



# MANAGEMENT REPORT

1Q2024

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## Management Report

To the Brazilian society, employees, contractors, investors, and clients, CAIXA presents the Management Report for the first quarter of 2024, according to practices and standards established in the country applicable to institutions authorized to operate by the Central Bank of Brazil (BACEN).

### Highlights

In 1Q24, CAIXA reaffirmed its commitment as the government's main strategic partner in the operationalization of public policies and management of social programs. During the period, the Bank initiated payments for the new incentive program for education, named *Pé-de-Meia*, reaching 2.5 million high school students. Furthermore, we advanced in the implementation of new contracts under the Growth Acceleration Program (PAC), which will total R\$ 35 billion in investments paid through the Bank.

A protocol of intentions was signed with Correios to share structure, processes, and services, increasing even more CAIXA's service network and reducing travel time and costs for clients.

In line with its strategic planning, CAIXA intensified its technological modernization agenda. In 1Q24, the TEIA Program was created, a Portuguese acronym for Transformation, Engagement, Innovation and Learning to accelerate the Bank's digital transformation process, involving 2 thousand employees dedicated to the project. Additionally, CAIXA's leading role in the Drex pilot project, the Real Digital, stands out through actions carried out jointly with the consortium signed with Elo and Microsoft.

Supporting access to dignified housing for the Brazilian population, CAIXA maintains its growth in the real estate segment. The Bank started to offer loans using FGTS Futuro to assist in home acquisition by low-income families, in addition to stimulating market growth.

CAIXA invests in promoting sports and disseminating culture as ways of encouraging citizenship. The Bank announced the renewal of its sponsorship for the Women's Basketball League (LBF) and expanded government services under the Bolsa Atleta Program. On the cultural agenda, in addition to initiating the restoration of historic buildings, in 1Q24, we also had a 78.5% increase in the number of visitors to CAIXA Cultural spaces compared to the same period in the previous year, resulting from the Bank's investments in this segment to offer quality programming at affordable prices or free of charge to the population.

### CAIXA begins payment of the *Pé-de-Meia* program for high school students

Established by Law 14,818/2024, on January 16, the *Pé-de-Meia* program is a financial-educational incentive designed to promote the retention and completion of studies by

students enrolled in public high schools. The program aims to democratize access and reduce social inequality among young high school students, as well as promoting more inclusion through education, stimulating social mobility.

The Pé-de-Meia program provides for an annual payment - given as an incentive upon enrollment - and a monthly payment - as an attendance fee - in the amount of R\$ 200.00, which can be withdrawn at any time, in addition to enabling students to receive R\$ 1,000.00 at the end of each completed school year, which can only be withdrawn after completing high school. Considering the ten monthly installments, the annual deposits and additional R\$200 for participating in the National High School Exam (Enem), values can reach R\$ 9,200 per student.

CAIXA acts as the operating agent of the Savings Incentive Fund for Educational Permanency and Completion for High School Students (FIPEM), in addition to acting as the financial agent, depositing the payments into a digital savings account on behalf of the student, on a personal and non-transferable basis.



CAIXA began paying the Pé-de-Meia program in March, according to the calendar determined by the Ministry of Education, reaching 2.5 million high school students.

By participating in the program, CAIXA support the banking inclusion of young Brazilians and retain clients belonging to the new generation.

## New Growth Acceleration Program (PAC) – Development and Sustainability

The New PAC is an investment program coordinated by the Federal Government in partnership with the private sector, states, municipalities, and social movements. The joint effort of these entities aims to accelerate economic growth and social inclusion, creating jobs, generating income, and reducing social and regional inequalities.

CAIXA has New PAC contracts signed with the Ministry of Health, Ministry of Cities, and the National Education Development Fund (FNDE). Additional contracts will be signed with the Ministries of Justice, Culture and Sport to operationalize over four thousand terms of commitment. A total of R\$ 35 billion will be allocated for projects such as polyclinics, maternity hospitals, daycare centers, among others.



The New PAC was structured into institutional measures and nine investment areas, covering the major organizational areas of the program that brings together all works and services intended for the population. The program is expected to require R\$ 1.7 trillion in investments among public and private resources, generating 4 million jobs across the country.

CAIXA will play a prominent role in the context of the Program, either through the transferring of resources from the Federal General Budget (OGU), the financing of works with FGTS resources, the use of its own resources, or by providing technical advice to states and municipalities.

### Partnership with Correios

In March, CAIXA and Correios signed a protocol of intentions to implement solutions for sharing their structures, processes, and services, facilitating the population's access to financial and postal products.

Through the partnership, CAIXA will be able to offer and carry out services using Correios' spaces with remote or in-person services via a Bank employee. This will enable the Bank to expand access to social benefit services such as PIS, Unemployment Insurance, FGTS and Bolsa Família with greater agility, quality, and innovation. Additionally, lottery units will be able to offer parcel posting and collection services to the population, acting as a collection point and improving the client experience.

In addition to expanding the Bank's reach by offering services to the Brazilian population, the partnership is an opportunity to reduce expenses. The partnership will also enable CAIXA to offer services in all cities nationwide until the end of the year, prioritizing locations that currently do not have a service point.



The expansion of the service network helps the Bank implement government public policies and strengthens CAIXA's presence across Brazil, fostering citizenship, inclusion and access

to banking products and services and benefiting the segments of the population who need it most.

## TEIA Program

As a technological modernization measure, aimed at promoting the offering of innovative business solutions and value generation in its client relationships, CAIXA launched, in 1Q24, the TEIA Program, a Portuguese acronym for the principles of Transformation, Engagement, Innovation and Learning.



The program seeks to accelerate digital transformation at the Bank, encouraging new ways of thinking and acting within a culture of agility, experimentation, and ongoing learning.

Through the allocation of 2 thousand employees across multidisciplinary teams dedicated to delivering solutions in strategic areas for the Bank, such as housing, credit cards, digital relationships and credit, TEIA is an organic and systemic movement connecting CAIXA with the future, in which its employees are the key element.

Adhering to the context of society's digital transformation, CAIXA is positioning itself to accelerate the Bank's modernization, through recurring investments in staff training and expanding the use of data intelligence instruments.

## Supporting the Creation of the Real Digital - Drex

Within the context of the pilot project of the new Brazilian digital currency, CAIXA initiated the privacy tests, which were conducted with the purpose of validating market solutions, as established by the Central Bank of Brazil (BACEN).

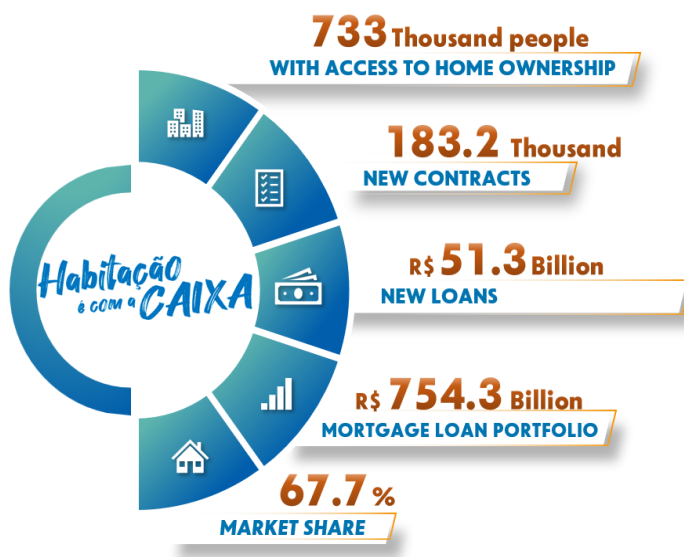
Through the consortium signed with ELO and Microsoft, conducting the tests involves detailed analysis of security protocols and data safeguards, aiming to ensure not only technical effectiveness, but also compliance with all privacy guidelines and regulations. This milestone represents a continued commitment to ensuring data protection and integrity, in line with best market practices and adhering to the highest security standards.

