taken to train and improve the traditional techniques of fishermen, which helped to increase the price per kg of pirarucu sold on the consumer market.

Key project numbers in 2022

60+
tons sold

369
managers
benefited

536.7
thousands of
reais
invoiced
with sales

guardians of the rain forest

Created by the Government of Amazonas in 2007 through the State Plan for Climate Change, the Payment for Environmental Services (PSA) policy was founded through the Bolsa Floresta program. *Bolsa Floresta* has been run since 2008 by FAS, under the supervision of the state's environmental department (SEMA).

In 2022, the program was restructured, with the name Guardians of the Rain Forest (Guardiões da Floresta), and had its area of operation expanded.

Monthly payments are made to families living and using the state's PAs who are committed to conserving the standing rain forest. As of December 2022, Bradesco will now be the financial institution responsible for making the transfers to the more than 14,000 families that will benefit from the PSA policy. Thanks to our nationwide reach, we will attend to 28 PAs, covering a total of 14 million hectares. This is an important initiative to promote environmental conservation and sustainable development in the region by valuing the traditional populations that live in the rain forest.



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

internal communication and engagement

GRI 2-29

We provide our employees with content created in partnership with EMBRAPA that conveys the importance of the Amazon Biome in a simple and practical way, including information on sustainable cultures and things our clients may need to prosper in their businesses. Additionally, in November 2022, we launched a series of e-books on the Biome that is available to all our employees.

private social investment and volunteering in the Amazon biome

We allocated R\$2.3 million in social donations and R\$2.9 million in sponsorships to contribute to the sustainable development of the region. One of these was a pilot project conducted in partnership with Junior Achievement Brasil in the cities of Manaus and Belém, introducing

the theme of “Sustainable Business” and concepts of sustainability to over 150 young people in public school classrooms. Through this and other initiatives, we have engaged 563 Bradesco volunteers in the region, benefiting more than 20,000 people.



learn more
in [private social investment](#) and [volunteering](#)





- o sustainability strategy
- o materiality process
- o sustainable businesses
- o **engagement in the amazon**
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

amazon plan GRI 2-29

The Amazon Plan, a partnership between Bradesco and two other major private banks in the country, is a movement created in 2020 to allocate investments to the Amazon region, focusing on projects that promote sustainable development, protect the rain forest and reduce deforestation.

Over the last year, the Amazon Plan focused its efforts on two priority chains that act in a cross-cutting way to the plan's measures.

meat chain

A number of measures have been taken over the past year in an effort to promote an industry free of illegal deforestation in the supply chain. We work alongside organizations in the sector, like FEBRABAN, helping to structure criteria and best practices for financing the meat industry.

We also work with clients and partners to establish mechanisms and technologies that raise awareness and facilitate the transition to more sustainable and less carbon-intensive livestock.

chain of bioeconomy and sustainable cultures

For sustainable crops, we continue to engage and support our clients through financing lines and through our agricultural platforms and staff

of specialized professionals in the region. We restructured the criteria of the summary to classify crops in the biome, providing the banks a greater standardization and quality of information on the financed operations.

In order to develop sustainable solutions for the Amazon region that involve the local community and promote entrepreneurship, we joined the CERTI Foundation, the managing entity of the Jornada Amazônia Platform. The platform, which has a new cycle of partners until 2025, is intended to create an innovation ecosystem capable of promoting bioeconomy businesses that boost the competitiveness of the standing forest. A number of initiatives are planned, from training new entrepreneurial talent, and developing and accelerating new startups, to connections at the base of the chain with industries and venture capital-type investments, activating and strengthening the innovation ecosystem and local impact.





- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o **climate agenda**
 - our journey
 - climate agenda in business
 - climate agenda in our operations

climate agenda

We seek to manage and mitigate the risks with the greatest potential to intensify climate change and, in the agenda of opportunities, we seek to boost sustainable business

As a financial institution, we have great amount of responsibility and influence with economic sectors in promoting a low-carbon, greener, more resilient and inclusive economy. Our work involves managing and mitigating the risks with the greatest potential to intensify climate change. On the opportunity's agenda, we are trying to promote sustainable businesses that include new models and solutions for reducing greenhouse gas emissions. **GRI 3-3**

climate strategy

The climate agenda is one of the pillars of our sustainability strategy at Bradesco. It is structured around four pillars, integrating the assessment of risks and opportunities and providing support for decision-making and corporate strategy guidelines with a focus on business resilience.

All of our activities are backed by robust governance aligned with the guidelines set by the TCFD (Task Force on Climate-Related Financial Disclosures), which we have been signatories to since 2017.

Reducing and mitigating greenhouse gas emissions in our operations and managing the exposure of our operational structures to climate risks

Integrating assessments on current and future climate risks and opportunities into the decision-making and management processes of our businesses

Offering financial solutions that support consumption and production patterns with lower carbon generation and are more resilient to climate impacts

Promoting the engagement and awareness on the topic among our target audience, such as employees, partners and suppliers, clients and civil society entities



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

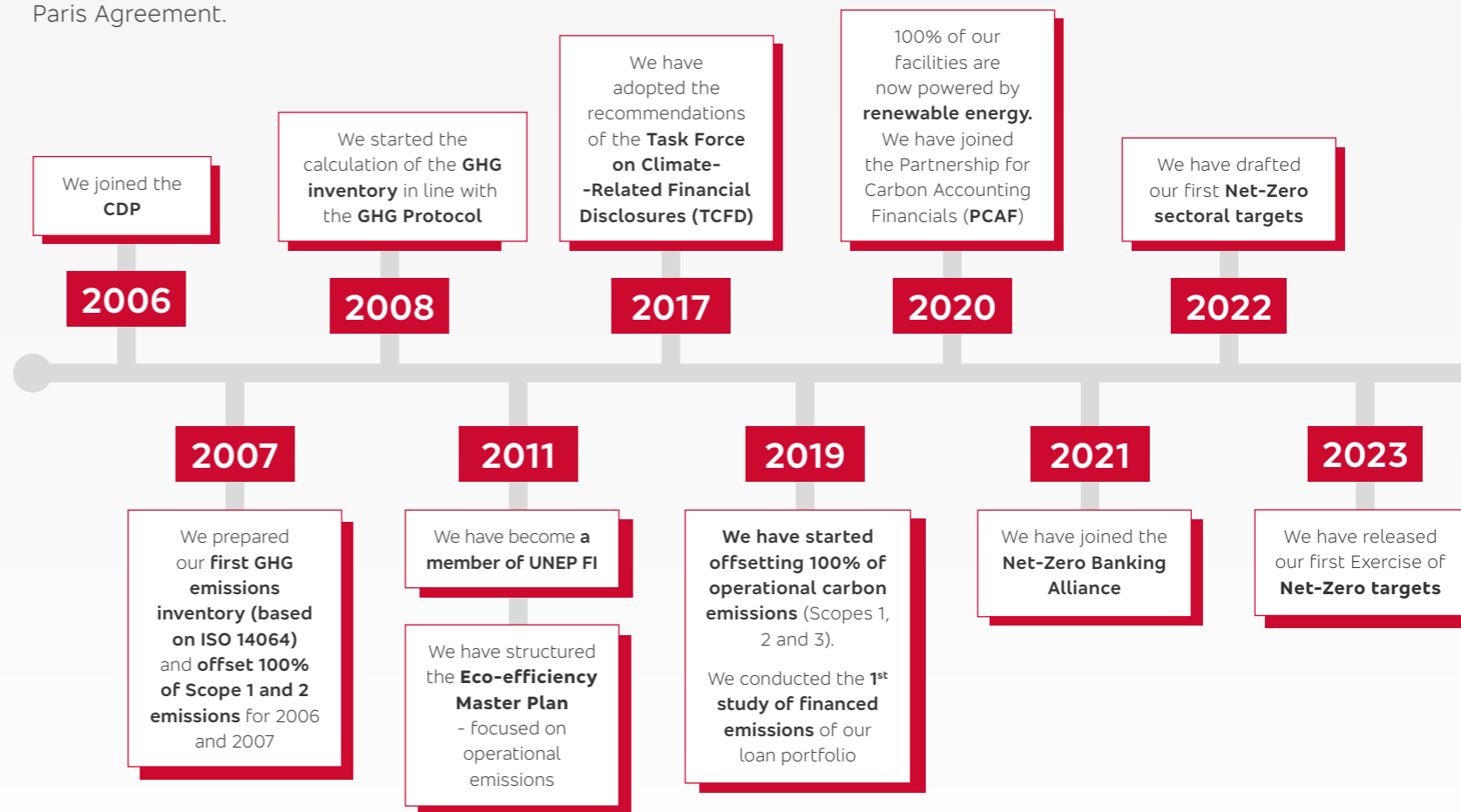
our journey on the climate agenda

For more than 15 years, we have had public commitments to the climate, including policy-making, action plans and measurement of performance to meet the challenges of climate change. We have made great strides in the management of climate risks and opportunities, initially focusing on the management of our operations and, in recent years, concentrating on transforming our businesses to support the development of a low carbon economy along with our clients.

Recognizing the relevance of furthering our insight in the sectors we finance, we were the first bank in the country to measure and publish CO₂ emissions derived from corporate loans and financing in our loan portfolio, in accordance with the Partnership for Carbon Accounting Financials (PCAF) methodology.

This consistent approach has allowed us to be the first Brazilian bank to join the Net-Zero Banking Alliance (NZBA),

taking on a commitment to having a carbon neutral loan portfolio by 2050 that is aligned with the scientific scenarios and goals of the Paris Agreement.



learn more

[in climate agenda](#)
[in our operations](#)



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

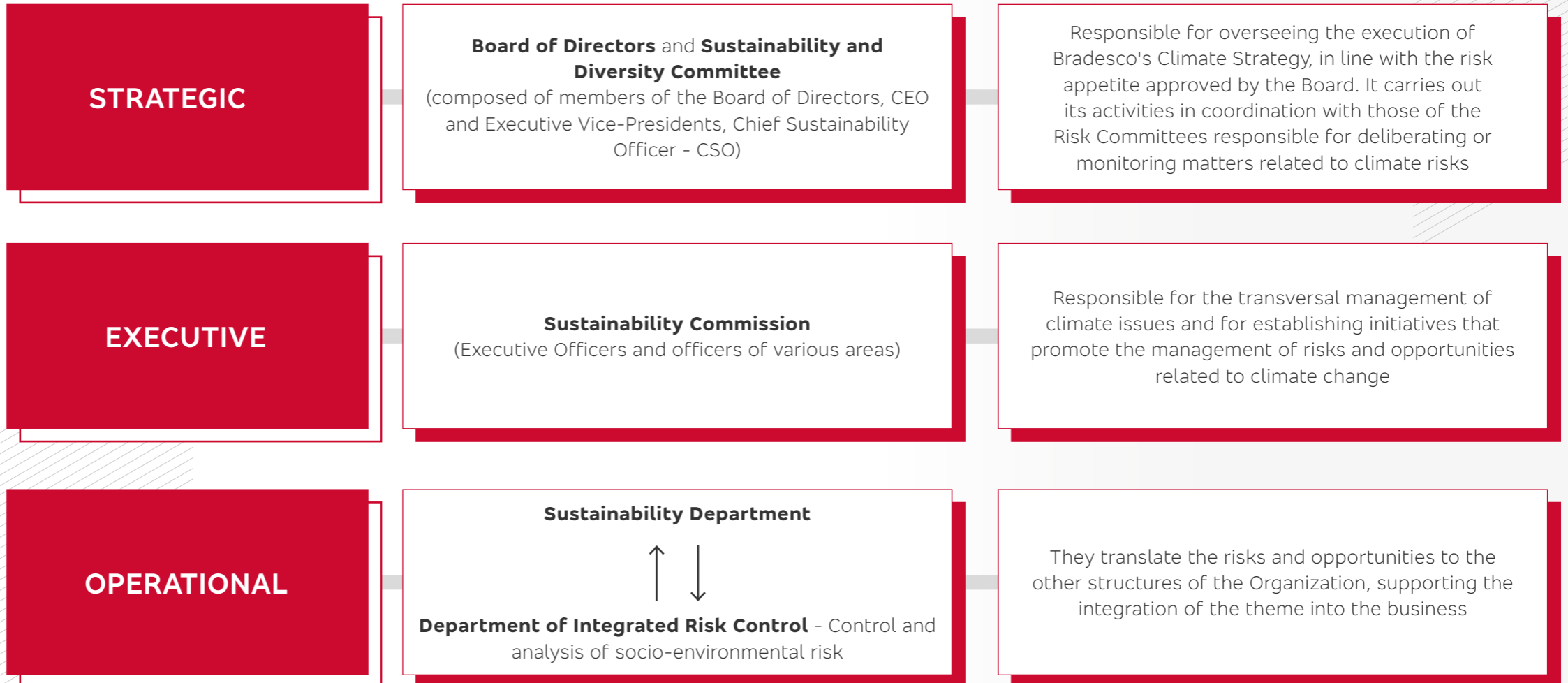
climate governance

We integrate climate change governance into sustainability and social, environmental and climate risk management frameworks at three levels:



learn more

in [sustainability governance](#)





- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - **climate agenda in business**
 - climate agenda in our operations

climate agenda in business

net-zero implementation strategy

We have spent 2022 improving the calculation of our financed emissions, identifying priority sectors and developing sectoral studies. With this in mind, we released our first round of decarbonization targets in early 2023. Backed by internationally recognized methodologies, including the PCAF and the Science-Based Targets Initiative (SBTi), and based on the NZBA requirements, we will publicly disclose intermediate targets for the other carbon-intensive sectors in our portfolio by mid-2024. These targets will be followed by the publication of respective implementation plans based on NZBA and the Glasgow Financial Alliance for Net Zero (GFANZ) resources prepared to provide guidance to Alliance members on the path to transitioning ([Towards a Global Baseline for Net-Zero Transition Planning](#)).

To further empower this agenda, uniting forces with international efforts on the subject and other NZBA member banks, we are part of working groups that are meant to establish sectoral targets and support the implementation of the guidelines published in the [Guidelines for Climate Target Setting for Banks](#) from Unep FI.

In addition to the commitment made to NZBA, Bradesco was the Brazilian bank selected to join the Financial Institution Net Zero Transition Plan Task Force, one of the task forces created by GFANZ, which aims to implement Net-Zero for Financial Institutions, the Mobilization of capital for emerging markets and developing countries, and the promotion of Net-Zero public policies.





- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

our commitment to the Net-Zero Banking Alliance

Following the requirements established by the NBZA commitment, we published our first round of intermediate sectoral decarbonization targets in early 2023. At the time, we set targets for the coal and power generation sectors.

To outline these targets, we adopted the analysis of sectoral decarbonization scenarios from recognized sources as a premise. These models forecast



reductions in the intensity of emissions as a way to establish a limit for global temperature increase to 1.5°C by 2100, with little or no exceeding this limit and prioritizing specific scenarios for Brazil, whenever available.

It is important to note that these decarbonization paths and emission measurement methodologies are constantly evolving. We realize that our

targets can be updated, so that they remain aligned with the state of the art of climate science.

In early 2024, we will release the transition plans on the NZBA commitment, demonstrating the initiatives we will pursue to achieve our targets.

EMISSION REDUCTION TARGETS

	Scope	Metric	2021 Baseline	2030 Target	Reference Scenario
 Power generation	Direct emissions (Scopes 1 and 2)	Reduction of Intensity (CO ₂ e/MWh)	56 kg CO ₂ e/MWh	23 kg CO ₂ e/MWh (-59%)	Intergovernmental Panel on Climate Change (IPCC SSP1-1.9 Brazil)
 Coal	Direct and indirect emissions (Scopes 1, 2 and 3)	Gradual exit by 2030	7.4 thousand tCO ₂ e	0 tCO ₂ e (-100%)	-

NOTE: The process of setting our first round of goals was supported by the consulting firm Bain & Company.



for more information, please see:

[Climate Report \(TCFD\)](#)



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - **climate agenda in business**
 - climate agenda in our operations

climate financing

By offering services, financing products and structured operations, we engage, educate and finance our clients in the transition to a low-carbon economy.

We have specialized and dedicated teams that can assist with the various profiles of clients, businesses and sectors of activity.

Results are tracked through our Corporate Sustainable Business Target.



learn more

in [sustainable business](#)

climate risks and opportunities GRI 3-3

We are looking to identify potential events and contexts that are distributed among the types of physical and transition risks and opportunities categorized by the TCFD considering short (2025), medium (2030) and long-term (2050) horizons.

Although the measurement process is evolving and the mechanisms for measuring potential impacts need developing, recent events in Brazil suggest that there is a concentration of short-term risks in acute physical events. These can directly and indirectly affect multiple sectors. Given the complex configuration of globally productive structures, the potential spillover effect of international regulation issues related to environmental and climate conditions can bring market consequences for Brazil in the short term. In the medium and long term, the development of market trends, technologies and regulation are expected in order to

transition to a low-carbon economy and comply with the Paris Agreement, which has been steadily gaining greater prominence in corporate discussions over the years. This trend has been reinforced by the worsening of physical events that have caused great damage to structures and assets in Brazil and throughout the globe.

The potential risks and climate opportunities agenda offer the inputs that guide the Organization's strategy. This happens through both the measurement of possible climate impacts on economic sectors and portfolios to which we are exposed, and through the creation of business strategies that are aligned with the decarbonization journey our clients need to follow over the coming years.



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - **climate agenda in business**
 - climate agenda in our operations

carbon pricing

Internal carbon pricing is an instrument for analyzing and internalizing costs related to greenhouse gas emissions. It is a tool helps assess risks and opportunities associated with a mandatory pricing scenario, subsidizes voluntary mitigation strategies and seeks to drive the reduction of these emissions, reflecting them in the costs of investments, operations, contracting, products and services.

- o [Corporate investments](#): Since 2019, we have worked on projects to internalize carbon pricing and from 2020 onwards we have established a price related to carbon within the composition of costs that are part of the analysis of investments in projects and significant corporate acquisitions. We internalized this practice in 2021 through a specific standard, positively influencing projects that encourage a reduction in carbon generation and, negatively, those that increase the emission levels of our operational structure.

- o [Asset management](#): Bradesco Asset Management analyze the sensitivity of investee companies to carbon pricing, both regarding the taxation of greenhouse gas emissions and the trading system for emissions. Our analysts and managers possess tools that allow to evaluate various climate and carbon pricing scenarios, assessing possible impacts on portfolios in a targeted way that is in line with the bank's guidelines and TCFD recommendations.



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - **climate agenda in business**
 - climate agenda in our operations

climate risk management GRI 201-2

Climate risk, when associated with financial institutions, is mostly indirect and derives from business relations with clients and suppliers.

The issue is gaining traction and has been incorporated into new prudential regulations of the financial system in Brazil and worldwide, given that factors such as climate risk are recognized as threats to financial stability. The years of 2021 and 2022 were marked as an important fulfillment of this agenda by the Central Bank of Brazil (BCB). The entity improved the risk management and social, environmental and climate responsibility rules (SEC).

The rules for managing these risks focused on dealing with the possibility of losses and the need to integrate SEC risks with credit, market, liquidity and operational risks, the Risk Appetite Statement (RAS), business

continuity management and the stress testing program. Rules on reporting to the Central Bank of Brazil and transparency for publications on the subject were also determined.

In order to comply with regulatory demands and TCFD recommendations and steadily improve our climate risk management, we initiated the Climate Risk Agenda Integration Project in 2021 and expanded it in 2022, evolving the identification of relevant risks and the development of a methodology to assess its impacts on the Organization.

Accordingly, we submitted the main sectors of the Brazilian economy in our loan portfolio to an assessment of their respective degrees of exposure to physical (acute and chronic) and transitional (regulatory, market, technological and reputational) risks at different time horizons.

Sectors were selected based on the classification according to the degree of exposure to risks for further assessment of potential impacts using integrated models provided by the Network of Central Banks and Supervisors for Greening the Financial System (NGFS). We then subjected these sectors to a quantitative analysis of scenarios between 2025 and 2050.

GRI 201-2

The scenarios applied reflect various possibilities that are the result of the behavior of variables linked to climate change that could affect the activities of companies Bradesco does business with. Three scenarios were used: (i) Net-Zero and (ii) Divergent Net-Zero, both aligned with the 1.5°C scenario and which estimates zero net emissions by 2050, differing in terms



The financial system has been discussing and incorporating new regulations and has recognized climate risk as a threat to financial stability



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - **climate agenda in business**
 - climate agenda in our operations

of the orderly or disorderly paths of initiatives and policies to reach the goal of restricting temperature gains and, from a more pessimistic perspective, we adopted the (iii) Current Policies scenario, in which only the currently implemented policies are maintained, resulting in relevant physical risks aligned with a temperature increase of more than 2°C.

Based on the scenarios used, the financial statements of companies in our portfolio were analyzed to simulate possible impacts on variables such as credit ratings.

For sectors with a relevant exposure to climate risks, we monitor all credit operations with legal entities on a monthly basis, looking at their degree of exposure to risks arising from climate change. Through this process, the evolution of the business concentration in the sectors can be monitored, allowing the alignment of the strategy to the chosen risk appetite level.

For adjustments to instruments that allow climate risk management, one thing worth mentioning is the review of the credit rating override standard, a mechanism that allows for changing the rating assigned to a client based on their exposure to applicable social, environmental or climate risks, creating the basis for developing the integration of these factors in already established risk management processes. **GRI 201-2**

Additionally, we performed a prospective climate, environmental and social stress exercise. To do this exercise, narratives were built on global climate issues whose impacts will occur on macroeconomic variables such as exchange rate, interest rate and GDP.

