

Table of contents

1

Introduction

About the report	03
Report center	04
Materiality	05
Message from the Chairman	09
Message from the CEO.....	09
Macroeconomic scenario	11

2

About us

Bradesco Organization	13
Value creation	15
Strategy	16
Corporate Governance	18
Risk management.....	25
Sustainability	34

3

Our capitals

Financial	38
Intellectual and manufactured.....	46
Human	51
Social and relationship	56
Natural	68

4

Annexes

Independent Auditor's Assurance Report	79
---	----

About this Report

We present our Integrated Annual Report, which aims to provide a comprehensive view of how we create value for our stakeholders.

It integrates our values, strategies, practices, and results, demonstrating how our operations and businesses generate financial returns and contribute to sustainable development.

» LEARN MORE

For any questions or suggestions regarding this content, please contact us at sustentabilidade@bradesco.com.br.

Guidance

This report was prepared based on the Fundamental Concepts of Integrated Reporting, currently overseen by the IFRS Foundation, there being no omissions in relation to its requirements. It also followed OCPC 09, the related guidance issued by the Brazilian Accounting Pronouncements Committee (CPC).

The process incorporated the best market practices, including the SASB (Sustainability Accounting Standards Board) standards, the transparency guidelines of the B3 Corporate Sustainability Index (ISE), the Corporate Sustainability Assessment (CSA) of the Dow Jones Sustainability Index (DJSI), the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), and the regulatory demands of the Central Bank of Brazil (BCB), among others.

We are committed to maximum transparency in our reports, constantly evolving our ESG strategy and management to meet trends and

requirements related to ESG and climate information disclosure. A significant milestone in this context was the publication, in 2023, of the General Requirements for Disclosure of Sustainability and Climate-Related Financial Information (IFRS S1 and S2). In this context, we have focused efforts on making the necessary adjustments within the established deadlines.

Scope

This document covers the period from January 1, 2024, to December 31, 2024, and includes relevant data up to its publication date, May 30, 2025. Whenever necessary, information outside this period is identified to provide context for events of significant relevance.

The information reported covers all companies detailed in the Economic and Financial Analysis Report (4Q24), except where otherwise specified in footnotes.

Terms used in the report

- Organization or Bradesco: the entire conglomerate
- Bank: financial activities
- Controlled companies: are mentioned by their respective names.
- Employee: internal team
- Collaborator: outsourced service providers

Assurance

KPMG performed a limited assurance engagement, conducted by independent auditors, on the process of compiling and presenting the information in this report. For further details, please refer to the [Independent auditors' assurance report](#)

Responsibilities

Bradesco's senior management believes that this report complies with the guidelines of the International Integrated Reporting Framework and has approved its publication, assuming responsibility for the integrity of the information presented herein.

Report Center

INTEGRATED REPORT 2024



bradesco

Integrated Annual Report

It integrates institutional, business, financial and sustainability information, according to the IIRC framework, with an emphasis on how we generate and share value.



Together with the ESG Report and the ESG Indicators Spreadsheet, it forms our main sustainability report.

ESG REPORT 2024



bradesco

ESG Report

Based on GRI and SASB standards, we report the most relevant environmental, social, and governance indicators for our stakeholders.

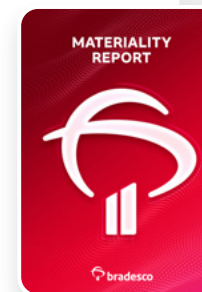


ESG Indicator Worksheet

Spreadsheet with the main quantitative ESG indicators for the last four years.

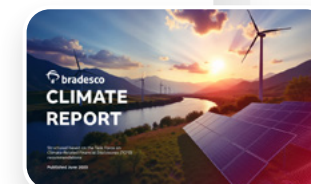
Materiality disclosure

Publication of the methodology and processes for consulting stakeholders and building our materiality matrix.



Climate Report

Disclosure on the management of climate-related risks and opportunities, in line with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD).



>> LEARN MORE

For more information, visit our [sustainability page](#)

Materiality

As one of Brazil's leading financial institutions and with an important role in economic development, we have the capacity to lead and drive the transition to a low-carbon, more resilient and inclusive economy.

To do this, it is essential to direct our efforts strategically, based on the themes that concentrate risks, opportunities and the expectations of our stakeholders.

That's why, every two years, we conduct a structured process to identify material topics.

In 2024, this process was updated based on the guidelines of the International Sustainability Standards Board (ISSB), using the concept of dual materiality - which considers both the impacts of our activities on society and the environment and the effects of sustainability issues on our financial performance.

Steps of the process in 2024

1 Context analysis

Analysis of the business environment, considering the Organization's activities, the stakeholders involved and regulatory, sectoral and socio-environmental factors, among others.

2 Stakeholder engagement

Structured stakeholder engagement process to identify key perceptions. It involved the Organization's top leadership, clients, investors, suppliers, employees and representatives of civil society, making it possible to capture different perspectives and ensure that the material topics reflected the most relevant challenges and expectations.

3 Prioritization and evaluation

- Analysis of the value chain to map the main impacts, risks and opportunities;
- Validation and incorporation of themes and sub-themes from an ESG and financial perspective;
- Prioritization.

The construction of our matrix was supported and validated by external consultancy Deloitte and followed the guidelines of the Stakeholder Engagement Standard (AA1000) and our Stakeholder Engagement Policy, which defines a stakeholder as any public that can influence or be impacted by our business and operations.

Understand how we relate to our stakeholders in the [How we relate to stakeholders](#) section of our [ESG report](#).

» **LEARN MORE**
In our [Materiality Report](#).

The 2024 materiality exercise reaffirmed the relevance of the seven topics already being monitored, strengthening our strategic alignment in the face of market dynamics and constantly evolving regulatory requirements.

Material topics



Innovation and technology



Ethics, integrity and transparency



Risk management and climate opportunities



Data privacy and security



Human capital management



Sustainable businesses



Relationship, inclusion and clients' financial well-being

The contextualization of our material topics is distributed throughout this report, and the main indicators and targets associated with these topics can be consulted in section [Material indicators](#)¹, in our ESG report.

Prioritized SDGs



We recognize that the 2030 Agenda and the Sustainable Development Goals (SDGs) address a broad range of global challenges. As a financial institution, we contribute directly or indirectly to all the SDGs. However, we focus our efforts on the issues where we have the greatest capacity to contribute, in line with our business strategy and the Organization's sustainability pillars.

In this context, in 2019 we conducted a structured process to prioritize the SDGs, based on listening to stakeholders, analyzing the country's main socio-environmental issues, sector benchmarks, the Organization's relevance matrix and the main international reporting and performance guidelines.

In 2025, we reviewed this process, reaffirming the strength and relevance

of the analysis. The results confirmed the alignment of the six previously prioritized SDGs, which remain directly connected to our operations.

The review and prioritization process was verified by an independent third party (ERM Brasil Ltda), which issued a favorable opinion on the methodology and criteria adopted.

The consistency of these results reinforces our conviction that by focusing our efforts on these six SDGs, we enhance our ability to create value for society and our stakeholders, contributing responsibly to global challenges. In addition, we continuously monitor our contribution toward the global SDG targets and the advancement of the Principles for Responsible Banking (PRB), to which we are signatories.

¹ The assessment of the indicators was supported by Deloitte Consulting.

Message from the Chairman

Dear readers,

Bradesco is pursuing a historic agenda of transforming its business model. The focus is set on pursuing, step by step, the construction of a management that provides relevant results for shareholders and society, in a long-term vision and perpetuation of the Organization for generations to come.

This is also a stage of reinforcing and reaffirming commitments to the environmental, social inclusion and diversity agendas. The Organization's ties to the principles of sustainability, ethical governance and transparency are perennial and constantly being deepened. These are solid policies that stand the test of time.

On the New York Stock Exchange, we are among the world's most sustainable banks in the Dow Jones Index. In credit operations with ESG labeling in the local and international markets, we will direct BRL 350 billion to sectors and assets with

a positive socio-environmental impact by the end of 2025. We saw COP30 in Belém as a moment of acceleration for the ESG agenda. In the social field, the Bradesco Foundation remains the largest private educational inclusion initiative in the country, with 40 schools providing free education in the 27 Brazilian states.

The whole program of changes that has been implemented since the beginning of last year is rooted in the culture of innovation and pioneering spirit that has marked Bradesco's history. It emerges in the context of a society and a market that are moving in different ways in the post-Covid period, whether through people's lifestyles and behavior, or through new working systems in companies.

The main characteristic of this unprecedented cycle is the growing demand for greater accessibility to products and services through the intensive use of technology.

"The Organization's ties to the principles of sustainability, ethical governance and transparency are perennial and constantly being deepened."



Our timeline includes 82 years of credibility, innovation and solidity. This legacy forms a consistent basis for beginning a stage of evolution in operating results and return on capital, by building a business model based on operational efficiency and agile decision-making to meet the growth in market share.

In order to respond to the competitive demands that have arisen, we have increased investment in modernization and technological updating, with priority given to the systems development areas. We have strengthened our staff of technicians, engineers and data scientists in order to update methodologies. With intensive use of artificial intelligence tools, we deliver in hours what, until recently, took days to complete.

Our clients from all segments are already enjoying the simplification of procedures,

with gains in practicality and security in all the operations we offer, from credit to investment.

Several structural changes are underway, such as the reduction of executive positions and the application of new people management models, focused on encouraging the development of talent. Meritocracy prevails as a key principle for broadening the personal horizons of the Organization's staff.

Our commitment is to keep Bradesco prepared to navigate safely through the challenges of the global and local markets. In our vision, the shareholder and the client are the main partners on this journey.

We have responded to the environment of intense regulatory changes with more training and improved governance, which has become more fluid.

We have refined our wide range of products and services to keep up with the contemporary aspirations and needs of our clients. One example is the launch of Bradesco Principal, a slice of the high-income client segment. We want to compete to serve this audience, which values financial advice and quality investment counseling.

We are inserted in a context of high market competitiveness. The many examples of overcoming built up over our eight decades of history prove that we have a corporate culture whose identity is to compete for a presence in all markets.

We are retracing this journey with new generations and principles, including the arrival of talents selected from the market. This historic mission has found, in CEO Marcelo Noronha and the entire executive body of the Organization, active

formulators and drivers of the lines of innovation and achievement of results.

The transformations are achieving the expected results at the right time. The work is consistent and dignifies our most cherished traditions, among them that we go further and further to get closer to the customer, whether in the physical or virtual world.

Achievements and victories have brought us to this day and will continue to be part of Bradesco's life, now and in the future.

Enjoy your reading!

Luiz Carlos Trabuco Cappi
Chairman of the Board of Directors

CEO message

Dear readers,

Bradesco is a solid institution with over 80 years of history. It was built on the pillars of trust, responsibility and proximity to customers. We are present throughout the country and play an important role in the Brazilian economy. This history gives us a strong basis for facing challenges and seeking continuous improvement with the resilience that has always characterized us.

We know that in order to continue generating value - in a sustainable, competitive and relevant way - we need to constantly evolve. In this context, at the beginning of 2024, we launched our transformation plan - CHANGE - identifying areas that required transformation in order to align ourselves with the rapid changes in the market and the growing expectations of our clients. This need to evolve does not diminish our strength; on the contrary, it reaffirms our commitment to excellence and innovation. It's not about changing everything, but

transforming with a focus on: more agility, efficiency, better customer experience and cultural evolution.

We started the year clear about where we want to go. Our transformation plan is ambitious, but also pragmatic. We're looking for a physical bank with the right structure and a focus on customers with the highest returns. A more efficient digital bank, with a humanized experience and the use of artificial intelligence. A lighter, more agile and customer-centric organization, with response times compatible with the market.

To give traction to this plan, we redesigned the organizational structure. We created business units (BUs) and specialized support areas. We implemented a new, more horizontal management model, encouraging team autonomy. We also created a transformation office to accelerate

"It's not about changing everything, but transforming with a focus - on more agility, more efficiency and a better customer experience."



strategic changes. Each BU has clear responsibilities for value proposition, economic balance and channel orchestration. This makes us more assertive, customer-centric and quicker to make decisions. We have further strengthened our governance, with indicators that link leadership performance to results delivery.

In the business, we also reformulated the credit strategy. We adjusted policies to suit different profiles, always focusing on quality and profitability. The growth in various lines of credit, especially in the high-income segments, reinforces the solidity of our approach.

We also made progress with concrete deliveries. We launched Bradesco Principal, a new segment for high-income clients, with remote service and a differentiated value proposition. We completed the takeover bid for Cielo,

a strategic move that strengthens our relationship with corporate clients, especially small, medium and large companies. We signed joint ventures with Banco John Deere to expand our operations in agribusiness and also with the D'Or network, which paves the way for the creation of the Atlântica D'Or network of hospitals, strengthening our insurance and health arm.

In customer experience, we have revitalized the app, reorganized product areas to reflect the customer journey and created initiatives to ensure that the voice of the customer is at the heart of our decisions. We also invested in technology and artificial intelligence, gaining productivity without losing the closeness that has always been Bradesco's hallmark.

We have strengthened our organizational culture with the launch of

#SouBradesco, which further connects our legacy to our current strategy. It is the start of a process of collective transformation, which engages teams in a new way of thinking and acting, aligned with current challenges.

We remain committed to Sustainability as a pillar of our operating strategy, guiding the way we relate to our stakeholders. We recognize that sustainability is an ongoing journey and that through our products and services, as a financial sector, we can raise awareness, engage and positively influence a low-carbon, more resilient and inclusive economy.

We believe in our growth, important deliveries in 2025, and that in 2026, we will have a different Bradesco - more modern, more digital, more efficient, more customer-centric - and always faithful to the values that have brought us this far.

We would like to thank everyone who has taken part in this journey. To our shareholders, investors, partners and clients, thank you for your continued support and for your confidence in our vision for the future.

I invite you to read this report to learn more about our financial performance, strategy, sustainability initiatives, and the main risks and opportunities of our business.

Have a good read!
Cheers,

Marcelo Noronha
CEO

Macroeconomic Scenario

Economic activity surprised on the upside in 2024, sustained mainly by the good performance of the labor market and despite the effects of dry weather on agricultural production in some regions of the country.

The external environment was characterized by the persistence of geopolitical risks - especially due to the wars in Ukraine and the Middle East - and uncertainties regarding the direction of US economic policy after the November 2024 election.

This context led the Federal Reserve to reduce interest rates more slowly than expected, with adverse effects on risk appetite in the international market, a situation that should persist in 2025 due to uncertainties about the impacts of the new US foreign trade policy.

A more adverse external scenario and tighter monetary policy point to a slowdown in economic activity throughout 2025, despite the resilience of the labor market in Brazil. We therefore project economic growth of 1.8% in 2025, down from 3.4% in 2024.

This economic context should favor the Central Bank's efforts to bring inflation back to target in the medium term, despite the adverse effects of exchange rate depreciation on current inflation. We project an IPCA of 5.6% in 2025, compared to 4.8% in 2024.

Thus, the monetary policy tightening cycle appears to be nearing its end, and our expectation is that the cycle of interest rate cuts will begin in late 2025 or early 2026. We project a Selic rate of 14.25% at the end of 2025, compared to 12.25% in 2024.

About us

RELATED SDG



Bradesco Organization

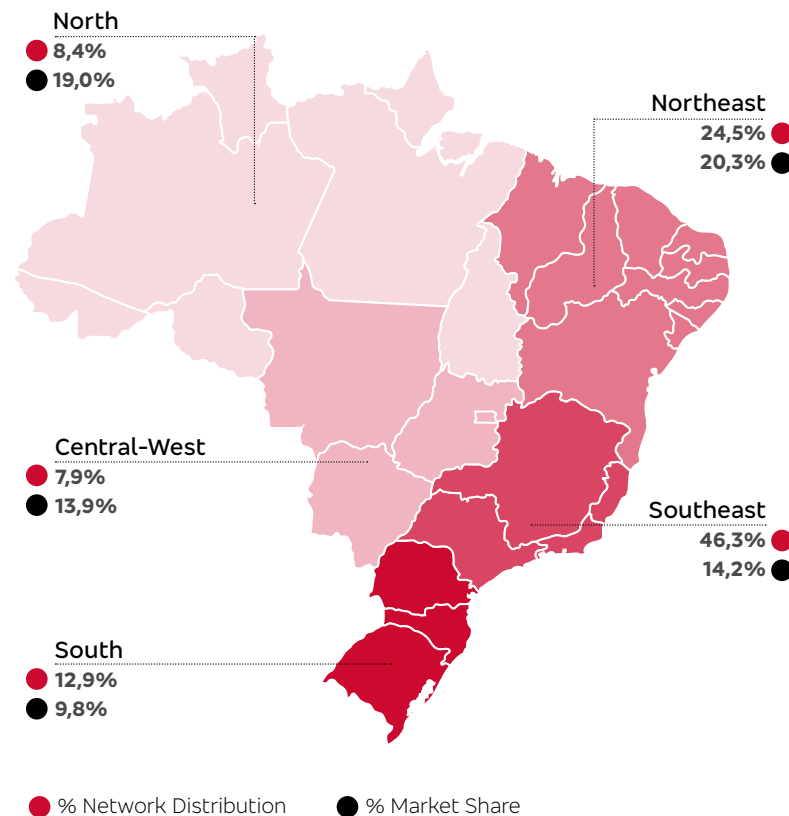
GRI 2-1

We are a living ecosystem in constant transformation, offering much more than just financial products.

Bradesco is one of the largest financial institutions in Brazil and Latin America, with a history of over 80 years driving the country's economic and social development.

We serve individuals and businesses of all profiles across Brazil and in key international locations, offering a comprehensive portfolio of financial products and services, including loans and financing, payment solutions, investments, asset management, insurance, pension plans, among others.