The expectation with Drex and the use of blockchain and "tokenization" technologies is that financial services can be improved, made cheaper and democratized.

With the initiative, the Bank reiterates its commitment to innovation and modernization of the National Financial System (SFN) to lead the digital transformation movement that will benefit the Brazilian population and economy as a whole, by adding efficiency in financial transactions.

## Housing

Mortgage loans play a fundamental role in the country's development as it creates jobs and generates income. In 1Q24, CAIXA was responsible for creating more than 402.9 million direct and indirect jobs by originating loans for the real estate market. These financings also positively impact many other sectors, generating demand for construction materials, furniture, and appliances, thus stimulating the civil construction industry, and driving the growth of cities and Brazil's economy.



CAIXA increased its leading position in the real estate sector by 1.38 p.p. over March 2023, reaching a market share of 67.7%. At the end of March 2024, the Bank reached the mark of R\$ 754.3 billion for its mortgage loan portfolio.

In 1Q24, 183.2 thousand mortgage contracts were signed, originating R\$ 51.3 billion in loans and benefitting 733 thousand people with access to home ownership.

CAIXA reinforces its role as the Federal Government's main partner to expand access to decent housing and to help reduce the housing deficit in Brazil, promoting improvements in the population's life quality, particularly low-income individuals.

## FGTS Futuro

Expanding the measures to encourage home ownership by low-income families, as of April, CAIXA began offering mortgage loans with FGTS Futuro, available to workers with monthly income of up to R\$ 2,640 to purchase new and used properties through the Minha Casa, Minha Vida Program.


For workers with formal employment contracts, a deposit equivalent to 8% of their salary is made to their FGTS account each month. Through FGTS Futuro, workers may use this amount to increase their income requirement for mortgage loans. Therefore, the FGTS becomes part of the borrower's monthly income and enables financings to be approved for properties with higher values, and installments compatible with the families' budget.

CAIXA, as the operating agent of the FGTS, will automatically transfer the employer's future deposits in the Worker's Severance Fund to the bank that granted the mortgage loan. The worker will continue to pay the remaining portion of the installment.

If the worker is dismissed, he will not be able to withdraw the balance from the account that has been committed in the mortgage loan for the property. All surplus available in the FGTS account is used to reduce the debt, with the exception to the 40% termination fine applicable in cases of dismissals, which belongs exclusively to the worker.

It should be noted that the worker is exclusively responsible for deciding to use or not this resource and this option is only valid for new mortgage loan contracts.


**Benefits**



**Futuro**

FUNDO DE GARANTIA DO TEMPO DE SERVIÇO

- More access to decent housing** for low-income families
- Increase** in the amount financed
- Preservation** of the proponent's payment capacity
- Reinforcement of the social role** of FGTS in housing



The FGTS Futuro option can only be included at the time the loan is made. If the client does not choose at this time, access to the resources deposited in their FGTS account will continue under the methods already provided by law.

More information on CAIXA's mortgage loan options is available on the Bank's website: <https://www.caixa.gov.br/voce/habitacao>.

### Desenrola Brasil, Tudo em Dia and renegotiation of the Student Financing Fund (FIES)

CAIXA operationalizes several programs aimed at rebuilding the credit score of its clients, in which we highlight the Desenrola Brasil, the Tudo em Dia, and the renegotiations of the Student Financing Fund (FIES).

- **Desenrola Brasil and Tudo em Dia**

The Federal Government, through the "Desenrola Brasil" program, aims to encourage the renegotiation of private debts of individuals listed in the national default registry to reduce their indebtedness and facilitate their return to the credit market.

The Program contributes to the financial restructuring of this audience, in addition to boosting the Bank's other renegotiation initiatives, offering CAIXA's clients an opportunity to settle overdue debts.

CAIXA also carried out the Tudo em Dia campaign, which also allows debt renegotiations and contracts can be renegotiated through the Cartão CAIXA App, CAIXA's website, WhatsApp, by telephone, Caminhão da Adimplência, CAIXA branches and Lottery units.

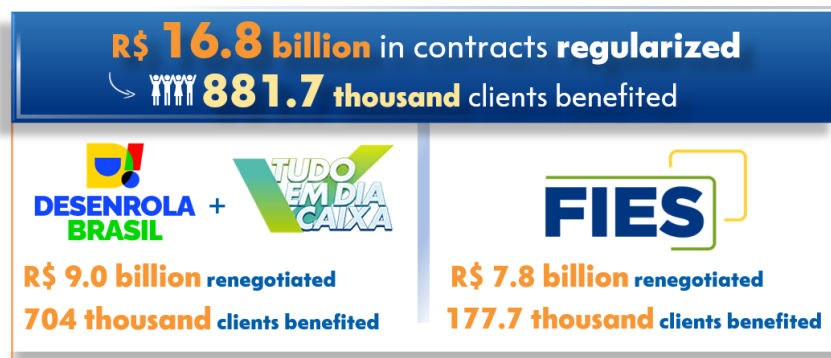


Since the start of its participation in the Desenrola Program and the Tudo em Dia Credit Recovery Campaign, CAIXA renegotiated R\$ 9.0 billion in outstanding debts for 704.0 thousand clients, enabling the regularization of 793.8 thousand contracts.

- **FIES**

In November 2023, the Bank began the renegotiation for the FIES program for contracts signed until December 31, 2017, and which were in amortization phase on June 30, 2023. At the end of 1Q24, a total of R\$7.8 billion had been renegotiated, benefitting 177.7 thousand people.

Thus, combining the Desenrola Program, Tudo em Dia and FIES initiatives, over R\$ 16.8 billion in contracts had been regularized. These numbers demonstrate the Bank's role as the Federal Government's agent for public policies, promoting better conditions for Brazilians to gain better control of their family budget and achieve greater financial dignity.



## Sponsorship and Investments in Sports

We highlight the social transfers to sports made through the lottery units, in which CAIXA acts as the paying agent for Bolsa Atleta, an individual sponsorship program for Brazilian athletes maintained by the Federal Government.

For the first time since its creation in 2005, the program will include pregnant and postpartum women, hearing-impaired athletes and Paralympic sports guides and assistants. In 2024, we expect to reach 10 thousand people with an investment of R\$ 162 million. The operationalization of public policies aimed at this segment ratifies the Bank's commitment to the development of national sports.

Bolsa Atleta is one of the world's largest individual sponsorship programs for athletes, allowing Olympic and Paralympic athletes to dedicate themselves exclusively to training.