It should be noted that, within our framework of standards related to social, environmental and climate risks, we have restrictive measures for sectors related to coal-fired power plants, mineral coal extraction, extraction and processing of shale and oil sands, and others.

**learn more**

in [social, environmental and climate risk management](#)



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - **climate agenda in business**
 - climate agenda in our operations

metrics and targets

We establish and track metrics related to the potential climate impacts caused by our operations and business. In 2006, we began to track and disclose the greenhouse gas emissions inventory resulting from our operations, and we conducted the first study of financed emissions from our loan portfolio in 2019.

In recent years, we have improved our reports and established operational and financed emission reduction targets that are meant to decarbonize loan portfolios on carbon-intensive sectors, in accordance with the requirements of the commitment made with the Net-Zero Banking Alliance (NZBA).

operational emissions

Since 2006, we have been formulating the Emissions Inventory of our operations, following the guidelines of the ABNT ISO 14,064-1 Standard. Starting in 2008, we also incorporated the specifications of the Brazilian GHG Protocol Program in the process. Through the Eco-Efficiency Master Plan, in addition to emissions, we monitor other aspects such as water consumption, paper and others. For the 2022–2030 cycle, we have set targets for reducing our operational greenhouse gas emissions in line with the methodology of the Science Based Targets Initiative - SBTi.

In addition to continuous efforts to reduce our greenhouse gas emissions, since 2006, we have neutralized 100% of our direct emissions (scope 1 and 2), and since 2019, we have also neutralized the indirect emissions (scope 3) generated by our operations through the acquisition of carbon credits. Since 2020, 100% of our structures are supplied by energy from renewable sources – we are one of the first major financial institutions in the world to complete this energy transition.



**for more
information,
please visit:**

in [ESG indicators](#)



learn more

in [climate agenda in our operations](#)



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - **climate agenda in business**
 - climate agenda in our operations

financed emissions

As a financial institution, we know that our main climate impact comes from the solutions we offer our clients. This is a major reason why we have measured our emissions linked to our corporate loans since 2019.

In 2020, we were the first Brazilian bank to join the Partnership for Carbon Accounting Financials (PCAF). Since then, we have calculated and reported the emissions from all corporate loan operations with sector classification in our database using the PCAF methodology.



Our main climate impact stems from the solutions we provide to our clients. Therefore, we measure the emissions financed through our corporate loans

corporate loans emissions

Each year, we strive to improve our measurement. This is why we invest in tools and work in partnership with market experts to improve the calculation and transparency of our emissions.

Our efforts are geared towards improving data quality, expanding coverage and generating indicators that can monitor portfolios. Our reports reveal not only the results of calculations on new portfolios, but also recalculations of previous portfolios using updated databases.

We share the calculation made in the 2022 expanded corporate loan portfolio and the recalculation of the 2021 portfolio, both using the Business Loans methodology of the PCAF standard.

Absolute emissions from the 2021 portfolio recalculation amounted to 13.6 MtCO₂e. In relation to the analysis done last year on the same portfolio the quality score evolved from 5 to 3.5.

The entire process was done in partnership with a specialized consulting firm¹, reinforcing the transparency and accuracy of the information.

For the oil and gas and mining sectors, we calculated scope 3² using client data, when available, and the PCAF database for the remainder, which resulted in 3.9 MtCO₂e and 3.3 MtCO₂e for oil and gas, and 0.45 MtCO₂e and 0.53 MtCO₂e for mining, in 2021 and 2022, respectively.

¹ This year, the whole process was supported by DEEP ESG, a Brazilian startup that develops technological solutions to identify and measure the social and environmental impacts of the activities of companies and organizations.

² By the end of 2022, the PCAF database only provided emission data for the upstream portion of scope 3 of the sectors, thereby resulting in underestimated values.



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - **climate agenda in business**
 - climate agenda in our operations

EMISSIONS FROM CORPORATE LOANS – TOTAL

	2021	2022
Value of the portfolio evaluated (R\$ billion) ¹	410.0	432.4
Financed emissions – Scopes 1 and 2 (million tCO ₂ e)	13.6	13.8
Coverage of the Corporate loan portfolio (%) ²	99.9	99.9

Since joining the NZBA, we have been making efforts to monitor the sectors that are the focus of the commitment and material in our portfolios. We publish the following results of financed emissions calculated for these sectors³.

EMISSIONS FROM CORPORATE LOANS – SECTORAL

Sector/Year	Total balance covered (R\$ billion)		Escopes 1 and 2 Emissions (MtCO ₂ e)		Emission Intensity (MtCO ₂ e/R\$)		Average Analysis Quality Score	
	2021	2022	2021	2022	2021	2022	2021	2022
Agriculture	11.10	11.86	2.39	2.44	0.22	0.21	4.75	4.83
Aluminum	3.03	3.41	0.45	0.53	0.15	0.16	2.70	2.78
Coal	0.01	0.04	0.01	0.02	0.63	0.43	5.00	5.00
Cement	1.96	2.15	1.95	2.17	1.00	1.01	1.50	1.67
Real Estate (commercial/residential) ⁴	23.27	25.12	0.04	0.05	0.00	0.00	4.49	4.56
Iron and Steel	6.41	4.63	1.20	0.90	0.19	0.19	2.13	2.11
Power Generation	8.59	7.50	0.35	0.32	0.04	0.04	3.25	2.95
Oil and Gas	6.59	7.63	1.22	1.43	0.19	0.19	1.82	1.90
Transport ⁵	32.30	32.22	0.85	0.75	0.03	0.02	3.47	3.54
Mining	4.27	4.73	0.69	0.85	0.16	0.18	2.65	2.93
Others	312.44	333.15	4.43	4.37	-	-	-	-

¹ From the total balance of the 2021 and 2022 portfolios, the amounts referring to endorsements and sureties were deducted since they are not related to the financing of the production processes of clients.

² Considering the balance with the values of guarantees and discounted funds.

³ The sectoral cut will evolve according to the definition of targets in the Net Zero commitment.

⁴ Includes construction and use of property.

⁵ Includes manufacturing of vehicles and automobile parts.

**for more information,
please see:**

[Climate Report \(TCFD\)](#)



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

invested emissions

For investments managed by Bradesco Asset Management, we also calculated invested emissions related to fixed income and variable income portfolios for the years 2021 and 2022.

For the calculations of the invested portfolio, we used the Unlisted Equity asset class of the PCAF methodology.

For the oil and gas and mining sectors, we calculated scope 3 using client data, when available, and the PCAF database for the remainder, resulting in 3.2 MtCO₂ and 130K tCO₂e (2021) and 2.4 MtCO₂ and 90K tCO₂e (2022), respectively.¹

EMISSIONS – BRADESCO ASSET INVESTMENTS – TOTAL

	Dec/2021	Dec/2022
Value of the portfolio evaluated (R\$ billion)	92.8	126.5
Financed Emissions – Scopes 1 and 2 (millions of tCO ₂ e)	1.2	1.1
Coverage of fixed and variable income portfolios (%)	100	100

EMISSIONS – BRADESCO ASSET INVESTMENTS – SECTORAL

Setor/Ano	Total balance covered (R\$ billions)		Scopes 1 and 2 Emissions (MtCO ₂ e)		Emission Intensity (MtCO ₂ e/R\$)		Average Analysis Quality Score	
	2021	2022	2021	2022	2021	2022	2021	2022
Agriculture	0.16	0.16	0.02	0.02	0.10	0.10	1.5	1.5
Aluminum	0.15	0.11	0.02	0.02	0.16	0.16	1.0	1.0
Iron and Steel	0.60	0.35	0.12	0.07	0.20	0.20	2.9	2.9
Power Generation	10.43	14.11	0.45	0.56	0.04	0.04	2.2	2.7
Real Estate (commercial/residential)	1.24	1.11	0.00	0.00	0.00	0.00	3.3	3.2
Oil and Gas	5.44	3.41	0.33	0.21	0.06	0.06	2.2	2.4
Transport	2.38	4.31	0.03	0.06	0.01	0.01	1.9	2.3
Mining	2.63	1.82	0.05	0.04	0.02	0.02	2.7	2.4
Others	69.84	101.2	0.13	0.15	-	-	-	-

Note: Bradesco Asset was not exposed to the coal and cement sectors in 2021 and 2022.



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

climate agenda in our operations

We maintain eco-efficiency targets and initiatives to monitor and reduce the environmental impact generated by our operations

We seek to make our operations and facilities increasingly eco-efficient, while contributing to the reduction of their direct and indirect impacts.

We established our Operational Eco-Efficiency Master Plan (OEMP) in 2010, and it has been the guideline since then for environmental management in the operations of the entire Organization. We update its targets and initiatives periodically to reduce the consumption of water, energy, printing paper and Greenhouse Gas (GHG) emissions.

Our environmental management system (EMS) supports the implementation of the OEMP and is ISO 14001 certified in administrative buildings. For our branches, we created the Bradesco Environmental Management System, our own normative standard based on ISO 14001 and audited by an independent body. By the end of 2022, 98% of our facilities had the EMS implemented and certified, considering the number of employees. By 2023, our goal is to have 100% of the Organization certified.

All renovation projects and new construction we undertake are designed to be environmentally sustainable, with projects that include ways to implement wellness concepts, such as biophilia and other architectural elements, along with greater use of natural light and efficient lighting.



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

management of operational greenhouse gas emissions

Through the annual inventory of greenhouse gases, we track the evolution of our operational emissions since 2006, following the guidelines of the ABNT ISO 14064-1 Standard, including the specifications of the Brazilian GHG Protocol Program from 2008.

We have neutralized direct emissions and those related to energy acquisition since the first inventory. We reached carbon neutrality in our operations in 2020, including indirect emissions which, as service providers, is where our greatest impact is (91.39% of 2022 emissions), particularly in transportation and distribution (upstream) – with emphasis on emergency transport, and employees commuting from home to work.

CDP

We have been completing the CDP's Climate Change questionnaire on an annual basis since 2006, providing a detailed understanding of our practices.

In 2022, we were given a B score, equivalent to the "Management" level, and were recognized for taking coordinated actions to face climate issues. Our performance is above the average of the financial sector (B-) and higher than the performance of those rated in South America (C) and rest of the world (C).

In 2008, we took on the role of publicizing the Supply Chain Leadership Collaboration (SCLC) initiative. Each year, our strategic suppliers are invited to complete the CDP Supply Chain survey. We also hold an event to encourage them to disclose and manage their greenhouse gas (GHG) emissions, raising awareness on the risks and opportunities arising from climate change. In 2022, 52% of our selected suppliers took part in the program and we were able to get the A- (Leadership) score in the CDP Supplier Engagement Rating. GRI 2-29

We believe it is important to continue working to reduce our emissions. So, for the 2022–2030 cycle, the targets for reducing our operational emissions follow the methodology of the Science Based

Target initiative (SBTi). Our goal is to reduce 50% of these emissions by 2030, which represents an annual target of -4.6%, subdivided among the various sources of emissions that make up scopes 1, 2 and 3 of our inventory.



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
- climate agenda in our operations

results of the 2022 inventory

DIRECT EMISSIONS (SCOPE 1) OF GREENHOUSE GASES IN tCO₂e GRI 305-1

Categories	2019	2020	2021	2022
Power, heat or steam generation	765.97	438.33	336.45	546.75
Transportation of materials, products, waste, employees and passengers	973.40	703.44	791.17	1,692.73
Fugitive emissions	8,594.39	12,493.09	13,069.84	11,986.58
Total gross emissions	10,333.76	13,634.86	14,197.46	14,226.06
Power, heat or steam generation	79.89	49.93	39.22	56.34
Transportation of materials, products, waste, employees and passengers	268.32	146.89	143.82	194.40
Total biogenic emissions	348.21	196.82	183.04	250.75

The Scope 1 category with the highest contribution was fugitive emissions, representing 84.26% (11,986.58 tCO₂e) of the total. We have been working on replacing air conditioners that used HCFC22 (R-22) as a refrigerant gas for others that use gases that have less environmental impact.

In addition to replacing HCFC22, we also continue to study technological alternatives available to reduce fugitive GHG emissions during the maintenance of these devices.

SCOPE 1 - TARGET AND PERFORMANCE

	2019 (base year)	2020	2021	2022
Scope 1 emissions (tCO ₂ e)	10,333.76	13,634.86	14,197.46	14,226.06
Performed compared to the previous year (%)	-23.97	31.94	4.13	0.20
Reduction target compared to the base year (%)		-0.19	-0.24	-13.75
Performed compared to the base year (%)		31.94	37.39	37.67



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - **climate agenda in our operations**

Our strategy for using 100% renewable energy includes the distributed generation of photovoltaic energy through hiring of 13 solar farms to supply consumption in almost 500 branches in four Brazilian states. Of these, four have already been implemented, and the remaining nine will be operational by the end of 2023.



INDIRECT EMISSIONS (SCOPE 2) OF GREENHOUSE GASES IN tCO₂e GRI 305-2

Categories	2019	2020	2021	2022
Power Acquisition - Location based	38,641.73	28,031.86	49,637.32	16,222.74
Power Acquisition - Market based	38,346.97	141.80	23.30	0.00

SCOPE 2 – TARGET AND PERFORMANCE

	2019 (base year)	2020	2021	2022
Scope 2 emissions (tCO ₂ e)	38,346.97	141.80	23.30	0.00
Performance compared to the previous year (%)	2.05	-99.63	-83.57	-100.00
Reduction target compared to the base year (%)		-7.79	-7.00	-13.75
Performed compared to the base year (%)		-99.63	-99.94	-100.00

- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - **climate agenda in our operations**

Upstream transport and distribution emissions (involving the transport of cargo, packages, relief and valuables) were the most representative, accounting for 57.01% of the total (86,119.26 tCO₂e), followed by displacement of employees, which accounted for 35.41% of emissions (53,487.52 tCO₂e).

Emissions from category 3 – fuel and energy related activities not included in Scopes 1 and 2 – were included, for

the first time in 2021 and maintained in the 2022 inventory. We included the employee's energy consumption in their homes in this calculation, given the use of computers, air conditioning, routers and lights, based on the total number of employees working from home. We calculated the energy consumption using the Grid emission factor, totaling 430.17 tCO₂e, or 0.28% of Scope 3.

OTHER INDIRECT EMISSIONS (SCOPE 3) OF GREENHOUSE GASES IN tCO₂e GRI 305-3

Categories	2019	2020	2021	2022
Transportation and distribution (outsourced fleet – upstream)	63,088.79	60,385.24	53,410.20	86,119.26
Waste generated in operations	5,234.02	4,126.51	3,721.83	4,923.38
Business travel	21,330.55	5,218.79	2,620.03	6,097.50
Home office	N/A	N/A	1,795.75	430.17
Employee commuting (home–work)	99,504.60	59,412.19	40,718.87	53,487.52
Total gross emissions	189,157.96	129,142.73	102,266.68	151,057.83
Transportation and distribution (outsourced fleet – upstream)	7,988.93	8,672.46	8,163.97	10,410.08
Waste generated in operations	N/A	N/A	N/A	579.58
Business travel	3,065.69	1,132.22	1,424.27	1,883.75
Employee commuting (home–work)	22,623.14	13,692.12	6,751.38	11,106.05
Total biogenic emissions	33,677.76	23,496.80	16,339.62	23,979.46

N/A = not available



SCOPE 3 – TARGET AND PERFORMANCE

	2019 (base year)	2020	2021	2022
Scope 3 emissions (tCO ₂ e)	189,157.96	129,142.73	102,266.68	151,057.83
Performance compared to the previous year (%)	8.82	-31.73	-20.81	47.71
Reduction target compared to the base year (%)		-0.44	-0.26	-13.75
Performed compared to the base year (%)		-31.73	-45.94	-20.14



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - **climate agenda in our operations**

In 2022, we maintained our commitment to consume energy solely from renewable sources at our facilities, directly impacting scope 2 emissions. We also addressed initiatives to reduce emissions from scope 3 related to transportation and distribution, particularly cargo, pouches and cash transportation. Apart from optimizing distribution and collection routes, the initiatives are related to digitizing processes – and consequent reduction in the demand for transporting methods and pouches – and encouraging the use of digital products and services, reducing the number of withdrawals and, as a result, the demand for cash.

INTENSITY OF THE ORGANIZATION'S EMISSIONS GRI 305-4

Indicator	Unit	2019	2020	2021	2022
By revenue	tCO ₂ e/R\$ MM	0.97	0.69	0.49	0.51
By net income	tCO ₂ e/R\$ MM	10.55	8.64	5.31	7.97
Per capita	tCO ₂ e/ employee	2.45	1.60	1.33	1.87
Per capita (FTE)	tCO ₂ e/FTE	2.60	1.69	1.40	1.94

REDUCTION OF EMISSIONS AS A DIRECT RESULT OF INITIATIVES GRI 305-5

Reduction by scope (tCO ₂ e)	2019	2020	2021	2022
Scope 1	3,106	598	102	1,083
Scope 2	295	38,205	119	16,223
Scope 3	1,577	60,015	26,876	6,013
Total reduction	4,978	98,818	27,097	23,319



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - **climate agenda in our operations**

energy management

GRI 302-1

We work to reduce energy consumption by monitoring our established annual targets on a monthly basis and, to encourage internal saving actions, we prepare a ranking of the most efficient units. Since 2020, 100% of our operations are fueled by energy from renewable sources through Free Market for Energy projects, distributed generation (photovoltaic plants) and acquisition of renewable energy certificates (I-REC).

ELECTRIC ENERGY CONSUMED (GJ) - STATIONARY GRI 302-1

Origin	2019	2020	2021	2022
Renewable Sources				
National Interconnected System (SIN)	1,523,555	-	-	-
Wind	175,293	-	-	-
Hydroelectric	1,331,479	-	-	-
Solar	16,783	-	-	-
Distributed generation (solar panels)	35	17,286	21,406	20,357
Free contract market	11,146	74,317	-	-
I-REC	-	1,498,740	1,391,467	1,342,961
Total renewable	1,534,736	1,590,343	1,412,873	1,363,318
Non-Renewable Sources				
National Interconnected System (SIN)	341,262	-	-	-
Nuclear	52,215	-	-	-
Thermal	289,047	-	-	-
Generators (diesel) ¹	12,221	6,510	5,077	8,095
Total non-renewable	353,483	6,510	5,077	8,095
Total energy consumed	1,888,219	1,596,853	1,417,950	1,371,413

Note: The amounts are collected from the consumption accounts through a computerized tool. Based on consumption, the energy generated in solar farms is deducted. For the remainder, the corresponding I-RECs are acquired.

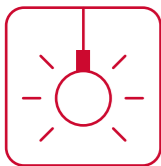
¹Our generators are only activated in cases of contingency.



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

ELECTRIC ENERGY CONSUMED (GJ) - MOBILE GRI 302-1

Origin	2019	2020	2021	2022
Renewable Sources				
Own vehicle fleet – ethanol	2,335	1,189	956	1,286
Total renewable	2,335	1,189	956	1,286
Non-Renewable Sources				
Proprietary vehicle fleet – gasoline	8,472	5,102	6,103	7,541
Proprietary vehicle fleet – diesel	69	84	75	102
Proprietary Air Fleet – Jet Kerosene	7,005	5,855	6,415	17,167
Total non-renewable	15,546	11,041	12,593	24,810
Total energy consumed	17,881	12,230	13,549	26,096



We have adopted the Energy Efficiency Master Plan (EEMP), which allows for actions to increase energy efficiency in our buildings

In 2018, we implemented the Energy Efficiency Master Plan (EEMP), which outlines steps to increase energy efficiency in our buildings by monitoring and automation (BMS system) in a 6-year cycle (2018-2023).

Through the EEMP, we implemented a project to optimize the temperature of technical environments at all branches to reduce energy consumption in air conditioning equipment. Additionally, we have continued to replace light bulbs with the LED models, covering more than 260 branches in 2022 and we ran a pilot project to monitor the energy consumption of 20 branches in real time, improving the energy consumption database and analyzing possible opportunities to implement energy efficiency projects.

The increase in consumption in mobile energy is related to the resumption of face-to-face activities. However, we maintain strict maintenance of our own fleet, which leads to lower fuel consumption. We also have a project in place to swap vehicles for hybrid models. **GRI 302-4**

In 2022, we achieved a reduction of 27% in the Organization's electricity consumption compared to the base year of 2019. Compared to the previous year (2021) we saw a reduction of 3.51%.