With one of the largest service networks in Brazil, we combine a physical and digital presence, reaching millions of customers through bank branches, Bradesco Expresso units (banking correspondents), and our digital platforms.



Interactive page
Click on + for more information

73.2M
of total
customers

84.0K
employees¹

6K
Branches, business units, and
service points (SPs)

BRL 19.6B
Recurring net income

¹This figure includes employees based in Brazil and abroad, and does not include members of the Board of Directors and Statutory Executive Board, interns, and third-party personnel.

38.2M
account holders

2.5K
interns

39.1K
Bradesco Expresso units
(banking correspondents)

BRL 981.7B
Expanded loan portfolio
balance



Purpose

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



Values

- Client as the reason for the Organization's existence
- Ethics in all activities and relationships
- Transparency in the information required by the interested parties
- Belief in people's value and development capacity
- Respect for human being dignity and diversity
- Social and environmental responsibility, encouraging actions for sustainable development.

I am Bradesco

Our culture in evolution

The strategic transformation initiated in 2024 also extends to how we behave and relate to others.

Evolving our organizational culture is essential to bringing this new chapter to life — combining the most valuable aspects of our legacy with what we need to become in order to reach our desired future.

With this perspective, we launched the *Sou Bradesco* movement, which connects behaviors and mindsets to our future aspiration.

It is guided by six cultural drivers:

>> LEARN MORE

about our cultural evolution in the Our People section of the [ESG Report](#).



Value creation



Interactive Page

click on the capitals for more information

Inputs → Our activities → Shared value

BY CAPITAL TYPE



Intellectual



Social and
Relationship



Natural



Manufactured



Human



Financial

We provide banking and insurance products and services to our individual and corporate clients.



Purpose

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

>> LEARN MORE

Understand the concept [Capitals](#).

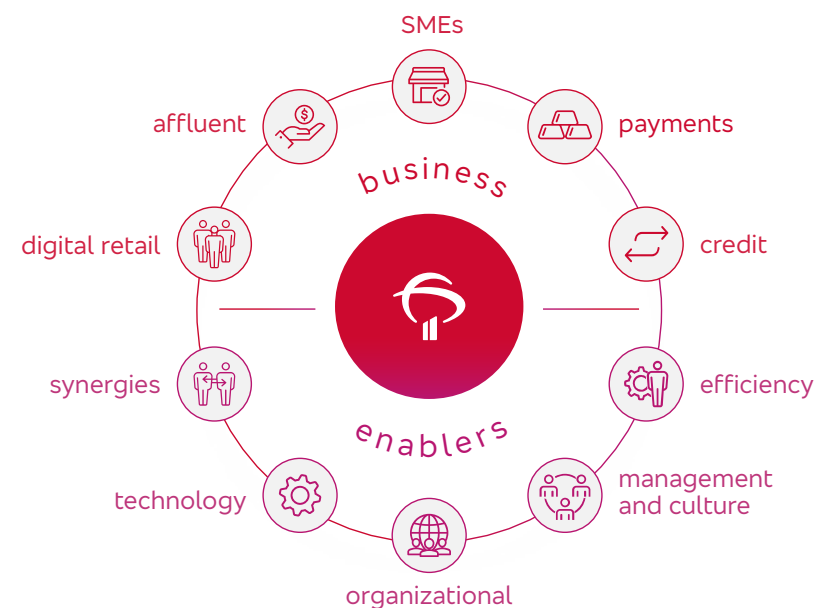
Strategy

Our strategy is based on valuing people and exceeding our customers' expectations, creating opportunities for the sustainable development of businesses and society.



In a rapidly changing and highly competitive financial market, the Change Movement is the strategic transformation plan presented by our CEO, Marcelo Noronha, during the first earnings release of the year in February 2024.

Developed based on a series of internal and market diagnostics and analyses, the plan outlined a clear objective: **to make Bradesco more agile, more technology-driven, more profitable, more sustainable and more competitive within 4 years.**



We started the planning phase with over 2,600 ideas, which were refined and analyzed until we narrowed them down to 850 prioritized initiatives. After 12 weeks, the implementation phase began. As the initiatives are put into action, they become part of daily operations, ensuring a smooth and gradual transition.

This journey reinforces the Organization's ability to adapt, while maintaining the solidity and values that have supported our trajectory as one of the largest financial groups in Brazil — marked by inclusion, innovation, pioneering spirit, and expansion, integrating sustainability into its operational strategy.

2024 Transformative Overview



Organizational

Adjustment of the organizational structure with a focus on efficiency and agility

- Reduction of hierarchical levels and review of span of control
- Hiring of C-level executives and leadership reskilling
- Expansion of NPS indicator usage
- Reorganization of business units and creation of a transformation office with over 800 people



Digital Retail

Evolution of the service model, with over 1 million clients migrated

- Chat support integrated with BIA GenAI, achieving a resolution rate of 90%*
- Hyperpersonalization of offers and actions based on customer profile and behavior through extensive use of AI
- Improved customer experience on the App
- for requests received via chat



Affluent

New value proposition and service model for greater centrality

- Launch of Bradesco Principal, a new segment for high-net-worth individuals
- Excellence in investments, integrating brokerage services, dedicated advisors, and wealth planning
- Resegmentation of the client base, to elevate the service levels
- Comprehensive experience in the U.S.: checking account, investments, U.S. credit card, and much more



Credit

Integration of credit cycle stages, anchored in the customer

- Reconfiguration of the Credit Business Unit (BU) and use of *machine learning*
- Updates in collection practices, increasing efficiency by 25%
- Review of credit policies, resulting in a 40% growth in production, reduced delinquency, and expansion of the base of customers with pre-approved limits
- Intensive use of data



Management and Culture

Transition to a more contemporary management model

- New variable compensation plan for leadership positions, designed to encourage actions aligned with strategic objectives
- *Sou Bradesco*: a cultural transformation initiative, developed from an internal survey with 74% participation, which guides us in fostering new behaviors and mindsets to respond to the organization's strategic challenges



SMEs

New value proposition and portfolio sizing

- Opening of 150 business branches nationwide
- Increased automation in credit analysis and 28% growth in the loan and financing portfolio, with market share gain
- 9 new Corporate platforms
- Launch of the Agribusiness segment



Payments e synergies

Redefining our approach to the payments market and new solutions

- New solutions for cash management
- Progress in synergies with Cielo, enhancing convenience and agility for clients - such as Tap Bradesco, a new solution that turns a smartphone into a payment terminal for contactless transactions



Technology

Greater agility and efficiency through technology and innovation

- Gradual implementation of the new Agile Operational Model
- Modernization of systems, deactivation of obsolete applications, and acceleration of migration to cloud-based systems
- Hiring of developers and increased production capacity
- Greater investment in the development of AI-powered solutions

Corporate Governance

We are a publicly traded company with shares listed on the B3 (Brazil), the NYSE (United States) — through American Depositary Receipts (ADRs) — and Latibex (Spain). As such, we comply with the highest regulatory standards required by bodies such as the Brazilian Securities and Exchange Commission (CVM) and the U.S. Securities and Exchange Commission (SEC). We are also listed on B3's Level 1 Corporate Governance segment, reinforcing our commitment to transparency and integrity in management.

Our governance framework ensures that strategic decisions are made with ethics, responsibility, and a long-term perspective.

Our model is based on:

- a robust shareholder structure that promotes management stability, predictability, and strategic alignment;
- governance bodies that ensure effective oversight, enhancing transparency and risk management;
- a Board of Directors with strategic vision and diversity, with 36% of its members being independent, ensuring a plurality of perspectives and better decision-making.

Below, we outline how this model enables us to continue creating sustainable value for our investors.

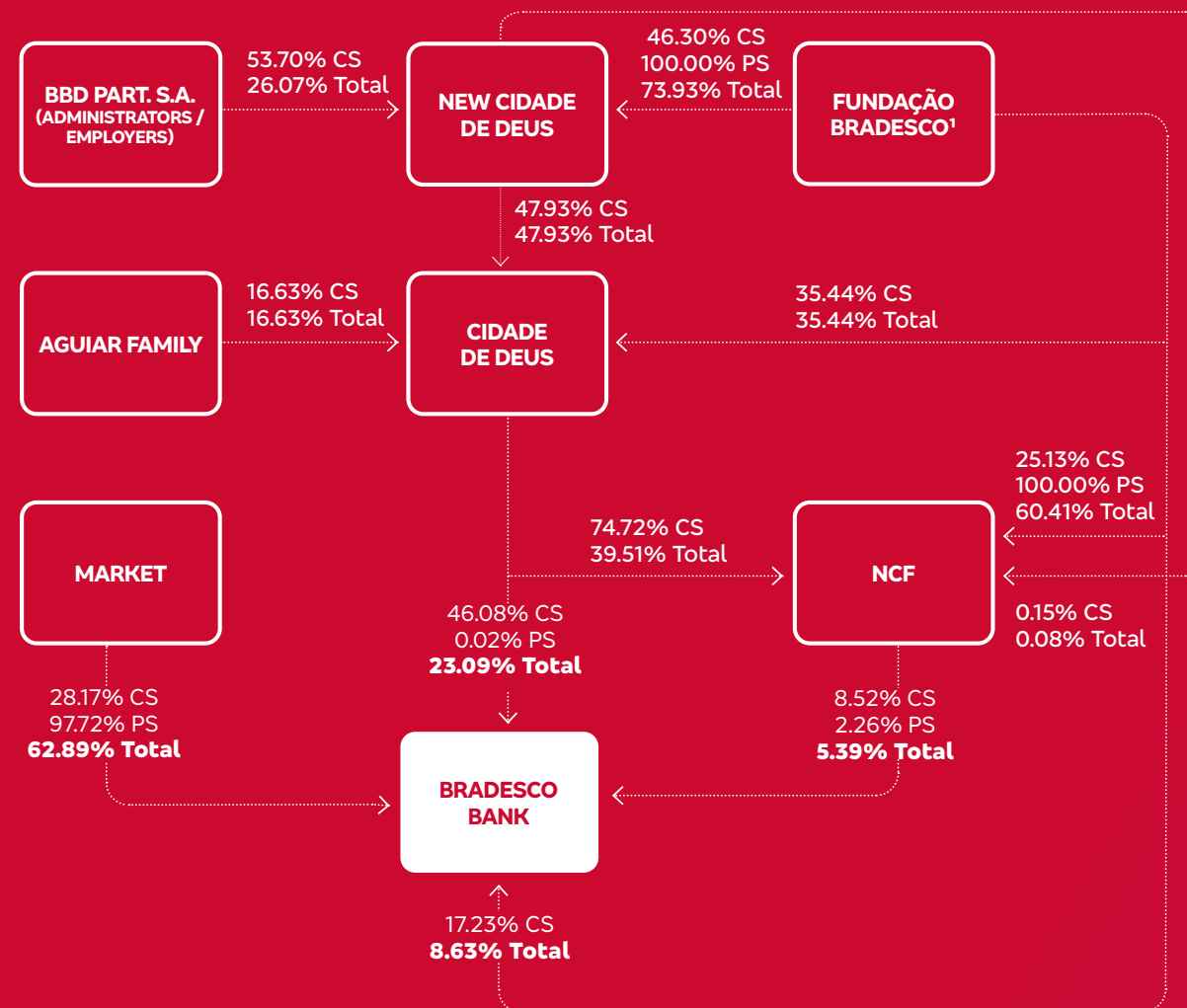


Shareholding

Our shareholding structure includes shareholders that ensure stability and a long-term strategic vision, while maintaining a high volume of shares traded on the market, which enhances liquidity and attractiveness to investors.

We have two types of shares:

- **Common shares (CS)**
Grant voting rights on all matters at shareholders' meetings.
- **Preferred shares (PS)**
Guarantee priority in receiving dividends and other compensations, as well as voting rights on specific matters established by law, such as the election of minority shareholders' representatives to the Board of Directors and the Fiscal Council.



» **LEARN MORE**
in our page [Corporate Governance](#).

Corporate events

Cielo's public tender offer: (OPA): On September 26, 2024, the unified public tender offer (OPA) for shares of Cielo S.A., an investee of Bradesco, was completed. The transaction resulted in the conversion of its "A" category shares to "B" category shares and its exit from the Novo Mercado segment of B3. Following the share transfer, Bradesco, through its investees, came to hold 30.61% of Cielo's common equity.

Partnership Atlântica and Rede D'or: On May 8, 2024, Atlântica Hospitais, an indirect subsidiary of Bradesco and Bradseg Participações, entered into a partnership with the Rede D'Or group to create the Atlântica D'Or hospital network. The joint venture is composed of 50.01% ownership by Rede D'Or and 49.99% ownership by Atlântica, focusing on general hospitals in Macaé-RJ, Alphaville-SP, and Guarulhos-SP, as well as new locations in Taubaté and Ribeirão Preto. The partnership was formalized on August 15, 2024. On November 1st, 2024, a new agreement was signed to include Hospital São Luiz Campinas, with the expansion still pending completion..

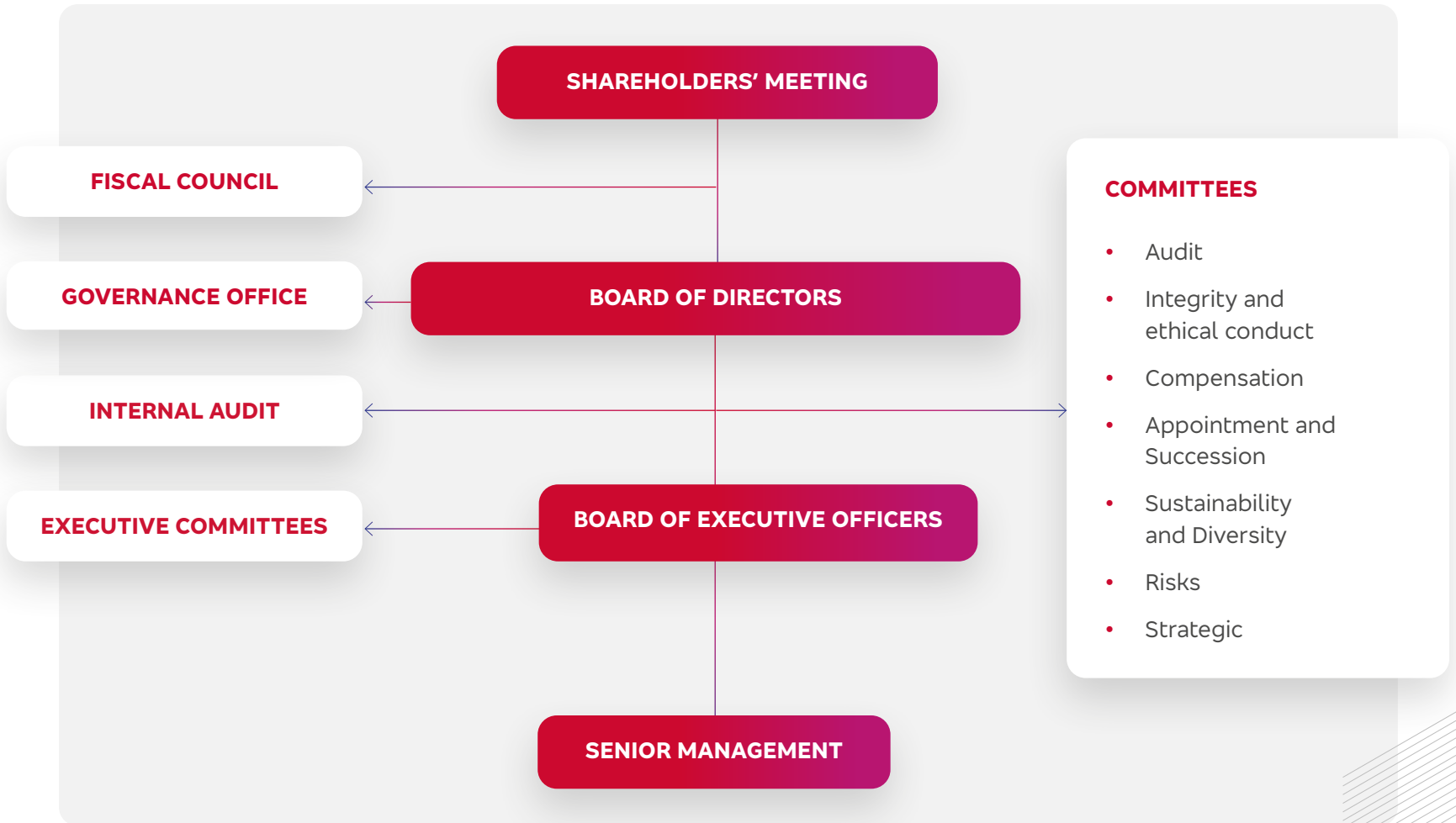
John Deere bank: On August 8, 2024, Bradesco, through its investees, entered into an agreement with John Deere Brasil to acquire 50% of Banco John Deere S.A. The transaction was completed on February 10, 2025, following regulatory approvals and the fulfillment of contractual conditions.

Governance Structure

Bradesco's governance structure is composed of strategic bodies that operate in an integrated manner to ensure ethical, transparent decisions aligned with the interests of our stakeholders.

This structure includes the Board of Directors, specialized committees, executive board, and operational bodies, each with clearly defined roles and responsibilities.

In addition, governance is supported by guidelines—such as the bylaws, internal rules, and policies—that guide our activities and reinforce our commitment to best market practices. These foundations incorporate environmental, social, and governance (ESG) aspects, guiding our decision-making responsibly and sustainably.



>> LEARN MORE
in our [Corporate Bylaws](#).

Key Governance Bodies

Shareholders' Meeting

The top governance body, it deliberates on the organization's business and elects the members of the board of directors. Its meetings, whether ordinary or extraordinary, are called with at least one month's notice.