Additionally, in 1Q24, CAIXA renewed its sponsorship to the to the Women's Basketball League (LBF), worth R\$2.5 million, for another season. It should be highlighted that the Bank also sponsors the Brazilian Athletics Confederation (CBAt), the Brazilian Gymnastics Confederation (CBG), the Brazilian Paralympic Committee (CPB) and the New Brazilian Basketball (NBB).

By investing in sports in Brazil, the Bank provides essential training and competition conditions for high-performance athletes, valuing social inclusion, education, co-existence, and the discovery of new talents.

## Sponsorship and Investments in Culture

CAIXA Cultural began 2024 by operating vast operations across Brazil, offering quality programming with affordable or free tickets, initiating restorations of historic buildings, new online programming and disseminating new selected projects at its seven units.

During 1Q24, the CAIXA Cultural spaces received more than 143 thousand visitors, increasing by 78.5% from the same period in the previous year.

In March, the results of the second phase of the CAIXA Cultural Space Occupation Program were announced to be included in the Program's agenda from April to December 2024. A total of 67 projects were selected in the music, visual arts, theater, dance, cinema, and experiences areas.

The 2023/2024 Occupation Program plans to invest R\$ 50 million. We highlight that, according to production estimates, the agenda has the potential to generate 8,490 jobs (direct and indirect) to execute the projects.



Furthermore, the Recife unit had its galleries and theater revitalized, and received new facade lighting. The upcoming revitalizations are scheduled for the units in Brasília, Fortaleza, São Paulo, and Rio de Janeiro, highlighting CAIXA's commitment to preserving the country's historical and cultural heritage.

## Service Structure

To better serve its 154.0 million clients, of which 152.1 million are individuals and 1.9 million are corporate, CAIXA's network covers more than 99% of Brazil's municipalities through 26.4 thousand service points. There are a total of 4.3 thousand branches and banking service points, 22.2 thousand lottery units and CAIXA Aqui correspondents, 10 truck branches, and 2 boat branches. CAIXA also offers 25.8 thousand ATMs, available in banking agencies and self-service rooms, in addition to access to 24.1 thousand Banco 24 Horas terminals.

CAIXA's wide service network and unparalleled capillarity demonstrate adherence to the Bank's operations, aiming to strengthen client relationships and reach for the operationalization of the government's public policies.

## Strategy

CAIXA's strategy outlined for the 2023-2028 period demonstrates the progress intended for the Company to take on the leading role as the government's main partner and transformation agent for a fairer and more equal society. This strategy is guided by seven institutional objectives, addressed under the following key themes: Personnel, Clients, Housing, Government, Governance, Sustainability and Technology.

To achieve the strategic objectives and boost its historical vocation of generating value to society, CAIXA's long-term strategy foresees major institutional advances, in order to translate them into effective responses to the opportunities that allow the Company to grow and consolidate itself as a solid public financial institution that is in full development, diversified and expanding its activities.

Therefore, for the 2023-2028 period, the institutional strategic identity was revitalized, upon approval by its Board of Directors, with the definition of a new Purpose, Vision for the Future, Business Values, Strategic Objectives and Business and Corporate Positionings, that represent CAIXA's guidelines and priorities in conducting its business.

The Purpose of "becoming the public financial institution that fosters inclusion and sustainable development, transforming people's lives" is the reason for CAIXA's existence and expresses the milestones it has achieved over its more than 160 years of history, by making the dreams of the Brazilian population come true.

The Vision for the Future of "being a reference to Brazilian society for our social and commercial relationship, enabling financial citizenship, sustainable development and excellence in the execution of public policies, with efficiency and profitability" strengthens

CAIXA's role as an important agent promoting social integration and the construction of an inclusive financial market, with respect for nature and business efficiency.

Seeking a lasting connection with its clients, according to their needs and preferences, aiming to guarantee relevance in all moments of their lives, the 2023 fiscal year materialized important institutional guidelines. In December, based on client centricity, the Bank defined its tactical objectives, declarations, and market ambitions to guide, throughout 2024, the execution of essential actions for the transformation of CAIXA, stimulating innovation, thinking about the future, and the business' dynamic adaptation.

## Sustainability

### Sustainable Business Portfolio

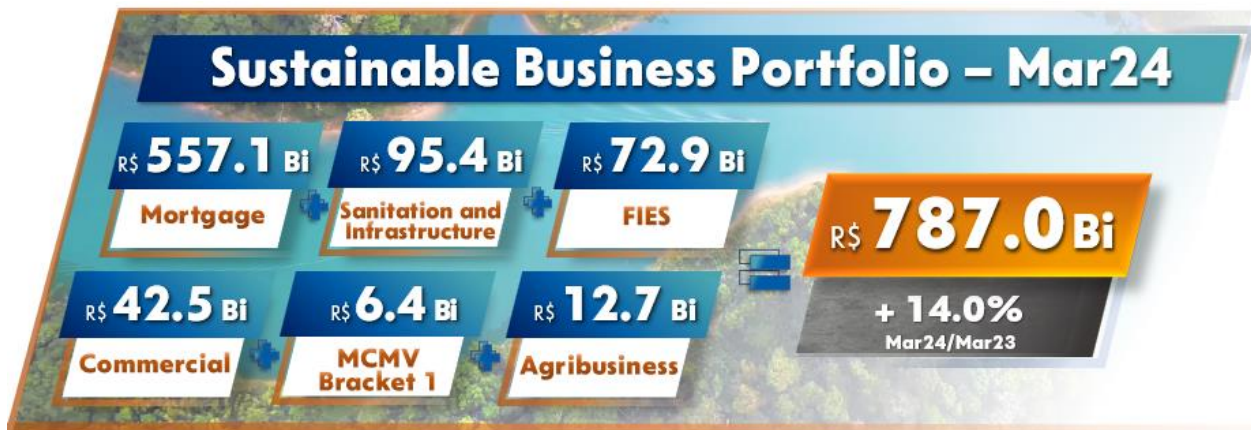
CAIXA identifies in its portfolio of products and services information on the percentage of resources allocated to initiatives and sectors promoting the transition to a fairer and more sustainable society, therefore classifying its portfolio and business volume according to the collaboration with the Sustainable Development Goals (SDGs), consequently bringing a positive impact to the environment, society, and climate.

The methodology adopted for the products and services classified as sustainable take into consideration the products and services that bring social benefits to low-income population and/or bring direct benefits to the environment, contribute with two or more SDGs, and are not intended for sectors with high exposure to social, environmental and climate risks.

General loan products were considered for segments such as Housing, Commercial, Agribusiness, Sanitation and Infrastructure, Student Financing (FIES), and the initial bracket (Faixa 1) of Minha Casa Minha Vida (MCMV).

The FIES and MCMV (Faixa 1) products were included, given that CAIXA is responsible for managing the contracts and their developments, as well as both products have highly relevant social impacts.

After assessing the business volume of the identified products, CAIXA's Sustainable Business portfolio had over R\$ 787.0 billion in volume at the end of Mar24.



### Financial Cooperation Agreement to empower waste collectors' cooperatives

CAIXA signed a Financial Cooperation Agreement of R\$ 9.7 million with Instituto GEA – Ética e Meio Ambiente, to train waste collectors' cooperatives across Brazil. The project was signed on March 1st, the date on which the World Recyclable Material Collectors Day is celebrated.