ELECTRICITY CONSUMPTION WITHIN THE ORGANIZATION (GJ) – TARGET VS. PERFORMED **GRI 302-1**

2019	1,875,997
2020	1,590,343
2021	1,412,873
2022	1,363,317
2022/2019 Target	-4%
2022/2019 Performed	-27%

ENERGY INTENSITY OF THE ORGANIZATION **GRI 302-3**

	Unity	2019	2020	2021	2022
By revenue	GJ/R\$ MM	7.64	7.70	5.95	4.27
By net income	GJ/R\$ MM	83.07	96.11	64.38	66.15
Per capita	GJ/employee	19.27	17.75	16.19	15.52
Per capita (FTE)	GJ/FTE	20.47	18.80	17.03	16.10



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

To monitor energy consumed outside the Organization, we use the data collected to prepare scope 3 of our annual greenhouse gas emissions inventory.



learn more

[in management of operational greenhouse gas emissions](#)

ENERGY CONSUMPTION OUTSIDE THE ORGANIZATION (GJ) GRI 302-2

Source of consumption	2019	2020	2021	2022
Transportation and distribution (upstream)				
Cash-in-Transit (CIT) transportation	238,529	248,160	199,211	142,785
Assistance transportation	455,706	431,038	470,365	1,038,441
Packaging transport	193,761	170,771	126,132	96,890
Freight transport	97,104	89,136	38,233	23,664
Business travel				
Air Travel	189,098	31,984	8,936	43,199
Kms reimbursement	104,181	19,560	30,919	41,607
Taxi	74,263	46,366	17,069	28,258
Commute (home to work)				
Employee commuting	1,824,552	1,101,467	761,384	972,749
Charter	10,937	0,00	0,00	8,375
Working from Home				
Working from Home	0,00	0,00	52,031	36,356
Total	3,188,131	2,138,481	1,704,280	2,432,324

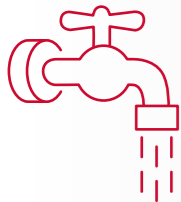


- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - climate agenda in our operations

water management

GRI 303-1, 303-2, 303-3, 303-5

Due to the nature of our business, our water consumption produces low hydric impact. Nevertheless, we have a corporate strategy that strives for efficiency in the management of natural resources with targets of reducing consumption and reusing water. As part of the Master Plan for Operational Eco-efficiency, we manage consumption through monthly tracking using a systematized tool, and ranking the most efficient units to encourage in-house conservation measures.



We seek efficiency with targets of reducing consumption and reusing water

TOTAL WATER CONSUMPTION (M³) GRI 303-3, 303-5

Origin	2019	2020	2021	2022
New water				
Underground water	181,000	176,382	166,632	156,073
Rainwater	1,052	599	-	6,300
Concessionaires	1,303,782	1,054,566	933,409	907,516
Total new water	1,485,834	1,231,547	1,100,041	1,069,889
Reused water				
Recycled water – reused	72,166	69,804	66,000	62,685
Total water reused	72,166	69,804	66,000	62,685
Total water consumed	1,558,000	1,301,351	1,166,041	1,132,574

Note: Water collection is equal to total consumption, and its disposal is done through the sewage system, provided by public authorities and/or concessionaire. Information is collected using hydrometers for both wells, WWTP and rainwater. In the case of water purchased through concessionaires, consumption data is obtained through accounts entered in a systematized tool.



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - **climate agenda in our operations**



learn more
in [social, environmental, and climate risk](#)

For our staff, we have maintained ongoing employee awareness campaigns on best practices for conscious water consumption, including for their residencies, places where many spend more time due to the introduction of working from home.

For corporate clients, through the management of social and environmental risks in projects, we perform monitoring using a check-list, proposing action plans and carrying out due diligence.



learn more
in [suppliers](#)

We engage our suppliers on the subject through the Bradesco + Sustainable Supplier Program.



learn more
in [private social investment](#)

Additionally, we support the Federal Brazilian Waters Program that is meant to promote the preservation and restoration of springs in critical water basins in our country.

In 2022, we rolled out a pilot project to install urinals that do not use water and kept an automated system in our headquarters, eliminating waste from leaks.

In our headquarters, we use reused water produced in our Waste Water Treatment Plant (WWTP). The treated water is then used for

garden irrigation and flushing toilets. And, in some office buildings, we reuse rainwater.

Through this method, we were able to reduce our water consumption by 3.3% compared to the previous year and, we saw a 28% reduction in relation to the base year (2019).

WATER CONSUMPTION (M³) – TARGET VS. PERFORMED GRI 303-3

2019	2020	2021	2022	2022/2019 target	Performed
1,484,782	1,230,948	1,100,041	1,063,589	-2%	-28%

Note: Our target of reducing water consumption does not consider rainwater consumption



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - **climate agenda in our operations**

waste management GRI 306-1, 306-2, 306-4, 306-5

Our Solid and Technological Waste Management Plan made it possible to map the waste generated by our operations, which has helped us make progress in managing this aspect. The Plan includes an annual target of reducing waste disposed of

at landfills, which stimulates the selective collection and recycling of our waste. In 2022, our target was to reduce the disposal by 25%, compared to the base year (2019), and we achieved a reduction of 60%.

We have implemented the selective collection in all our office buildings in Brazil, and in over 400 branches in Greater São Paulo. In this region, we initiated the Landfill Zero program, allowing all waste generated by our operations to be reused in the form of recycling, composting or Waste Derived Fuel (WDF).

We actively recycle technological waste components (automated teller machines, booths and electronic equipment), which account for 87% of the total amount recycled. We also manage waste derived from construction performed at our facilities, ensuring recycling and proper disposal.

By 2023, we are expecting to reduce our disposal of waste to landfill by 35% compared to the base year (2019) and by 2.5% compared to 2022.

TOTAL NON-HAZARDOUS WASTE GENERATED, BY DESTINATION (T) GRI 306-4, 306-5

Destination	2019	2020	2021	2022
Recycling	2,427	9,098	8,275	7,349
Composting	34	62	40	10
WDF- energy recovery	-	-	754	927
Landfill	6,435	5,040	3,080	3,840
Total waste generated	8,896	14,200	12,149	12,126

Note: All waste generated by our operations is "non-hazardous" and destined for treatment and final disposal outside our facilities. Common and recyclable waste from administrative buildings and Cidade de Deus are weighed and reported in a systematized tool. Technological waste is sent to a partner for de-characterization and disposal, and the quantity is reported through a Waste Disposal Certificate. The scraps are sent for composting and the amounts are reported through the Waste Disposal Certificate. Based on the weighing done at the branches located in administrative buildings, a weight ratio per employee could be obtained that allows us to estimate the waste of the entire branch network.



- o sustainability strategy
- o materiality process
- o sustainable businesses
- o engagement in the amazon
- o climate agenda
 - our journey
 - climate agenda in business
 - **climate agenda in our operations**

material management

GRI 301-1

The materials used in our infrastructure are approved based on research for sustainable raw materials that do not have a significant impact on the environment. Examples include modular ceilings, a raw material that does not harm the environment and contributes to energy efficiency when using air conditioning, laminate coating and furniture that

possess FSC certification, visual communication made of PVC, metal or glass – recyclable, and metal siding, which can be reused.

Supporting the goal of reducing the generation of waste, we control the consumption of plastic and paper and conduct awareness and information campaigns.

To reduce paper consumption, our main initiative is the growing and gradual migration of processes to the cloud. In addition to facilitating transactions through digital channels, reducing the need for client to travel, the initiative contributes to reducing fuel consumption related to logistics and its respective greenhouse gas emissions.

To reduce the consumption of plastics, we are gradually implementing projects throughout the Organization to replace common plastic materials – such as disposable cups – with alternatives made of biodegradable materials.

USED MATERIALS (T) GRI 301-1

Product / Material	2019	2020	2021	2022
Renewable				
Paper	2272.30	1566.50	1054.78	1317.40
Certified wood	0.30	0.06	1.62	0.15
Non-renewable				
PVC	225.56	162.22	197.39	197.30
Metal	0.05	0.58	0.12	0.13

RECYCLED MATERIAL USED IN THE PRODUCTION OF CARDS (T) GRI 301-2

Product / Material	2019		2020		2021		2022	
	Qty	%	Qty	%	Qty	%	Qty	%
Plastic	0.03	0.01	0.04	0.01	0.02	0.01	0.02	0.01



learn more

in [innovation and technology](#)



social activity and relationships

We prioritize dialogue and transparency with our stakeholders

- o engagement with stakeholders
- o community
- o suppliers
- o investors
- o governments and regulators

CHAPTER REFERENCES

Material themes:

Ethics, integrity and transparency; Sustainable business

IIRC Capitals:

Social and Relationship





- engagement with stakeholders
- community
- suppliers
- investors
- governments and regulators

engagement with stakeholders

GRI 2-29

We seek to know and understand the interests and expectations of our priority audiences



for more information, please see:

[Stakeholder Engagement Standard](#)



learn more

in [climate agenda](#)

in [sustainable business](#)

Our Stakeholder Engagement Standard defines our guidelines for adopting the best engagement practices. We believe that stakeholders are any type of group that may exert influence or be influenced by our business and activities.

Depending on this influence, we classify our stakeholders as a priority – clients and users, employees and associates, shareholders and investors, suppliers, governments and regulators – or as important – community, competitors, opinion makers, press and organized civil society.

Activities involving engagement with these audiences are meant to understand their interests and expectations and, when applicable, have them participate in decision-making processes. Some of these actions are mentioned in the Standard: monitoring, information, consultation, involvement and collaboration.

Each year, we make efforts to improve engagement practices and strengthen relationships with different stakeholders in order to contribute to value generation and to achieving the Sustainable Development Goals (SDGs).

In 2022, we polled relevant class associations and consulting firms (such as CEBDS, Febraban and Sitawi) to understand perceptions of our performance and to identify opportunities for improvement based on the results we have reached in the ESG agenda.

We maintain initiatives with relevant stakeholders, including investors, regulators and class associations, to present our ESG performance and strategic discussions in the Brazilian context.

In order to fulfill voluntary sustainability, transparency and diversity commitments, we are involved in a number of national and international webinars, workshops, work tracks and working groups to enrich and share information on the topics of banking responsibility, climate, financial inclusion, and others, with UNEP FI, financial arm of the United Nations Environment Program, Net-Zero Banking Alliance (NZBA), Task Force on Climate-related Financial Disclosures (TCFD), and others.

Since 2021 we have been part of the Financial Institution Net-Zero Transition Plan Task Force, one of the task forces created by GFANZ. As part of our strategy, we remain committed to boosting the Sustainable Business agenda with our clients.



- engagement with stakeholders

- community
- suppliers
- investors
- governments and regulators

HOW WE ENGAGE WITH STAKEHOLDERS

Stakeholder	Why do we engage with them?	Related topics	How do we engage with them?	Where to learn more
Clients and users	<ul style="list-style-type: none"> • To understand and address the different needs, demands and expectations of our various clients and user profiles • To promote financial inclusion by facilitating rapid, easy and secure access to our products and services • To identify and monitor potential vulnerabilities and being able to handle them sensitively and flexibly • To receive feedback that contributes to excellence in our service and innovation in our financial solutions • To gain their confidence to manage their savings, to grow and protect them • To manage and track socio-environmental and economic risks (Know Your Client, Money Laundering and Terrorism Financing Prevention, etc.) • To reach the target of having activities and portfolios with zero net carbon emissions (Net-Zero) by 2050 	<ul style="list-style-type: none"> • User and Customer Relationship • Support, experience and satisfaction • Affordable and customized solutions • Financial Citizenship • Potentially Vulnerable Clients • Data Privacy and Information Security • Accessibility and usability • Know Your Client • Compliance and Ethical Conduct • Climate agenda • Sustainable businesses 	<ul style="list-style-type: none"> • Channels - physical or digital - of customer service and support, including BIA • Occasional satisfaction (NPS) and ease/usability surveys • Emails and SMS • Engagement meetings and technical visits • Social media (Twitter, Facebook, LinkedIn and YouTube) • Institutional websites • Reports 	Client in focus
Employees and associates	<ul style="list-style-type: none"> • To understand and address their needs and concerns, and how these impact their performance • To provide our professionals with the information and strategic direction they need to perform at the highest level of excellence • To receive feedback that contributes to an increasingly better and more desirable work environment for all professionals 	<ul style="list-style-type: none"> • Professional development and growth • Compensation and Benefits • Performance management • Culture and Organizational Climate • Diversity, equity & inclusion • Occupational health and safety • Social Responsibility System • Culture of innovation • Data Privacy and Information Security • Compliance and Ethical Conduct • Risk culture 	<ul style="list-style-type: none"> • Internal communication channels (Yammer, email, Teams, CEO blog) • Normative System • Research • Thematic Workshops • Affinity groups • In-person or distance training • Feedback • <i>Viva Bem</i> Program 	Our people



- engagement with stakeholders

- community
- suppliers
- investors
- governments and regulators

HOW WE ENGAGE WITH STAKEHOLDERS

Stakeholder	Why do we engage with them?	Related topics	How do we engage with them?	Where to learn more
Shareholders and investors	<ul style="list-style-type: none"> • To provide them with information that is relevant to their decision making on a timely basis and with quality • To maintain a strong and trusting relationship 	<ul style="list-style-type: none"> • Corporate strategy • Financial performance • ESG Commitments and Performance • Corporate governance • Compliance and Ethical Conduct • Climate agenda and deforestation • Risk management 	<ul style="list-style-type: none"> • Conferences (Ex. Bradesco Day, APIMECs) • Meetings (Ex. NDRs) • Researches (Ex: S&P CSA, CDP) • Reports and spreadsheets (Ex. Integrated, Pillar 3, Reference Form, 20-F) • Presentations and teleconferences 	Investors
Suppliers and business partners	<ul style="list-style-type: none"> • To manage and mitigate risks related to our supply chain • To monitor social and environmental impacts • To reach the target of having activities and portfolios with zero net carbon emissions (net zero) by 2050 	<ul style="list-style-type: none"> • Human Rights • Diversity and Inclusion • Climate agenda • Compliance and Ethical Conduct • Innovation and digital transformation 	<ul style="list-style-type: none"> • Bradesco Suppliers Meeting • Suppliers Workshops • Most Sustainable Supplier Program • CDP Supply Chain • Investors for the Climate • inovabra lab, inovabra habitat 	Suppliers
Governments and regulators	<ul style="list-style-type: none"> • To support the country's economic growth, combined with sustainable development • To stay compliant with laws, regulations and self-regulations • To play an important role in the economic and financial stability of the country 	<ul style="list-style-type: none"> • Climate agenda • Sustainable Businesses • Financial Citizenship • Compliance • Institutional relationship 	<ul style="list-style-type: none"> • Sectoral Thematic Chambers (Ex. CEBDS) • Working Groups (Ex. Febraban, Unep Fi, Global Compact) 	Governments and regulators
Community	<ul style="list-style-type: none"> • To become aware of local needs and demands • To foster partnerships that contribute to the generation of shared value • To make them aware of our commitments related to the promotion of sustainable development • To be relevant to society 	<ul style="list-style-type: none"> • Volunteering • Private Social Investment • Donations and Sponsorships 	<ul style="list-style-type: none"> • Bradesco Volunteers Program • Education Program • Fundação Bradesco (Foundation). • Bradesco Sports and Education • Bradesco Cultura • Occasional campaigns 	Community



- o engagement with stakeholders
- o community
- o suppliers
- o investors
- o governments and regulators

voluntary commitments

We strengthen our sustainability strategy by adhering to a set of voluntary sectoral and multi-sectoral commitments.

sustainable development



sustainable businesses



diversity and human rights



transparency



environment and climate change



NOTE: Global Reporting Initiative (GRI) – headquartered in Amsterdam with regional offices around the world – is the independent international organization that helps companies, governments and other organizations understand and communicate their impacts of sustainability.



- engagement with stakeholders
- **community**
- suppliers
- investors
- governments and regulators

community

GRI 203-2

We play a significant role in promoting the country's development in terms of both our businesses and our strategy of relationships with society

private social investment

As one of the largest private donors in the country, we invest in a number of projects and initiatives that address social and environmental demands. They are aligned with our goal of creating opportunities for people's empowerment and the sustainable development of companies and society. All actions follow the guidelines established in our policies and standards for donations and sponsorships. And our drivers are the Corporate Strategy, the Materiality Matrix, the strategic pillars of sustainability (Financial Citizenship, Climate Agenda and Sustainable Business) and the Sustainable Development Goals (SDGs) prioritized by Bradesco.

PRIVATE SOCIAL INVESTMENT (R\$ THOUSAND) GRI 203-2

	2019	2020	2021	2022
Inhouse resources				
Social donations	8,046	110,371	27,172	13,254
Sponsorships	85,506	66,975	40,049	77,146
Total	93,552	177,346	67,220	90,400
Fundação Bradesco				
Amount Invested	661,424	675,588	709,989	788,212
Bradesco Sports and Education ¹	4,958	4,670	5,011	6,474
Total²	666,382	680,258	715,000	794,686
Incentive Laws				
Culture – Rouanet	38,710	34,079	49,185	56,087
Sports	8,730	5,293	5,227	1,915
Child and Adolescent Statute (ECA)	21,718	14,777	13,980	19,665
Pronon and Pronas ³	20,991	6,149	8,990	0
The Elderly	21,317	14,777	13,978	19,379
Total	111,466	75,075	91,360	97,046
Social and Environmental Investment	871,400	932,679	873,580	982,132

¹ Program supported by the Fundação Bradesco.

² Values from 2019 to 2021 have been adjusted.

³ Programs discontinued by the Federal Government in 2022.



**for more
information,
please see:**

[Corporate social
and environmental
investments](#)

[Donations Policy](#)

[Sponsorship Policy](#)

[Donations and
Sponsorship Standard](#)



- engagement with stakeholders
- **community**
- suppliers
- investors
- governments and regulators

major projects supported

- **Favela 3D**

(Digital, Dignified and Developed)
Produced by Instituto Gerando Falcões, Favela 3D is a systemic transformation program located in vulnerable territories in Brazil that has impacted 747,000 families



**for more information,
please see:**

[Gerando Falcões](#)

- **Education Program**

We promote the psychosocial development of children and adolescents in situation of social vulnerability, who are housed in seven partner institutions in Curitiba and the metropolitan region. In 2022, the program helped 324 children and adolescents.

- **Atlas dos Remanescentes Florestais da Mata Atlântica (Atlas of Forest Remnants in the Atlantic Rain Forest)**

The leading initiative for the surveillance of the native Atlantic Rain Forest vegetation in the country, it maps the biome via satellite to keep the data up to date. It is fundamental for producing new studies and strategies to ensure the protection of the biome, and also contributes to environmental management and improving legislation and public policies focused on conservation and recovery. We have had a partnership with SOS Mata Atlântica Foundation since 1989 and have contributed to planting 34 million native trees in an area equivalent to 17,000 hectares, impacting 1,350 municipalities in nine Brazilian states: BA, CE, MG, MS, PR, RJ, RS, SC and SP. This amount represents over 80% of all forest restoration supported by the institution.

- **Revitalization of the Upper Araguaia River Basin**

Approved under the Águas Brasileiras Program (Ministry of Regional Development), the primary objective of the project is to establish a viable and replicable plan to combat the processes involving the degradation of natural resources while improving the environmental and hydrological conditions of the region.

- **Company-School Integration Project**

We work with children from the Rio Comprido neighborhood in the city of Rio de Janeiro. With 856 places available, it includes cultural and sports activities, as well as social and environmental actions. We also maintain a digital platform. Since it was created in 2020, there have been over 1,000 access accounts created and more than 350 lessons posted.

- **Longevity Project**

It combines various initiatives, including the Viva a Longevidade Portal, with over 500,000 views, the podcast "Start Now" and the International Longevity Forum – now in its 10th edition, sponsored by Bradesco Seguros and organized by the International Longevity Center Brazil (ILC- BR).

- **Bradesco Seguros Cultural Circuit**

We have transformed our traditional Cultural Circuit into a digital circuit, broadcasting a number of different shows on YouTube for an audience of over 900,000 people. In 2022, major shows were sponsored such as "A Cor Púrpura" (The Color Purple), "Concerto para Dois", "Bibi – Uma Vida em Musical", "Pixar in Concert", "Três Mulheres Altas", and others.



We operate in several communities, following the guidelines established in our policies and standards of donations and sponsorships



- engagement with stakeholders
- **community**
- suppliers
- investors
- governments and regulators

Fundação Bradesco GRI 203-2

There are 40 own schools, located in all states and the Federal District, which provide support to over 60,000 students each year divided into basic education (kindergarten to secondary school and technical professional education qualifications), professional education, and youth and adult

education. Throughout the year, we have been supported by a team of over 3,400 employees.

The 2022 budget was R\$795 million, applied to conducting and maintaining the institution's operations.

Some highlights include

- **Fundação Bradesco**
 - 3,472 employees, of which more than 1,600 are teachers, educational advisors and technical coordinators – all committed to the inspiring journey of transforming lives through education.
 - Over the last 10 years, the accumulated investment of the Fundação Bradesco, in current values, was R\$8.9 billion.
- **Virtual School:** e-learning portal with the intention of promoting social development beyond the classrooms. The platform offers more than 80 online courses that are entirely free of charge in areas such as Administration, Accounting and Finance, Personal and Professional Development, Education and Technology. Over 1.7 million people benefited in 2022.

for more information, please see:
[Bradesco Foundation](#)

- **Bradesco Sports and Education Program:** for the past 30 years, we have been offering sporting activities to support the development of children and young people by providing volleyball lessons and teaching women's basketball. Around 1,000 girls above the age of 8 years old are assisted annually at the Training and Specialist Centers.

The Fundação Bradesco has 40 own schools, located in all states and the Federal District





- engagement with stakeholders
- **community**
- suppliers
- investors
- governments and regulators

volunteering GRI 203-2

One of the most important aspects of our relationship with communities is the Bradesco Volunteers Program, which celebrated 15 years of activity in 2022. Since its inception, the initiative has engaged over 167,000 professionals, including employees and interns, who actively took part in conducting 1,321 actions that ended up benefiting a total of 529,000 people.

The activities are divided into a number of areas that are aligned with the purpose of the Bradesco Organization and the Sustainable Development Goals. In addition to helping develop communities, its mission is to contribute to the development of skills, abilities and relationships among volunteers. The campaigns carried out by the Organization can be viewed on the [Bradesco Volunteers Portal](#) (available only in Portuguese).