Fiscal Council

It supervises the actions taken by the managers and provides opinions on the annual report, capital stock modifications, investment plans, capital budgets, and dividend distribution. It also reviews the quarterly financial statements and reports any fraud or irregularities. The council is composed of five full members and five alternates, elected by shareholders, including two representatives of minority shareholders. The term of office is one year.

Board of directors

It defines the corporate strategy, reviews business plans and policies, and supervises the executive board, including the election and removal of its members. It meets regularly 12 times a year and holds extraordinary meetings when necessary. Its president is an external member with no executive role.

Our Bylaws establish a unified two-year term for board members, allowing current members to be re-elected until they reach 75 years of age. Exceptions are made for the President in office at the 2023 Annual General Meeting, who will have no age limit for exercising their mandate, and for other members with ongoing mandates at the 2023 Annual General Meeting, the age limit will be 80.

This policy establishes that nominations for board members and executive officers must consider time availability, experience, technical and behavioral competencies, as well as diversity aspects such as gender, ethnicity, age, marital status, sexual orientation, religious beliefs, physical condition, or socioeconomic background.



Diversity on our board

11 members

18%
women

36%
independent
members

100%
non-executive
members

>> LEARN MORE

about the board's profile in previous years in the [ESG Indicators Worksheet](#).

Board of Directors Composition and Committee Memberships

Board Member	Role	Committees						
		Audit	Compensation	Strategic	Integrity and Ethical Conduct	Risks	Appointment and Succession	Sustainability and Diversity
Luiz Carlos Trabuco Cappi	Chairman						● (C)	
Alexandre da Silva Glüher	Vice-chairman		● (C)	● (C)	● (C)		●	●
Denise Aguiar Alvarez	Member							●
Denise Pauli Pavarina	Member (I)			●				●
Maurício Machado de Minas	Member		●	●	●	● (C)	●	●
Octavio de Lazari Junior	Member			●	●		●	●
Paulo Roberto Simões da Cunha	Member (I)					●		
Rogério Pedro Câmara	Member				●	●		● (C)
Rubens Aguiar Alvarez	Member				●			
Samuel Monteiro dos Santos Junior	Member (I)	● ¹	●	●		●		
Walter Luis Bernardes Albertoni	Member (I)				●			●

● Committee member (C) Committee Chair (I) Independent

Base: April 2025
¹ As of the closing date of this report, approval by the Central Bank of Brazil was still pending.

Committee responsibilities

- **Audit** – monitoring the accounting practices adopted when preparing the financial statements and the effectiveness of the independent audit.
- **Compensation** – advises the Board of Directors on the implementation of the Executive Compensation Policy, in accordance with applicable legislation.
- **Risks** – manages the Organization’s risks and capital in accordance with internal policies and standards, as well as applicable regulations and legislation
- **Integrity and Ethical Conduct** – proposes actions to ensure the dissemination and enforcement of the Code of Ethical Conduct at both corporate and sectoral levels, as well as compliance with Corporate Policies.
- **Appointment and Succession** – acts on behalf of all institutions within the Bradesco Organization in formulating and implementing the succession and nomination policy for executives
- **Sustainability and Diversity** – supports the promotion of sustainability strategies, the evaluation of ESG performance, and the development of guidelines that integrate economic development with social responsibility.
- **Strategic** – supports the Board of Directors in the management of the Company, providing insights and guidance in the implementation of strategic decisions.

Internal Audit Evaluates processes across the Bradesco Organization and, when applicable, those of third parties and suppliers, in order to contribute to risk mitigation and the effectiveness of internal controls, in compliance with internal and external Policies, Standards, and Regulations. It operates autonomously and independently. Its activities are guided by the standards of the Institute of Internal Auditors (IIA) and by national and international best practices.

Board of Executive Officers

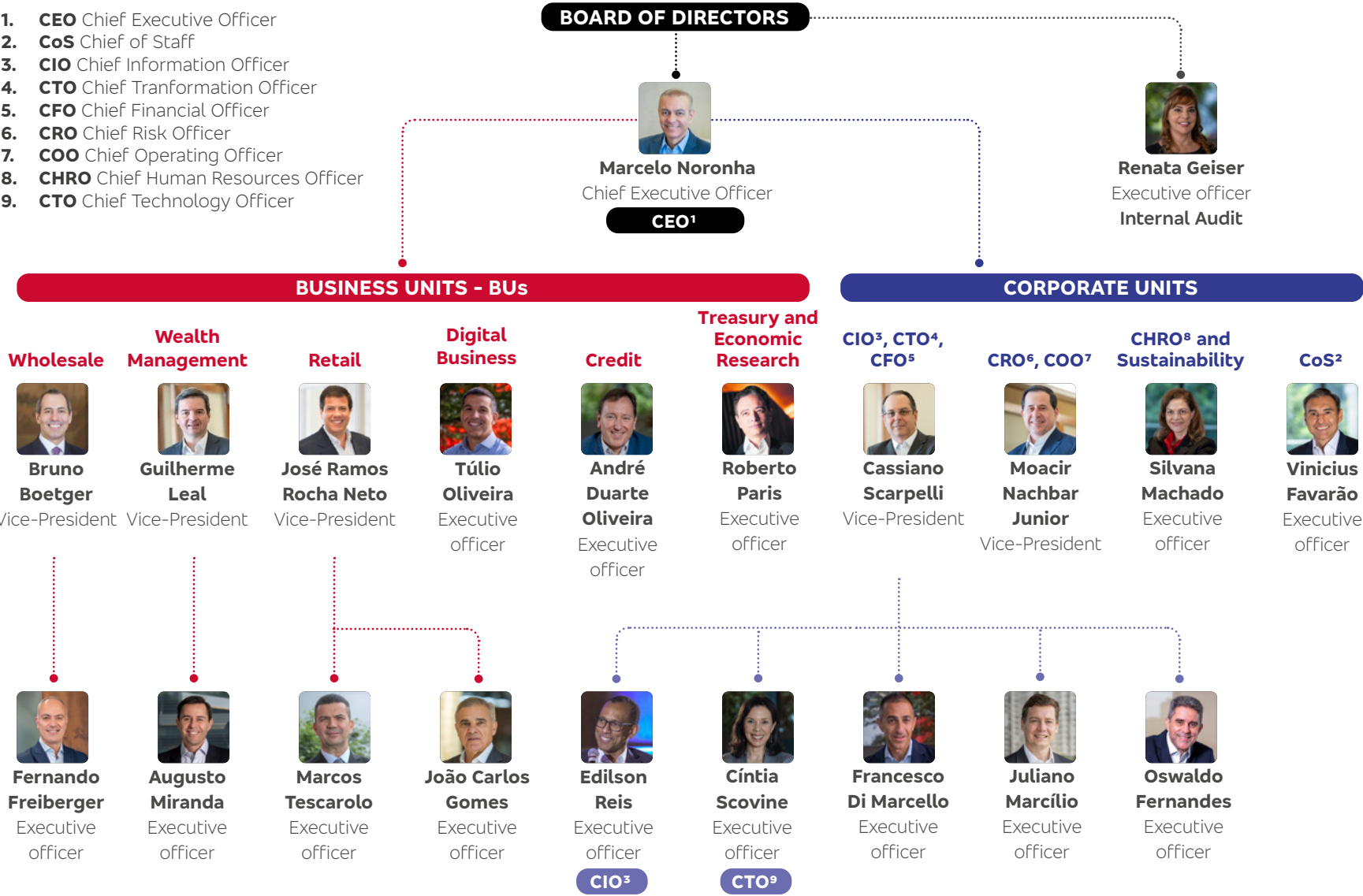
Responsible for defining and monitoring the execution of the strategy established by the Board of Directors. It is composed of the Chief Executive Officer, five Executive Vice Presidents, and fifteen Executive Officers. Its members are appointed by the Board of Directors for a two-year term and may be reappointed. The roles of Chair of the Board and Chief Executive Officer cannot be held by the same person.

Executive Committees

Support the Executive Board in carrying out its duties. Each committee has its own charter.

Organizational Structure and Executive Board

>> **LEARN MORE**
About the profile of the executive directors on our [Investor Relations website](#).



Reference date: May 2025. Note: This organizational chart reflects the structure of the Business Units (BUs) and the respective members of the Executive Board linked to each of them. It does not include other subordinate directors, as its scope is exclusively the composition of the Executive Board.

Compensation

The compensation structure for our management is designed to ensure alignment with the interests of our stakeholders, considering performance indicators, including the incorporation of ESG aspects in decision-making.

Our Management Compensation Policy aims to ensure that our practices comply with the applicable laws, rules, and regulations governing the matter. The policy sets criteria to ensure that compensation encourages ethical and responsible behavior while discouraging actions that increase risk exposure beyond prudent levels, in line with our short-, medium-, and long-term strategic goals.

We are committed to preventing conflicts of interest in the definition of compensation, aligning it with objectives that promote the Organization’s value creation and balance short-term financial results with long-term value generation.

This policy includes variable compensation, for which members of the Board of Directors, Executive Board, and Directors are eligible. Its payment is subject to the achievement of corporate targets and performance evaluation, both individual and organizational. The Compensation Committee is responsible for submitting a proposal to the Board of Directors regarding whether or not to authorize the payment of variable compensation to executives.

Although individual targets and objectives are set for each area, for compensation purposes, overall organizational performance prevails, without distinction among areas, whether support, business, technical, or customer-facing. This overall performance takes into account the results of the following key performance indicators:

- Adjusted Return on Average Equity (ROAE)
- Overall Client Satisfaction Index;

- Basel Index – Level I;
- OER – Operational Efficiency Ratio;
- Social and Environmental Dimensions of Market Indices; and
- Coverage Ratio.

The Board of Directors reviews and deliberates on the Committee’s proposal, taking into account factors related to long-term value creation for Bradesco, such as economic conditions, internal and

external factors, corporate culture, among others. Finally, the Shareholders’ Meeting is responsible for approving the total aggregate compensation of the company.

50% of the net amount paid to executives as variable compensation must be used for the acquisition of shares, which are locked for one year. One year after acquisition, the shares are released in three equal annual installments, contingent upon organizational performance.

Senior Management Compensation (%)

Distributed	
Fixed compensation	49.48
Variable compensation	49.07
Retirement Benefits	1.45

>> **LEARN MORE**
about the remuneration structure and performance evaluation in the [Brazilian Code of Corporate Governance](#).

about performance in previous years in the [ESG Indicators Worksheet](#).

Risk Management

As a financial institution, we are risk managers by nature – every decision we make involves assessing and managing different types of risks.

Risk management enables us to achieve our strategic objectives, ensure business continuity, and enhance the accuracy of our resource allocation. It also strengthens our ability to respond swiftly and effectively to changes in the economic, regulatory, and technological landscape.

Our risk governance ensures a structured, integrated, and independent control framework, preserving and promoting a collegial decision-making environment supported by specialized committees. This process involves all levels of corporate governance, from Senior Management to business, operations, product, and service areas, with risk management embedded throughout the Organization.

» LEARN MORE

about the main risk management indicators in the [Risk Management Report - Pillar 3](#)

Risk Appetite

Risk appetite refers to the types and levels of risk we are willing to accept in pursuing our business activities and objectives.

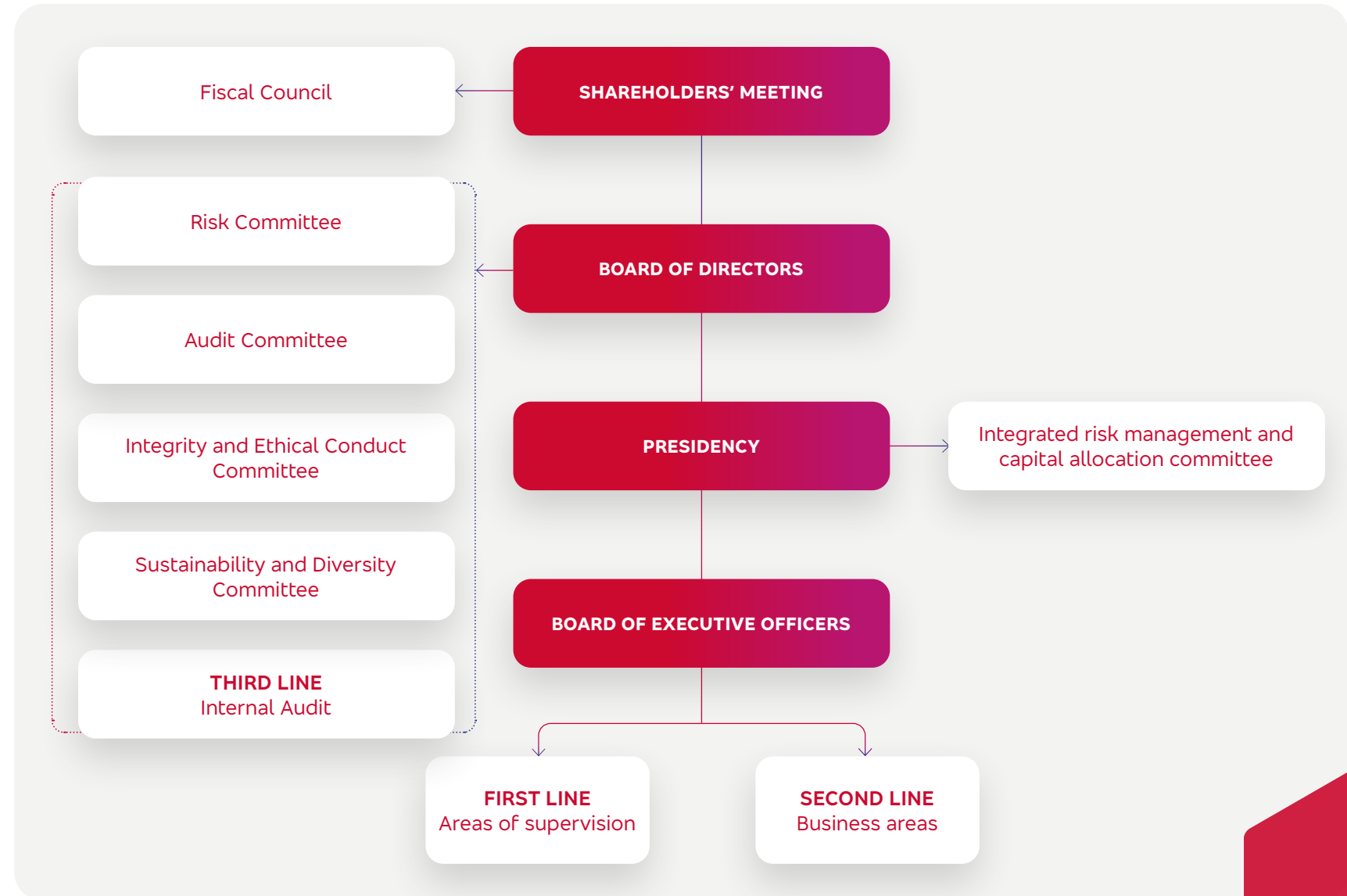
As an important tool for reinforcing the Organization's risk culture, the Risk Appetite Statement (RAS) is reviewed annually, or whenever necessary, by the Board of Directors, and it is continuously monitored by Senior Management forums and by business and control areas.

To monitor risk appetite, we track indicators through effective control processes, where managers are informed of risk exposures and the corresponding use of current limits. Reporting is carried out through an alert system, which facilitates communication and highlights any exceptions requiring corrective actions. This process permeates all areas of the Organization, supporting Senior Management in assessing the alignment of outcomes with the established risk appetite.



Risk Management Structure

The risk and capital management structure is composed of several committees, commissions, and departments that support the Board of Directors, the Chief Executive Officer (CEO), the Chief Risk Officer (CRO), and the Organization's Executive Board in making strategic decisions.



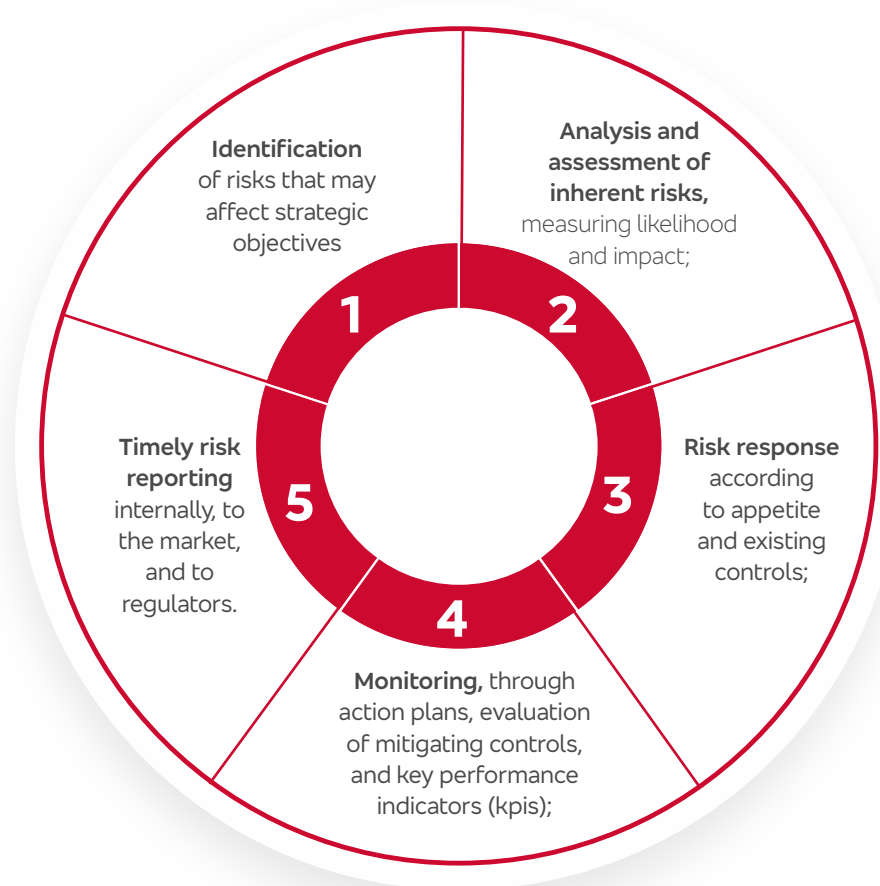
Risk Management Process

Our risk and control management methodology is aligned with the main international risk management frameworks, allowing risks to be proactively identified, measured, mitigated, monitored, and reported.