The objective of the project is to offer training and structuring to collectors' cooperatives in all Brazilian capitals and the Federal District, ensuring environmentally safe and financially profitable disposal of electronic waste, including household appliances, offering the population an appropriate way to dispose of these items.

By supporting the project, in addition to directly benefitting collectors and cooperatives, CAIXA generates a positive impact for the population in the covered cities, reaching more than 45 million people. It also contributes to the environment, as the correct disposal and sale of waste reduces the need to consume natural resources to produce new equipment, in addition to avoiding contamination with toxic components, when disposed of incorrectly.

The financial support will come from the CAIXA Social and Environmental Fund (FSA CAIXA), aligned with the 2030 Sustainability Agenda on the "Sustainable Work and Income" category under the "Collectors" theme. The FSA aims to support projects and investments of social and environmental nature that fit into the Bank's programs and actions linked to sustainable development to benefit, as a priority, the low-income population.

The initiative reflects CAIXA's actions and concern with environmental and social responsibility, promoting sustainable development that positively impacts the Brazilian population.

## Memorandum of Understanding with Agence Française de Développement

In March, CAIXA and the Agence Française de Développement (AFD) signed a Memorandum of Understanding (MoU) between both institutions aiming at joint support to implement public policies for sustainable development.

Agence Française de Développement is a bilateral development financial institution of the French government. The group finances and monitors transitions for a fairer and more sustainable world, being involved in over 4,200 projects and present in 150 countries.

Projects in the water and sanitation, green and social housing, renewable energy, solid waste, bioeconomy, sustainable cities, and social inclusion sectors will be the main focus of cooperation, and its initial fundraising may exceed the mark of R\$ 1 billion.

The MoU also foresees institutional cooperation to support the Bank in the international and national agenda for sustainable development, as well as strengthening partnerships with French participants.

The agreement strengthens CAIXA's position on the sustainability agenda a year ahead of COP30, which will be held in 2025 in Brazil; seeking to support solutions for social and economic goals of the 2030 Agenda.

## Projeto Brazil Towards Low Carbon

Through a partnership signed with the Embassy of the United Kingdom of Great Britain and Northern Ireland, ERM NINT and the Talanoa Institute will support CAIXA in implementing the Brazil Towards Low Carbon project, a portfolio of nine work fronts focused on technical cooperation through UK PACT (Partnership for Accelerated Climate Change), a UK program to support countries that have a high potential to reduce emissions.

The project, launched in March 2024 during the "UK and Brazil: Partners in Green and Inclusive Growth" event, will support the development of CAIXA's sustainability and impact innovation agenda, ratifying its positioning as a Bank committed to climate actions and social and gender inclusion, in addition to contributing to achieving the SDGs and executing Brazil's commitments with other countries in reducing greenhouse gas emissions.

The main objective is to strengthen the Bank's climate-related policies, strategies, and tools, while fostering the creation of new sustainable and climate-resilient financial products and solutions.

The implementation of these measures contributes to the advancement of CAIXA's ESG (Environmental, Social and Governance) practices and promotes a social approach to achieving climate goals and boosting the guiding of resources for the country's fair transition.

## CAIXA Sustainable Management Seal

The CAIXA Sustainable Management Seal is a recognition created by CAIXA for municipalities with public indicators that denote the application of good practices in Environmental, Social and Governance (ESG) in local public management, increasing the well-being and quality of life for its citizens, associated with sustainable urban development.

The seal recognizes actions linked to the Sustainable Development Goals established by the UN 2030 Agenda by widely assessing municipal management through 21 indicators, classified under four aspects: Environmental, Social, Governance and Climate.

All Brazilian municipalities are eligible to participate but must reach a minimum score required to obtain the seal. Adherence to certify is voluntary, upon submitting a Proposal Letter. After verifying the indicators, which are obtained mainly through public data, the municipality that meets the required criteria receives the CAIXA Sustainable Management Seal certificate based on the score achieved in four levels of recognition: Cristal, Topázio, Safira, and Diamante.

Considering the relevance of the ESG theme for CAIXA and society, this initiative, in addition to promoting and recognizing good sustainability practices in the evaluated municipalities, allows certified municipalities access to different conditions when contracting CAIXA's services and products, according to Seal level achieved. Likewise, CAIXA can help municipalities improve their scores with products and solutions for each indicator, supporting them in qualifying their management. Until the end of 1Q24, 117 Brazilian municipalities had been certified.



## Casa Azul + CAIXA Seal

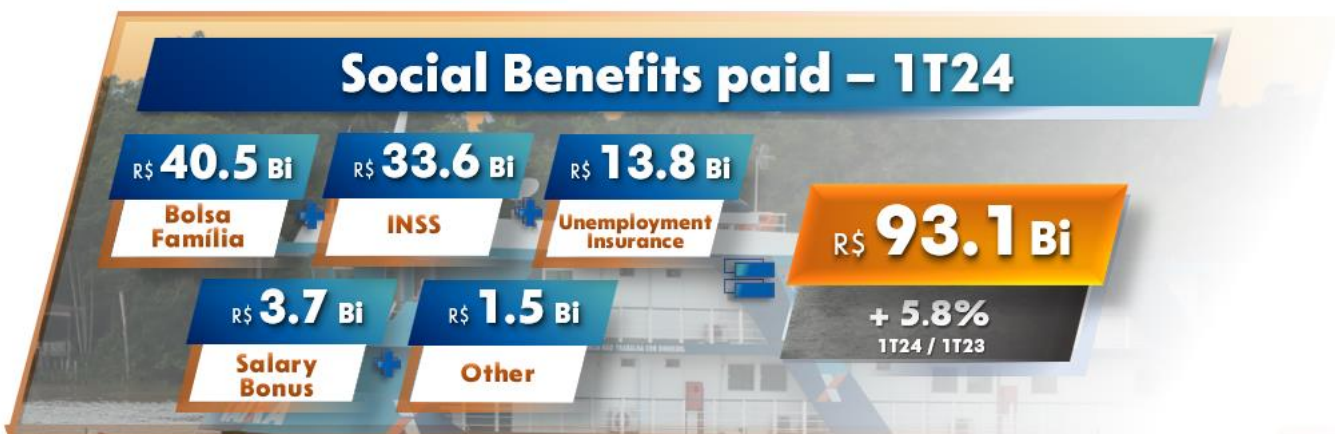
The Casa Azul + CAIXA Seal is an Environmental, Social and Governance (ESG) classification instrument intended for proposals on housing developments that adopt efficient and sustainable solutions in the design, execution, use, occupation and maintenance of buildings.

Adherence is voluntary and new projects under analysis or that have already been analyzed and contracted are eligible for the seal. Until the end of 1Q24, more than 102.5 thousand housing units were recognized in 460 projects.

## Distribution of Social Benefits

CAIXA is the main operating agent of the Federal Government's social programs and actively contributes to eradicating poverty and improving the income distribution of the Brazilian population.

Through its physical and digital service channels and partner network, in 1Q24, CAIXA paid benefits in the amount of R\$ 93.1 billion and distributed 101.3 million installments of social programs, employee benefits, and INSS benefits in all Brazilian municipalities.