Bradesco has also been an associate and member of the Management Committee of CBVE (Brazilian



Council of Corporate Volunteering) since 2008. This network brings together large companies, institutes and foundations with the goal of promoting corporate volunteering, providing a space for collective construction and dialogue for its members, for the benefit of society.





- engagement with stakeholders
- **community**
- suppliers
- investors
- governments and regulators

2022 Highlights

- **Online mentoring:** Projects undertaken in partnership with Unibrad, the Diversity, Equity and Inclusion area, Joule Institute and ASID Brasil, 100% online (registrations, trainings, webinars and one-to-one meetings), and were recognized by the 2022 Aplauze Award - Voluntary Actions that Transform in the category "Outstanding Initiative in Diversity". This is the main award for corporate volunteering in the country, offered by CBVE (Brazilian Council of Business Volunteering), with support from the Global Compact and United Nations Volunteers.

- **Employability and entrepreneurship:** we have supported young black people between the ages of 18 and 29 from all regions of Brazil by helping to develop their professional skills for the future. Three classes were held in 2022, with 227 pairs of participants from 19 Brazilian states. 92% of the young people have felt more confident in recruitment processes after taking part in the project.

- **Endeavor:** we have provided entrepreneurship tools for people with disabilities in situation of social vulnerability. The 2022 class included 35 mentors and 27 mentored families. 88.9% of family representatives understand the need to innovate by studying the environment and the target audience after taking part in the project.

- **Sustainable Businesses Program:** We carried out a pilot project in partnership with Junior Achievement Brasil, developing five classes in Belém/PA, Manaus/AM and Osasco/SP, benefiting 265 young people. The volunteers presented the concepts of sustainable development and sustainability, in addition to presenting the themes of sustainable entrepreneurship, circular economy, conscious consumption, as new possibilities to undertake. 96% of the young participants had contact with a course on sustainability for the first time.

- **2022 MAIS Volunteers:** In its 8th edition, the social competition called on employees and interns to engage in team activities, addressing at least one of the six Sustainable Development Goals (SDGs) prioritized by the Bradesco Organization. Between September and October, 28 initiatives were taken on by 1,457 volunteers, which benefited 40,283 people. The best projects were selected by an independent evaluation committee, based on the criteria: partnerships, achieved results, complexity, legacy and alignment with the SDGs.

- **Blood donation:** In 2022, we reached the 9th edition of our blood donation campaign, developed for employees throughout Brazil, in partnership with the Viva Bem Program. At Bradesco's headquarters in Osasco/SP, we also have a partnership with the São Paulo Blood Bank, enabling 1,027 employees and family members to schedule and make their donation at the new Meu Doutor Novamed unit, in Cidade de Deus. The result was 929 donated blood bags and 3,716 benefited people.
- **2022 Christmas of Hope:** In December, 4,334 employees and interns from throughout Brazil took part in efforts to collect various products. The teams were able to donate 26,035 different items, including toys, food, candy, books, clothes, shoes and accessories, personal hygiene and cleaning products. 81.6 tons of food were also donated, aiding 40,000 people.



**para mais
informações,
acesse:**

[Volunteer Policy of
Bradesco Organization](#)



- engagement with stakeholders
- community
- **suppliers**
- investors
- governments and regulators

suppliers

GRI 2-23, 2-24, 2-29

We evaluate new suppliers based on ESG criteria and, with each contract, we guarantee their commitment to social and environmental responsibility

Suppliers are vital to accomplishing our goals and delivering the best solutions to clients, while maintaining quality and efficiency. In 2022, our base registered 7,543 official suppliers. For the year, 1,972 new suppliers and 2,291 suppliers with relationships (active contracts) were approved.

To become our supplier, applicants need to go through an approval process, where we review the suitability of companies from registration, commercial, economic-financial and socio-environmental points of view. The social and environmental issues that are examined include labor practices through public certificates, prohibitions on slave-like or child labor, environmental risks and negative media.

Once approved, our supplier is committed to our Code of Ethical Conduct and other policies and standards. All of our contracts contain clauses on forced and child labor, anti-corruption and other social and environmental matters.





- o engagement with stakeholders
- o community
- o **suppliers**
- o investors
- o governments and regulators

spending with local suppliers GRI 204-1

We are focused on boosting the economy of the various locations we do business in, and we drive the development of smaller suppliers by prioritizing those closest to our facilities. With this in mind, we allocated R\$21.7 billion in 2022 to suppliers throughout Brazil, distributed according to the concentration of our administrative centers and branch network and the local availability of products and service providers.

EXPENSES WITH SUPPLIERS, BY REGION (%) GRI 204-1

	2019	2020	2021	2022
South	4.71	10.20	4.02	4.21
Southeast	88.54	77.50	88.52	91.01
Central-west	2.57	4.90	2.38	1.76
Northeast	2.41	6.00	2.41	2.21
North	2.30	1.50	2.67	0.74

monitoring and developing

In order to mitigate risks, we monitor our base of registered companies on a monthly basis. The surveys include restrictions such as slave and child labor, embargoed and contaminated areas, etc. If a prohibitive restriction is identified, the supplier is blocked from future contracts.

We also include a supplier financial analysis process in which an analysis is performed on the balance sheet over the last three fiscal years, public certificates and commercial information.

Through this assessment we generate a report in which suppliers are classified at different risk levels of low to very high risk. In cases where there are high or very high risk classifications, we communicate with the respective contract managers for alignment. In 2022, 154 financial analyses were performed.

We also monitor how much our suppliers depend on Bradesco financially. This assessment is carried out for 100% of our active contract base.

We directed R\$21.7 billion to suppliers throughout the Brazilian territory in 2022



- o engagement with stakeholders
- o community
- o **suppliers**
- o investors
- o governments and regulators



bradesco most sustainable supplier program

The relationship we forge with our suppliers is supported by recommendations found in a set of standards, policies and internal programs, with emphasis on our Purchasing Policy, Code of Ethical

Conduct for Purchasing Professionals and Bradesco's Most Sustainable Supplier (FSBRA), which is the Bradesco Social and Environmental Responsibility program in the Supply Chain.

NEW SUPPLIERS THAT WERE HIRED BASED ON SOCIAL AND ENVIRONMENTAL CRITERIA GRI 308-1 e 414-1

	2019	2020	2021	2022
Total of new suppliers that were considered for contracts	1,151	1,377	929	1,066
Total of new suppliers approved based on social and environmental criteria	1,151	1,377	929	1,066
Percentage of new suppliers that were hired based on social and environmental criteria (%)	100	100	100	100



- engagement with stakeholders
- community
- **suppliers**
- investors
- governments and regulators

Our Social, Environmental and Climate Risks Standard sets the scope for the social, environmental and climate assessment of suppliers. As such, all those falling within this scope are included into the Bradesco Most Sustainable Supplier Program (FSBRA), which is linked to the Bradesco Social Responsibility Program for the Supply Chain. We conduct consultative audits that are focused on promoting the social and environmental development of our suppliers, and these are based on three pillars:

1. Social Responsibility: includes various topics, like occupational health and safety, discrimination and harassment, diversity and inclusion, relationship and compliance with established union agreements, health and well-being, employability of minorities, equitable compensation, as well as the existence of policies, standards and commitments related to these topics, especially those referring to human rights. The complaint mechanisms available are also verified: channels to receive and handle reports, ensuring the absolute secrecy of anyone filing a complaint, mitigating actions, corrective measures and rolling out improvement plans, including the involvement and commitment of management and senior management in analyzing and drafting plans for action. The surveys also assess the existence of regularized indigenous, immigrant or refugee employees. In addition, we also have a checklist to address the health crisis, where we verified suppliers' adherence to safety protocols and support for employees in performing their activities.

2. Environment: consists of the assessment of the environmental management of our suppliers that are confirmed through the existence of policies, standards, reports and programs. We also verify all environmental documentation related to eco-efficiency management, which, among other things, includes the operating license (when applicable) and the operating permit. For managing waste and greenhouse gas emissions, there is a check performed on the existence of a solid waste management plan and an emissions management program, including a greenhouse gas inventory. There is also engagement and verification if the supplier is a participant in the CDP.

3. Governance: assesses topics such as Ethics, Social Capital, Anti-Corruption, Information Security and Business Continuity and Supply Chain Management (including the assessment of how our suppliers are keeping track of their own suppliers - supplier of supplier).



We promote the socio-environmental development of our suppliers and carry out audits on an advisory nature, based on social responsibility, environment and governance



- o engagement with stakeholders
- o community
- o **suppliers**
- o investors
- o governments and regulators

After the audits, the supplier draws up an action plan for each opportunity for improvement and non-compliance identified. This plan is evaluated and monitored periodically by the auditor.

In 2022, we performed an audit on 100% of critical suppliers on social and environmental issues totaling 85 companies belonging to the sectors of construction, printing materials, clothing, wood chain, visual communication, infrastructure equipment manufacturing, card manufacturing, equipment manufacturing information technology, transport services, surveillance, back offices, call centers and aircraft and vehicle maintenance. We added a few unique questions into the audit checklist of the socially critical Call Center sector.

Besides the critical categories, we also audited at least one supplier in each category in 2022, coming to 103 online audits and 329 self-assessment audits – an increase of more than 100% of suppliers taking part in the program compared to 2018.

We urge our suppliers to adhere to voluntary commitments that are aligned with the commitments we have assumed. This is done to develop and implement best ESG practices.

Annually, we review the program, increasing the relevant number of aspects verified in the audit.

In the meantime, we have observed a growing social and environmental compliance of our suppliers. We saw a compliance level of over 70% in 2022. There were also no cases of human rights violations identified during the period.



In 2022, we audited 100% of critical suppliers on socio-environmental issues



- o engagement with stakeholders
- o community
- o **suppliers**
- o investors
- o governments and regulators

SUPPLIERS WITH POTENTIAL AND ACTUAL NEGATIVE SOCIAL IMPACTS GRI 414-2

	Labor suppliers				Other suppliers			
	2019	2020	2021	2022	2019	2020	2021	2022
Number of evaluated suppliers with regard to social impacts	893	902	901	801	1,151	1,377	1,589	1,972
Number of suppliers identified as causing actual and potentially negative social impacts	14	6	6	19	0	0	0	0
Number of suppliers identified as having caused actual and potentially negative social impacts and with whom improvements were agreed on as a result of the evaluation	14	6	6	19	0	0	0	0
Number of suppliers identified as having social impacts and with whom relations were discontinued as a result of the evaluation	0	0	0	0	0	0	0	0
% of suppliers identified as having negative social impacts and with whom improvements were agreed upon as a result of the evaluation performed	100	100	100	100	0	0	0	0
% of suppliers identified as having social impacts and with whom relations were discontinued as a result of the evaluation	0	0	0	0	0	0	0	0

SUPPLIERS WITH POTENTIAL AND ACTUAL NEGATIVE ENVIRONMENTAL IMPACTS GRI 308-2

	2019	2020	2021	2022
Number of suppliers evaluated for environmental impacts	1,151	1,377	1,589	1,972
Number of suppliers identified as causing negative environmental impacts	19	15	14	15
Significant, actual and potential negative environmental impacts identified in the supply chain	Embargoed area and contaminated land			
Number of suppliers identified as having caused actual and potentially negative environmental impacts and with whom improvements were agreed on as a result of the evaluation	19	15	14	15
% of suppliers identified as having actual and potentially negative environmental impacts and with whom improvements were agreed on as a result of the evaluation	100	100	100	100
Number of suppliers identified as having actual and potentially significant negative environmental impacts and with whom relations were terminated as a result of the evaluation	0	0	0	0
% of suppliers identified as having actual and potentially significant negative environmental impacts and with whom relations were terminated as a result of the evaluation	0	0	0	0



- o engagement with stakeholders
- o community
- o **suppliers**
- o investors
- o governments and regulators

We assess all our suppliers and contractors in aspects related to human rights under the scope of the FSBRA program. We found that 3% of our suppliers have greater risk potential because they belong to socially and environmentally critical categories. After these evaluations, we have implemented mitigation or remediation processes for all of them. **GRI 2-23.**

Protecting the rights of children and adolescents is contained in the audit checklist, and it is through this list that we verify if the company has minors. For the Young Apprentice program, we analyzed if there is a supporting document related to any educational institution, according to current legislation. **GRI 408-1**

In order to avoid working with suppliers who use forced or slave labor, we also monitor the Ministry of Labor's Black List of Employers. We also use audits to verify respect for human rights, checking to see if a supplier has an employment contract with its employees and the respective proof of payment, in addition to verifying if those employees are granted the right to join trade unions and associations. Once any occurrence has been identified, we have guidelines to apply impediment or restrictive measures according to internal governance. We did not identify any violations in 2022. **GRI 407-1**

Finally, we review our suppliers' adaption to the Regulatory Standards that subscribe employee Health and Safety and whether reporting channels are available to contractors. **GRI 409-1**

SUPPLIERS WHO COULD PRESENT SIGNIFICANT RISKS IN HUMAN RIGHTS

GRI 407-1, 408-1, 409-1

	2019	2020	2021	2022
Child labor	34	83	80	85
Forced labor or slave-like labor	34	83	80	85
Young workers exposed to dangerous labor	34	83	80	85
Freedom of association and collective bargaining	34	83	80	85

Note: In 2022, there were no human rights violations identified. As such, no remediation action was required.



- o engagement with stakeholders
- o community
- o **suppliers**
- o investors
- o governments and regulators

supplier engagement GRI 2-29

Within the Bradesco Most Sustainable Supplier Program (FSBRA), we offer the I Am a Multiplier Supplier Challenge, which is designed to encourage our suppliers to develop their supply chain. We also verify the existence of best practices in relation to employees or the community

around the company, and consider those that have greater engagement in the FSBRA Audit Program. At the Bradesco Annual Meeting of Suppliers, we recognize the best practices identified. In this year's edition, two suppliers were recognized.

bradesco suppliers' meeting

Held annually, the goal of the Bradesco Suppliers' Meeting is to share the Organization's values, promote knowledge on various topics related to sustainable development and human rights, and encourage social and environmental responsibility activities. A theme related to sustainability is brought up at each annual meeting: Sustainable Development Goals, in 2019; Ethics and Integrity in Times of Crises, in 2020; Diversity and Inclusion, in 2021.

In December 2022, we held the 20th Bradesco Suppliers Meeting and addressed the theme: Transformation in the Supply Chain. The meeting was held online and involved 864 people and 488 companies.

suppliers' workshops

We held seven online workshops in 2022 focused on the development of our suppliers:

- Bradesco Most Sustainable Supplier Program, remote audit;
- Bradesco Most Sustainable Supplier Program, self-assessment audit;
- Climate change (CDP - theoretical module);
- Climate change (CDP - practical module);
- Integrity;
- Mental health; and
- Cyber-security (BCB Resolution No. 4,893/2021), General Personal Data Protection Law (LGPD), Prevention of Money Laundering and Financing of Terrorism (AMLTF) and Business Continuity Plan (PCN). In all, over 1,800 people and 900 companies took part.

booklet

The Social and Environmental Responsibility in the Supply Chain Booklet is another tool for providing information about sustainability. This can be found on the Bradesco Suppliers website, which is accessible to the general public. In the booklet, we deal with a number of relevant topics, such as concepts of social and environmental responsibility, labor laws, prevention and combating slave and child labor, monitoring the supply chain, social inclusion, human rights and valuing diversity.



- engagement with stakeholders
- community
- suppliers
- investors
- governments and regulators

investors

GRI 2-29

Our relationship with investors is built in a clear, integral and objective way

As a publicly traded company, our relationship with investors is built in a clear, complete and objective manner. We continually communicate perspectives, goals, strategies and our performance to this group so that the financial market have access to information about our actions in an appropriate and transparent manner.

All this data is collected on our Investor Relations website and is made available through events, meetings and conference calls, thereby ensuring our close contact with the market. In 2022, we interacted with over 800 national and international investors from 380 funds through conference calls. We took part in 20 national and international conferences and two NDRs (Non-Deal Roadshow).

governments and regulators

GRI 2-29, 207-3

We maintain a relationship with a set of supervisory entities of the National Financial System

As a private financial institution headquartered in Brazil, we are part of the National Financial System (SFN), which is regulated by regulatory bodies like the National Monetary Council (CMN), the National Council of Private Insurance (CNSP) and the National Complementary Pension Council (CNPC).

We maintain a relationship with a set of supervisory entities in the SFN, which supervise compliance with the standards created by normative bodies. Among them are the Central Bank of Brazil (BCB), the Securities and Exchange Commission (CVM), the Superintendence of Private Insurance (Susep) and the National Superintendence of Complementary Pension (Previc).

We also highlight our link with the Brazilian Federation of Banks (Febraban), the main representative entity of the Brazilian banking sector. With the entity, we maintain the commitment to strengthen the financial system and its relationships with society, contributing to the economic, social and sustainable development of the country.

We have a set of programs and actions that reinforce transparency in our activities for compliance with all regulations and recommendations of regulatory or self-regulatory bodies and codes of ethical conduct applicable to our business.

We participate in several sectoral and multisectoral sustainability initiatives and have signed commitments to improve our processes, practices and business.



- engagement with stakeholders
- community
- suppliers
- investors
- governments and regulators

relationship with institutions GRI 2-28

We have reinforced our role as transformers and promoters of social and economic development by working through sector-related institutions that allow us to hold discussions with different stakeholders, expanding the understanding of the financial sector, as well as participating in the development of self-regulation policies and structuring collective actions. In 2022, our contributions to these institutions totaled R\$50,978,513.00.

The five most significant were:

We strengthen our role as transformers and promoters of socioeconomic development by acting through sectoral institutions

The Brazilian Federation of Banks (Febraban)

R\$34.6 million

The main entity representing the Brazilian banking sector, the agency is committed to bolstering the financial system and its relations with society, playing a key role in the economic, social and sustainable development of the country. The objective of the Federation is to represent its members in all spheres (Executive, Legislative and Judicial) and society's representative bodies for the improvement of the normative system, the continuous improvement of services and the reduction of risk levels. It also attempts to focus efforts that promote the population's increasing access to financial products and services. In relation to the Sustainability agenda, it plays a key role in directing capital to projects and activities that contribute to sustainable development.

In 2022, we took part in Working Groups dedicated to the climate agenda focused on a transition to a sustainable economy, the establishment of an internal carbon market and the mitigation of climate risks. We are also involved in the Database Working Group to promote the establishment of social and environmental administrative procedures and/or lawsuits in the financial sector, and in the Green Economy Working Group.

National Federation of Supplementary Health (FenaSaúde)

R\$4.5 million

The entity promotes organized debates over the primary challenges in the sector and strengthens its institutional representation before society and the government. It also serves as an essential means of representing members based on common ideas, proposals and instruments for the enhancement and sustainability of private health care activities and best practices for assisting the beneficiary population.

Brazilian Association of Credit Card and Services Companies (Abecs)

R\$3.3 million

The association has provided support and has been active in the card market since 1971. It is focused on the sustainable development of the sector, helping to strengthen and expand the category by representing its participants with the market, public authorities in its various instances, consumer protection agencies and overall society. It has been currently working on intensifying the conscious use of digital means of payment through an educational campaign targeting both cardholders and commercial establishments. It has also been working on other fronts, including publishing monthly figures on the card market, implementing a Code of Ethics and Self-Regulation and financial education for consumers, and others.



- engagement with stakeholders
- community
- suppliers
- investors
- governments and regulators

National Federation of Private Pension and Life (FenaPrevi)

R\$3.1 million

This is a non-profit civil association that is affiliated with the National Confederation of General Insurance Companies, Private Pension Plans and Life, Supplementary Health and Capitalization (CNseg). The Organization's mission is to assemble and represent companies and of the private pension and personal insurance segments in an effort to strengthen the economic segments they operate in and contribute to the economic and social development of the country.

Brazilian Association of Real Estate Financing and Savings Banks (Abecip)

R\$1.2 million

This entity monitors real estate financing in all its facets: proposing and presenting measures for its improvement for public debate, conducting mature dialogs with the authorities and related stakeholders and, above all, helping to develop an institutional environment conducive to expanding the supply of homeownership and other real estate products, thereby playing a lead role in economic growth, job creation and family well-being.

CONTRIBUTIONS (R\$ BILLION)

	2019	2020	2021	2022
Lobbying, representing interests or similar	0	0	0	0
Local, regional or national political campaigns/candidates	0	0	0	0
Trade associations or tax-exempt groups (such as think tanks)	55	64	55	51
Total contributions and other expenses	55	64	55	51



financial performance

Our financial health reflects our sense of opportunity, resilience and sustainable strategy

- financial and economic performance

CHAPTER REFERENCES

Material themes:

Ethics, integrity and transparency

IIRC Capitals:

Financial





financial and economic performance

In a challenging scenario as presented in the year 2022, our clients could continue to rely on the solidity and presence of Bradesco

We closed out 2022 with a recurring net income of R\$20.7 billion (-21.1% vs. 2021).

It was a year of high volatility caused by major events. We saw a swift and significant increase in inflation coupled with interest rates that were more expressive than had initially been expected, alongside impacts on the credit cycle and a global environment

of considerable political and economic instability. This scenario has had a relevant impact on our performance. With the events involving a specific Large Corporate client that took place in early 2023, our Management reassessed the inherent risks and, acting prudently, provisioned 100% of the operation, thereby impacting the 2022 income.