We operate in accordance with the three lines model, encouraging contributions from all areas to achieve the specified objectives:

- **First line:** business and support areas identify, assess, manage, and report inherent risks as part of their daily activities, keeping them within acceptable levels.
- **Second line:** Supervisory areas establish risk management and compliance policies and procedures to develop and/or monitor first-line controls, in addition to independently validating models.
- **Third line:** represented by Internal Audit, independently assesses the effectiveness of risk management and internal controls, including how the first and second lines achieve their objectives, reporting to the Board of Directors, the Audit Committee, the Fiscal Council, and Senior Management.

The process consists of the following steps:



» LEARN MORE

about our activities in our [Pillar 3 Risk Management Report](#) and in item 3D of the [20F Form](#).

Risk Culture

We recognize the importance of a strong risk culture and have a solid governance structure that engages all our employees in risk management, across all hierarchical levels—from business areas to Senior Leadership—especially during this moment of transformation within our Organization.

Within the Unibrad structure, we maintain the Risk Management Community, intending to reinforce our risk culture. Through this initiative, we have trained 99% of employees in risk prevention, identification, mitigation, monitoring, and control, developing both the technical and behavioral skills required to support business structures.

Employees participate in mandatory training that covers key topics such as cybersecurity, compliance, operational, and reputational risk. Examples of these training courses include: Risk Management Concepts, General Data Protection Law (LGPD), Introduction to Information Security, Prevention of Money Laundering and Terrorism Financing, Serving Potentially Vulnerable Clients, among others.

Main Risks

Our risk management adopts an integrated approach, covering all of the Organization's operations, including the bank and its subsidiaries. This model allows us to assess and mitigate risks on a consolidated basis, ensuring that strategic decisions are made with a comprehensive view of Bradesco's total exposure.

Below are the main risks monitored by the Organization.

» **LEARN MORE**
about our activities in our [Risk Management Report – Pillar 3](#).

Compliance: risk of sanctions, financial losses, or reputational damage due to non-compliance with laws, regulations, and ethical standards.

Contagions: possibility of financial loss arising from relationships with companies or entities not consolidated within the Prudential Conglomerate.

Credit: risk of default or deterioration in the creditworthiness of clients and counterparties.

Strategy: risk of performance deterioration due to decisions misaligned with the strategy, execution failures, or lack of market adaptability.

Liquidity: risk of being unable to meet financial obligations without significant impact on operations or of being unable to sell assets at market prices.

Market: risk of financial losses due to fluctuations in asset prices, interest rates, and exchange rates, affecting the balance between assets and liabilities.

Model: risk of inadequate decisions based on flawed models or the inappropriate use of such tools.

Operacional: risk of losses caused by process failures, human errors, system issues, or external events, including legal matters.

Profitability: risk that the institution may not generate sufficient profits to sustain its operations and future investments.

Reputation: risk of losing credibility with clients, government agencies, and the market due to inappropriate conduct.

Cybersecurity: risk of cyberattacks, data breaches, and failures that may compromise systems and operations.

Social, Environmental, and Climate: risk of negative impact on society and the environment, such as forced or child labor, environmental degradation, and overuse of natural resources, as well as the possibility of losses due to severe weather events or long-term changes in climate patterns (physical risks) and events related to the transition to a low-carbon economy (transition risks).

Solvency: risk that the institution may be unable to meet long-term financial obligations, compromising its continuity.

Subscription: risk of unforeseen losses in insurance policies or pension funds due to adverse economic changes.

These risks are continuously monitored and reported to governance bodies, ensuring compliance with our Corporate Risk Management Policy and alignment with our risk appetite. We periodically report 'Very High' and 'High' residual risks to the Risk Committees for their awareness, in accordance with the governance described in the Risk Management Policy

In addition, considering the business environment, we monitor macroeconomic and geopolitical risks that may impact the financial sector and bring adverse effects to our exposures. The global scenario, monetary policy, and fiscal stability are variables that directly influence credit conditions, liquidity, and asset pricing.

Emerging Risks

In a dynamic and ever-evolving environment, the identification and management of emerging risks have become crucial components for the sustainability and success of organizations. Addressing these risks is essential for enabling organizations to anticipate and prepare for potential threats while also identifying new opportunities for growth and innovation.

We continuously enhance our process of managing emerging risks to ensure proper and effective administration, allowing us to adopt preventive measures aimed at avoiding the materialization of these risks, mitigating their adverse impacts and maximizing related opportunities.

We have a team dedicated to leading discussions on emerging risks. Under their coordination, a committee made up of representatives from several areas conducts the processes of identification, assessment and monitoring of these risks, reporting to our risk control forums.

Among the emerging risks are digital Central Bank Digital Currencies (CBDCs), asset tokenization, the metaverse and quantum computing.



Central bank digital currencies (CBDCs)

CBDCs are digital currencies issued by a central bank or monetary authority and represent a new form of sovereign currency, just like physical money (bills and coins) and bank reserves.

There are various reasons for creating a CBDC, including: reacting to the privatization of money by initiatives of large global companies, ensuring financial inclusion for the unbanked, improving the efficiency of cross-border operations, fostering technological innovations, among others.

The creation, characteristics and implementation model of a digital currency depend on the objectives, and may therefore have domestic, international or universal use (when used in both cases), or be wholesale, retail, or general (when access is unrestricted).

The topic is highly relevant and can bring risks and opportunities with potential impact on the global financial system, due to:

- The possible creation and issuance of global retail private currencies (also known as “stable coins”), posing a potential risk to the sovereignty of State and Nations currencies;

- The creation of wholesale and retail CBDC projects by main central banks (China, Eurozone, USA, England, Sweden, Brazil, etc.);
- further studies and projects of CBDCs carried out by international bodies, such as the International Monetary Fund (IMF), Bank of International Settlement (BIS) and private companies and consultancies such as Visa, Mastercard, IBM, R3, G+D, Idemia, Accenture, Ey, Deloitte, KPMG, Bain, BCG, among others;
- offer the solutions such as Blockchain platforms, dual offline payments, among others.

In this scenario, the implementation of a domestic retail CBDC and its distribution mode - which can be direct, indirect, hybrid or intermediated - has the potential to impact financial institutions, payments Annexes Risk management lead to banking disintermediation for 31 Sustainability f financial operations, which, in turn, can cause a reduction in the use of banking products (savings, current accounts, etc.), a decrease in fundraising and an increase in currency circulation, reducing loan availability.

In Brazil, the Central Bank (*BCB*) has established a study group on the topic in 2020, conducting a series of webinars and a special edition on the Lift Challenge (Laboratory of Financial and Technological Innovations) on the Digital Real (DR) in an effort to assess use cases and their technological feasibility.

In 2023, the BCB published the DR guidelines, highlighting the application of a regulatory framework in the operations carried out, avoiding regulatory asymmetries between participants; the emphasis on the development of innovative models (smart contracts, programmable money, etc.), the use of Digital Real by wholesale (issued by the BCB) and Tokenized Real (issued by IFs and IPs backed by demand deposits and electronic currency) to serve retail, and ensuring cybersecurity resilience, among other topics.

The BCB also announced the launch of its pilot project to develop the DR platform, simulate transactions done using the DR, Tokenized Real and tokenized assets.

We participated in phase 1 of the pilot project with other financial and payment institutions, and companies from other sectors, using the Hyperledger Besu platform as a base. The BCB also held workshops and set up a Forum for related topics.

The project was later renamed to Drex Pilot and the digital currency to Drex, whether retail or wholesale.

The BCB made significant progress with Drex in 2024, successfully completing the first testing phase, which focused on the infrastructure and core functionalities of the digital currency. The report with the conclusions of the first phase was published in early 2025, and the main findings were:

- The platform demonstrated robust performance and compliance with privacy and transaction security requirements. In addition, areas were identified that require further exploration to ensure full adherence to data protection requirements.
- Programmability tests were conducted, simulating a multi-asset ecosystem, and indicated significant potential to enhance the efficiency and transparency of transactions.

- This first phase revealed technological challenges that require closer monitoring in the second phase of the pilot, such as enhancing the infrastructure to support a higher volume of transactions while ensuring system resilience.

Based on these results, the Central Bank of Brazil (*BCB*) initiated the second phase of the Drex pilot, which will focus on assessing the platform's potential for new business cases proposed by market representatives (smart contracts), with Bradesco being one of the participants.

The main challenge under investigation in the pilot is ensuring privacy, programmability, and decentralization simultaneously. The scalability of Drex depends on finding a near-ideal solution to this "trilemma." Global developments surrounding Central Bank Digital Currencies (CBDCs) demonstrate growing interest and significant progress in the implementation

of these technologies. Countries such as China, Brazil, and the United States are at the forefront of this transformation, exploring their potential to modernize financial infrastructures, promote financial inclusion, and increase transaction efficiency.

Given our commitment to innovation and excellence, we have been following this topic through a multidisciplinary working group that has studied and participated in national and international forums to disseminate knowledge internally, anticipate risks, identify opportunities, propose use cases, provide a foundation for strategic definitions, and anticipate the actions necessary for us to remain a reference in innovation in Brazil and around the world.



Asset Tokenization

Tokenization is a process that transforms an existing good or right (whether tangible or intangible) into a digital representation, called a “token”. Therefore, a “token” represents an asset in digital form combined with assignable digital information and rights, all connected in a programmable and highly automated way.

Tokenization is one of the main applications of DLT (Distributed Ledger Technology) technology in the financial and capital sectors. Blockchain, a type of DLT, has been widely used for this purpose.

This technology allows data to be stored and validated in a secure and decentralized manner, simplifying transactions and reducing costs and intermediaries.

Thanks to the transparency, cost-efficiency, and accessibility it enables, tokenization has the potential to spark the creation of a new financial trading system, in addition to fostering innovation. Recently, tokenization has been applied in sectors such as

real estate, art, commodities, and even intellectual property rights, democratizing access to investments that were previously limited to large investors.

Motivations and objectives vary widely worldwide. While developed economies mainly aim for gains in economic efficiency, emerging countries consider “tokens” as a way to solve some basic social challenges, such as financial inclusion.

In the financial market, the adoption of a tokenized economy would lead to measurable efficiency gains and increased security and resilience, while also reducing costs and complexity.

his new digital economy, however, does not emerge without significant issues to be addressed, such as the development of a regulatory framework—a key barrier to tokenization initiatives; scalability, which is crucial to maintaining service efficiency and quality; cybersecurity that ensures both transparency and

confidentiality on the blockchain without disclosing information about borrowers and asset owners; token theft and loss; standardization (adoption); and interoperability, among others.

In Brazil, the Banco Central do Brasil (BCB) has highlighted asset tokenization as one of its key priorities, aiming to establish a clear regulatory framework for the issuance, registration, and trading of tokenized assets, as well as to adapt the prudential framework to incorporate the treatment of exposures to virtual assets.

At our Organization, we have a dedicated group composed of professionals from various departments who actively monitor developments on this topic through research, evaluation of potential partnerships, experiments on internal process applications, initiatives and new products. This group also promotes knowledge sharing through lectures, courses, workshops, and other formats.



Quantum Computing

It is a new paradigm in computing, which uses quantum mechanical phenomena to build new types of hardware, software and algorithms capable of processing data in quantum systems. The main difference between traditional (also called classical) and quantum computing is that in traditional computing the results are limited due to the bits-based operation (each bit can assume one of two possible states: 0 or 1), while in quantum computing, it operates using quantum bits (qubits, which can assume states 0, 1 or a combination between them according to a probability distribution).

It significantly simplifies the computational complexity of some problems, offering faster solutions, including solutions that were previously impractical.

This science has the potential to be applied across a wide range of economic sectors due to its ability to significantly increase processing speed, scalability and complexity, enable more accurate models, and enhance operational efficiency. For example:

- **Finance/Investments:** improved scale, complexity and efficiency in preparing models, portfolio optimization, various simulations;
- **Cybersecurity:** improved encoding, key establishment and data protection methods, among others;
- **Energy:** greater efficiency in the search 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, and others;
- **Climate:** greater capacity to process complex models that facilitate an identification/understanding of ways to slow climate change and reverse its effects, contributing to sustainable development.

We can leverage its new applications and obtain significant benefits in several areas such as process optimization, risk management, cybersecurity, simulations and modeling, among others

Quantum computing can help provide more accurate and faster analysis of massive data sets, providing valuable insights for strategic decision making.

However, there are potential risks that must be observed, such as the unavailability of technology due to a shortage of equipment that can process qubits (substitutes for the classic bits) a lack of skilled labor, increased exposure to cyber risk thanks to a possible breach of current cryptographic protocols and the need to migrate to post-quantum cryptographic algorithms, among others.

The main technical challenges in the development and operation of quantum computers are:

- Increasing the number of qubits;
- Reducing the special operational requirements;
- Extending the stability (coherence) time;
- Lowering the error rate.

We believe that quantum computing has the potential to revolutionize the way we work and live. Although large-scale, fault-tolerant quantum computers capable of delivering on the various possibilities mentioned are not yet a reality, we understand the importance of preparing now—considering the full potential of the technology and its possible impacts.

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 to our team through various means.

BRDESCO IN THE QUANTUM COMPUTING ERA

In 2023, we entered into a significant partnership with IBM to advance in the field of quantum computing. In 2024, we expanded our collaboration with the University of São Paulo (*USP*) to conduct research on portfolio optimization using this technology. The objective is to study and develop quantum methods that can help maximize returns and minimize risks in investment portfolios.

As a result, we became the first bank in the country to establish a partnership with a university to explore potential solutions for complex financial problems using Quantum Computing. This collaboration also strengthens the development of professionals specialized in the field, enabling them to contribute to the advancement of the technology and its applications.

We continue our studies to identify its potential in the financial sector, aiming for technological preparation so that we are ready to benefit from it as advancements unfold.

We also remain active in the IBM network for testing and experimentation with quantum technology, primarily focused on solving problems related to portfolio optimization, derivative pricing, macroeconomic variable projections, among others.

Social, environmental and climate-related risks

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

Our structure for managing these risks consists of various forums and departments that support the Board of Directors, the Chief Executive Officer, the Chief Risk Officer (CRO), and the Executive Board.

Aligned with the Social, Environmental, and Climate Responsibility Policy (PRSAC), we have established procedures for identifying, assessing, classifying, and monitoring these risks in various activities, as outlined in our Social, Environmental, and Climate Risk Standard.

>> LEARN MORE

in the [Climate Risk](#) chapter and in our [ESG Report](#)

Risk Management

Portfolio Assessment: Using criteria based on environmental resolutions, fines, and injunctions, land demarcations, contaminated area registers, green taxonomies, transition scenarios, climate risk indices, and deforestation alert systems, we monitor the risk level of our clients' credit exposure on a monthly basis, based on their sector of operation and geographical location.

Indicators: We assess the organization's capacity to maintain liquidity, considering scenarios that result in a high volume of withdrawals by clients to cover events stemming from changes in climate regulations and other social, environmental and climate-related risks.

Sensibility and Stress: We sensitize the financial statements of companies by simulating impacts on variables such as credit ratings, to quantify potential impacts until 2050, and apply stress narratives on global climate issues and their impacts on macroeconomic variables like exchange rates, interest rates, and GDP.

Restrictive Measures: We adopt restrictive measures for opening accounts and granting credit to individuals involved in activities such as slave labor, child labor, sexual exploitation, illegal mining, asbestos extraction, and the manufacturing of heavy weapons. We also impose restrictions on activities like coal mining,

shale extraction, bituminous sand extraction, uranium mining, coal-fired power plants, bottom trawl fishing with nets larger than 2.5 km, real estate projects on indigenous lands, and sectors involved in illegal deforestation.

Credit Operations Analysis: Following the principles set by the Central Bank of Brazil, a scope for evaluating the risks associated with the clients' economic sectors and their credit exposure has been established. Procedures have been implemented to identify, assess, classify, and monitor these risks in various activities such as credit granting, project financing, real estate collateral, and investments.



Sustainability

Sustainability Governance

Sustainability, integrated into our corporate strategy, is implemented and monitored in a cross-functional manner, supported by a governance structure to internalize ESG aspects into operations and business decisions, aligned with the expectations of our stakeholders:

STRATEGIC

Board of directors

Defines the strategy and monitors the Organization's performance on the topic in regular meetings.

Sustainability and Diversity Committee

The main governance body on this topic, composed of members of the Board of Directors and the Executive Board, including the CEO. It meets bimonthly and is responsible for advising and reporting to the Board of Directors on the evolution and implementation of the sustainability strategy.

EXECUTIVE

Sustainability Commission

Composed of executive directors and directors of strategic areas. It advises the Committee's decisions and proposes improvements to sustainability processes. Meetings are held bimonthly.

OPERATIONAL

Sustainability area

Responsible for developing, proposing and monitoring the implementation of the sustainability strategy, advising the Board of Directors, the Committee and the Commission in their duties.

Dedicated teams

These are areas within different structures in the Organization dedicated to connecting and disseminating the Sustainability Strategy through the management of climate, environmental, social and governance aspects.

Working groups

These are professionals from different areas of the organization involved in the development of sustainability projects.