Highlights include the payment of R\$ 40.5 billion in Bolsa Família benefits through 61.8 million installments to 21.1 million families, the payment of R\$ 33.6 billion in INSS through 19.8 million installments to 6.2 million beneficiaries, and the payment of R\$ 13.8 billion in Unemployment Insurance through 8.4 million installments to 3.8 million beneficiaries.

CAIXA began paying the Salary Bonus in February 2024, where R\$ 3.7 billion was paid to 3.4 million beneficiaries; and additionally, in March, it also started paying the Pé-de-Meia program and operationalized throughout 1Q24 the payments of the Gas Aid and other social and regional programs in the amount of R\$ 1.5 billion.

### Support to Municipalities Affected by Natural Disasters

CAIXA stands in solidarity with Rio Grande do Sul at this time of adversity due to the floods of May 2024 and reinforces its commitment to supporting the population of Rio Grande do Sul through solidarity actions, financial solutions, special services, as well as assisting the Federal Government in the execution of public policies aimed at the state.



In 1Q24, CAIXA supported 171 municipalities in different regions of Brazil hit by natural disasters through the FGTS Calamity Withdrawal. The Bank sent specialized employees to provide technical support to the city halls of these regions and assistance to the affected population. Furthermore, it is noteworthy that the Bank has a truck branch that can be used to reinforce support to the populations of the affected municipalities.

The Bank mobilized a team specialized in releasing the FGTS Calamity Withdrawal, allowing workers to withdraw up to R\$ 6,220, limited to the balance available in their FGTS accounts. In 1Q24, 118.0 thousand calamity withdrawal payments were made, totaling R\$ 293.1 million.

CAIXA's team also provides guidance to the municipalities on how to fill out the documents required to make them eligible for this type of FGTS withdrawal.

CAIXA's service units also provided support to clients in activating home insurance and procedures on how to request indemnities immediately. In addition, the Bank's engineering teams were sent to the affected regions to provide support to the affected social housing units.

In support of local governments, CAIXA offered technical assistance for the operationalization of transfers of funds. The city halls received support for the assessment on damages and calculating estimated costs to recover works in progress or affected buildings that greatly impact the population of these municipalities, such as bridges, access roads, equipment for water supply, health clinics, schools, among others.

## Support to Government Programs

### Loan Programs for Government Entities

In relation to the loan portfolio with government entities (States, Federal District and Municipalities), in 1Q24, 25 new contracts were signed, totaling R\$ 240.8 million.

Of the 25 new contracts, 10 were signed with government entities that did not have loans with CAIXA, therefore implementing the strategy of spreading and expanding access to credit and distributing investments nationwide.

In 1Q24, the loan portfolio with government entities totaled 4.2 thousand active operations, with a balance of R\$ 65.1 billion and serving 1.7 thousand clients in the Government segment throughout Brazil.

## Transfer Agreements from the Federal General Budget (OGU) to States and Municipalities

CAIXA acts as a representative of the Federal Government in the operationalization of transfer agreements from the Federal General Budget, allowing states and municipalities across the country access to public resources through technical engineering and social assistance programs adapted to each of their realities, in addition to guaranteeing the use of public resources according to the technical and budget parameters regulated by the Ministries that manage public policies and inspection bodies.

In 1Q24, 942 works were completed, totaling R\$ 1.2 billion in transfer contracts. In the same period, 111 new contracts were signed, totaling R\$ 454.7 million in investments. We also highlight the resumption of 962 financing and transfer projects that had been paralyzed, with investments totaling R\$ 4.1 billion.

## Performance Analysis and Results<sup>1</sup>

### Net Income

CAIXA's recurring net income was R\$ 2.9 billion in 1Q24, up 49.0% year over year and 0.5% quarter over quarter.

In R\$ million	1Q24	4Q23	Δ%	1Q23	Δ%
Financial Margin	15,278	17,532	-12.9	13,898	9.9
Allowance for Loan Losses	(4,946)	(4,353)	13.6	(4,991)	-0.9
<b>Financial Intermediation Result</b>	<b>10,333</b>	<b>13,179</b>	<b>-21.6</b>	<b>8,907</b>	<b>16.0</b>
Income from Services and Banking Fees	6,629	6,712	-1.2	6,202	6.9
Administrative Expenses	(11,419)	(11,512)	-0.8	(9,948)	14.8
Other Operational Revenues/Expenses	(1,563)	17	-	(1,778)	-12.1
Tax Expenses	(1,243)	(1,195)	4.0	(1,157)	7.4
Income from Interests in Subsidiaries and Affiliated Companies	677	916	-26.1	658	2.9
Constitution and reversal of provisions	(1,713)	(5,414)	-68.4	(1,509)	13.6
<b>Operating Result</b>	<b>1,701</b>	<b>2,704</b>	<b>-37.1</b>	<b>1,376</b>	<b>23.7</b>
<b>Non-Operating Result</b>	<b>124</b>	<b>(818)</b>	<b>-</b>	<b>(56)</b>	<b>-</b>
Income Tax, Social Contribution and Profit Sharing	637	2,090	-69.5	615	3.5
<b>Consolidated Accounting Net Income</b>	<b>2,462</b>	<b>3,975</b>	<b>-38.1</b>	<b>1,934</b>	<b>27.3</b>
Non-Recurring Events	(422)	1,106	-	-	-
<b>Recurring Net Income</b>	<b>2,883</b>	<b>2,869</b>	<b>0.5</b>	<b>1,934</b>	<b>49.0</b>

Financial margin reached R\$ 15.3 billion in 1Q24, up 9.9% year over year and down 12.9% quarter over quarter. The increase in the 12-month period is the result of the 0.2% growth in revenues from the loan portfolio and the reduction in expenses with resources from Financial and Official Institutions, by 18.1%.

<sup>1</sup> Information with a greater level of detail about CAIXA's operational and financial performance in the period is available in the Performance Analysis Report, which can be accessed on the website: <https://ri.caixa.gov.br/en/financial-information/results-center/>.

In 1Q24, income from the loan portfolio reached R\$ 29.3 billion, highlighting the annual growth of 3.0% in revenues from corporate loans, and 26.6% in agribusiness loans.

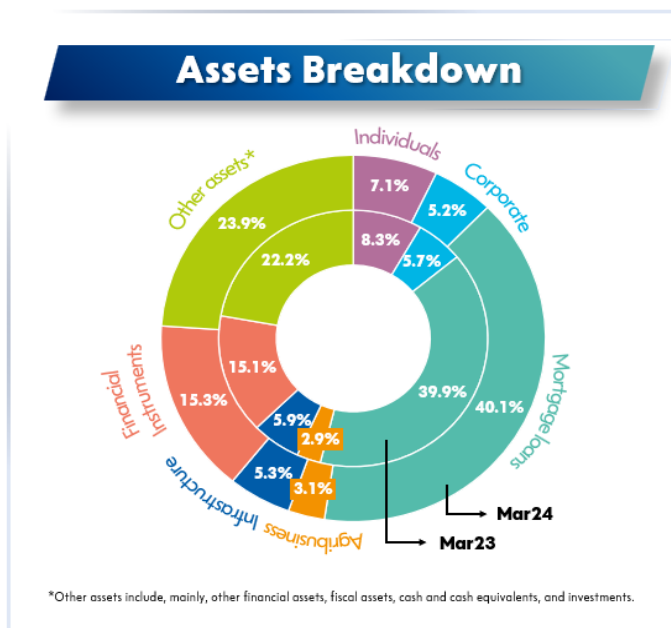
Funding expenses reached R\$ 30.4 billion in 1Q24, down 3.3% year over year and 0.4% quarter over quarter.