RECURRING NET INCOME

R\$20.7

billion

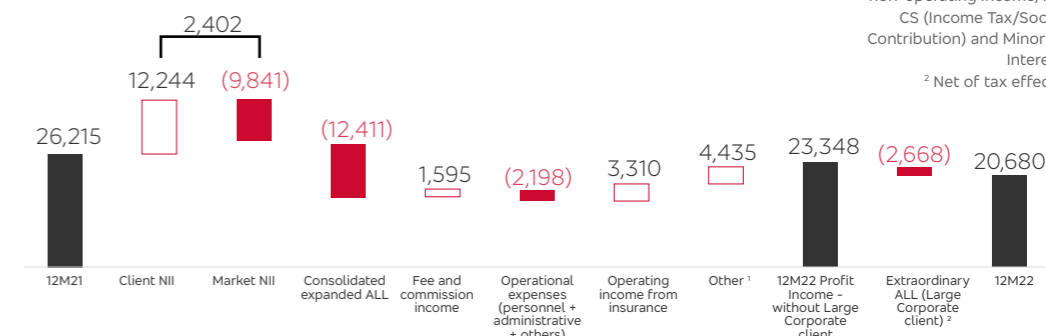
- 21.1%

(vs. 2021)

RECURRING NET INCOME (IN R\$ BILLION)



INCOME CHANGE – ACCUMULATED (R\$ MILLION)



¹ Tax Expenses, Income from interest in affiliates, non-operating Income, IR/CS (Income Tax/Social Contribution) and Minority Interest

² Net of tax effects

MAIN LINES OF PERFORMANCE

R\$ million	2022	2021	Variação
Client NII	67,773	55,529	22.0%
Expanded ALL	(32,297)	(15,035)	114.8%
Income from insurance, pension plan and capitalization operations	14,761	11,451	28.9%
Fee and commission income	35,694	34,099	4.7%
Personnel expenses	(23,405)	(21,397)	9.4%
Administrative expenses	(22,055)	(20,722)	6.4%

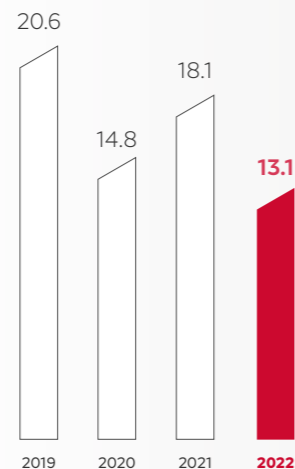


financial and economic performance

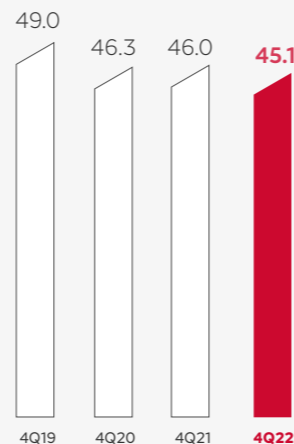
efficiency and profitability

Accumulated efficiency showed some improvement over 12 months. In the periods being compared, the positive performance of insurance revenues and income helped to partially absorb the higher operating expenses (primarily due to the effect of the collective bargaining agreement and a spike in inflation), as well as the impact of lower revenues on the market NII.

ANNUAL ROAE (%)



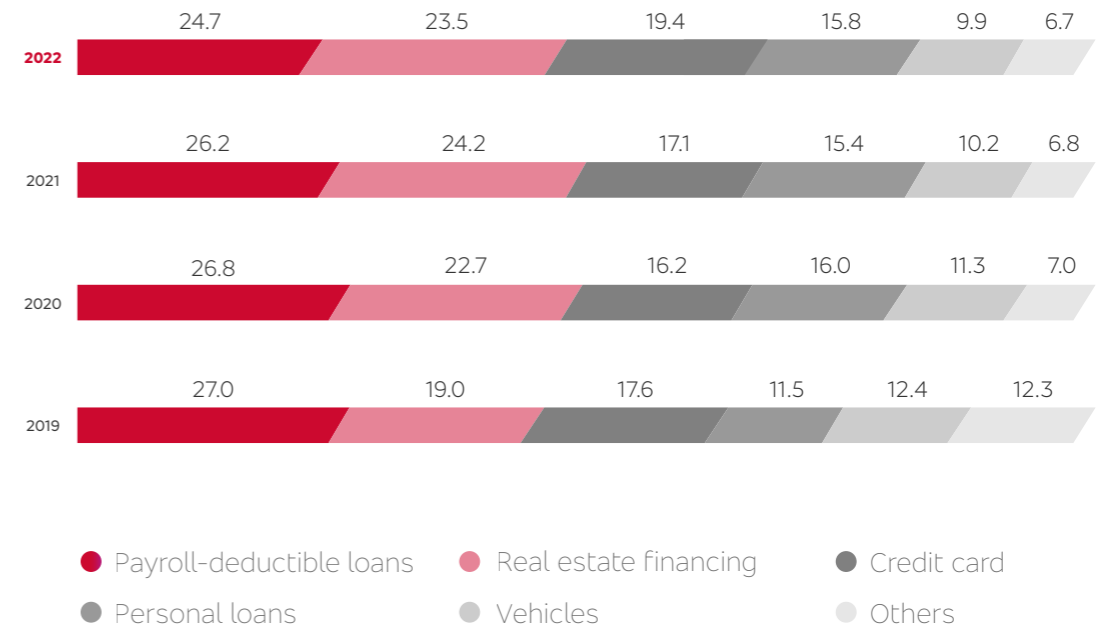
ACCUMULATED OPERATING EFFICIENCY RATIO OVER 12 MONTHS (%)



The Client NII rose over the period, reflecting the increase in the loan portfolio for products with better spreads and the positive performance of interest in NII for financing. This increase absorbed the performance of the Market NII, negatively impacted by the rising Selic.

CLIENT NII
R\$67.8
billion
+22.0% (vs. 2021)

MIX OF PRODUCTS FOR INDIVIDUALS (%)





o financial and economic
performance

Our loan portfolio grew in 12 months, with an emphasis on Individuals, particularly in credit card transactions. This significant increase in the portfolio throughout the period, combined with the mix of risks and specific market conditions, could be seen in the increase in default rates and higher expenses due to ALL, which were also impacted by the provisioning of a Large Corporate client.

EXPANDED LOAN PORTFOLIO, BY SECTOR GRI FS6, SASB FN-CB-410A.1

R\$ billion	2019		2020		2021		2022	
	R\$	%	R\$	%	R\$	%	R\$	%
Public Sector	16	2.5	16	2.3	11	1.3	13	1.4
Petroleum, by-products and aggregate activities	10	1.7	11	1.6	6	0.7	8	0.9
Electricity	5	0.8	4	0.5	4	0.5	5	0.5
Other Sectors	1	0.1	1	0.1	1	0.1	0	0.0
Private Sector	607	97.5	671	97.7	802	98.7	879	98.6
Legal entities	374	60.0	411	59.8	481	59.2	518	58.1
Services	36	5.8	44	6.3	73	8.9	98	11.0
Retail	40	6.5	44	6.4	49	6.0	53	5.9
Transportation and Concession	32	5.2	35	5.1	38	4.7	39	4.4
Real Estate and Construction Activities	33	5.4	31	4.5	35	4.3	38	4.2
Wholesale	20	3.2	24	3.5	30	3.7	31	3.5
Food	13	2.2	18	2.6	25	3.0	22	2.5
Automotive industry	18	2.8	20	2.9	16	2.0	15	1.6
Other sectors	181	29.0	196	28.5	216	26.5	222	24.9
Individuals	233	37.4	260	37.9	321	39.5	361	40.5
Total	623	100.0	687	100.0	813	100.0	892	100.0

LOAN PORTFOLIO
R\$891.9
billions
+ 9.8%
(vs. Dec/2021)

INDIVIDUALS
R\$361.1
billion
+ 12.6%
(vs. Dec/2021)

COMPANIES
R\$530.8
billion
+ 7.9%
(vs. Dec/2021)



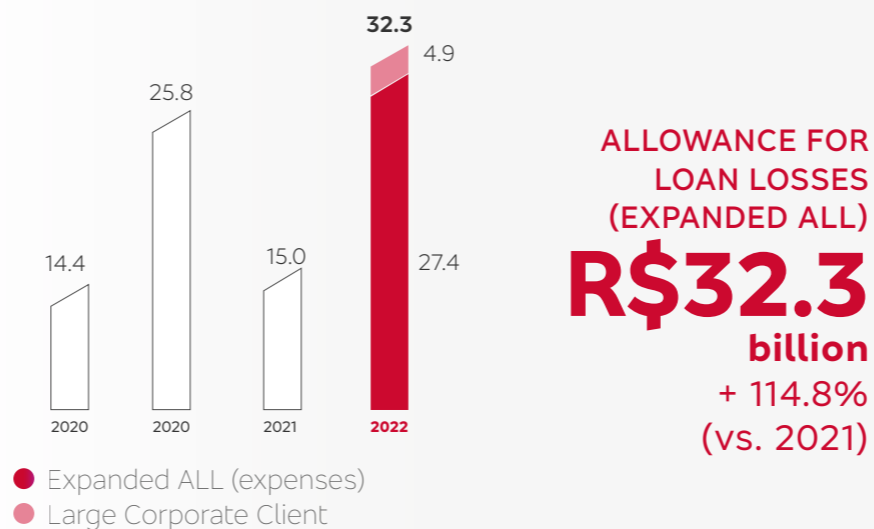
o financial and economic
performance

NUMBER AND AMOUNT OF LOANS BY SEGMENT SASB FN-CB-000.B

Description	2019		2020		2021		2022	
	Qty millions	R\$ billion	Qty millions	R\$ billion	Qty millions	R\$ billion	Qty millions	R\$ billion
Individuals	54,224	233	45,976	260	49,312	321	48,908	361
Small businesses	2,431	114	2,291	135	2,431	169	2,447	176
Large companies	63	276	156	291	228	323	239	355
Total	56,718	623	48,423	686	51,971	813	51,594	892

The increase in the ALL is a reflection of the economic scenario, which influenced the credit cycle (mainly in the mass market sector) and the rise in NPL, as well as the impact felt from a Large Corporate client. Over 2022, we lowered the credit approval ratio by 16.6 p.p., reflecting the ongoing improvement of our criteria for granting loan to guarantee the continuous and sustainable growth of the portfolio.

EXPANDED ALL (R\$ BILLION)



non-performing loans

Our NPL is concentrated in the mass market portfolio of Individuals, Micro and Small-sized Enterprises, segments that are naturally more affected by adverse scenarios of inflation and high interest rates, a situation that was heavily exacerbated by the pandemic and which has been extended, leading to more pronounced impacts on these group. Conversely, our Large Companies portfolio posted the lowest NPL in the historical series, validating that the diversification of our loan portfolio is an essential protection that counterbalances risks at distinct times. Given this environment, the total NPL of the portfolio reached 4.3% over 90 days. The revisions and adjustments in credit policies performed in this deteriorated scenario have already brought default on new intakes to levels that are lower than the pre-pandemic period.



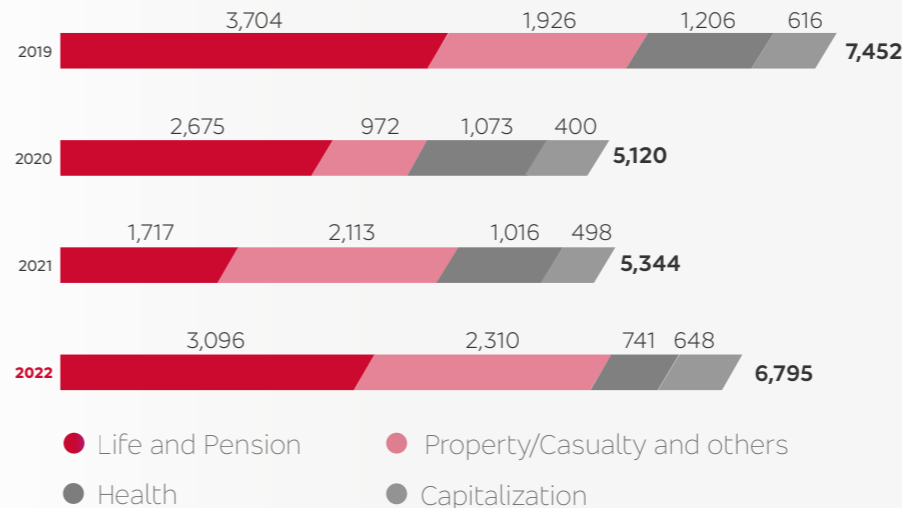
o financial and economic performance

Insurance operations posted a robust performance compared to the previous period, with revenue growth seen in all business lines, an improvement in the loss ratio and recovery of NII.

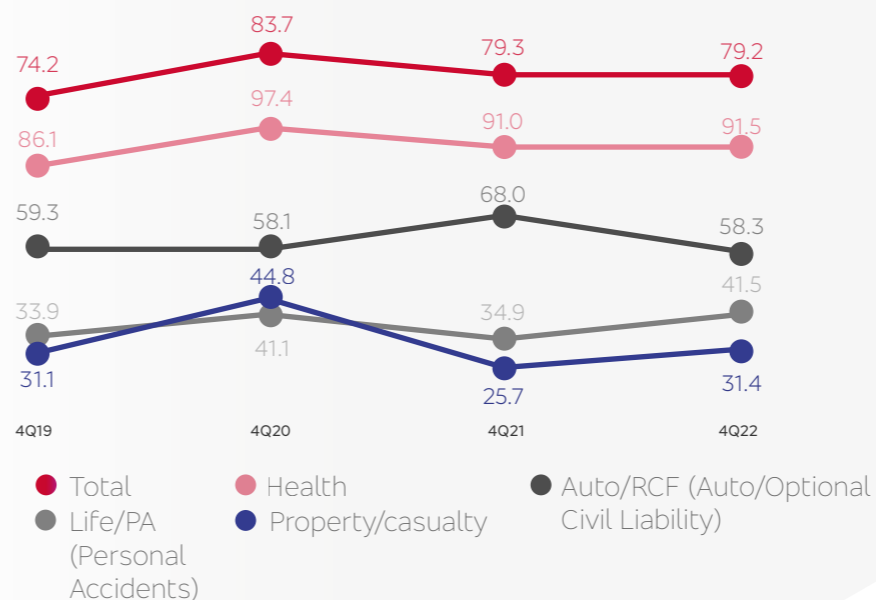
Throughout 2022, the investments in innovation and technology doubled compared to 2021, reaching R\$1 billion in three different areas: development and infrastructure, including improvements in customer service channels and hiring new professionals, with the objective of accelerating the company's digital transformation process; and acquisition of new CRM platforms.

INCOME FROM INSURANCE, PENSION PLAN AND CAPITALIZATION BONDS
R\$14.8 billion
 + 28.9% (vs. 2021)

NET INCOME FROM INSURANCE BUSINESS (R\$ MILLION)



CLAIM RATIO (%)





o financial and economic
performance

**FEE AND
COMMISSION
INCOME**
R\$35.7
billion
+ 4.7%
(vs. 2021)

Fee and commission income expanded over all comparative periods. We have a wide range of products and services available in our extensive network of support (both digital and physical). This evolution reflects our increased penetration in all segments, particularly in the high-income segment, as well as the solid multichannel distribution highlighted by the growth of card sales through Digital Channels, providing an increase in our active base.

Our personnel-related operating expenses topped R\$23.4 billion (+9.4% vs. 2021), a growth that is lower than the impacts from the collective bargaining agreements that took place in 2021 and 2022 (from September of each year). Administrative operating expenses came to R\$22.1 billion (+6.4% compared to 2021), with fixed expenses posting a lower growth than variable costs. The higher expenses are related to the increase in business volume, investments in service channels in order to provide better and more tailored support for the needs and experiences of our clients, as well as institutional expenses for advertising to showcase products and publicize the brand.

**OPERATIONAL
EXPENSES**
R\$49.1
billion
+ 4.7% (vs. 2021)

DRE BY COUNTRY (R\$ MILLION) GRI 207-4

	Brazil (**)	United States⁽¹⁾	Argentina (2)	Mexico (3)	Cayman Islands (4)	Luxembourg (5)	Other countries (6)
Income from financial intermediation	177,967	1,066	31	528	2,371	374	6
Expenses from financial intermediation	-134,354	-295	-1	-455	-681	-210	0
Gross Revenue from Financial Intermediation	43,613	770	30	74	1,690	165	6
Other operating income/ expenses	-21,926	-297	-17	69	-784	-51	-2
Operating Income	21,687	473	13	143	906	114	5
Non-operating Income	293	8	-	2	-	15	-
Income before tax and social contribution	22,214	481	13	144	906	129	5
Income Tax and Social Contribution	-2,685	-96	0	-4	-129	-7	-
Net income/(loss)	19,296	385	13	140	777	122	-
Number of employees	87,800	274	3	226	49	17	12

(1) New York Branch; Bradesco North America LLC; Bradesco Securities, Inc.; Bradesco Bank, Bradesco Investments and Bradesco Global Advisors;

(2) Bradesco Argentina S.A. and Bradesco Argentina de Seguros S.A.;

(3) Bradescard México, Sociedad de Responsabilidad Limitada and Odontored Seguros Dentales S.A.;

(4) Grand Cayman Agency; Cidade Capital Markets Ltd.; and Brasília Cayman Investments II Limited;

(5) Banco Bradesco Europa S.A.;

(6) China: Bradesco Securities Hong Kong Limited, England: Bradesco Securities UK Limited and Portugal: Bradport - SGPS Sociedade Unipessoal; and

(7) Net Balances of interunit eliminations

(**) Brazil = Bradesco Organization (-) Net balances of interunit elimination of companies abroad.



o financial and economic
performance

BASEL RATIO

14.8%

-1.0 p.p. (vs. 2021)

Our ratios remained above regulatory limits. The Basel ratio declined as a result of the regulatory amendment on dealing with tax credits from tax losses arising from hedging investments abroad, greater prudential adjustments and the payment of interest on shareholders' equity.

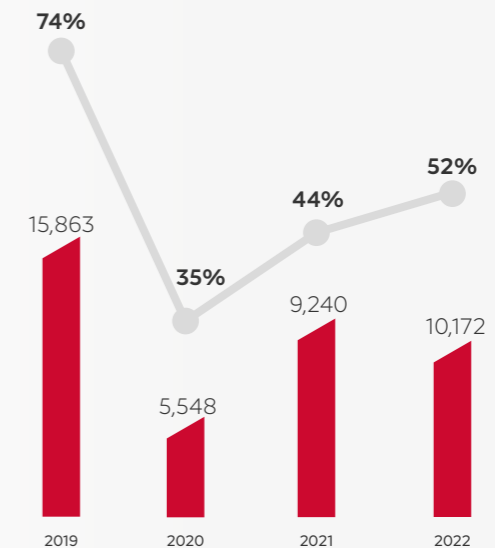
Basel Ratio	Level I Ratio	Common Equity Ratio
14.8%	12.4%	11.0%
-1.0 p.p. for the year	-1.3 p.p. for the year	-1.5 p.p. for the year

distribution of dividends and interest

In 2022, Bradesco Shares (BBCD4), with a high level of liquidity, represented 4.0% of the Ibovespa. Our shares are also traded abroad on the New York Stock Exchange as ADRs (American Depositary Receipts) Level 2, and on the Madrid Stock Exchange, Spain, as DR. Bradesco's shares are also found in various other B3 indices, such as the Differentiated Tag Along Stock Index (ITAG), the Differentiated Corporate Governance Stock Index (IGC), the Brazil Indices (IBrX50 and IBr100), the Corporate Sustainability Index (ISE) and the Carbon Efficient Index (ICO2). Outside Brazil, they make up the World and Emerging Markets portfolios of the Dow Jones Sustainability Index (S&P) and the Latibex Index. Our presence in these indexes reinforces our ongoing quest to adopt best practices of corporate governance, economic efficiency, ethics and social & environmental responsibility.

As a mandatory minimum dividend, we assure shareholders 30% of net income, in addition to the Tag Along of 100% for common shares and 80% for preferred shares. In addition, we offer preferred shares dividends that are 10% higher than those attributed to common shares.

DIVIDENDS AND INTEREST ON SHAREHOLDERS' EQUITY (R\$ MILLION)



¹ In 2019, R\$8 billion is considered in extraordinary dividends paid on October 23, 2019 and in 2021, R\$2.2 billion is considered in additional dividends/Interest on Shareholders' Equity paid on December 30, 2021.

² Calculated based on accounting net income after legal reserve adjustment.

● Dividends/IOE ● Gross payout



o financial and economic
performance

added value

GRI 201-1 | SASB FN-CF-270a.1

More than just our financial performance, we also delivered an added value to society of R\$60 billion in 2022. This is the wealth we generate and distribute, including: fees, contributions and taxes paid to the government; compensation to our employees; payment of interest on shareholders' equity; and reinvestments in our own businesses.

DIRECT ECONOMIC VALUE GENERATED (R\$ BILLION)

	2019	2020	2021	2022
Gross income from financial intermediation	44	37	49	34
Fee and commission income	34	33	34	36
Other income/ expenses	-11	-13	-13	-10
Total	67	57	70	60

DISTRIBUTED ECONOMIC VALUE (R\$ BILLION)

	2019	2020	2021	2022
Labor compensation	19	18	19	21
Contribution to the government	21	18	24	18
Remuneration of third party capital – leases	1	1	1	1
Interest on shareholders' equity/Dividends to shareholders (paid and provisioned)	8	6	9	10
Total	49	43	53	50

RETAINED ECONOMIC VALUE (R\$ BILLION)

	2019	2020	2021	2022
Income reinvestments	18	14	17	11

Note: the amounts presented herein use the accounting criteria for consolidation, diverging from those presented in the Economic and Financial Analysis Report, consolidated according to management criteria.