Regulatory Framework

The guidelines for managing social, environmental, climate-related, and governance aspects are established in our policies and standards, among which we highlight:

- » **Sustainability Policy:** outlines the principles that govern Bradesco's corporate sustainability management
- » **Social, Environmental, and Climate Responsibility Standard (PRSAC):** describes the main guidelines for Bradesco's sustainability and social, environmental, and climate responsibility in defining its strategy and conducting its business, activities, and processes.
- » **Social, Environmental, and Climate Risk Standard:** defines the scope of the analysis of exposure to social, environmental, and climate risks in operations with clients, suppliers, beneficiaries, and investee companies, in line with the principles of proportionality and relevance established by the National Monetary Council.

» **LEARN MORE**
in [Charter of the Board of Directors](#)

Sustainability Strategy

We reinforce our commitment to sustainable development by promoting businesses and initiatives that generate positive impacts on society and the environment.

Our strategy is aligned with the United Nations Sustainable Development Goals (SDGs) and takes into account the main challenges and trends, both locally and globally, structured around three main areas of action:



Financial Citizenship

Promote education and financial inclusion to leverage socio-economic development

» **LEARN MORE**
in [Financial Citizenship](#), in the Social and Relationship Capital section



Climate Agenda

Ensure our business is prepared for climate challenges, raising awareness and engaging our clients on risks and opportunities

» **LEARN MORE**
in [Climate Agenda](#), in the Natural Capital section, and in our [Climate Report](#)



Sustainable Business

Drive businesses with a positive impact that promotes social and environmental development

»



Our capitals

RELATED SDG



Capitals represent a grouping of resources and assets, whether tangible or intangible, that are enhanced, diminished, or transformed through our activities and outputs. Those encompassed by our value chain include financial, social and relationship, manufactured, human, intellectual, and natural capitals.

In the following chapters, we will detail our initiatives, commitments, and results related to each type of capital, in line with the Integrated Reporting framework, highlighting how our business model and strategy are designed to create value over the short, medium, and long term.



Financial Capital



Net
Financial
Margin

BRL 34.0 billion
+ 32.7% vs. 2023

Recurring
Net
Income

BRL 19.6 billion
+ 20.0% vs. 2023

Non-Performing
Loan Rate
Over 90 Days

4.0%
- 1.1 pp vs. 2023



Allocation of resources
to sustainable businesses

BRL 78 billion

In 2024, we made progress toward our goal of directing resources to sectors and assets with a positive social and environmental impact.

Expanded
Credit
Portfolio

BRL 981.7 billion
+ 11.9% vs. 2023

Economic Value
Distributed to
Society

BRL 50.7 billion

Basel
Tier I Ratio

12.4%

Financial capital

Our financial capital underpins our operations, enabling the delivery of solutions that create value for stakeholders, as well as financing the real economy and advancing businesses aligned with our strategy.

Throughout 2024, we maintained a solid capital and liquidity position, with a focus on longevity, resilience, and financial sustainability. Our business model is supported by an efficient risk management framework and responsible capital allocation, ensuring the strength necessary to navigate cycles and seize growth opportunities.

SELECTED FINANCIAL INDICATORS

(in BRL billion, except where indicated)

	2024	2023	Variation
RECURRING INCOME STATEMENT			
Net profit margin	34.0	25.7	32.7%
Expended ALL expense	(29.7)	(39.6)	(24.9%)
Fee and commission income	38.3	35.6	7.6%
Operational expenses	(59.3)	(54.2)	9.3%
Recurring net income	19.6	16.3	20.0%
Liquid net income	19.1	15.1	26.2%
PERFORMANCE INDICATORS			
Return on Average Equity (ROAE)	11.7%	10.0%	1.7 p.p.
Operational Efficiency Ratio	52.2%	48.7%	3.5 p.p.
Non-Performing Loan Ratio over 90 Days	4.0%	5.1%	(1.1 p.p.)
Tier I Capital Ratio - Basel III	12.4%	13.2%	(0.8 p.p.)
Short-Term Liquidity Ratio (LCR)	141.1%	191.6%	(50.5 p.p.)
Long-Term Liquidity Ratio (NSFR)	121.2%	126.7%	(5.5 p.p.)
BALANCE SHEET			
Total Assets	2,127.9	1,964.1	8.3%
Credit Operations - Expanded Portfolio	981.7	877.3	11.9%
Shareholders' Equity	160.5	161.2	(0.4%)
Funds Raised and Managed	3,211.8	2,988.4	7.5%



LEARN MORE

[Economic and Financial Analysis
Report for Q4 2024.](#)

Our financial performance

In 2024, we continued with our growth strategy, focusing on balance and the quality of assets. We seized opportunities to expand our portfolio in higher-margin lines, even when associated with lower gross spreads, which contributed to improving results and increasing the percentage of credit with collateral. Additionally, the transformation plan has begun to yield its first results.

With the outlook for a more challenging macroeconomic scenario, we adjusted our risk appetite and credit offering conditions. Our focus is on ensuring the sustainability of our journey, evolving with security, and maintaining control over the cost of credit by investing in the organization's transformation and putting the customer at the center of our decisions.

Profit and Profitability

Recurring net profit totaled BRL 19.6 billion in 2024, a growth of 20.0% compared to 2023, resulting in a ROAE of 11.7%.

Total revenues increased by 7.9%, excluding the increased stake in Cielo, driven by the three main components: total financial margin, service fee income, and income from insurance, pension, and capitalization.

Insurance Operations

The insurance operations posted the best result in the historical series, with an annual net profit of BRL 9.1 billion and a ROAE of 22.4%. The result reflects the increase in premium revenues, pension contributions, and capitalization income, which totaled BRL 121.1 billion, as well as the reduction in the claims ratio.

Operating Expenses Under Control and Focus on Efficiency

Operating expenses increased by 8.1% in 2024, excluding the impact of the increased stake in Cielo, ending the year within our estimates for the annual guidance.

We maintained strict cost control, with progress in adjusting service costs and accelerating changes in the physical network. Despite this, we continued to make significant investments in technology, development, infrastructure, and strengthening teams, including additional hires in technology, credit, and investment areas.

Credit Portfolio Quality and Default

The default rate of the credit portfolio, considering delays over 90 days, ended the year at 4.0%, an improvement of 1.1 percentage points compared to December 2023. The decline occurred across all segments, with particular improvement in Micro, Small, and Medium Enterprises, where the default rate improved by 2.4 percentage points compared to December 2023.

The improvement in the portfolio profile, especially in the mass market segment, significantly contributed to the reduction in the provision for doubtful accounts (PDD), which decreased by 25% compared to 2023, totaling BRL 9.9 billion. This performance reflects the quality of the new credit vintages and the effectiveness of actions implemented during the granting and recovery process, which resulted in greater efficiency in collections and increased credit revenues.

Expanded Loan Portfolio



BRL 981.7 bi \triangle 11.9% p/a

The loan portfolio showed consistent growth, with expansion in lower-risk lines, a strategy that reinforces asset quality. By the end of 2024, collateralized operations accounted for one of the highest percentages in the historical series.

Individual \triangle 13.3% p/a

Legal Entities \triangle 10.9% p/a

Large companies \triangle 2.5% p/a

Micro, small and medium sized companies \triangle 28.0% p/a

Expanded Loan Portfolio, by Sector

GRI FS6 • SASB FN-CB-410a.1

BRL billion	Dec/24		Dec/23	
	BRL	%	BRL	%
Public Sector	14.4	1.5	14.4	1.6
Private Sector	967.3	98.5	862.9	98.4
Legal Entities	567.6	57.8	511.8	58.3
Services	133.0	13.5	103.8	11,8
Retail	48.0	4.9	47.4	5,4
Transportation and Concession	46.8	4.8	44.1	5,0
Real Estate and Construction Activities	32.7	3.3	31.5	3,6
Electricity	30.5	3.1	34.3	3,9
Wholesale	30.1	3.1	23.0	2,6
Food	23.8	2.4	19.5	2,2
Petroleum, by-products and aggregate activities	12.9	1.3	9.5	1,1
Automotive industry	10.1	1.0	10.4	1,2
Other Sectors	199.7	20.3	188.2	21,5
Individuals	414.1	42.2	365.4	41,7
TOTAL	981.7	100.0	877.3	100,0

Number and amount of loans, by segment

SASB FN-CB-000.b

Description	Number (in million)		Amount (in BRL billion)	
	Dec/24	Dec/23	Dec/24	Dec/23
Individual	45.2	44.6	414.1	365.4
Micro, small and medium sized companies	2.2	2.1	214.9	167.8
Large companies	0.2	0.2	352.7	344.0
TOTAL	47.6	46.9	981.7	877.3

Added value

GRI 201-1 • SASB FN-CF-270a.1

In 2024, we generated a value added of BRL 59.0 billion. Of this amount, BRL 50.7 billion was distributed to society in the form of: taxes, fees, and contributions to the government; compensation to our employees; interest on equity payments to our shareholders; and payments for rent and asset leasing. The economic value reinvested in our own businesses totaled BRL 8.3 billion.

BRL 11.3 billion

Interest on shareholders' equity / Dividends to shareholders (paid and provisioned)

BRL 1.1 billion

Rent

BRL 16.1 billion

Contribution to the government

BRL 22.2 billion

Labor compensation

**DISTRIBUTED
ECONOMIC VALUE
BRL 50.7 BILLION**

>> LEARN MORE

in our [ESG Indicators Worksheet 2024](#).

Distribution of Dividends and Interest on Equity

At the end of 2024, Bradesco Shares, with a high level of liquidity (BBDC4), accounted for 3.0% of the Ibovespa index. Our shares are also traded abroad, on the New York Stock Exchange through Level 2 ADRs (American Depositary Receipts), and on the Madrid Stock Exchange in Spain through DRs, where they are part of the Latibex Index.

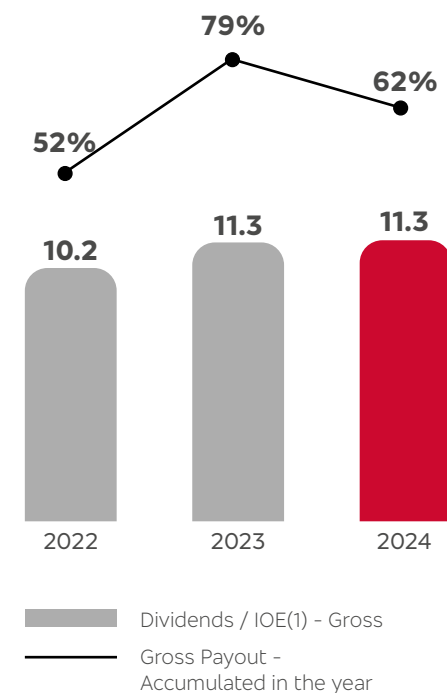
Bradesco shares are also included in several important indices, such as the Differentiated Tag Along Stock Index (ITAG), the Differentiated Corporate Governance Stock Index (IGC), and the Brazil Indices (IBrX50 and IBrX100). Participation in these indices reinforces our ongoing commitment to the adoption of good corporate governance practices, economic efficiency, ethics, and social and environmental responsibility.

As mandatory minimum dividends, shareholders are guaranteed 30% of net income after legal deductions, in addition to 100% Tag Along rights for common shares and 80% for preferred shares. Furthermore, preferred shares are entitled to dividends 10% higher than those attributed to common shares.

>> LEARN MORE

in our [4Q24 Economic and Financial Analysis Report](#).

PAYOUT/DIVIDENDS AND INTEREST ON SHAREHOLDERS' EQUITY (IN BRL BILLION)



Capital Adequacy

SASB FN-IB-550a.2 • FN-CB-550a.2 • FN-IN-550a.3

In accordance with the guidelines of the Banco Central do Brasil¹, we annually disclose the results of the Global Systemic Importance Assessment (G-SIB Assessment), calculated on a consolidated basis. This assessment determines the additional capital requirement for Global Systemically Important Financial Institutions (G-SIBs). On November 26, 2024, the Financial Stability Board (FSB) published its updated list of banks classified under this category, maintaining 29 institutions as in the previous year, without including any Brazilian institutions.

Although we are not classified as a Global Systemically Important Bank (G-SIB) and therefore are not subject to the associated additional capital requirements, we are locally recognized as a Domestic Systemically Important Bank (D-SIB).

We manage capital sufficiency and liquidity with two main objectives: to comply with the Central Bank's minimum regulatory requirements and to meet the risk appetite levels (buffers) established and approved by the Board of Directors. In this context, we conduct stress scenario tests that contribute to the calibration and definition of these buffers.

In developing the capital plan, we incorporate variables such as threats, opportunities, growth and market share targets, and various risks, among others. These projections are prepared for a minimum horizon of three years, with continuous monitoring. Furthermore, under the context of Recovery and Resolution Planning, pursuant to CMN Resolution 5,187/24, Banco Bradesco has begun to prepare the Recovery and

Orderly Exit Plan (PRSO), in accordance with BCB Resolution 440/24, considering capital and liquidity actions aimed at ensuring the Organization's viability under stress scenarios and the continuity of its critical functions and key business lines.

These stress tests help shape our risk profile, anticipate vulnerabilities, mitigate stress situations, and assess business impacts.

The Basel Index is part of the set of indicators monitored and evaluated in the Capital Management process, and measures capital sufficiency in relation to risk exposure.

Level I Basel Index - composed of Core Capital (such as shareholders' equity, reserves, and prudential adjustments) and supplemented by Additional Capital (perpetual subordinated debt) - is also a key metric influencing executives' variable compensation.

In 2024, Bradesco achieved a Level I Basel Index of 12.4%, exceeding the local regulatory requirement of 9.5%.

Sustainable Business

We recognize our fundamental role in promoting sustainable development by supporting the transition of business models toward lower-carbon standards and directing resources to activities and sectors that generate positive impact. We remain committed to the sustainable business agenda, supporting and engaging our clients, as well as contributing to the identification and management of social, environmental, and climate risks and opportunities.

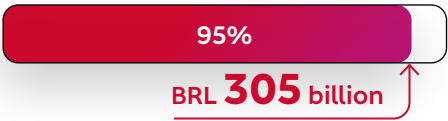
As part of this commitment, since 2021, we have set the goal of directing BRL 250 billion towards sustainable businesses by December 2025. This goal follows the taxonomy proposed by the Brazilian Federation of Banks () and considers the granting of credit for activities classified as having a positive contribution, financial products and services with a socio-environmental focus, as well as advisory services in structuring credit and debt solutions linked to ESG criteria.

The consistent progress in this agenda

allowed us to achieve the initially stipulated goal ahead of schedule, in the first half of 2024. Given this result, we decided to maintain the original deadline - December 2025 - considering the ongoing development of the new Brazilian Sustainable Taxonomy by the government, and to increase the amount to be directed to BRL 320 billion. In May 2025, the target was once again increased to BRL 350 billion, with the same deadline.

We continue to strengthen our commitment to the allocation of resources into sectors and assets with positive social and environmental impact.

Target status as of December 2024



The resources accounted for in the target include:

ESG Operations

ESG-labeled bonds and loans, such as green bonds, blue bonds, green loans, and sustainability-linked loans, among others

Social and Environmental Products

Solutions with social and environmental benefits, such as credit for the purchase of electric and hybrid vehicles, solar energy systems, and microcredit.










Credit issuance

Financing for companies and projects aligned with the Green Taxonomy, including strategic sectors.

Enabling Instruments

Operations such as bank guarantees and revolving credit lines structured with sustainability criteria.

Strategic sectors

-  Low Carbon Agriculture
-  Biofuels
-  Health and Social Security
-  Education, Culture and Sports
-  Renewable Energy
-  Water and Sanitation
-  Forest Management
-  Waste Management
-  Transportation

Social and Environmental Products

We continuously review our portfolio of products and services, which includes the assessment of environmental, social, and governance (ESG) factors. In doing so, we develop solutions aligned with our clients' needs and contribute to reducing their social, environmental, and climate impacts.

We offer solutions for the acquisition and installation of solar energy equipment, the purchase of electric or hybrid vehicles, financial restructuring, funding for education and conferences, support for small businesses, sustainable agriculture, among others.

BRL 5.2 billion balance in products with environmental benefits¹

BRL 7.9 billion balance in products with social benefits²

¹ BRL 3.3 billion in own resources (Gas Kit CDC, Photovoltaic, Solar Heater, Electric and Hybrid Vehicles, among others) and BRL 1.9 billion in BNDES on-lendings (*RenovAgro*, *Fundo Clima*, *Finame Baixo Carbono*, among others).

² BRL 7.4 billion in own resources (Microcredit, Accessibility, Local Productive Arrangements, as examples) and BRL 491 million in BNDES on-lendings (programs *Proirriga*, *Pronampe*, and *Prodecoop*).

In 2024, we began monitoring both our own line and the line through transfers from the National Program for Support to Medium Rural Producers (*Pronamp*) within the scope of sustainable businesses.

ESG Operations

We have specialized teams dedicated to structuring ESG solutions, providing comprehensive support to clients — from identifying opportunities to preparing documentation and evaluating operations.

Our work includes the issuance of ESG-labeled financial instruments, both in loans and financing (green, social, sustainable, and sustainability-linked loans), and in the capital markets (green, social, sustainable, and sustainability-linked bonds).

These operations finance assets aligned with the ESG agenda or that generate tangible improvements in clients' social or environmental performance.

To ensure adherence to recognized criteria, all operations follow international guidelines and principles and undergo independent evaluation (Second-Party Opinion – SPO).

In 2024, we participated in the structuring of 41 operations, totaling BRL 12.3 billion, including BRL 10.5 billion in bonds and BRL 1.75 billion in loans.