Administrative expenses (personnel + other administrative expenses) totaled R\$ 11.4 billion, up 14.8% year over year and down 0.8% quarter over quarter.

Provisions for loan losses reached R\$ 4.9 billion in 1Q24, down 0.9% year over year and up 13.6% quarter over quarter.

Revenues from services reached R\$ 6.6 billion in 1Q24, an increase of 6.9% year over year and a decrease of 1.2% quarter over quarter. In the 12-month comparison period, we highlight the 15.0% increase in revenues from loans, the 8.9% increase in revenue from insurance products, in addition to the 8.2% growth in checking accounts and bank fees.

## Assets



CAIXA's assets totaled R\$ 1.9 trillion in Mar24, increases of 13.9% compared to the same period of the previous year and 2.8% compared to Dec23. The 12-month growth was influenced by the 10.4% increase in the loan portfolio, which corresponds to 60.8% of the Bank's total assets.

In the 12-month comparison period, the securities and derivatives portfolio grew by 15.3%, representing 15.3% of CAIXA's assets, while other assets increased by 22.8%, accounting for 23.9% of total assets.

## Loan Portfolio

The loan portfolio ended Mar24 with a balance of R\$ 1.144 trillion, up 10.4% year over year and 2.2% quarter over quarter. In the 12-month comparison period, we highlight the increases of 14.4% in the mortgage segment, 31.7% in agribusiness loans for individuals, and 2.9% in sanitation and infrastructure.

In 1Q24, a total of R\$ 143.0 billion was granted in loans, an increase of 13.3% compared to the same period of the previous year and 0.7% quarter over quarter.



\*Includes cards, acquired credits and securitized credits.

CAIXA is the bank that supports Brazilians in conquering their dream of owning their own home, maintaining its market leadership in the real estate segment, with a market share of 67.7% of total mortgage loans and the leading player in the MCMV Program, with a market share of 99.4%.

We also highlight the quality of the mortgage loan portfolio, in which 96.3% of contracts are in the AA-C risk level, with the portfolio's default rate at 1.7%.



The mortgage loan portfolio ended Mar24 with a balance of R\$ 754.3 billion, growing by 14.4% from Mar23 and by 2.9% from Dec23. In 1Q24, a total of R\$ 51.3 billion was granted in mortgage loans (considering SBPE and FGTS resources), up 24.0% year over year and 5.8% quarter over quarter.

Commercial loans to individuals ended the quarter with a portfolio balance of R\$ 134.0 billion, declining by 2.7% from Mar23 and by 0.5% from Dec23. In this segment, we continue to highlight the payroll-deductible loans, which had a balance of R\$ 102.5 billion (76.5% of the total loan portfolio for individuals). Regarding the loan portfolio for individuals, this segment reached a balance of R\$ 62.7 billion in 1Q24, up 15.0% year over year and 3.6% quarter over quarter.

As for the commercial corporate loan portfolio, this segment ended Mar24 with a balance of R\$ 98.0 billion, growth of 3.9% compared to Mar23 and 0.7% when compared to Dec23, in which we highlight the working capital lines, with a balance of R\$ 79.0 billion at

quarter end. Loans granted in 1Q24 totaled R\$ 22.9 billion, up 15.2% year over year and down 2.5% quarter over quarter.

Keeping its focus on Micro and Small Companies, CAIXA operationalized loans through the PRONAMPE (National Support Program for Micro and Small Enterprises) credit line, with a total of R\$ 1.3 billion in loans granted in 1Q24. We highlight that CAIXA has a 29% market share in loan volume granted through PRONAMPE since this product was launched.

Infrastructure operations amounted to R\$ 100.3 billion at the end of Mar24, an increase of 2.9% compared to the same period of the previous year and 1.9% when compared to Dec23. Due to its great relevance and leading role, as well as its deep connection to the national economic development, these operations are within the scope of CAIXA's strategic operations.

We also highlight CAIXA's role in the New Growth Acceleration Program (PAC), which provides financing to projects in this sector and strengthens the Bank's institutional role as the main partner of the Federal, State, and Municipal governments in implementing their public policies, contributing to Brazil's development.

In agribusiness, the portfolio balance reached R\$ 57.8 billion at the end of Mar24, an increase of 20.7% compared to Mar23 and 2.9% compared to Dec23. The individuals segment increased by 31.7% and 4.5% in 12 months and in the quarter, respectively, totaling R\$ 47.3 billion.

In 1Q24, agribusiness new loans totaled R\$ 5.9 billion. Of this amount, R\$ 3.1 billion was allocated for funding, R\$ 1.5 billion for investment, R\$ 769.4 million for sales, and R\$ 471.6 million for industrialization.

## Portfolio Quality

The delinquency rate for the total loan portfolio ended Mar24 at 2.34%, down 0.39 p.p. year over year and up 0.18 p.p. quarter over quarter. Provision coverage was 189.4% at quarter end, up 17.4 p.p. compared to Mar23 and 17.0 p.p. lower compared to Dec23. The portfolio's rating has 93.6% of operations classified at the AA-C risk level, increasing by 1.14 p.p. in 12 months and 0.24 p.p. in the quarter, demonstrating quality and solidity for the loans granted.

CAIXA's loan portfolio has 92,3% of its balance with collateral, largely concentrated in long-term operations, mainly due to the mortgage loan portfolio, which corresponds to 65.9% of the total portfolio.

Therefore, the Bank has R\$ 1.779 trillion in collateral on the date the loans were granted, that is, without considering possible collateral appreciation, against a portfolio balance of

R\$ 1.144 trillion, corresponding to a ratio of 155.4% of the value of the collateral on the outstanding balance.

## Funding

The funding balance at the end of Mar24 was R\$ 1.5 trillion, increasing by 20.2% over Mar23 and 2.4% over Dec23, in which savings accounts totaled R\$ 358.7 billion, increasing by 2.7% in the 12-month period and 0.1% in the quarter. CAIXA remains the leading player for savings accounts, increasing its market share from 36.1% in Mar23 to 36.8% in Mar24.

At the end of Mar24, CAIXA's bonds had a balance of R\$ 179.1 billion, up 72.9% year over year and 8.3% quarter over quarter, driven by the more favorable scenario for profitability in fixed income products. Real estate bonds, in particular, grew by 69.2% from Mar23 and 8.0% from Dec23, ending the quarter with a balance of R\$ 158.2 billion.

## Net Equity

CAIXA ended Mar24 with a net equity of R\$ 132.3 billion, increasing by 6.2% in 12 months and 3.0% in the quarter.