**for more
information,
please see:**
[Economic and
Financial Analysis
Report for the
fourth quarter of
2022](#)



summary of GRI/SASB content

Usage Statement

Bradesco reported in accordance with the GRI Standards for the period of January 1 to December 31, 2022.

GRI 1 used

GRI 1: Fundamentals 2021

GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	OMISSION		
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION
General contents					
GRI 2: General Disclosures 2021	2-1 Organizational details	17, 21			
	2-2 Entities included in the Organization's sustainability reporting	5			
	2-3 Reporting period, frequency and contact point	4			
	2-4 Restatements of information	4, 46, 47, 126, 171			
	2-5 External assurance	273			
	2-6 Activities, value chain and other business relationships	23, 24, 66			
	2-7 Employees	113, 114, 117, 133			
	2-8 Workers who are not employees	114			
	2-9 Governance structure and composition	31, 32, 33, 34, 35			
	2-10 Nomination and selection of the highest governance body	35			
	2-11 Chair of the highest governance body	32, 33			
	2-12 Role of the highest governance body in overseeing the management of impacts	38, 158			
	2-13 Delegation of responsibility for managing impacts	54			



GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	OMISSION		
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION
GRI 2: General Disclosures 2021	2-14 Role of the highest governance body in sustainability reporting	Senior Management and the Board of Directors are advised and deliberate on relevant publications related to sustainability, including the Integrated Report. The process of building the Materiality Matrix was done through interviews and completing a form online, and included contributions from the Board and Senior Management. The final result was validated at a meeting of the Sustainability and Diversity Committee.			
	2-15 Conflicts of interest	48			
	2-16 Communication of critical concerns	48			
	2-17 Collective knowledge of the highest governance body	38			
	2-18 Evaluation of the performance of the highest governance body	37			
	2-19 Remuneration policies	36			
	2-20 Process to determine compensation	36			
	2-21 Annual total compensation ratio	36	Ratio of the percentage increase in total annual compensation of the highest paid person at the Organization to the average percentage increase in total annual compensation for all employees	Confidentiality restriction	Information considered strategic by Bradesco
	2-22 Statement on sustainable development strategy	7, 9, 158			
	2-23 Policy commitments	19, 39, 42, 51, 61, 146, 220, 226			
	2-24 Embedding policy commitments	39, 49, 61, 220			
	2-25 Processes to remediate negative impacts	82			
	2-26 Mechanisms for seeking advice and raising concerns	46			
	2-27 Compliance with laws and regulations	48			



GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	OMISSION		
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION
General Disclosures 2021	2-28 Membership associations	229			
	2-29 Approach to stakeholder engagement	50, 160, 162, 177, 182, 183, 198, 211, 220, 227, 228			
	2-30 Collective bargaining agreements	132			
Material topics					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	161			
	3-2 List of material topics	162			
Ethics, Integrity and Transparency					
GRI 3: Material Topics 2021	3-3 Management of material topics	39			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	239			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	The main risks related to corruption and bribery mapped for our operations are provided in the Risk Map and are managed through the Integrity Program. In 2022, 100% of our operations have undergone risk assessments related to corruption.			
	205-3 Confirmed incidents of corruption and actions taken	No cases of corruption or legal actions of this nature involving employees, associates and partners were found in 2022. However, there is a criminal case from 2016 against two former members of Bradesco's board of executive officers which is being heard in the 10 th Federal Court of the Judiciary Section of the Federal District resulting from an inquiry known as Zealots Operation (<i>Operação Zelotes</i>), an investigation of alleged conduct by the members of the Administrative Court for Tax Appeals (CARF). Two former members of Bradesco's board of executive officers have been acquitted, pending a final and unappealable decision.			



GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	OMISSION		
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION
GRI 206: Anti-competitive behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	No legal actions related to unfair competition, trust and monopoly practices were identified in the reporting period.			
GRI 207: Tax 2019	207-1 Approach to tax	51			
	207-2 Tax governance, control, and risk management	51			
	207-3 Stakeholder engagement and management of concerns related to tax	51, 228			
	207-4 Country-by-country reporting	237			
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	226			
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	226			
GRI 414: Supplier social assessment 2016	414-1 New suppliers that were screened using social criteria	222			
	414-2 Negative social impacts in the supply chain and actions taken	225			
GRI 415: Public Policy 2016	415-1 Political contributions	51			
SASB: Business Ethics	FN-CB-510a.1 Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	48			
	FN-AC-510a.2 Description of whistleblower policies and procedures	48			
	FN-CB-510a.2 Description of whistleblower policies and procedures	46			
	FN-IB-510a.2 Description of whistleblower policies and procedures	46			
Human Capital Management					
GRI 3: Material Topics 2021	3-3 Management of material topics	115, 127, 129, 148			
GRI 201: Economic performance 2016	201-3 Defined benefit plan obligations and other retirement plans	129			



GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	OMISSION		
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	116, 119			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	129			
	401-3 Maternity/Paternity leave	131			
GRI 402: Labor Relations 2016	402-1 Minimum notice periods regarding operational changes	132			
	403-1 Occupational health and safety management system	148			
GRI 403: Occupational Health and Safety 2018	403-2 Hazard identification, risk assessment, and incident investigation	148			
	403-3 Occupational health services	148			
	403-4 Worker participation, consultation, and communication on occupational health and safety	151			
	403-5 Worker training on occupational health and safety	150			
	403-6 Promotion of worker health	152			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	150, 152			
	403-8 Workers covered by an occupational health and safety management system	148			
	403-9 Work-related injuries	148, 149			
	403-10 Work-related ill health	148, 149			
	GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	126		
404-2 Programs for upgrading employee skills and transition assistance programs		122, 126			
404-3 Percentage of employees receiving regular performance and career development reviews		127	Information broken down by gender and functional category was not disclosed.	Information not available	There was not enough time between the consolidation of the 2022 assessments and the completion of the report.



GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	OMISSION		
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	226			
Management of Risks and Climate Opportunities					
GRI 3: Material Topics 2021	3-3 Management of material topics	184, 189			
GRI 201: Economic performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	191, 192			
GRI 301: Materials 2016	301-1 Materials used by weight or volume	209			
	301-2 Raw materials or recycled materials used	209			
GRI 302: Energy 2016	302-1 Energy consumption within the Organization	203, 204			
	302-2 Energy consumption outside of the Organization	205			
	302-3 Energy intensity	204			
GRI 302: Energy 2016	302-4 Reduction of energy consumption	204			
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	206			
	303-2 Management of water discharge-related impacts	206			
	303-3 Water withdrawal	206, 207			
	303-5 Water consumption	206			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	199			
	305-2 Indirect (Scope2) GHG emissions from the purchase of energy	200			
	305-3 Other indirect (Scope 3) GHG emissions	201			
	305-4 GHG emissions intensity	202			
	305-5 Reduction of GHG emissions	202			
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	208			
	306-2 Management of significant waste-related impacts	208			
	306-4 Waste diverted from disposal	208			



GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	OMISSION		
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION
GRI 306: Waste 2020	306-5 Waste directed to disposal	208			
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	222			
	308-2 Negative environmental impacts in the supply chain and measures taken	225			
Innovation and Technology					
GRI 3: Material Topics 2021	3-3 Management of material topics	95			
Sustainable Businesses					
GRI 3: Material Topics 2021	3-3 Management of material topics	163			
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	221			
GRI - Financial sector supplement - Product Portfolio 2013	FS1 Policies with specific environmental and social components applied to business lines	39, 42, 61			
GRI - Financial sector supplement - Product Portfolio 2013	FS2 Procedures for assessing and screening environmental and social risks in business lines	61			
GRI - Financial sector supplement - Product Portfolio 2013	FS3 Processes for monitoring clients' implementation and compliance with environmental and social requirements included in agreements or transactions	61			
GRI - Financial sector supplement - Product Portfolio 2013	FS4 Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines	49, 64, 159, 168, 170, 177			
GRI - Financial sector supplement - Product Portfolio 2013	FS5 Interactions with clients/investees/business partners regarding environmental and social risks and opportunities	170, 177			
GRI - Financial sector supplement - Product Portfolio 2013	FS7 Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	166			
GRI - Financial sector supplement - Product Portfolio 2013	FS8 Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	166			



GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	OMISSION		
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION
GRI - Financial sector supplement - Audit 2013	FS9 Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures	63			
GRI - Financial sector supplement - Asset Ownership 2013	FS10 Percentage and number of companies held in the institution's portfolio with which the reporting Organization has interacted on environmental or social issues	64, 170, 177			
GRI - Financial sector supplement - Asset Ownership 2013	FS11 Percentage of assets subject to positive and negative environmental or social screening	171, 174			
GRI - Financial sector supplement - Asset Ownership 2013	FS12 Voting policy(ies) applied to environmental or social issues for shares over which the reporting Organization holds the right to vote shares or advises on voting	176			
SASB: Asset management and custody activities	FN-AC-000.B Total assets under custody and supervision	171			
SASB: Incorporating Environmental, Social and Governance factors in Investment Management & Advisory	FN-AC-410a.1 Amount of assets under management, by asset class, that employ integration of environmental, social and governance (ESG) issues, sustainability-themed investing, and screening	173, 174			
	FN-AC-410a.2 Description of approach to incorporation of environmental, social and governance (ESG) factors in investment and/or wealth management processes and strategies	171			
	FN-AC-410a.3 Description of proxy voting and investee engagement policies and procedures	171, 176			
SASB: Incorporating Environmental, Social and Governance factors in Credit Analysis	FN-CB-410a.1 Commercial and industrial credit exposure, by industry	234			
	FN-CB-410a.2 Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	234			
SASB: Incorporating Environmental, Social and Governance factors in Investment Banking and Brokerage Activities	FN-IB-410a.1 Revenue from (1) underwriting, (2) advisory, and (3) securitization transactions incorporating integration of environmental, social, and governance (ESG) factors, by industry	168			
	FN-IB-410a.2 Number and (2) total value of investments and loans incorporating integration of environmental, social, and governance (ESG) factors, by industry	61, 168			
	FN-IB-410a.3 Description of approach to the incorporation of environmental, social, and governance (ESG) factors in investment banking and brokerage activities	168			



GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	OMISSION		
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION
SASB: Systemic Risk Management	FN-IB-550a.1 Global Systemically Important Bank (G-SIB) score, by category	57			
	FN-IB-550a.2 Description of approach to the incorporation of the results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	57			
	FN-CB-550a.1 Global Systemically Important Bank (G-SIB) score, by category	57			
	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	57			
Privacy and Data Security					
GRI 3: Material Topics 2021	3-3 Management of material topics	163			
GRI 418: Client Privacy 2016	418-1 Substantiated complaints concerning breaches of client privacy and losses of client data	110			
SASB: Consumer Privacy	FN-CF-220a.1 Number of account holders whose information is used for secondary purposes	110			
SASB: Data Security	FN-CB-230a.1 Number of data breaches, percentage involving personally identifiable information (PII), number of account holders affected	110			
	FN-CB-230a.2 Description of approach to identifying and addressing data security risks	108			
	FN-CF-230a.1 Number of data breaches, percentage involving personally identifiable information (PII), number of account holders affected	110			
	FN-CF-230a.3 Description of approach to identifying and addressing data security risks	108			
Relationship, Inclusion and Financial Health of Clients					
GRI 3: Material Topics 2021	3-3 Management of material topics	69, 76, 84			
GRI 203: Indirect economic impacts 2016	203-2 Significant indirect economic impacts	84, 86, 215, 217, 218			



GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	OMISSION		
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	81			
	417-2 Incidents of non-compliance concerning product and service information and labeling	81			
	417-3 Incidents of non-compliance concerning marketing communications	81			
GRI - Financial sector supplement - Product Portfolio 2013	FS6 Percentage of the portfolio for business lines by specific region, size (e.g. micro/sme/large) and by sector	166, 234,			
GRI - Financial sector supplement - Local Communities 2013	FS13 Access points in low-populated or economically disadvantaged areas by type	86			
GRI - Financial sector supplement - Marketing and Labeling 2013	FS14 Initiatives to improve access to financial services for disadvantaged people	74, 89,			
GRI - Financial sector supplement - Marketing and Labeling 2013	FS15 Policies for the fair design and sale of financial products and services	80, 128			
GRI - Financial sector supplement - Marketing and Labeling 2013	FS16 Initiatives to enhance financial literacy by type of beneficiary	90, 91			
SASB: Commercial banks	FN-CB-000.B Number and value of loans by segment: (a) Individuals, (b) small-sized enterprise, and (c) corporate	235			
SASB: Financial inclusion and capacity building	FN-CB-240a.1 Number and amount of loans outstanding qualified to programs designed to promote small-sized enterprise and community development	88, 166			
	FN-CB-240a.3 Number of no-cost retail checking accounts provided to previously unbanked or underbanked clients	86			
	FN-CB-240a.4 Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved clients	88, 90, 91			
SASB: Transparent Information and Fair Advice for clients	FN-AC-270a.1 (1) Number and (2) percentage of covered employees with a record of investment related investigations, consumer-initiated complaints, private civil litigations, or other regulatory proceedings	83			



GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	OMISSION		
			OMITTED REQUIREMENT(S)	REASON	EXPLANATION
SASB: Selling Practices	FN-CF-270a.4 (1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), (2) percentage with monetary or non-monetary relief, (3) percentage disputed by consumer, (4) percentage that resulted in investigation by the CFPB	82, 83			
	FN-CF-270a.5 Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products	48			
SASB: Transparent Information and Fair Advice for Clients	FN-IN-270a.2 Complaints-to-claims ratio	83			
No material theme					
	405-1 Diversity of governance bodies and employees	137, 139, 141, 144			
GRI 405: Diversity and Equal Opportunity 2016	405-2 Ratio of basic salary and compensation of women to men	137	The compensation ratio between men and women has not been disclosed	Information not available	We publish information referring to the base salary for all functional categories, and the share related to other financial incentives for senior leadership, superintendencies and management.
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	147			
SASB: Employee Diversity and Inclusion	FN-IB-330a.1 Percentage of gender and racial/ethnic group representation for (1) executive management, (2) nonexecutive management, (3) professionals, and (4) all other employees	115			
	FN-AC-330a.1 Percentage of gender and racial/ethnic group representation for (1) executive management, (2) nonexecutive management, (3) professionals and (4) all other employees	115			



principles for responsible banking (PRB)

Principle 1: Alignment



We will align our business strategy to be consistent and contribute to the individual needs and objectives of society as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional structures.

Business model

Describe (high level) the business model of your bank, including the segments of clients supported, types of products and services provided, the core sectors and types of activities in the principal geographies the bank is active in or offers their products and services to. Also quantify the information by, for example, disclosing the distribution of your bank's portfolio (%) in terms of geography, segments (meaning, by balance sheet and/or off balance sheet) or disclosing the number of clients and people supported.

Answer

Banco Bradesco S.A. is a publicly-held company, established and existing under Brazilian laws, with shares traded on the Brazilian Exchange & OTC (B3) and in the United States (NYSE). We are one of the largest financial groups in Latin America and one of the main references in the Brazilian banking market. With 80 years of history, we operate as an innovative and inclusive bank, which began with the approach of supporting small merchants, civil servants and people of modest wealth. Over the past decades, we have undergone several processes of modernization, digitization and expansion. Today, our workforce boasts over 88,000 people, who work on serving more than 77 million clients, 38 million of which are account holders, Individuals and Legal Entities - micro, small, medium and large companies and corporations. With national coverage, present in 100% of Brazilian municipalities and at strategic locations abroad, we have physical and digital presence to serve the most diverse types of clients, respecting their profile, life stage, and needs. We operate in a very consolidated manner in the Retail, Prime and Wholesale segments, with a widely diversified portfolio of various products and services, as our commercial loans, personal loans, real estate financing, credit for investment and financing, leasing, investment, insurance, exchange operations, capital management and investment banking, among other financial services.

Links and references

- [2022 highlights](#)
- [About us](#)
- [Corporate Strategy](#)
- [Ecosystem and Activities | Portfolio](#)
- [Sustainable Business](#)



Alignment of strategy

Does your corporate strategy identify and reflect sustainability as a strategic priority(s) for your bank?

Yes

No

Describe how your bank has aligned and/or plans to align its strategy to remain consistent with and contribute to society's goals as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.

Answer

We base our work on four key pillars: Clients, Digital Transformation, People and Sustainability, which sustain our purpose to create opportunities for the fulfillment of people and the sustainable development of companies and society..

In the Sustainability pillar, we are focused on being agents of positive transformation, generating shared value for society, clients, employees, investors and partners.

The Sustainability strategy is focused on generating a positive impact through our activities and our business based on three important pillars: Financial Citizenship, Climate Agenda and Sustainable Business.

The pillars are aligned with key global guidelines and commitments. As signatories to the Principles for Responsible Banking (PRB), we are committed to aligning our efforts with the Paris Agreement, which aims to limit the rise in global average temperature to 2°C, with efforts to keep it below 1.5°C, and we have set our "Net Zero" target, through which we developed our portfolio decarbonization strategy..

Links and references

- [Corporate Strategy](#)
- [Connection with Sustainability](#)

Does your bank also reference any of the following regulatory sustainability reporting frameworks or requirements in its strategic priorities or policies to implement them?

UN Guiding Principles on Business and Human Rights

Fundamental Conventions of the International Labor Organization

UN Global Compact

UN Declaration on the Rights of Indigenous Peoples

Other applicable regulatory reporting requirements on environmental risk assessments, such as climate risk – please specify which: **BACEN Framework - PRSA, DRSAC, GRSAC, TCFD, SAC Risk.**

Other applicable regulatory reporting requirements on societal risk assessments, such as, for example, on risk of modern slavery – please specify which: **"Black List" of Slave Labor and the full scope of risk restrictions.**

None of the above

Answer

Our robust regulatory framework includes the Social, Environmental and Climate Responsibility Standard (PRSAC) and the Environmental and Climate Social Risk Standard, that establish the rules and responsibilities related to strategy and risk management in compliance with applicable Brazilian regulations.

The Bradesco Organization's respect for, and protection of, Human Rights is expressed in the Corporate Human Rights Policy. In addition, we conduct risk and capital management in alignment with our strategic guidelines and in an integrated and independent way, as can be seen in the Risk Management chapter of this report and in the Risk Management Report – Pillar 3, published on our Investor Relations website.

Links and references

- [Social, Environmental and Climate Risk](#)
- [Corporate Social Responsibility Management System](#)
- [PRSAC](#)
- [Risk Management Report – Pilar 3](#)
- [Climate Report \(TCFD\)](#)
- [Policy on Human Rights](#)



Principle 2: Impact and Target Setting



We will continue increasing our positive impacts while also reducing negative impacts and managing risks to people and the environment resulting from our activities, products and services. As such, we set and publish goals where we can make the most significant impacts..

2.1. Impact Analysis (Key Step 1)

Show that your bank has conducted an impact analysis of your portfolio(s) to identify your most significant areas of impact and determine priority areas for target setting. The impact analysis shall be regularly updated¹ and shall cover the following requirements/elements (a-d)²:

a. Scope: What is the scope of your bank's impact analysis? Describe which parts of the bank's core business areas, products/services in the primary regions in which the bank operates (as described in 1.1) were considered in the scope of the analysis. Also describe which areas have not yet been included and why.

Answer

We understand that, as a financial institution and movers of capital, we contribute in various ways to our stakeholders, society and the environment through our activities and business. These contributions, also known as impact, can be direct or indirect, positive or negative.

Understanding how these impacts take place in the Organization's internal and external environment is essential so that we can align them with our strategy, in addition to concentrating efforts on improving our actions with a positive impact and minimizing actions that generate a negative impact.

In 2023, we performed an impact analysis on our businesses, following the guidelines and methodologies recommended by UNEP FI, in an effort to capture the indirect, positive and negative impacts linked to our loan and financing operations in 2022.

Among the five business segments of the bank: Retail, Prime, Wholesale, Asset Management and Investment Banking, priority in the impact analysis was given to the Retail segment, a segment focused on serving Individuals and micro and small companies, and the Wholesale segment, focused on providing services to large and corporate companies. Together, these segments represent 80% of the Bank's gross revenue.

Links and references

- [Corporate Strategy](#)
- [Ecosystem and Activities | Portfolio](#)

¹ This means that where the initial impact analysis was performed in an earlier period, the information should be updated appropriately, the scope should be broadened, and the quality of the impact analysis should be improved over time.

² Further guidance can be found in the Interactive Guidance on impact analysis and target setting

**b. Portfolio composition: Did your bank consider the composition of your portfolio (in %) in the analysis? Provide the proportional composition of your portfolio in global terms and by geographic scope**

- i. by sectors & industries³ for business, corporate and investment banking portfolios (i.e. sector exposure or sector breakdown in %) and/or
- ii. by products & services and by types of clients for consumer and retail banking portfolios.

If your bank has taken another approach to determining the scale of the bank's exposure, describe how you have considered where the bank's core businesses/core activities are in terms of industries or sectors.