Responsible Investments

As signatories of the Principles for Responsible Investment (PRI), Investors for Climate (IPC), and the Association of Capital Market Investors (*Amec*), we adopt methodologies that consider ESG opportunities and impacts on the performance of assets under management.

We incorporate ESG issues transversally in asset analysis and management, considering factors such as legal compliance, human and labor rights, environmental impact, and climate change, among others.

We manage investment funds with ESG objectives in both equities and fixed income, totaling BRL 1.05 billion in net assets under management. Additionally, we manage USD 185.3 million in funds that promote environmental and/or social characteristics, in accordance with Article 8 of the Sustainable Finance Disclosure Regulation (SFDR)

In 2024, 99.94% of assets under management underwent ESG analysis, totaling BRL 855.5 billion.

Engagement and training in Sustainable Business

To ensure the integration of the sustainable business strategy across the Organization, we maintain an ongoing engagement process with the Corporate and Bradesco BBI commercial teams. We also provide specific ESG training for all Bradesco Asset employees. In addition, we engage clients and investee companies to promote best ESG practices within their sectors, prioritizing relevant topics to mitigate risks and enhance opportunities.

922 relationship managers trained

217 clients engaged

80% of Bradesco Asset employees trained in ESG

57 engagement meetings with portfolio companies, sector associations, and other organizations

» LEARN MORE

· About how we conduct sustainable business in the [ESG Report](#) e and check the key values in the [ESG Indicators Worksheet](#).

· Also, explore the practices conducted by the [Bradesco Seguros Group](#) (available only in Portuguese).



Intellectual and manufactured capital



In the ongoing quest to offer our clients with the best experience, we follow technological advances, anticipating trends and customizing our actions to offer an increasingly exclusive and assertive service.

That's why we invest in AI and automation, the hiring of IT professionals, and the phydigital concept, seamlessly integrating physical and digital services.

Our Structure

99% of our transactions are carried out on digital channels, with

+95% of these transactions are concentrated on *mobile* and internet



6 thousand branches, business units and service points



100% presence in Brazilian municipalities with an adequate cost to serve.



39.1 thousand bank correspondents



Technology and Innovation

Much more business | Mobile

In BRL | 2024 x 2023

Individuals

+18%
Pension plan

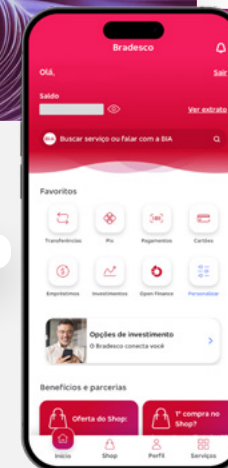
+37%
Payroll-deductible loans

+26%
Consortia

+32%
Insurance

Companies

+58%
Working capital loans



Increasing client satisfaction with our App

Individual APP NPS (base 100)

2022 **100**
2023 **103**
2024 **106**

Business APP NPS (base 100)

2022 **100**
2023 **109**
2024 **115**

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

BIA
Generative AI

+574 thousand eligible clients

+986 thousand conversations

9 from 10 conversations are retained by AI

Innovation and technology

In a year marked by strategic reformulations, we have technology and innovation as enablers of our business, in addition to being essential to further increase efficiency without renouncing our commitment to security and hyper-personalized service.

To maintain a close connection with our clients, we seek to understand their behaviors and monitor social and technological trends that strengthen our digital core. In this way, we continuously track the transformations in the financial sector and adjust our strategy based on technology and innovation.

We adopted a lean management model that ensures efficiency and effective planning, optimizing deliveries and reducing waste. Furthermore, we apply agile methodologies to develop solutions with greater added value for our clients.

» **LEARN MORE**
in our [ESG Report](#).

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



Digital Platforms
that complement traditional banking solutions



Open finance
which yields new partnerships, new ecosystems and business models



Digital acceleration

To accelerate digital transformation and respond swiftly to market demands, we have adopted a robust multicloud strategy, leveraging the best features from different cloud providers to ensure flexibility, security, and resilience. With the use of cloud solutions, our processes gain efficiency and real-time responsiveness.

Through integrations with partners via APIs (Application Programming Interfaces), we expand our digital ecosystem and create personalized journeys for our clients, offering innovative solutions aligned with current needs. Currently, we provide 500 functionalities, connecting more than 4,000 partners and corporate clients to our portfolio by offering services such as payments, transfers, cards, insurance, real estate credit, vehicle financing, debt renegotiation, and more.

In addition, we have made rapid progress in data analytics, with a robust

infrastructure combined with cutting-edge analytical tools and the growing use of artificial intelligence.

More recently, we have benefited from generative artificial intelligence, expanding the use of BIA (our virtual assistant) to better serve our clients and generate greater efficiency for our employees.

We have a data-driven culture, where decision-making is increasingly guided by intelligent data analysis and interpretation. We also combine this analysis with machine learning to enhance customer experience and engage them with our products and services.

With Enterprise Agility, we continue to evolve agile practices across the Organization, expanding the "tribes" model, focusing on business units that are autonomous and responsible for end-to-end solutions.



Artificial Intelligence

Artificial intelligence (AI) plays a central role in our value-generation strategy by contributing to increased efficiency and providing a better customer experience, with greater personalization of services.

With the evolution of generative AI, we have expanded its applications across various areas, improving processes and making customer relationships more agile, precise, and relevant.

BIA

BIA (Bradesco Artificial Intelligence), with 2.6 billion interactions since its launch in 2016, is present across various channels, achieving high accuracy and satisfaction rates in customer service. It provides support to customers in tasks such as balance inquiries, transactions, and investment notifications. In 2024, it also began performing Pix transactions and debt renegotiations via WhatsApp.

BIA has evolved to act as a customer concierge, checking the status of

requests and assisting with various customer service matters.

In the Bradesco Individual App chat, BIA handles thousands of interactions, with a high degree of resolution, and when necessary, it directs customers to human support, balancing automation with personalization.

In addition to customer service, BIA also supports internal operations by answering employee questions based on internal regulations and contributing to monitoring cyber threats.

We have also advanced in the use of analytics and generative AI to personalize customer relationships, particularly in journeys like Open Finance, identifying life events and generating more relevant financial recommendations. Other applications include virtual assistants for managers, concierges for Bradesco Expresso banking correspondents, and voice-based quality assessment of customer service.



Digital Platforms

We have developed digital solutions and products that cater to all of our customer profiles, ensuring that Bradesco is always within reach, anytime, anywhere, providing fluid, agile, secure, and highly available experiences.

In 2024, digital channels accounted for 99% of transactions. During this period, our App remained the preferred channel, showing a 32% growth in financial transactions for both individuals and businesses compared to 2023.

In addition to the app, we operate 76 digital platforms – remote service structures designed to serve customers with a digital profile.

» **LEARN MORE**
in our [ESG Report](#).



Open Finance

The arrival of Open Finance in Brazil has transformed the financial market. The sharing of data gives clients more autonomy over their financial lives, while also presenting institutions with new business opportunities through the development of personalized products and services, resulting in even more innovative experiences.

To simplify the customer experience and offer a seamless service, we developed a financial manager that consolidates shared information – from Bradesco accounts and other institutions – in the Bradesco app and *Net Empresa*. This allows the customer to benefit from a comprehensive view of their financial life in one place. Our financial manager also provides personalized and educational insights to help customers with their financial management.



inovabra

Innovation in the financial sector requires collaboration, experimentation, and connection with different market players. At Bradesco, we believe that innovation has the potential to improve the lives of people and businesses through solutions that meet the new demands of society and business.

Inovabra, our innovation ecosystem, supports and inspires the organization to be at the forefront of financial and non-financial solutions, creating conditions that strengthen our transformation capacity.

Its initiatives focus on three main areas:



Accelerate improvements in existing products and services;



Develop new solutions for established businesses;



Explore, suggest, and experiment with emerging technologies.

To address the challenges on these three fronts, Inovabra relies on:

- A team working in a consultative manner with the business and technology areas;
- A team that conducts research and develops business intelligence to anticipate transformations in the financial sector;
- A collaborative physical and digital environment to foster the entrepreneurial ecosystem in Brazil and the culture of innovation within organizations;
- An experimentation lab;
- A proprietary investment fund.

In addition, inovabra enhances the culture and communication of innovation both within and outside the organization.

>> **LEARN MORE**
in our [ESG Report](#).

230 startup members

1,500 startups connected through partner hubs

55 experiments

Evolution of Bradesco's readiness in 7 emerging technologies.: Generative AI, Digital Assets, Quantum Computing, Quantum Safe, Metaverse, Adversarial Machine Learning, Synthetic Data

75 large companies connected in the co-innovation environment, laboratories, and research partners.



Privacy and information security

Information security and data privacy are essential to protect our digital infrastructure and ensure the trust of customers, employees, investors, and partners. With the advancement of digitalization and the increase in cyber threats, our priority is to guarantee a secure environment in compliance with regulations such as the General Data Protection Law (LGPD).

Information Security and Privacy Governance

Our management of information security, cyber risk, and data privacy is integrated with the business, technology, security, and risk areas, and is overseen by strategic bodies:

- **Board**
- **Risk Committee and Integrated Risk and Capital Allocation Management Committee (COGIRAC)**
- **Corporate Security Commission**
- **IT and Security**

We follow international frameworks and local regulations, including guidelines from the Central Bank of Brazil (BCB) and the National Data Protection Authority (ANPD). Internally, we have a Corporate Information and Cybersecurity Policy that defines internal guidelines for system protection and governance over the responsible use of data.

In addition, we maintain SOC 2 Type II and SOC 3 Assurance, issued by an independent specialized audit firm, with annual renewal. This assurance confirms the consistency and effectiveness of the controls implemented for the security of the IT environment in relation to the financial services provided. The evaluation is based on internationally recognized information security criteria and controls for SOC 2 (AICPA – Association of International Certified Professional Accountants), covering the following service categories: security, availability, processing integrity, confidentiality, and privacy.

Cybersecurity Risk Management Stages

1. **Threat and vulnerability identification** continuous monitoring to anticipate risks and trends, assessing scenarios that could impact the cyber environment.
2. **Protection against attacks:** implementation of preventive measures such as training, threat monitoring, and the updating of malware defense systems.
3. **Attack detection:** quick identification of threats and data breaches through monitoring and investigative tools.
4. **Response and Recovery:** analysis, containment, and mitigation of incidents, with structured actions to restore assets and strengthen defenses.

Incidents are classified according to a severity matrix, considering impacts on customers, employees, regulations, and reputation. Events that require attention are handled by a multidisciplinary group that coordinates timely responses and strategic actions to prevent recurrence.

Our structured approach reduces risk exposure and strengthens cyber resilience.

To ensure transparency and compliance, we publish an annual Cybersecurity Report, conduct periodic effectiveness tests of controls, and provide security training for our employees.



Human Capital



People are the heart of our business. They drive our transformation, bring our strategy to life, and make it possible to act in favor of sustainable development. A diverse and engaged team strengthens our ability to innovate and create value. We continuously invest in attracting, developing, and valuing talents, ensuring a team that reflects the diversity of our clients and users.

We recognize the performance and potential of professionals, offering opportunities in a safe, healthy, and ethical environment.

Our Code of Ethical Conduct guides relationships and decisions in daily work, aligning principles related to our strategy. It is periodically updated and made available to employees upon admission, strengthening our culture.



**+83.3
thousand**

employees in
Brazil



10.35% rotation



50 % are
women



36 % of leadership positions
are held by women



29 % are
black



28 % of management
positions are held by
Black individuals



5 % are PwD



**BRL 141
million**

investments em
training

Talent attraction and retention

Attracting and retaining talents is essential to ensuring innovation and sustainable growth. We strive to foster a safe, inclusive, and dynamic environment where professionals can find opportunities to grow and develop.

To broaden our reach and attract professionals aligned with our culture, we invest in initiatives that bring us closer to students and early-career professionals. We also expand diversity in our talent pool through programs for Black individuals, LGBTQIA+, people with disabilities, and women in leadership.

Our digital recruitment process has increased efficiency and improved the candidate experience. In 2024, over 1 million people applied, and 7,175 were hired.

Our focus goes beyond talent attraction: 65% of the positions in 2024 were filled through internal recruitment, reinforcing our commitment to the growth of professionals within the organization.

To strengthen our employee value proposition, we conducted a comprehensive study analyzing the factors that motivate professionals to join and stay at Bradesco. Based on these insights, we are implementing new strategies to enhance attractiveness and engagement, aiming to solidify our reputation as one of the best employers in Brazil.

We monitor employee satisfaction through regular surveys, encouraging voluntary participation. The responses include demographic and diversity indicators, providing a comprehensive view of the experience at Bradesco.

In 2024, based on one of the surveys conducted with 100% of employees, we recorded a satisfaction rate of 81%.

>> LEARN MORE
about remuneration and benefits
in our [ESG Report](#).



Development and training

We continuously invest in the development of training for our team. We focus on providing enriching and innovative experiences, as well as developing both technical and behavioral skills.



94% of the workforce

received training in at least three learning solutions in 2024, exceeding the 90% target set for the year



More than 1.5 million

training participations at Unibrad, with an average of 17 learning contents consumed per user

» **LEARN MORE**
in our [ESG Report](#).

We offered 2,657 asynchronous learning solutions and 1,311 synchronous courses, covering a wide range of topics. Among the mandatory courses are: LGPD (General Data Protection Law), Anti-Money Laundering and Counter-Terrorism Financing, Ethics, Fair Competition, Integrity, Information and Cybersecurity, Moral and Sexual Harassment Is Our Concern, Quality in Customer and User Relations, Operational Risk, International Sanctions, and Counter-Terrorism Financing.

In addition to the courses available to all employees, we maintain specific programs such as investment training—including certifications—data analysis, and leadership development programs.



Performance assessment

At Bradesco, we have specialized teams focused on the development and training of our employees, adopting an analytical methodology to evaluate individual performance and competencies. In collaboration with leaders, we develop actions for professional improvement, including succession planning, learning solutions, feedback, and Individual Development Plans (IDPs).

This collaborative strategy not only fosters professional growth but also promotes alignment of expectations and recognition of individual effort, ensuring that performance and competency evaluations are also aligned with strategic objectives, organizational values, and principles, as outlined in our Code of Ethical Conduct.



Corporate Social Responsibility

Our Corporate Social Responsibility Management System aims to contribute to the quality of workplace relationships and conditions, in accordance with the certified scope of the Management System. It is guided by the Code of Ethical Conduct, the Organization's Human Resources Management Policy, as well as other internal policies, standards, and applicable legislation related to our activities. Its requirements are also aligned with Human Rights, Children's Rights, and Fundamental Labor Rights.

We manage violations such as harassment and discrimination through the handling of reports received via our Corporate Whistleblower Channel. This channel is available to all employees, collaborators, and other stakeholders, with the option of anonymity and the guarantee of confidentiality and non-retaliation.

In 2024, we received 34 complaints of discrimination, of which 6 were substantiated, resulting in 3 dismissals from the company. The number of complaints directly or indirectly related to human rights violations was 1,816, of which 297 were substantiated, resulting in 100 dismissals.

Occupational health and safety

Our Occupational Health and Safety Management System covers all activities and facilities of Bradesco, with coverage for all managers, employees, collaborators, and interns. It is based on the guidelines of the International Labour Organization (ILO) and the Regulatory Standards of the Consolidation of Labor Laws (CLT).

Occupational Health

We maintain a Specialized Service in Safety Engineering and Occupational Medicine (SESMT), composed of a multidisciplinary technical team. Every two years, we identify workplace hazards and assess occupational risks, determining the need to adopt preventive measures and prepare an

action plan, when necessary. Annually, our occupational safety technicians or specialized partners visit our facilities to evaluate working conditions as well as sanitary and comfort conditions.

In 2024, 2,400 visits were carried out. We also maintain an Occupational Health Medical Control Program (PCMSO), which conducts annual occupational medical examinations for monitoring and preventing illnesses, while safeguarding employee privacy. During the year, we identified 14 cases of occupational disease and no related deaths. We recorded 220 accidents, with 2 fatalities related to commuting between home and work. The absenteeism rate was 5.24%.

» LEARN MORE

Follow our historical series in the [ESG Indicators Spreadsheet](#). More information about our Occupational Health and Safety efforts is available in the [ESG Report](#).

Health promotion

In addition to offering our employees and their dependents a health plan with broad coverage, we focus on disease prevention and the promotion of healthy habits, attitudes, and behaviors.

All employees have access to the initiatives of the Viva Bem Program, which are organized into three pillars:

In balance

Promotion of mental health and prevention, addressing topics such as self-awareness, behaviors, attitudes, and lifestyles in personal, professional, family, and social contexts.

Healthy

Promotion of overall health, encouraging healthy eating, hydration, and sleep quality; monitoring of blood pressure, blood glucose, and lipid profile; and vaccination campaigns.

In motion

Promotion of quality of life by encouraging the practice of physical activities.

Diversity, equity, and inclusion

We are a team that reflects and serves Brazilian society and understands that diversity drives innovation, strengthens our culture, and enhances our business outcomes. Currently, the topic plays a central role in the Organization's Diversity, Equity, and Inclusion Policy and is fundamental to our Human Resources Management Policy. In addition, our approach to the topic is supported by robust governance and focuses on five priority areas:

- Gender
- Race and ethnicity
- LGBTI+
- Disability
- Longevity

Driven by this strategy, we have made various voluntary commitments, developed affirmative actions, promoted educational content for inclusion, and implemented several initiatives that make Bradesco an ally for respect.

>> LEARN MORE

in our [ESG Report](#).

Learn about our guidelines in:
[Diversity and Inclusion Policy](#);
[Code of Ethical Conduct](#);
[Resource Management Policy](#).