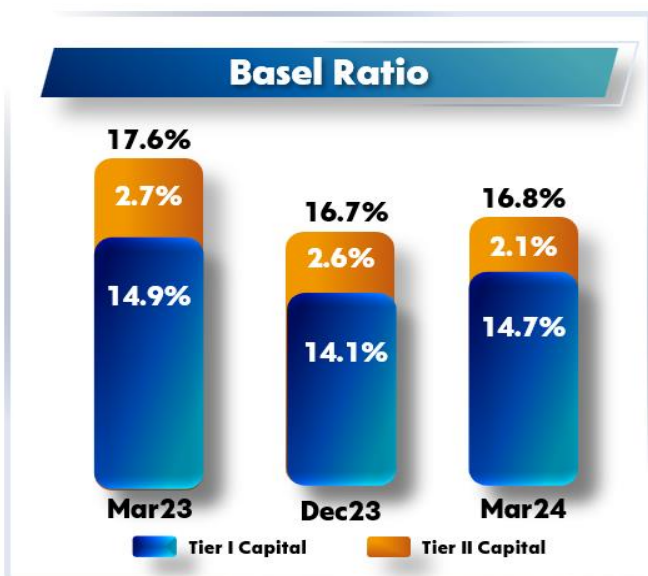
## Liquidity

In 1Q24, CAIXA's short-term liquidity ratio (LCR<sup>2</sup>) was 192,7%, increasing by 1,4 p.p. in 12 months. The ratio considers highly liquid free assets and net outflows during a period of 30 days.

## Basel Ratio

CAIXA recorded a Basel Ratio of 16.8% at the end of Mar24, being 5.3 p.p. higher than the minimum requirement of 11.5% established by National Monetary Council Resolutions 4,955 and 4,958, of October 21, 2021, which regulate the recommendations of the Basel Committee on Banking Supervision related to the capital structure of financial institutions.

The good capital structure stands out, reinforcing CAIXA's ability to carry out its strategic planning in a sustainable way.



<sup>2</sup>According to BACEN Resolution No. 54, short-term liquidity indicators are calculated from the simple average of the daily amounts in the quarter referring to the informed base date.

## Management of Court Deposits for the Federal Court

CAIXA participates in agendas with the Attorney-General's Office of the National Treasury, the National Treasury Secretariat, the Brazilian Federal Revenue Office, and the Attorney General's Office, in order to identify and regularize the classification of court deposits provided for in Laws 9.703/98 and 12.099/09, which were unduly made by depositors when the deposit was made. The list of accounts with signs of compliance to the respective Laws was shared with the Attorney-General's Office of the National Treasury/Brazilian Federal Revenue Office for evaluation of the framework.

Since the beginning of the regularization actions, CAIXA has made approximately R\$6.2 billion in judicial transfers of deposits from accounts identified by the Attorney-General's Office of the National Treasury/Brazilian Federal Revenue Office as falling under the laws, to the National Treasury's single account.

As soon as new deposits are identified by the Attorney-General's Office of the National Treasury/Brazilian Federal Revenue Office, CAIXA will carry out the regularization actions and transfer the amount to the Federal Government.

## BACEN Official Letter 3,068/2001

In compliance with article 8 of BACEN Official Letter 3,068, of November 08, 2001, CAIXA stated its intention of holding the securities classified as Tier III (held until maturity), totaling R\$ 4.9 billion in the period, until their respective maturities, and attested the required financial capability for this decision.

## Lotteries

In 1Q24, Loterias CAIXA collected R\$ 6.1 billion, 22.0% higher than the amount recorded in the same period of the previous year. The total net prize awarded to bettors in the period was R\$ 2.0 billion.

In R\$ million	1Q24	4Q23	Δ %	1Q23	Δ %
Net Prizes	1,977	2,653	-25.5	1,462	35.2
Social Destination	2,353	2,800	-16.0	1,965	19.7
Social Security	1,038	1,231	-15.7	845	22.8
Security	620	733	-15.4	506	22.5
Sports	431	517	-16.6	364	18.3
Education	88	110	-19.8	105	-15.8
Culture	174	206	-15.8	141	23.0
Health	2	2	12.5	2	-7.1
Others	1	1	-51.1	2	-67.6
Taxes (Income Tax on Prizes)	624	392	59.3	634	-1.5
Costs and Maintenance	1,171	1,383	-15.3	960	22.0
<b>Total collected*</b>	<b>6,126</b>	<b>7,228</b>	<b>-15.3</b>	<b>5,022</b>	<b>22.0</b>

\*Amounts consider resources destined for the Lottery Development Fund and the compensation of Lottery Units

Loterias CAIXA are an important source of funds to promote social development in Brazil. In 1Q24, a total of R\$ 2.4 billion, or 38.4% of the total collected amount, was transferred to the Federal Government's social programs in social security, sports, culture, public security, education, and health areas, this amount being 19.7% higher than that allocated in 1Q23, in addition to the return to society through income tax payments.

## CAIXA Conglomerate

### CAIXA Seguridade

Caixa Seguridade's commercial performance in the insurance segment, which also considers assistance services, sold the amount of R\$2.4 billion in 1Q24, representing a 6.3% growth compared to the same period in 2023, highlighting the growth achieved by the Mortgage (+10.3%), Home (+15.8%), Credit Life (+0.9%) and Assistance segments (+59.7%).

Caixa Seguridade is the leading player in the Mortgage segment and maintained the growth curve in written premiums, reaching R\$ 855.5 million in the first quarter of 2024, reflecting the growth of CAIXA's mortgage loan portfolio. In the Home segment, the Company recorded R\$ 211.8 million in written premiums, with highlight to the expansion of its basic and accessory coverages, in addition to the launching of additional coverage options for assets such as mobile phones, smartphones, smartwatches, video games, notebooks, tablets, cameras, musical instruments and bicycles.

The accumulation businesses grew by 10.0% year over year, with emphasis on funds raised through Credit Letters, and grew by 7.2% quarter over quarter.



Private Pension contributions amounted to R\$ 6.4 billion in 1Q24, 2.5% higher year over year and contributing to the mark of R\$ 159.6 billion in reserves, which increased by 15.4% from March 2023. Even though the Private Pension segment competes with the bank's other funding products, the Company carried out commercial actions to encourage sales in the quarter, contributing to the increase in net funding, which grew by 70.8% over 1Q23. Therefore, income from management fees totaled R\$ 419.2 million in the quarter, up by 6.2% year over year.

The Credit Letters segment recorded R\$ 4.0 billion in the quarter, up by 16.9% from the beginning of 2023, contributing to the formation of letters inventory, reaching R\$ 22.6 billion. As a result, income from management fees grew by 66.5% from the same period in 2023, maintaining the historic growth curve.

Funding from the Premium Bonds segment totaled R\$ 389.3 million in the first quarter of 2024, up 30.5% year over year. In the quarter, we highlight the performance achieved in the monthly payment modality, which grew by 39.1% over the first quarter of 2023 and accounted for 65.4% of total funds raised until March 2024.

## CAIXA Asset

At the end of 1Q24, CAIXA Asset reached a total of R\$ 542.2 billion in assets under management, which represents a growth of 3.8% in the year, ending the quarter with a 6,0% market share, maintaining its ANBIMA ranking as the 4th largest asset manager in the country, being the 2nd largest manager in the Retail Sector, Public Sector, and in Own Social Security Systems (RPPS).