AnswerIndividuals

The impact analysis of the Retail-Individual segment factored in the active balance of the portfolio of financial products aimed at Individual clients in Brazil at the end of 2022, including financial reserve and credit products (loans and financing).

When assessing the relevance and proportionality of the products, the users' profile was also verified in the following characteristics: income, gender and age.

Analysis coverage of loan and financing products was 57% in relation to the total expanded loan portfolio targeting Individuals in 2022.

Companies

The impact analysis of the Corporate Retail and Wholesale segments considered the active balance, at the end of 2022, of the expanded Corporate loan portfolio linked to sectors of the economy, according to the CONCLA base of sectoral classification.

The analysis methodology was the same for both segments, but the analyses were done separately. This was carried out to capture the relevance and proportionality of the different sectors in the respective business portfolios.

Analysis coverage was 62% for the Wholesale segment and 38% for the Corporate Retail segment. The Corporate Retail segment covers micro, small and medium-sized enterprises and is rather fragmented. This is why the analysis coverage was smaller.

Links and references

- [2022 highlights](#)
- [About us](#)
- [Corporate Strategy](#)
- [Ecosystem and Activities | Portfolio](#)



c. Context: Has your bank considered the primary challenges and priorities related to sustainable development in the main countries/regions in which it and/or its clients operate?⁴ Describe how this was considered, including which stakeholders you engaged with to help provide this element of the impact analysis.

This step is designed to position the impacts of your bank's portfolio in the context of society's needs.

Answer

Our operations and business are mainly concentrated in Brazil, with the Retail and Wholesale segments being the most relevant in the portfolio. As such, we understand that the challenges and priorities related to sustainable development are associated with these segments.

In addition to contributing positively to meeting the needs of individuals, providing financial products and services directly to people and micro and small-sized enterprises strengthens the economy by indirectly contributing to society as a whole. This is why there needs to be a fair offer compatible with the profile of each person. As such, it is vital to have policies and standards that consider the risks incurred in business operations, in addition to having an organizational culture that cultivates ethics and respect.

The Wholesale operations, through financing for large and corporate companies, are linked to the financing of activities in the real economy. As such, they contribute positively to the promotion of a sustainable, diversified and innovative economy, which strengthens various markets and sectors of the economy and promotes productivity, employment and work, benefiting the livelihood, prosperity and development of people and communities. This is why there is a need to adhere to labor standards and human rights, in addition to control processes for mitigating climate change, efficient use of natural resources, and preservation and maintenance of biodiversity.

Sustainability - along with other strategic areas of the bank, including the integrated risk control, economic research, market relations, institutional relations and others - continually monitors regional and global events and trends that could potentially influence our business, as well as aspects in which our business could impact the external environment.

To complement our context analyses, we interviewed some stakeholders (Febraban, CEBDS and Nint) at the beginning of 2022 about their perception of how our operations and businesses could contribute in the Brazilian context, in addition to what we already do. Below are the most relevant points raised:

- Securing capital for clients with diverse profiles and financing projects that have a positive impact;
- Best ESG and banking responsibility practices, mitigation of climate change, strengthening of actions for the development of the Amazon and management of social and environmental risks;
- Make use of our relevance, nationwide reach and collaboration to act on the frontlines of the fight against social inequality, informal employment and income generation and the unbanked in Brazil.

It should be mentioned here that the points raised are already being addressed internally through a number of bank initiatives. Besides, they are covered by the Sustainability strategic pillars, so we can work even more in this direction.

Links and references

- [External Context](#)
- [Ecosystem and Activities | Portfolio](#)

⁴ Global priorities can be considered for banks with highly diversified and international portfolios.



Based on these three initial elements of an impact analysis, what areas of positive and negative impact has your bank identified? Which (at least two) areas of significant impact have you prioritized in order to address your target setting strategy (see 2.2)⁵? Please provide.

Answer

o Prioritized impact areas

Health and Financial Inclusion

We realize that it is necessary to fully understand the difficulties that Brazilian society is facing in the maintenance of its financial resources and in the capacity to individually and independently manage this resource, so that efforts are focused on promoting the effective inclusion of Brazilians in the financial system and that their financial health is achieved in a simple and accessible way in an effort to get it to those who need it most.

For Bradesco, the agenda of inclusion and financial education are essential strategic for the social and economic development of Brazil. We are active throughout Brazil, introducing inclusion and financial education through our banking services and products, mainly through initiatives such as: Voyager V boat, Bradesco Expresso, Education Portal, MEI Portal, Click Conta, NextJoy, and others highlighted in the Financial Citizenship chapter of this report.

In order to further leverage our strategic action on the subject, we have listed this topic as one of the strategic pillars of Sustainability through the theme of Financial Citizenship. In 2022, we assumed the PRB-Commitment to Health and Financial Inclusion, where we commit to establishing impact targets on these agendas.

Climate

Efforts to reduce the pressure on the climate and to leverage alternatives for the transition to a low carbon economy have become essential in the search for a greener, resilient and inclusive economy. Brazil has natural potential and a fundamental role in this agenda, and Bradesco has been assuming its responsibility and taking a leading role towards contributing to this transition. Since 2020, Bradesco has been supplying its operations with energy from renewable sources, and 100% of carbon emissions from operations are neutralized. In addition, based on the PCAF methodology, we are evolving in the measurement of greenhouse gases (GHG) related to our loan portfolio for better management and control as stipulated in the Climate Agenda section of this report. Prioritizing Climate Agenda as a strategic pillar of sustainability and assuming voluntary commitments in the agenda, like Net-Zero, further reinforce this purpose.

Sustainable Business

Financial institutions play a key role in promoting sustainable development, due largely to their ability to allocate funds towards activities and sectors that generate a positive impact, and by supporting the transition to business models with less negative impact. They can also provide guidance and engage clients on social, environmental and climate risks and opportunities. At Bradesco, we travel this path with our clients, reinforcing our commitment to generate sustainable business.

Links and references

- [Financial Citizenship](#)
- [Climate Agenda](#)
- [Sustainable Business](#)

⁵ To prioritize higher impact areas, it will be important to overlap qualitative and quantitative analysis, as described in a), b) and c), for example, through stakeholder engagement and greater geographic contextualization

**d. For these (min. two priority impact areas):**

- o Measurement of performance: Has your bank identified which sectors and industries, as well as types of funded or invested clients, are causing the strongest actual positive or negative impacts? Describe how you assessed their performance, using the proper indicators related to areas of significant impact applicable to your bank's context.

When establishing the priority topics for setting targets among the areas with your most significant impact, you need to consider the bank's current performance levels, those being qualitative and/or quantitative indicators and/or proxies of the social, economic and environmental impacts that come from the bank's activities and the offer of products and services. If you have identified climate and/or health and financial inclusion as your most significant areas of impact, please also refer to the applicable indicators in the Annex.

- o If your bank has taken another approach to assessing the intensity of the impact resulting from the bank's activities and the offering of products and services, please describe it.
- o The result of this step will also provide the baseline (including indicators) that you can use to set targets in two areas with the most significant impact.

Answer**Health and Financial Inclusion**

In our portfolio, we identified as having a high positive impact on financial inclusion the services we provide through Bradesco Expresso (banking correspondents), Service Points, the floating branch in Amazônia, our digital platforms in constant improvement, in addition to our partnership with FAS (Sustainable Amazon Foundation), which enables the payment of the Bolsa Floresta + benefit. This benefit is related to the Guardians of the Forest Program, which aims to promote access to financial services and products for communities benefited by the program.

We understand that, from the moment banking happens, there is a need to work responsibly to provide products and services compatible with the profile of clients and their capabilities and limitations, especially for vulnerable, low-income and lower educated groups. This is why it is important that we act assertively in building knowledge and aspects of financial management with these clients to increase our potential for positive impact along the client journey.

Climate

In the process to measure financed and invested emissions using the PCAF methodology, some sectors could be identified that are most intensive in carbon and materials for the bank based on the balance of the loan portfolio, view at the end of 2022.

Sustainable Business

Our goal, which follows the taxonomy promoted by the Brazilian Federation of Banks (FEBRABAN), is to consider granting credit for activities classified as having a positive contribution. This also includes financial products and services with a social and environmental focus for Individuals and Legal Entities, and advisory services for structuring credit and debt solutions linked to ESG criteria.

By the end of 2022, R\$172.7 billion were allocated to assets, sectors and activities with social and environmental benefits through corporate credit, advisory services in the capital markets and sustainable financial solutions.

Links and references

- [Financial Citizenship](#)
- [Climate Agenda](#)
- [Sustainable Business](#)



Summary of self-assessment:

Which of the following components of the impact analysis has your bank fulfilled in order to identify the areas where your bank has its most significant (potential) positive and negative impacts?⁶

Scope:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> In progress	<input type="checkbox"/> No
Portfolio composition:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> In progress	<input type="checkbox"/> No
Context:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> In progress	<input type="checkbox"/> No
Measurement of performance:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> In progress	<input type="checkbox"/> No

Which areas of most significant impact have you identified for your bank as a result of the impact analysis?

[Health & Financial Inclusion](#), [Climate Change Mitigation](#), [Sustainable Business](#).

How recent is the data used and disclosed in the impact analysis?

- Up to 6 months prior to publication
- Up to 12 months prior to publication
- Up to 18 months prior to publication
- More than 18 months prior to publication



2.2 Definition of Targets (Key Step 2)

Show that your bank has defined and published a minimum of two targets that address at least two different areas of high significant impact that you identified in your impact analysis.

Your targets⁷ need to be Specific, Measurable (quantitative or qualitative), Achievable, Relevant, and Time-Determined (SMART). Disclose the following elements of target setting (a to d), for each goal separately:

a. Alignment: What international, regional, or national policy frameworks for aligning your bank's portfolio⁸ have you identified as relevant? Show that the selected indicators and targets are linked to alignment and clearly address alignment with a further contribution to the respective Sustainable Development Goals, Paris Agreement targets and other relevant international, national or regional frameworks.

You can build on the context items in 2.1.

Answer

In line with PRB requirements and confirming our Sustainability strategy, we take on commitments and targets linked to the areas of highest impact of our business and which outline objectives based on the SDGs and the targets of the Paris Agreement, those being:

- **PRB - Commitment to Health and Financial Inclusion**, which is designed to stimulate the inclusion and financial health of clients and non-clients.

The commitment calls for inclusion and/or financial health targets to be set that are connected with the primary impacts linked to our business and profile of clients served, in addition to considering the national and international objectives of the agenda. Our target will be announced by the third quarter of 2023. It will follow the UNEP FI guidelines, the guidance that addresses the issue and the working groups that we are part of, as well as the recommendations from the Central Bank of Brazil's Department of Financial Education, which consistently tracks our approach on this topic.

- **Net Zero**, which aims for zero net emissions at scopes 1, 2 and 3 by 2050.

The commitment calls for emission reduction targets to be set in nine carbon-intensive sectors. As a result, we disclosed our first round of targets that includes the sectors in February 2023: Electricity generation and Coal, information can be found in the Climate Report available on the Sustainability website.

The process of defining Net-Zero targets and strategies for achieving them are based on the following methodologies: Partnership for Carbon Accounting and Financial (PCAF), Science-Based Targets Initiative (SBTi), and the requirements and publications of the NZBA and the Financial Institution Net Zero Transition Plan Task Force – GFANZ. We are also part of the alliance's international working groups aimed at setting sectoral targets and supporting the implementation of the guidelines published in UNEP FI's Guidelines for Climate Target Setting for Banks.

- **Sustainable Business Target**, which aims to allocate R\$250 billion by 2025 to sectors and assets with a positive social and environmental impact.

This target reinforces our commitment to be an agent of positive transformation in society, in alignment with the United Nations Principles for Responsible Banking (PRB). The target is structured with the methodology of the Brazilian Federation of Banks – FEBRABAN in mind. When it comes to ESG operations, they adhere to the main international Guides and Principles, and are evaluated by a Second-party Opinion (SPO).

For more details on the structures used as a reference in each of the targets mentioned above, see the chapter corresponding to each of the topics in our Integrated Report.

Links and references

- [Financial Citizenship](#)
- [Climate Agenda](#)
- [Climate Report \(TCFD\)](#)
- [Sustainable Business](#)

⁷ Operational targets (relating to, for example, water consumption in office buildings, gender equality on the bank's board of directors or greenhouse gas emissions from business travel) are not within the scope of the PRB.

⁸ Your bank should consider key challenges and priorities in terms of sustainable development in its main country(ies) of operation for target-setting purposes. These can be found in National Development Plans and strategies, international targets such as the SDGs or the Paris Climate Agreement, and regional frameworks. Aligning means that there needs to be a clear link between the bank's targets and these structures and priorities, thereby showing how the target supports and drives contributions to national and global goals.

**b. Baseline: Have you determined a baseline for selected indicators and assessed the current level of alignment? Provide the indicators used as well as the year of the baseline.**

You can rely on the performance measurement conducted in 2.1 to determine the baseline for your target.

A package of indicators for climate change mitigation and health & financial inclusion has been developed to help guide and support banks in their journey of target setting and implementation. An overview of the indicators can be found in the Annex of this model.

If your bank has prioritized climate mitigation and/or health & financial inclusion as (one of) its most significant areas of impact, it is strongly recommended to report the indicators in the Annex, using a general table as shown below, including the area of impact, all relevant indicators and the corresponding indicator codes:

If you have identified other indicators and/or additional indicators as relevant to determining the baseline and assessing the level of alignment with impact-oriented targets, please provide them here.

Answer

To monitor our performance in the prioritized areas of impact where we have established targets, we define essential performance indicators for tracking and measuring the progress of these agendas. They are:

Health and financial inclusion

1. Opening of new checking accounts by financially under-served clients
2. Number of clients served by the Floating Branch and number of transactions performed over the year
3. Opening of new MEI accounts (micro business)
4. MEI clients who accessed training content
5. Volume of credit linked to Local Productive Arrangements (APL) and Targeted Productive Microcredit (MPO) over the year
6. Opening accounts in initiatives for the inclusion of young people and children
7. Number of people benefiting from financial education initiatives
8. Number of people who accessed our financial guidance features

Climate

1. Issuances of corporate loans - total and sectoral (scopes 1 and 2)
2. Bradesco Asset Investments Emissions - Total
3. Direct emissions (scope 1) of greenhouse gases in tCO₂
4. Indirect emissions (scope 2) of greenhouse gases in tCO₂
5. Other indirect emissions (scope 3) of greenhouse gases in tCO₂
6. Intensity of the Organization's emissions
7. Reduction of emissions as a direct result of initiatives

Sustainable Business

1. Financial volume in loan operations with clients in selected sectors
2. Financial volume in contracting social and environmental products, such as: Green Loans, CDC Photovoltaic, Microcredit
3. Financial volume in ESG operations, such as: credit or bond linked to a company's commitment to reduce its CO₂ emissions

Links and references

- [Financial Citizenship](#)
- [Climate Agenda](#)
- [Climate Report \(TCFD\)](#)
- [Sustainable Business](#)



c. SMART Targets (including key performance indicators (KPIs)⁹): Disclose targets for your first and second most significant impact area, if they have already been implemented (as well as other impact areas, if any). What KPIs are you using to monitor progress towards the goal? Please provide.

Answer

We took on our commitment in 2021 to allocate R\$250 billion by 2025 to sustainable business, recognizing our potential to leverage businesses that have a positive impact on society and the environment.

Also in 2021, we assumed the Net Zero commitment, and published our first round of sectoral decarbonization targets in early 2023. In this exercise, we committed to reducing the intensity of greenhouse gas emissions (kgCO₂e/MWh) by 59% in the electricity generation sector and divest from the entire coal sector by 2030. In compliance with Net Zero, we are working internally on the targets of the other carbon intensive sectors, to be published by July 2024.

In 2022, we made a commitment to Health and Financial Inclusion and are working internally on the targets to be disclosed by the third quarter of 2023, in line with the requirements of the commitment.

d. Action Plan: What actions, including milestones, have you set to achieve the targets you have set? Please describe.

d. Also show that your bank has analyzed and recognized significant (potential) indirect impacts from the targets defined in the impact area or in other impact areas and that it has defined relevant actions to prevent, mitigate or compensate for possible negative impacts.

Answer

In 2022, we reviewed our sustainability strategy, with the definition of three strategic pillars: Climate Agenda, Sustainable Business and Financial Citizenship. Thus, we connect the most relevant business areas for the bank with the most urgent issues for society in the macroeconomic context in which we operate. And to reinforce our strategy, we make commitments and public targets that are focused on enhancing the positive impacts of our business and, at the same time, minimize the negative ones.

We defined an expected evolution curve for each strategic pillar up to 2025. This was done to capture the structural, operational and strategic needs of each theme, considering the different degrees of maturity of the interface areas, in order to effectively advance in defining projects and initiatives to reach the bank's strategic objectives and commitments.

Sustainability is a cross-cutting area for capturing ESG trends and opportunities and that one of its challenges is incorporating these initiatives into the various areas of the Organization. As such, we have made significant strides in internalizing a number of initiatives with our partner areas, especially the business areas; retail and wholesale, products, investment banking, asset management, plus support areas such as data intelligence, estate department, compliance, and others.

In this way, we are making some headway on the construction of the strategies to be followed in order to reach the established targets and those that are still under development.

We continue to monitor its implementation through Sustainability governance.

Links and references

- [Financial Citizenship](#)
- [Climate Agenda](#)
- [Climate Report \(TCFD\)](#)
- [Sustainable Business](#)

Links and references

- [Sustainability Strategy](#)
- [Financial Citizenship](#)
- [Climate Agenda](#)
- [Climate Report \(TCFD\)](#)
- [Sustainable Business](#)



Self-assessment summary

Which of the following components of target setting under the PRB requirements has your bank completed or is currently in the process of assessing for your...

	... first area of most significant impact: Health and financial inclusion	... second area of most significant impact: Climate change mitigation (Net-Zero)	...third (and subsequent(s)) area(s) of impact: Sustainable Business
Alignment	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> In progress <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No
Baseline	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No
SMART Targets	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> In progress <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No
Action Plan	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> In progress <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No



2.3. Implementation and Monitoring of Targets (Key Step 2)

For each target, separately:

Show that your bank has implemented the actions it had previously defined to reach the defined target.

Provide your bank's progress since the last report towards achieving each of the defined targets and the resulting impact of your progress, using the indicators and KPIs to monitor the progress defined in 2.2

Or, in the case of changes to implementation plans (relevant only for the second and subsequent reports): describe potential changes (changes in priority impact areas, changes in indicators, acceleration/revision of targets, introduction of new milestones or revisions of action plans) and explain why these have become necessary.

Answer

We work earnestly on the plans to manage the targets and commitments assumed, with special attention paid to the technical requirements and deadlines set, while being very critical and cautious in the implementation processes.

In 2021, we assumed the target of allocating 250 billion to Sustainable Businesses. Since that time, we have had an exclusive team responsible for conducting initiatives to leverage this agenda at the bank, either through training actions of the commercial team, or through engagement actions with strategic clients, the focus is to enhance the financing of positive impact with consistent results.

Since announcing our adhesion to Net Zero, we defined an exclusive team to conduct all the voluntary commitments of the Climate agenda, such as TCFD, PCAF, CDP, climate requirements in the DJSI and ISE, plus the NZBA. In 2022, we worked on establishing the first round of Net-zero targets for the electricity and coal generation sectors, which we released in February 2023, through the Climate Change Report (TCFD).

Also in 2022, we assumed the PRB Commitment to Health and Financial Inclusion, and went through the process of defining the areas responsible for setting the agenda strategy and for conducting projects and initiatives. This is why the Financial Citizenship Commission was created, composed of the following areas: Sustainability, Compliance, Conduct and Ethics, Bradesco experience, Human Resources, Retail, Prime and Ombudsman, which will drive the Financial Citizenship agenda based on regulatory requirements and the requirements of the commitment assumed.

For each of the targets established, or those that are under development, we have teams of experts dedicated to executing the projects that will leverage these agendas. The Sustainability Area also has a strategic planning and governance team that works across the board on managing initiatives in the strategic pillars, making sure that these actions adhere to the established plans. The progress of the agendas is monitored on a monthly basis by the Sustainability Commission and on a bimonthly basis by the Sustainability and Diversity Committee.

Links and references

- [Sustainability Strategy](#)
- [Sustainability Governance](#)
- [Financial Citizenship](#)
- [Climate Agenda](#)
- [Climate Report \(TCFD\)](#)
- [Sustainable Business](#)



Principle 3: Clients and Consumers



We will engage with our clients and consumers responsibly in order to encourage sustainable practices and facilitate economic activities that deliver shared prosperity for current and future generations.

3.1 Client engagement

Does your bank have a policy or process of engaging with clients and consumers¹⁰ to encourage sustainable practices?

Yes In progress No

Does your bank have a policy for sectors in which you have identified the biggest (potential) negative impacts?

Yes In progress No

Describe how your bank has been working and/or plans to work with its clients to encourage sustainable practices and facilitate sustainable economic activities¹¹. Include information on relevant policies, planned/implemented actions to support clients during this transition, selected indicators on client engagement and, wherever possible, the impacts achieved.

This should be based on and aligned with the impact analysis, target setting and action plans implemented by the bank (see P2).

Answer

We follow the Institutional Policy for User and Customer Relationship in order to guarantee the principles of ethics, responsibility, transparency and diligence in user and customer relationships and ensure that there is fair treatment among all of them. In addition to providing conformity and the legitimacy of products and services, this establishes risk control and mitigation mechanisms in user and customer relationships. We have a regulatory sustainability framework that determines guidelines for both promoting social and environmental responsibility and for ensuring that financial products and services satisfy clients' needs based on ethical and transparent conduct in all the Organization's activities, reflecting relationships of trust and loyalty with our clients.