Diversity in Bradesco

Women hold:

WOMEN



50%

19% of top leadership positions

36% of leadership positions

52% of revenue-generating management positions

48% of management positions

49% of junior management positions.

30% of STEM positions

PwDs

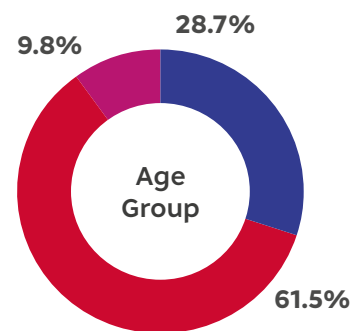


5%

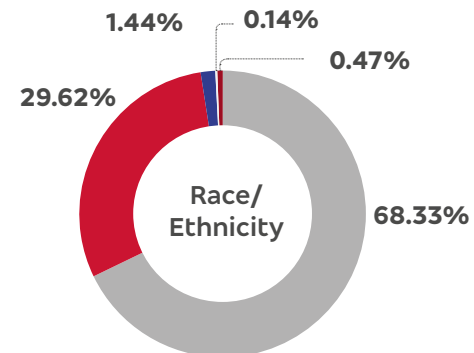
LGBTQIA+



4,7%



- Up to 30 years old
- Between 30 and 50 years old
- Over 50 years old



- White
- Black
- Yellow
- Indigenous
- Race/Ethnicity: Not declared

Employees abroad, expatriates, and third-party collaborators are not included.
 * Science, Technology, Engineering and Mathematics.



GOALS FOR 2025

KEEP:

- Between 45% and 55% women in the total workforce
- Between 15% and 22% women in senior leadership
- Between 34% and 40% women in leadership positions
- Between 46% and 50% women in management and junior management roles
- Between 45% and 55% women in revenue-generating roles
- Between 30% and 40% women in STEM roles
- Between 28% and 33% Black individuals in the total workforce
- Between 20% and 30% Black individuals in management role



Social and relationship capital



We seek to understand the interests and expectations of the audiences with whom we engage, strengthening relationships and promoting shared value.

To achieve this, we adopt structured engagement practices guided by our Stakeholder Engagement Standard — a term we use to refer to stakeholders, meaning all audiences that can influence or be impacted by our business and operations.

Engagement actions include monitoring, informing, consulting, involving, and collaborating, and whenever applicable, we involve these audiences in decision-making processes.

We continue to improve these practices, expanding dialogue and aligning with our strategic priorities and the Sustainable Development Goals (SDGs).

>> LEARN MORE

- about our relationship with stakeholders in the [ESG Report](#).
- in our [Stakeholder Engagement Standard](#).



Community

BRL 223 million intended for private social investment

Fundação Bradesco

BRL 1.3 billion invested

+42 thousand students served



Suppliers

BRL 25.1 billion in supplier expenses



Client at the center

17% improvement in the Individual Customer NPS over the past 2 years

91% of all received complaints were resolved within five business days



Financial Citizenship

We maintain a presence in **1,299 cities** where there is no other financial institution, through:

107 branches or business units

652 Service Points

4,350 Bradesco Expresso units

+ 24 million of accesses to the content made available for financial education

Client at the center

The customer is at the center of our decisions. With over 80 years of partnership, we are present in every moment of their lives.

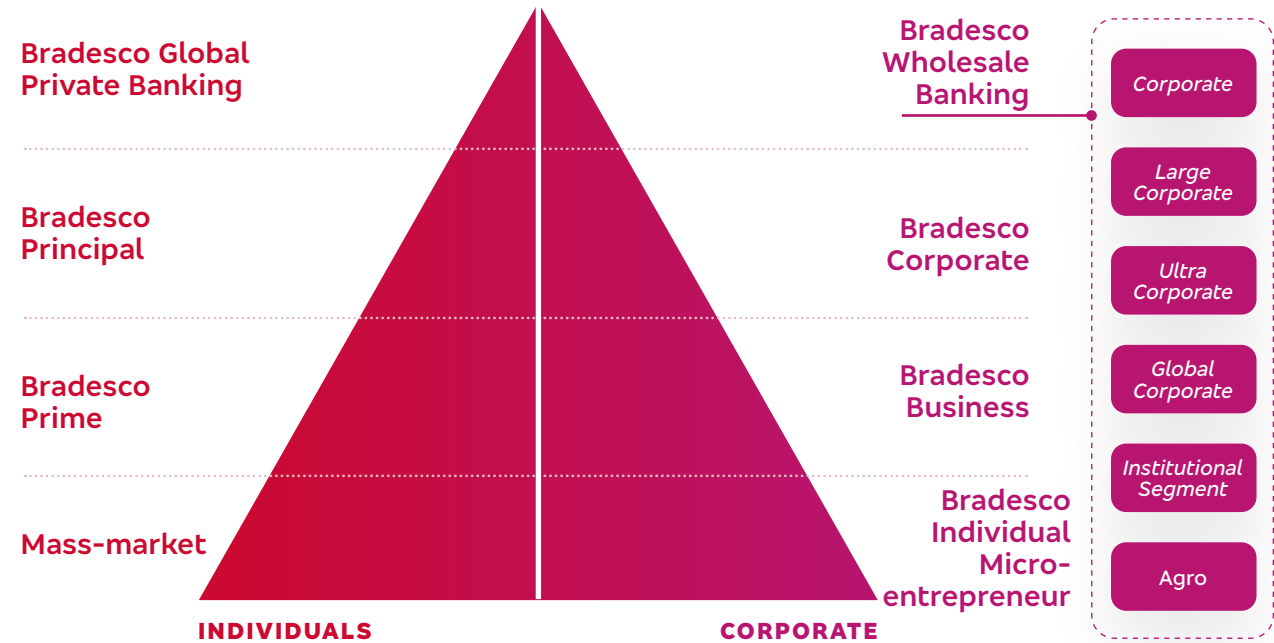
Whether on mobile, at branches, on the computer, or through BIA, we are part of our customers' daily lives, supporting the achievement of dreams and the building of a healthier financial life.

We continue to evolve with a focus on delivering the best experience, combining active listening with data intelligence to develop increasingly comprehensive and personalized products and services, tailored to each customer's needs, desires, and life moments.

>> LEARN MORE
in our [ESG Report](#).

Client Profile

Serving with excellence means recognizing the unique characteristics of each client. Below, we present our client segmentation, which allows us to offer increasingly relevant, personalized solutions aligned with each client's goals.



Customer experience

To drive customer centricity, we have a dedicated area focused on developing the best experience, operating based on three guiding pillars:

1. **Banking excellence:** personalized, high-quality services across all channels, with relevant solutions tailored to customers' needs.
2. **Scalable platforms:** use of standardized and reusable components to drive ideas and productivity.
3. **AI First:** intelligent solutions that strengthen customer loyalty by acting reliably and efficiently.

Net Promoter Score (NPS)

We use the NPS System as the main tool to monitor the satisfaction of our clients and users, assessing their willingness to recommend our products and services.

In 2024, we expanded the *EscutaBRA* Program, an exclusive channel for contacting clients who responded to surveys, deepening our understanding of their needs and expectations.

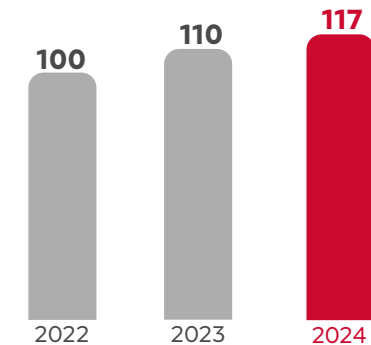
In addition to structured surveys, active listening is practiced by senior leadership in the "Client Council" forum, where invited clients act as advisors, sharing experiences and highlighting improvement opportunities. This exchange translates into both immediate and long-term action plans,

directly monitored by client-advisors in follow-up sessions.

This proximity drives the increase in NPS by multiplying initiatives aimed at enhancing security, autonomy, and convenience for our clients, strengthening trust in the Bradesco brand.

The results achieved throughout 2024 reflect our commitment to active listening as an essential practice, using every piece of feedback to improve products, services, and solutions.

INDIVIDUAL NPS GROWTH (BASE 100)



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



Diligence in customer and user relationship management

We continuously improve our processes to ensure that interactions with clients and users are conducted ethically, transparently, and with respect for their needs, interests, profiles, and freedom of choice.

To uphold these principles, we have adopted the Client and User Relationship Policy and Standards, which aim not only to ensure the compliance and legitimacy of our products and services but also to establish control mechanisms and risk mitigation measures.

We provide training to our employees to ensure they conduct interactions responsibly and are prepared to manage potential conflicts of interest.

In 2024, no cases or reports of non-compliance with laws or voluntary codes were recorded regarding product and service information and labeling, as well as marketing communications, including advertising, promotion, and sponsorship.

Financial Citizenship

Supporting the financial health of our clients and users is a core commitment for Bradesco. In addition to offering a broad portfolio tailored to different financial profiles and behaviors, we seek to assist them in managing their resources consciously. To achieve this, we follow four strategic guidelines:



Integrated Financial Education

We incorporate consultative and advisory measures into the definition of routines and procedures, ensuring that our products and services are compatible with the complexity of the business, the stage of the relationship, and the clients' needs. Our goal is to help clients make more informed decisions, strengthen their financial resilience, and achieve their objectives.



Inclusive Access to Financial Products and Services

We facilitate access to products and services while respecting the needs, vulnerabilities, interests, and financial behavior of our clients, promoting increasingly inclusive, collaborative, and efficient business models.



Financial Protection and Security

We adhere to the highest standards of information confidentiality, integrity, and availability, ensuring the protection of clients and users, including those who may be vulnerable, and offering secure and accessible service channels.



Continuous dialogue and ongoing improvement

We maintain a close relationship through our service and communication channels, using client insights to continuously improve our products, services, and processes.

Financial Education

We believe that financial education is essential to the quality of life of our clients.

We rely on trained professionals to strategically promote an approach focused on guidance, inclusion, and financial adequacy in our business practices.

These principles also guide the creation, development, and evolution of products and services, contributing to greater client autonomy and financial balance.

We offer a variety of educational content and financial solutions aimed at:

- Expanding clients' decision-making capacity
- Encouraging financial planning and organization;
- Preventing over-indebtedness;
- Strengthening their financial resilience.

Financial Inclusion

We offer solutions to facilitate people's access to the banking system, credit, and financial information.

Through Bradesco Expresso and service points (PAs), we are present in all regions of the country — including municipalities where the availability of banking services is still limited.

In addition to our physical presence, we further promote financial inclusion through free and accessible digital platforms and channels, ensuring that different audiences have access to a wide range of financial services.

>> LEARN MORE

about our financial inclusion and education initiatives, and how we support our clients in their reorganization and autonomy, in our [ESG Report](#).

Investors

We prioritize transparency and integrity in our relationship with investors, keeping them constantly informed about prospects, targets, strategies, and performance through meetings, conference calls, and the Investor Relations website.

In 2024, we engaged with more than 1,000 institutional and non-institutional investors through 32 events, including 14 international conferences, 8 national conferences, and 10 non-deal roadshows (NDRs).

Governments and regulators

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, the Securities and Exchange Commission (CVM), the Superintendence of Private Insurance (Susep) and the National Superintendence of Complementary Pension (Previc).

Linked to the Brazilian Federation of Banks (*Febraban*), we remain committed to strengthening the financial system and its relationships with society, contributing to the economic, social and sustainable development of the country. Furthermore, we contribute to regulatory discussions and the improvement of legislation aiming the adoption of best practices and the constant evolution of the topic.

We have a set of programs to promote transparency and adherence to regulations and recommendations of regulatory or self-regulatory bodies and codes of ethical conduct applicable to our business. We also participate in several sectoral and multi-sectoral sustainability initiatives, and have signed commitments to improve our processes and practices.



Q&A session during the 4Q24 earnings conference call.

Voluntary Commitments

We have adhered to global initiatives and voluntary commitments that drive sustainable development and expand the scale of the positive impact we seek to generate.

Through participation in forums and dialogue spaces with institutes, associations, and organizations aligned with our principles, we contribute to collective solutions and promote shared learning that strengthens our strategy and supports the collective advancement of the business sector in Brazil.

Sustainable Development



Diversity and Human Rights



Sustainable Business



Environment and Climate Change



Transparency



Suppliers

Our suppliers are essential partners in achieving our goals and delivering the best solutions to clients, with quality and efficiency.

To become part of our supplier base, companies undergo an approval process in which we assess their registration, commercial, economic-financial, and social and environmental compliance. The social and environmental assessment includes criteria such as labor practices, prohibition of forced or child labor, environmental risks, and negative media exposure.

Once approved, suppliers commit to our Code of Ethical Conduct, as well as to other policies and standards. All contracts include clauses addressing forced and child labor, anti-corruption, and other social and environmental requirements.

Monitoring and developing

In order to mitigate risks, we regularly monitor our supplier base, including checks related to modern slavery and child labor, embargoed and contaminated areas, among others. If any prohibitive irregularities are identified, the supplier is blocked from new contracts.

We also conduct financial analyses, reviewing balance sheets from the past three years, public certificates, and commercial information. Suppliers are classified into risk levels ranging from low to very high, and in cases of high or very high risk, contract managers are notified for alignment.

Additionally, we monitor the financial dependency of suppliers on Bradesco, evaluating 100% of active contracts.

More Sustainable Supplier

Our relationship with suppliers follows internal standards, policies, and programs that reinforce sustainability in the supply chain. Highlights include the Procurement Policy, the Code of Ethical Conduct for Procurement Professionals, and Bradesco's More Sustainable Supplier Program (FSBRA), our social and environmental responsibility program.

The social, environmental and climate assessment of suppliers is governed by the Bank's Social, Environmental, and Climate Risk Standard, ensuring that only compliant suppliers are included in the program.

To promote sustainable practices, we conduct advisory audits based on three pillars: social, environmental, and governance. The results guide mitigation or remediation processes, strengthening a more ethical and responsible supply chain.



Community

Our presence in every municipality across Brazil puts us in contact with all social classes and regions, encompassing a wide range of economic profiles and diverse needs. It is for this public that we seek to generate positive value through several areas of action.

>> LEARN MORE

Follow the historical series on the [ESG Indicators Worksheet](#) and the main projects supported in the [ESG Report](#).

Private Social Investment

As one of the largest private donors in the country, we invest in various projects and initiatives to contribute to social and environmental demands aligned with our purpose.

Our actions in Private Social Investment (PSI) follow the guidelines established in our donation and sponsorship policies and standards, and are also guided by our Corporate Strategy, the strategic pillars of sustainability (Financial Citizenship, Climate Agenda, and Sustainable Business), and the Sustainable Development Goals (SDGs) prioritized by Bradesco.

In 2024, we allocated BRL 223.5 million to private social investment, with BRL 108 million from our own resources and BRL 115.5 million through incentivized donations and sponsorships (Pronon, Pronas, ECA, Elderly Law, Sports Law, and Rouanet Law).



>> LEARN MORE

in our [ESG Report](#) and check out the actions carried out in the [Bradesco Volunteers Portal](#) (available only in Portuguese).

Volunteering

Since 2007, through the Bradesco Volunteers Program, we have encouraged the exercise of citizenship by developing our own initiatives and supporting the actions of our employees and interns throughout Brazil. All activities are aligned with the purpose of the Bradesco Organization and the Sustainable Development Goals (SDGs) established by the UN, generating benefits for the community and actively contributing to the development of competencies and skills among volunteers.

In 2024, we recorded 6,988 participations of employees and interns in 202 volunteering actions, dedicating over 27,000 hours, including 8,581 hours during working hours.

Among the initiatives carried out in 2024, we highlight the 10th edition of the Voluntários Mais social and environmental challenge, which focused on the theme "Together for Financial Education." The 66 participating teams carried out 1,542 activities across all regions of Brazil, directly benefiting 7,375 people, including children, adolescents, adults, and retirees.

Fundação Bradesco

Since 1956, Fundação Bradesco has been investing in free, high-quality education for children and young people throughout Brazil, promoting Regular Basic Education (Early Childhood Education, Elementary Education, Secondary Education, and Youth and Adult Education), Professional and Technical Education, and Distance Learning. Its founder, Amador Aguiar, believed that a fairer future depended on the opportunity to learn.

As the largest private social investment project in the country, the Foundation maintains schools in regions with high socio-economic vulnerability, creating a transformative impact on students' lives and the surrounding communities.

Each Basic Education student is supported for approximately 13 years, ensuring comprehensive assistance for equal learning opportunities across all regions of Brazil.



40 own schools
in the 26 Brazilian states
and in the Federal District



42 thousand +
students served in 2024
(children, young and adult)



1.8 million +
users completed
at least one of the quick and free
courses available on the Virtual
School Portal



Investment of
BRL 1.3 billion
in 2024



BRL 10.5 billion
invested
in the last ten years
(updated amounts)



LEARN MORE
in [Fundação Bradesco](#).

Ethics, integrity and transparency

The relationship with all our stakeholders is based on the guidelines presented in our Code of Ethical Conduct, which guide the personal and professional conduct of our managers, employees, interns and apprentices which also covers third parties and suppliers of goods and services acting on our behalf.

The code explains the behaviors that are expected and those that are not tolerated by Bradesco, covering issues of transparency, conflicts of interest, privileged information, valuing people, social and 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.

In addition, we have established a set of rules, processes, and procedures for the management and due diligence of each commitment outlined in the Code of Ethical Conduct, detailed in the document.

In order to prevent inappropriate conduct by our managers, employees, interns, apprentices and collaborators both in Brazil and abroad, we maintain the Integrity and Competition Compliance Programs (based on Law No. 12,846/2013 - Anti-Corruption, and Law No. 12,529/2011 - Competition

Defense or Antitrust, respectively). They are both composed of policies, standards and procedures for prevention, monitoring, detection and response to damages provided for in applicable Brazilian and international legislation.

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, and to ensure they are complied with. It reports to the Board of Directors and is advised by the Ethical Conduct Commission, which establishes actions to prevent and handle identified problems and their root causes. Dedicated teams are responsible for operationalizing the management and acculturation processes regarding the Codes and Programs, and their consequences.

In 2024, more than 84,000 employees participated in the training sessions we offered on the topic, helping us reach 98% of our total workforce with this content.

» **LEARN MORE**
in our [Code of Ethical Conduct](#) and
[Corporate Anticorruption Policy](#) and in
our [ESG Report](#).

*Employees, apprentices, interns, and statutory officers were included.

Anti-Money Laundering and Counter-Terrorism Financing (AML/CFT)

To fulfill our responsibilities regarding AML/CFT, we have established a governance structure with a dedicated department, supported by a technical committee, and reporting to the Executive Board and the Board of Directors. We have also adopted procedures in line with a set of policies and standards, following the recommendations of regulatory bodies.

We mitigate the risk of misuse of our structure and/or products and services through the continuous enhancement of our detection systems, processes, and controls. We also seek to build awareness among employees, collaborators, and partners by providing mandatory training on the topic and issuing frequent communications to instruct and update them on current laws and regulations. Suspicious or unusual cases are reported to the Financial Intelligence Unit, in compliance with regulatory and legal requirements.

» **LEARN MORE**
in our [ESG Report](#).

Human Rights

We have a policy and a public statement for the protection and respect of human rights, aligned with nationally and internationally accepted principles, such as the Universal Declaration of Human Rights, the United Nations Guiding Principles on Business and Human Rights, and the International Labour Organization (ILO) Conventions. These documents apply to all our operations in Brazil and abroad and cover our relationship with all stakeholders.

The topic is also addressed jointly and in an integrated manner with other internal policies and standards, reinforcing and establishing specific human rights guidelines for the prevention of risks to which we are exposed in relationships with our employees, clients, suppliers, partners, and society.

In this regard, we have established due diligence processes to proactively and systematically identify potential human rights impacts wherever they may occur. We manage the identified risks by developing mitigation measures and, when necessary, taking action for remediation.

>> LEARN MORE

about our human rights management in our [ESG Report](#).

Corporate Whistleblowing

We receive reports through our corporate whistleblowing channel regarding ethical misconduct, breaches of integrity, anti-competitive behavior, harassment of any kind, discrimination, occupational health and safety, labor requirements, professional development, and any other forms of human rights violations.

The channel ensures confidentiality and anonymity, protection for whistleblowers acting in good faith, as well as the possibility of tracking the status of a submitted report through a protocol number generated at the time of submission.

Employees and collaborators may also choose to submit their concerns directly to their immediate manager or to the respective executive board. All reports are individually reviewed in accordance with the guidelines set forth in the Organization's Code of Ethical Conduct and the Human Resources Management Policy.

In 2024, we analyzed 1,816 reports. Of these, 297 were found to be substantiated and 508 partially substantiated, resulting in the application of 522 corrective measures, such as warnings, reorientation, and dismissals, depending on the severity of each case.

¹A single report may involve more than one employee, just as multiple reports may refer to the same employee.

Available means to report



Corporate Portal



Institutional Website



Bradesco Investor Relations Website



Whistleblowing Boxes: available throughout the buildings at the Núcleo Cidade de Deus



Phone Number:
0800 776 4820,
from Monday to Friday from 8 am to 6 pm, except weekends and national holidays

>> LEARN MORE

about our corporate whistleblowing channel in the [ESG Report](#).



Natural Capital



We consider environmental and climate issues in an integrated manner in the development of our operations and business. We engage in the climate agenda by focusing on transforming our business to support the development of a low-carbon economy alongside our clients. We also seek to reduce our direct environmental impact through the Operational Eco-efficiency Master Plan, with specific targets to increase operational efficiency.

Operational Eco-Efficiency

100%

of the emissions generated by our operations have been offset since 2020

30.8%



reduction in energy consumption compared to 2019

100%

of the energy used in our operations comes from renewable sources

31.6%



reduction in water consumption compared to 2019

BRL 1.13 million

disbursed for the acquisition of credits from REDD+ and renewable energy source.

48%



reduction of waste sent to landfill compared to 2019

Climate portfolio management



Since 2020, we have measured and published the financed emissions of our corporate portfolio using the PCAF methodology.

100%

of the expanded corporate portfolio submitted to financed emissions calculation

6 carbon-intensive sectors

with decarbonization targets for 2030



Climate agenda

As a financial institution, we recognize our role in encouraging the allocation of capital to business models that contribute to the reduction of greenhouse gas (GHG) emissions and increase resilience to the impacts of climate change.

Our work on this agenda is cross-cutting across the Organization's areas and operations, guided by governance that integrates sustainability and risk management structures, with the Board of Directors as the highest reporting and decision-making body.

Our journey on the climate agenda

Climate risk and opportunity management is an evolving agenda within the Organization. Throughout our journey, we have entered into various partnerships and voluntary commitments, which have been key in driving the measurement, disclosure, and establishment of carbon neutrality targets for financed emissions.

In this context, we mapped sectoral decarbonization scenarios, in line with the guidelines of the Net Zero Banking Alliance (NZBA) commitment, which we used in setting the intermediate targets disclosed over the past two years.

Climate Strategy

To become a Net Zero bank by 2050, we have a strategy focused on reducing the climate impact of our business, supporting the transition of clients through financial solutions.

As measurement processes evolve, we have matured in integrating risk and opportunity assessments and incorporating climate indicators and scenarios into our business and financial planning, thus influencing the Organization's strategy.

Becoming a Net Zero bank also involves mitigating the direct and indirect impacts of our operations, which we carry out through the Master Energy Efficiency Plan and the engagement of our suppliers through the CDP Supply Chain program.

Financed Emissions

As a financial institution, our main climate impact stems from the solutions we provide to our clients. Thus, since 2020, we have used the methodologies provided by the Partnership for Carbon Accounting Financials (PCAF) standard to measure the emissions generated from the bank's loans and investments managed by Bradesco Asset¹.

In 2023, the financed emissions from Scope 1 and 2 of the Bank totaled 9.97 MtCO₂e, with an intensity of 26 tCO₂e/BRL million financed, while those of Bradesco Asset totaled 2.96 MtCO₂e, with an intensity of 18 tCO₂e/BRL million financed².

In 2024, we remain committed to improving our process by refining data collection and processing and automating calculation steps.

¹ We rely on the support of the startup DEEP ESG in the data capture process and the execution of calculations.

² Due to the timing of the emission inventories disclosed by our clients, the emission results presented consider the 2023 portfolio, thus ensuring greater consistency in the disclosed values and alignment with market practices.

Net Zero commitment implementation strategy

Following the requirements set by the NZBA commitment, in 2023, we disclosed our first round of targets for loans to the coal mining and electricity generation sectors. At the beginning of 2024, we disclosed the respective transition plans. In the same year, we disclosed our second round of targets for the aluminum, cement, steel, and transportation sectors.

For the Real Estate, Agriculture, and Oil & Gas sectors, respecting data availability and the Brazilian context, we presented a sectoral position. The addition of targets for these sectors will depend on changes in data availability dynamics and the national context.

» **LEARN MORE**
in our [Climate Report](#).

Climate Risk Management

With the growing relevance of climate risks in the financial sector, regulatory requirements have become stricter, reinforcing the need for transparency and the integration of these risks into the management process. In response, we have strengthened our risk management framework by creating a specialized management team for the topic and advancing in the identification and assessment of impacts.

We evaluate the sectors of the Brazilian economy in our credit portfolio for exposure to physical (acute and chronic) and transition (regulatory, market, technological, and reputational) risks. More vulnerable sectors were subjected to quantitative analyses based on three climate scenarios from the NGFS (Net Zero, Divergent Net Zero, and Current Policies), projecting impacts until 2050.

The results of these analyses allow us to adjust financial variables and influence credit ratings, strengthening the integration of climate factors into risk management. Additionally, we reviewed

our rating standard to include the possibility of reclassifying clients based on their exposure to social, environmental, or climate risks.

We also expanded our regulatory framework by implementing restrictive measures for carbon-intensive sectors, such as coal-fired power plants or coal mining.

Finally, we conducted climate, environmental, and social stress tests, analyzing potential impacts on exchange rates, interest rates, and GDP, which did not present material risks, based on the methodology and assumptions used. We can highlight that, in all scenarios assessed, the Organization demonstrated financial soundness and resilience, with no breaches in the management limits for capital and liquidity. However, the results suggest the importance of monitoring market conditions and adopting a business strategy that allows the Organization to anticipate and avoid more severe consequences.

CDP

We have responded to the CDP Climate Change questionnaire since 2006, reinforcing our commitment to transparency and climate management.

In recent years, we have maintained our performance between scores A- and B, corresponding to leadership and management, respectively. When available, we will update this year's performance on the Investor Relations website.

CDP Supplier Engagement

Since 2008, we have promoted the Supply Chain Leadership Collaboration, encouraging our strategic suppliers to measure and report their emissions. Each year, we hold an event to reinforce the importance of transparency and climate management in the supply chain.

In 2024, 54.6% of our invited suppliers responded to the Climate Change questionnaire.

Operational emissions

We monitor our operational greenhouse gas emissions in accordance with the guidelines of the ABNT ISO 14064-1 standard and the Brazilian GHG Protocol Program.

Since our first inventory, we have offset direct emissions and those associated with energy purchases. In 2020, we expanded this commitment by achieving carbon neutrality in our operations, also offsetting indirect emissions, which in 2024 accounted for 86% of total emissions. In 2024, we disbursed BRL 1.13 million for the purchase of credits from REDD+ and renewable energy sources.

For the 2022–2030 cycle, our operational emissions reduction targets follow the Science Based Targets initiative (SBTi) methodology, aiming to reduce emissions by 50% by 2030—equivalent to an annual reduction of 4.6%, considering sources from scopes 1, 2, and 3.

Energy

Since 2020, 100% of the energy used in our operations has come from renewable sources, through Free Energy Market projects, distributed generation (photovoltaic plants), and I-REC certificates.

To optimize consumption, in 2024 we developed the Energy Efficiency Master Plan (*PDEE*), with targets set over a six-year cycle (2025 to 2030), which includes actions such as monitoring and awareness initiatives to promote greater energy efficiency in our buildings.

AI and energy sustainability

As we expand the use of Artificial Intelligence (AI) and generative AI in our operations and business, we remain committed to clean energy, prioritizing partners who share this vision, such as Microsoft, which uses renewable energy to meet the growing demand for cloud processing.

Additionally, our Generative AI Platform enables more responsible use of cloud resources and, consequently, requires less energy consumption for running generative AI models.

Water

Despite the low water impact of our operations, we follow a model of efficient use of natural resources, with targets for reduction and reuse.

As part of the Operational Eco-efficiency Master Plan, we monitor consumption monthly and promote awareness about the responsible use of water, both in the workplace and in work from home settings.

Waste

With the Solid and Technological Waste Management Plan, we map and monitor the waste generated in our operations and set reduction targets. The plan includes an annual target to reduce waste sent to landfills, encouraging selective collection and recycling.

Biodiversity

Biodiversity has gained prominence in meetings of global leaders and on the agendas of companies, financial institutions, and regulators due to the growing recognition that nature loss can lead to significant physical, transition, and systemic risks. The World Economic Forum, for example, has highlighted biodiversity loss and ecosystem collapse as among the most severe risks over the next 10 years, alongside other environmental risks such as extreme weather events.

Bradesco on the Biodiversity Agenda

Throughout our history, we have supported projects and initiatives from various partners aimed at conservation and reforestation in the Amazon and the Atlantic Forest, which are essential for biodiversity protection.

» LEARN MORE

in our [ESG Report](#) on the websites of our main partners [Fundação SOS Mata Atlântica](#) (available only in Portuguese) and [Fundação Amazônia Sustentável](#).

Since 2004, we have been signatories of the Equator Principles and have incorporated biodiversity aspects into our project financing analysis.

In asset management, Bradesco Asset, a signatory of the Principles for Responsible Investment since 2010, incorporates ESG aspects into its analysis process, including issues related to biodiversity,

deforestation, compliance with environmental and forestry legislation, as well as the environmental impacts of products and services, according to the materiality of each sector. The goal is to properly assess the risks and opportunities associated with assets, based on the analysis of key biodiversity preservation and restoration programs implemented by investee companies, as well as the evaluation of deforestation risks, both in their operations and across their value chains

As a member organization of CEBDS, we participate in discussions related to the national strategy for implementing the Kunming-Montreal Global Biodiversity Framework (GBF), coordinated by the biodiversity and biotechnology thematic chamber (CTbio) and compiled in the publication “The National Biodiversity Strategy and Action Plan and the Business Sector: Contributions to the Public Consultation and a Look at Target 15.”

We also joined CTbio’s pilot project, completed in 2024, to assess potential business-nature interfaces and possible impacts and dependencies. The project followed the Locate, Evaluate, Assess, and Prepare (LEAP) methodology from the Taskforce on Nature-related Financial Disclosures (TNFD), focusing specifically on the Locate phase. This phase requires an analysis of the interface between a company’s activities and nature to identify, among the locations where it operates or finances, those most sensitive to impacts and dependencies on nature and biodiversity.

From this exercise, we continued with data structuring and exploration of methodologies to support the generation of indicators and the management of our financing portfolio, in order to contribute to the goals of the GBF.

Annexes

Independent auditors' assurance report

To
Shareholders and Board of Directors of
Banco Bradesco S.A.
Osasco – SP

Report on the Integrated Annual Report of Banco Bradesco S.A.

Conclusion

We carried out a limited assurance engagement on the 2024 Integrated Annual Report ("Report") of Banco Bradesco S.A. ("Company") for the year ended December 31, 2024, prepared according to Technical Guideline CPC 09 of CVM Resolution 14/2020, related to the International Conceptual Framework for Integrated Reporting (IIRC) under the responsibility of the IFRS Foundation.

Based on the procedures applied by our team and the evidence obtained by our team, we are not aware of any fact that leads us to believe that the Banco Bradesco S.A. Report for the year ended December 31, 2024 was not prepared, in all material respects, in accordance with Technical Guideline CPC 09 of CVM Resolution No. 14/2020, it is related to the International Conceptual Framework for Integrated Reporting (IIRC), under the responsibility of the IFRS Foundation.

Basis for conclusion

We conducted our engagement in accordance with the Technical Assurance Bulletin (CTO) – 07/2022, NBC TO

3000 (revised) – Assurance Engagements Other Than Audits or Reviews and *International Standard on Assurance Engagements (ISAE) 3000 (Revised)*, *Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* issued by the Federal Association of Accountants (CFC) and the *International Auditing and Assurance Standards Board (IAASB)* respectively. Our responsibilities under those standards are further described in the "Our Responsibilities" section of the report.

We comply with the independence and other ethical requirements of the Accountant's Professional Code of Ethics and professional standards (including independence standards) issued by the Federal Association of Accountants (CFC) based on the fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies NBC PA 01, Quality Management for Independent Auditors' Firms (Legal Entities and Individuals) and *International Standard on Quality Management (ISQM) 1, Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements*, issued by CFC and IAASB, respectively. This standard requires the firm to design, implement and

operate a quality management system, including policies or procedures related to compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

Responsibilities for the 2024 Integrated Annual Report

The Company's management is responsible for:

- the design, implementation and maintenance of internal controls relevant for the preparation of the Report free from material misstatement, whether due to fraud or error;
- the selection or development of appropriate criteria for the preparation of the Report and the appropriate reference to the criteria used or description of those criteria; and
- the preparation of the report in accordance with Technical Guideline CPC 09 of CVM Resolution No. 14/2020 related to the International Conceptual Framework for Integrated Reporting (IIRC) under the responsibility of IFRS Foundation.

Our Responsibilities

We are responsible for:

- plan and carry out the engagement to obtain limited assurance about whether the Report is free from material misstatement, whether due to fraud or error;
- Form an independent conclusion, based on the procedures applied by the engagement team and the evidence obtained; and
- report our conclusion to the Company's Board of Directors and Shareholders.

Summary of the work we carried out to support our conclusion

We exercised professional judgment and maintained professional skepticism throughout the engagement. We have designed and performed our procedures to obtain sufficient and appropriate evidence about the Report that provides a basis for our conclusion. The procedures selected by our team depend on our understanding of the Annual Report and other

circumstances of the engagement, and on our consideration of the areas in which material misstatements are likely. When carrying out the work, the procedures comprised, among others:

- (a) planning the work, considering the relevance and amount of qualitative information that was used to produce the information included in the Report;
- (b) the application of analytical procedures to qualitative information and its correlation with the information disclosed in the Report;
- (c) assessing the compliance of the report's contents, according to Technical Guideline CPC 09 of CVM Resolution No. 14/2020, related to the International Conceptual Framework for Integrated Reporting (IIRC), under the responsibility of the IFRS Foundation; and

The procedures applied in a limited assurance engagement vary in nature and timing, and their extent is restricted (less extensive) than in a reasonable assurance engagement. Thus,

the level of assurance obtained from a limited assurance engagement is substantially lower than the assurance that would have been obtained if a reasonable assurance engagement had been performed.

São Paulo, May 30, 2025



KPMG Auditores Independentes Ltda.
CRC 2SP-027685/O-0 F SP

Original report in Portuguese signed by

Gustavo Mendes Bonini
Accountant CRC 1SP-296875/O-4

Credits

Coordination

Bradesco – Sustainability Department

Editorial Project and Consulting

Ricca Sustainability

Photography

- » Ricardo Teles, Maurino Borges and Marco Flávio
- » Bradesco Archives
- » Adobe Stock image bank