The Social and Environmental Responsibility Standard also provides guidelines for user and customer relationships, fostering transparency and quality in service, accessibility, timely service to the demands of clients and users, while encouraging client engagement with ESG issues. In addition, aims to support and monitor clients in the transition to a more sustainable economy and promote the advancement of ESG performance of their activities.

The Social, Environmental and Climate Risk Standard also describes social, environmental and climate regulations associated with sectors and activities, regardless if there is credit exposure. These measures can be restrictive or exclusive depending on the degree of associated negative impact.

In 2022, we invested in our Wholesale sales teams, training them on the Sustainability strategy, ESG labeling methodologies, and on identifying opportunities related to environmental, social and climate aspects. There were about 700 sales professionals trained and engaged in Sustainability.

We are also working towards engaging our clients in promoting what we refer to as labeled operations (loans or securities structured for or linked to socio-environmental targets). During the prospecting process, we introduce clients to opportunities that their area of activity has on environmental, climate and social aspects. We held over 250 meetings for this purpose in 2022.

Also, through our agronomy engineers, we provide consulting services to our clients in the agro sector on how to carry out a technical study evaluating the regulatory aspects and potential opportunities in ESG labeling in the Amazon biome.

Links and references

[Institutional Policy of Relationship with Customers and Users](#)

[Social, Environment and Climate Risk Standard](#)

- [PR SAC](#)
- [Sustainable Business](#)
- [Engagement in Sustainable Business](#)

¹⁰ A client engagement process is a process to help clients transition their business models to align with sustainability goals, strategically accompanying them through various customer relationship channels.

¹¹ Sustainable economic activities promote the transition to a low-carbon, more resource-efficient and sustainable economy.



3.2. Business opportunities

Describe what strategic business opportunities related to increasing positive impacts and reducing negative impacts have been identified by your bank and/or how you handled them during the reporting period. Please provide information on existing products and services, information on sustainable products developed in terms of value (US\$ or local currency) and/or as % of your portfolio, and which SDGs or impact areas you are focused on to make a positive impact (such as green mortgages – climate bonds, social bonds – financial inclusion, etc.).

Answer

Our Sustainability Strategy includes a Sustainable Business pillar designed to drive positive impact business that foster social and environmental development, promoting awareness and engagement of our clients for a greener and more inclusive economy.

With a target of R\$250 billion for sustainable business by 2025, we are working towards granting credit for activities classified as making a positive contribution (considering the Brazilian Federation of Banks – FEBRABAN methodology), financial products and services with a social and environmental focus for Individuals and Legal Entities, and also advising on the structuring of credit and debt solutions linked to ESG criteria (environmental, social and governance labels).

In 2022, we were able to get to 69% of the Sustainable Business Target. In all, R\$172.7 billion has been allocated to assets, sectors and activities with socio-environmental benefits through corporate credit, advisory services in the capital markets and sustainable financial solutions.

For more details on the purpose of these operations and social and environmental products, see the Sustainable Business chapter of the Integrated Report.

Links and references

- [Sustainable Business](#)
- [Social and Environmental Products](#)
- [ESG Operations](#)
- [Engagement in Sustainable Business](#)



Principle 4: Stakeholders



We will proactively and responsibly consult, engage and partner with relevant stakeholders to reach society's objectives.

4.1 Stakeholder identification and consultation

Does your bank have a process for regularly identifying and consulting, engaging, collaborating and partnering with stakeholders (or groups of stakeholders¹²) that you consider to be relevant to the impact analysis and target setting process?

Yes In progress No

Describe which stakeholders (or groups/types of stakeholders) your bank has identified, consulted, engaged, collaborated with or partnered with in order to implement these Principles and improve the bank's impacts. Include a high-level overview of how your bank identified relevant stakeholders, the issues that were addressed/results achieved, and how they were inserted into the process for planning the action taken.

Answer

We are continuously assessing the potential contributions of our activities and operations that directly or indirectly affect stakeholders and our surroundings.

With this in mind, we meet with representatives of each stakeholder every two years to update our materiality matrix by looking at the relevant issues based on the perceptions and expectations of this group.

In 2022, our process of building the matrix was based on the guidelines from the Stakeholder Engagement Standard (AA1000) and our Stakeholder Engagement Policy, which defines any or all group that may exercise or be influenced by our businesses and operations as an interested party (or stakeholder). The policy allows stakeholders to be classified as a priority or important, depending on their degree of involvement with the institution and level of relevance of influence.

The results of the materiality matrix can be found in the "materiality process" chapter of our Integrated Report.

We also have recurring consultation and engagement actions with relevant stakeholders, such as: investors, regulators and trade associations in order to present our ESG performance and for strategic discussions in matters related to Brazil. In order to fulfill voluntary sustainability, we are involved in a number of national and international webinars, workshops, work tracks and working groups to enrich and share information on the topics of banking responsibility, climate, financial inclusion, and others, with UNEP FI, NZBA, TCFD, GFANZ among others.

Also in 2022, we polled relevant class associations and consultancies (such as CEBDS, FEBRABAN and Sitawi) to capture perceptions about our performance and opportunities for improvement based on the results we have posted in our ESG agenda. Perceptions are very much in line with our actions and strategy.

Links and references

- [Stakeholder Engagement Standard](#)
- [Materiality process](#)



Principle 5: Governance and Culture



We will apply our commitment to these Principles through effective governance and a responsible banking culture.

5.1. Governance Structure for Implementing Principles

Does your bank have a governance system in place that incorporates the PRB?

Yes In progress No

Describe the relevant governance structures, policies and procedures that your bank has in place or is planning to implement to manage significant positive and negative (potential) impacts and to support the effective deployment of the Principles.

Answer

- Which committee is responsible for the sustainability strategy, as well as for approving and monitoring targets (including information on the highest level of governance to which the PRB is subject):

We have a robust sustainability governance structure that is integrated with risk management and business, with professionals at various levels of expertise and hierarchy. This composition allows us to implement the Sustainability Strategy, ensuring that discussions and decisions on the subject are institutionalized in our various areas.

As outlined in the Sustainability Governance chapter of the Integrated Report, the Sustainability and Diversity committee is responsible for the Sustainability strategy. It is through this group that the targets linked to the PRB, as well as implementation strategies, projects and initiatives are approved along with the other interface areas. This structure facilitates that discussions and decisions on the subject are institutionalized in the various areas of the Organization.

- Details on the chair of the committee and the process and frequency with which the Board monitors PRB implementation (including corrective actions in the event that targets or milestones are not achieved or unexpected negative impacts are detected):

The Committee, which is composed of members of the Board of Directors and Executive Officers (including the CEO and the Executive Vice-Presidents) is responsible for ensuring the implementation of the Sustainability Policy, the Social, Environmental and Climate Responsibility Standard and other commitments of Sustainability assumed by the Organization, such as PRB, Net Zero, Commitment to Health and Financial Inclusion and the Sustainable Business Target.

- Compensation practices linked to sustainability goals:

Bradesco has compensation practices linked to Sustainability related to senior management. The primary performance indicators that are used when determining each compensation element include the Social and Environmental dimensions of Market Indices, such as the performance of the Dow Jones Sustainability Index and ISE-B3. For more information, see the Reference Form.

Links and references

- [Sustainability Governance](#)
- [Normative Framework](#)
- [Reference Form](#)



5.2. Promote a responsible bank culture:

Describe your bank's initiatives and measures to foster a responsible banking culture among your employees (like, for example, capacity building, e-learning, sustainability training for customer relationship roles, inclusion in compensation structures and performance management and leadership communications, and others).

Answer

We encourage an environment of ethical culture and integrity through campaigns, events, training, communications and webseries that include the participation of managers, employees, interns and apprentices. This is extended to suppliers, service providers, bank correspondents in the country, business partners, and subsidiaries.

All our employees have access to the Policies and Standards, and they are communicated with each update. We also maintain mandatory training, available on the Integra RH digital platform, in addition to periodic internal publications that are aimed at acculturation and reinforcement of expected conduct, which are themselves presented based on everyday situations.

We think that the capabilities of our team are a relevant element in our strategy, which is why we make ongoing investments in development and training, as we believe that these are essential for the success of our business and for our clients' increased satisfaction. We also have the Bradesco Corporate University (Unibrad), which now offers over 870 courses in the synchronous online model, including 2,900 asynchronous learning solutions, which are designed to promote education for professional excellence and social mobility, strengthening the value of our brand and social commitment for the perpetuity of our business. There are over 30 hours of content from the sustainability universe alone, covering topics such as: sustainability in business, circular economy, Amazon biome, and many others.

In addition, we also invested in engaging our Wholesale sales teams in 2022, training them in the Sustainability strategy, in ESG labeling methodologies, and in identifying opportunities related to environmental, social and climate aspects.

Links and references

- [Corporate Governance](#)
- [Ethics, Integrity and Transparency](#)
- [Training and raising awareness](#)
- [Engagement in Sustainable Business](#)



5.3. Due diligence policies and processes

Does your bank have policies that address environmental and social risks in your portfolio?¹³ Please describe.

Describe what due diligence processes your bank has instituted to identify and manage the environmental and social risks associated with your portfolio. This could include aspects such as identifying significant/salient risks, mitigating environmental and social risks and defining action plans, risk monitoring and reporting and a mechanism for existing grievance, as well as the governance structures you have in place to supervise these risks.

Answer

We maintain a structure focused on the management and monitoring of social, environmental and climate risk composed of committees, policies, standards and procedures. The goal is to make sure that these risks are properly identified, measured, monitored, mitigated and reported.

We carry out management processes in accordance with the scope and criteria defined in our Social, Environmental and Climate Risk Standard, pursuant to our Sustainability and Social, Environmental and Climate Responsibility Policies (PR SAC), in addition to the requirements and obligations stipulated through Brazilian laws and regulations.

Part of this scope involves the assessment of credit concessions to clients that are active in sectors with potential social and environmental impact and have relevant credit exposure, according to the social and environmental relevance matrix.

We require a questionnaire to be completed that addresses environmental, social and governance (ESG) aspects, including an impact on biodiversity and traditional communities, violation of human rights (slave labor, child labor, sexual exploitation, etc.) legal compliance, inherent climate risk to the sector, exposure to climate change, occupational health and safety and corporate social responsibility.

We also analyse environmental studies, conduct searches in the media and check with internal and public databases, such as the "Black List" (List of Employers who have subjected workers to conditions analogous to slavery), the list of embargoes by the Brazilian Institute for the Environment and Natural Resources (IBAMA), the Chico Mendes Institute for Biodiversity Conservation (ICM Bio), and public lists of contaminated areas. For project financing, we also apply sectoral checklists where we define the documents needed for risk assessment, such as licenses and environmental studies.

Based on this assessment, we classified the client or project in one of the five rating levels: minimal, low, moderate, high, and very high.

Where applicable, we conduct due diligence processes to prevent, mitigate and manage adverse impacts. We incorporate projects into our monitoring portfolio that could have potentially relevant impacts. For these cases, we ask that action plans be drafted, we include specific contractual clauses on the subject and establish audit processes that help us in the management and assessment of socio-environmental compliance.

Links and references

- [Risk Management](#)
- [Social, Environmental and Climate Risk](#)
- [Climate Agenda](#)
- [Climate Report \(TCFD\)](#)

¹³ Applicable examples of policy types include: exclusion policies for specific sectors/activities, zero deforestation policies, zero tolerance policies, gender policies, social due diligence policies, stakeholder engagement policies, whistleblowing policies, etc., or any applicable national guidelines related to social risks.



Summary of self-assessment

Does the CEO or any other senior executive regularly monitor the implementation of the Principles through the bank's governance system?

Yes No

The governance system includes structures to monitor how the PRB is implemented (such as an impact analysis and target setting, actions to achieve those targets and corrective action processes in the event that targets/milestones are not achieved or unexpected negative impacts are detected)?

Yes No

Does your bank have measures in place to promote a culture of sustainability among employees? (as described in 5.2)?

Yes In progress No



Principle 6: Transparency and Accountability



We will periodically review our individual and collective application of these Principles while remaining transparent and accountable for our positive and negative impacts and our contribution to society's objectives.

6.1. Assurance

Has publicly released information about your PRB commitments been secured by an independent assurance provider?

Yes Partially No

If applicable, include the link or description of the statement of assurance.

Answer

The information disclosed here is assured by KPMG, an independent auditor of the Bradesco Organization.

Links and references

- [Assurance Report](#)

6.2. Reports on other structures

Does your bank publish sustainability information in any of the standards and frameworks listed below?

- GRI
- SASB
- CDP
- IFRS Sustainability Disclosure Standards (to be published)
- TCFD
- Others: SDGs and Stakeholder Capitalism

Answer

We use the selected frameworks as a reporting structure and transparency of our operations and business. The structure of the GRI and SASB are found in the Annual Integrated Report. CDP is a public report that can be accessed on CDP's website. Information corresponding to the TCFD is summarized in the Climate Agenda chapter of the Integrated Report, and a full version is contained in the Climate change report (TCFD), which can be found on our Sustainability website.

Links and references

- [GRI and SASB](#)
- [Climate Agenda](#)
- [Climate Report \(TCFD\)](#)



6.3. Perspectives

What are the upcoming steps your bank will take over the 12-month review period (especially on impact analysis¹⁴, goal setting¹⁵ and governance structure for PRB implementation)? Please describe briefly.

Answer

The implementation of the PRB in 2023 at the Bradesco Organization will focus on the actions listed below:

1. Net-Zero targets established for other carbon-intensive sectors not yet disclosed and strategies defined to achieve these targets;
2. Disclosure of health and financial inclusion goals and defining a plan containing effective actions to promote these agendas in the Organization;
3. Conducting projects from the strategic pillars with the key areas;
4. Tracking and measuring results through established performance indicators;
5. Delving deeper into the methodologies of impact analysis and valuation in order to improve our perception of our operations and business.

6.4. Challenges

This is a section to identify the potential challenges your bank faces in relation to implementing the Principles for Responsible Banking. Your feedback will be used to contextualize the collective progress of PRB signatory banks.

What challenges have you set as priorities to address when implementing the Principles for Responsible Banking? Choose what you consider to be the top three challenges your bank has prioritized over the past 12 months (optional question).

If you wish, you can detail the challenges and how you are facing them:

- | | |
|--|--|
| <input type="checkbox"/> Incorporating PRB oversight into governance | <input type="checkbox"/> Client Engagement |
| <input type="checkbox"/> Gaining or maintaining momentum in the bank | <input type="checkbox"/> Stakeholder engagement |
| <input type="checkbox"/> Getting Started: Where to Start and What to Focus on at the Beginning | <input checked="" type="checkbox"/> Availability of Data |
| <input type="checkbox"/> Doing an impact analysis | <input checked="" type="checkbox"/> Data quality |
| <input checked="" type="checkbox"/> Assessing negative environmental and social impacts | <input type="checkbox"/> Access to resources |
| <input checked="" type="checkbox"/> Choosing the right performance measurement methodology(s) | <input type="checkbox"/> Drafting reports |
| <input type="checkbox"/> Setting targets | <input type="checkbox"/> Assurance |
| <input type="checkbox"/> Others | <input type="checkbox"/> Prioritizing actions internally |

¹⁴ For example, designing plans to increase scope, including areas that have not yet been covered or steps planned for portfolio composition, context and performance measurement.

¹⁵ For example, drawing up plans for baseline measurement, developing targets for (more) impact areas, setting milestones, developing action plans, etc.



Independent Limited Assurance Report on the process of compilation and presentation of the sustainability information contained in the Annual Integrated Report

To
Shareholders and Board of Directors
of Banco Bradesco S.A.
Osasco – SP

We were engaged by Banco Bradesco S.A. ("Bradesco") to present a report on the process of compilation and presentation of the sustainability information contained in the Bradesco Annual Integrated Report for the year ended December 31, 2022, in the form of a limited assurance conclusion if, based on our work, described in this report, nothing has come to our attention that causes us to believe that the process of compilation of the sustainability information contained in the Annual Integrated Report are not presented, in all material respects, in accordance with the information referred to in the paragraph "Criteria for preparing the sustainability information contained in the Annual Integrated Report".

Responsibilities of the Management of Bradesco

Management of Bradesco is responsible for the process of compilation and adequately presenting of the sustainability information contained in the Annual Integrated Report in accordance with the information referred to in the paragraph "Criteria for preparing the sustainability information contained in the Annual Integrated Report" and for other information contained in this report, as well as the design, implementation and maintenance of internal controls that management determined as necessary to allow for such information that is free from material misstatement, whether due to fraud or error.

Independent Auditor's Responsibility

Our responsibility is to review the process of compilation and presentation of the sustainability information contained in the Annual Integrated Report prepared by Bradesco and to report there on in the form of a limited assurance conclusion based on the evidence obtained. We conducted our engagement in accordance with the NBC TO 3000 - Assurance Engagement Other than Audit and Review (ISAE 3000). That standard requires that we comply with ethical requirements, including independence requirements, and plan and perform our procedures to obtain a significant level of limited assurance we did not become aware of any fact that could lead us to believe that the process of compilation and presentation of the sustainability

information contained in the Annual Integrated Report are not presented, in all material respects, in accordance with the information referred in the paragraph "Criteria for preparing the sustainability information contained in the Annual Integrated Report".

A limited assurance engagement conducted in accordance with the NBC TO 3000 (ISAE 3000) consists mainly of inquiries to Bradesco's Management and other Bradesco professionals who are involved in the preparation of the information contained in the Annual Integrated Report, as well as by applying other procedures to obtain evidence that allows us to conclude it in the form of limited assurance 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 lead him to believe that the information contained in the Annual Integrated Report, taken as a whole, may present material misstatements.

The procedures selected were based on our understanding of the process of compilation and presentation of the sustainability information contained of the Annual Integrated Report, as well as other circumstances of our work and our consideration of other areas that may contain material misstatements, regardless of whether they are caused by fraud or error. However, such procedures do not include investigation or detection of fraud or error.

The limited assurance work also included adherence to the guidelines and criteria of the Global Reporting Initiative (GRI Standards) elaboration structure applicable in the elaboration of the information contained in the Annual Integrated Report.

We believe that the evidence obtained is sufficient and appropriate to support our conclusion.

Scope and limitations

The procedures applied in a limited assurance engagement are substantially less extensive than those applied in a reasonable assurance engagement that aims to express an opinion on the information contained in the Annual Integrated Report. Consequently, they do not enable us to obtain assurance that we are aware of all matters that would be identified in a reasonable assurance engagement aimed at issuing an opinion. If we had performed an engagement with the objective of issuing an opinion, we could have identified other matters and possible misstatements that may exist in the information contained in the Annual Integrated Report. Accordingly, we do not express an opinion on this information.

Non-financial data are subject to more inherent limitations than financial data, given the nature and diversity of the methods used to determine, calculate or estimate such data. Qualitative interpretations of data materiality, relevance and accuracy are subject to individual assumptions and judgments. Additionally, we did not

perform any work on data reported for previous periods, nor in relation to future projections and targets.

Criteria for preparing the sustainability information contained in the Annual Integrated Report

The sustainability information contained in the Annual Integrated Report for the year ended December 31, 2022 were compiled by Bradesco's Management based on the guidelines for Sustainability Reports of the Global Reporting Initiative (GRI-Standards), as described in the "GRI Content Index" on page nº 240 of the Annual Integrated Report.

Conclusion

Our conclusion was based on and is limited to the matters described in this report.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion. In our opinion, the process of

compilation and presentation of the sustainability information contained in the Annual Integrated Report is, in all material respects, in accordance with the information referred to in the paragraph "Criteria for preparing the sustainability information contained of the Annual Integrated Report".

São Paulo, June 06th, 2023



KPMG Auditores Independentes Ltda.
CRC 2SP-027685/O-0 F SP

Original report in
Portuguese signed by
Carlos Massao Takauthi
Contador CRC 1SP206103/O-4



Corporate information

banco bradesco S.A.

Cidade de Deus – Osasco (SP)

CEP: 06029-900

www.bradesco.com.br

SUPPORT FOR MARKET ANALYSTS, INSTITUTIONAL INVESTORS AND OTHER STAKEHOLDERS

relations with the market

(55 11) 2194-0922

banco.bradesco/ri

investidores@bradesco.com.br

accounting

(55 11) 3684-3702

investidores@bradesco.com.br

sustainability

sustentabilidade@bradesco.com.br

www.bradescosustentabilidade.com.br

SHAREHOLDER SERVICES

To exercise their rights or for information on share positions, dividends and other items, shareholders of Bradesco companies can request help directly from Bradesco branches where they have their accounts. For other questions, please contact:

shares and custody

0800 701 1616

bradescocustodia@bradesco.com.br

credits

COORDINATION

bradesco sustentabilidade

PRODUCTION

grupo report

Writing and edition

Jaqueline Lemos

Paula Andreghetto

Project management

Pamela Jabbour

Taynah Capecci

GRI Consulting

Janaina Pedron

Helton Barbosa

Graphic design and layout

Dani Doneda

Daniela Franca

Emanoela Farias

Fábio de Assis

Proofreading

Kátia Shimabukuro

Photography

Camila Picolo

Acervo do Bradesco

Adobe Stock

Getty Images

Translation

Global Translations.BR