Regarding the number of shareholders, in 1Q24, the funds managed by CAIXA Asset have more than 2.5 million investors, through the 437 products under management and distributed by CAIXA.

The Company was featured in Revista Investidor Institucional, the main Brazilian publication aimed at pension fund and investment professionals, ranking as the 2nd best manager in the market, with 37 funds classified as EXCELLENT in the periods evaluated, in the ranking of the Best Institutional Funds published in the March/2024 issue.

The company was also chosen as the 2nd best manager in Brazil in the Money Market category in the Best Bank and Platform for Investing (MBPI) 2023 ranking, an initiative by the Center for Studies in Finance at FGV/SP and Isto é Dinheiro magazine, also published in February.

## CAIXA Cartões

In 1Q24, CAIXA Cartões was marked by the continued upward curve in results, increasing the value generated by the company. In acquiring, CAIXA Cartões recorded accumulated

revenue of R\$ 4.26 billion, up 14% year over year. In relation to the Prepaid vertical, the company achieved revenue of R\$ 1.22 billion, 58% higher than in 1Q23.

In the aspect of Social and Environmental Responsibility, aligned with the mission of “Promoting payment solutions that impact the sustainable development of society, in an accessible, inclusive and transparent way” described in the 2024-2028 Strategic Planning, the Company applied to the Brazilian GHG Protocol Program, an entity linked to the World Resources Institute (WRI) and World Business Council for Sustainable Development (WBCSD) and used as a methodological basis for estimating Greenhouse Gas (GHG) emissions.

The actions carried out in 1Q24 highlight CAIXA Cartões’ role in leveraging the creation of value in the means of payment industry and boosting the market share of the CAIXA conglomerate in this market, reinforcing its purpose of being a leading player in simplifying the payment experience for everyone.

## Corporate Governance

CAIXA's Corporate Governance is a system formed by principles, rules, structures, instruments, and processes which guides and monitors the Company, aimed at protecting the rights of all interested parties and generating sustainable value for the Bank.

Ethics, as a set of moral principles that must be observed when exercising a profession, provides support to corporate governance principles, such as: integrity, transparency, equity, accountability, and sustainability, covering best practices to achieve them.

- **Integrity:** practice and promote the ongoing improvement of ethical culture at CAIXA, avoiding decisions under the influence of conflicts of interest, maintaining coherence between speech and actions and preserving loyalty to the organization and care for its stakeholders, society in general and the environment;
- **Transparency:** offer interested parties true, timely, coherent, clear, and relevant information, whether positive or negative, and not just that required by laws or regulations;
- **Accountability:** perform your duties with diligence, independence and aimed at generating sustainable value in the long term, assuming responsibility for the consequences of your acts and omissions;
- **Equity:** treating the sole controller and other interested parties fairly, taking into account their rights, duties, needs, interests, and expectations, as individuals or collectively, assuming a unique approach according to the relationships and demands

of each interested party with CAIXA, motivated by sense of justice, respect, diversity, inclusion, pluralism and equal rights and opportunities;

- **Sustainability:** ensure the economic and financial feasibility of CAIXA, reduce the negative externalities of its business and operations and increase the positive ones, considering its business model, different capitals (financial, intellectual, human, social, natural, reputational) in the short, medium, and long term, understanding that CAIXA operates in an interdependence relationship with the social, economic, climate and environmental ecosystems.

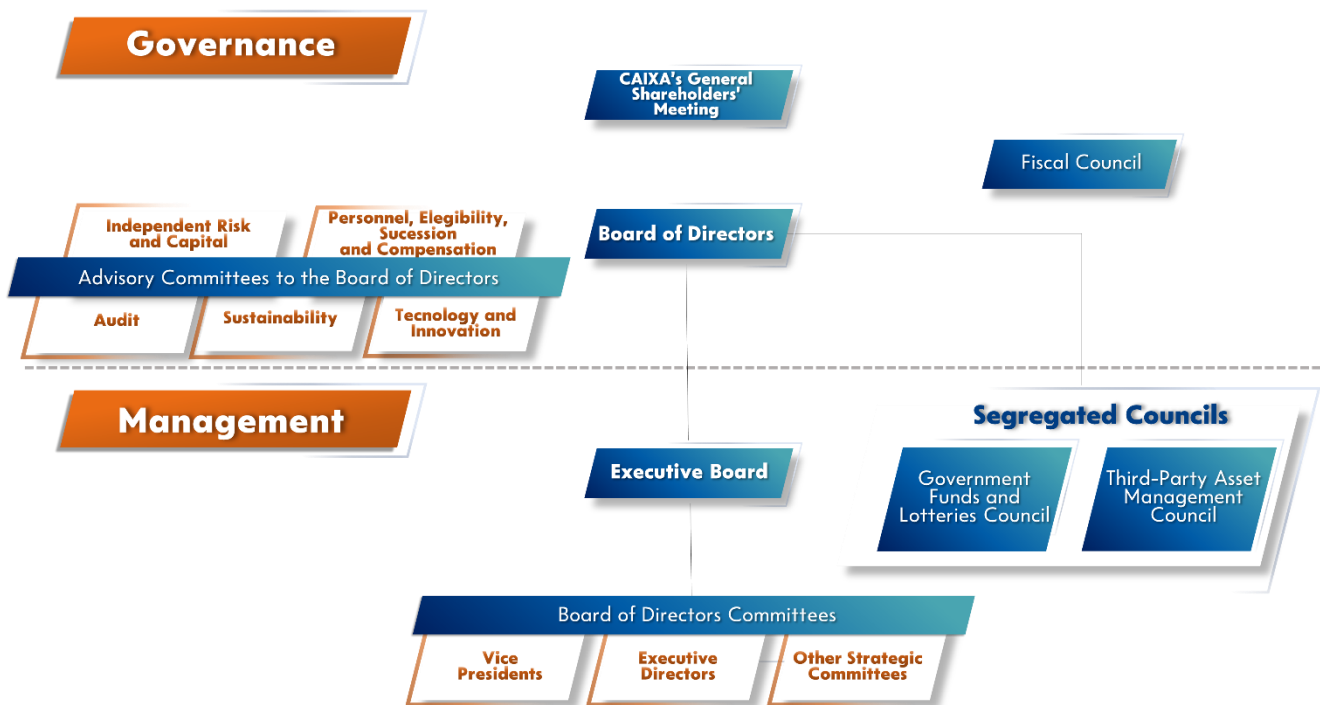
We highlight CAIXA's key governance instruments that direct the activities of our governance agents to ensure the effectiveness and quality of our decision-making processes:

- Bylaws;
- Policies;
- Decision-making model;
- Internal Norm Manuals;
- Code of Ethics, Conduct and Integrity;
- Authority Regime;
- Organizational Structure

### Structure of the Senior Management Collegiate Bodies

CAIXA's governance structure is organized in a way that favors agile and decentralized collegiate decision-making processes through internal forums at strategic, tactical, or operational levels, promoting the necessary synergy between the areas and avoiding conflicts of interest, thus safeguarding CAIXA and its subsidiaries.

CAIXA's Senior Management Collegiate Bodies is presented below, with powers and functions regulated by Internal Regulations:



## Revision of CAIXA's Collegiate Model

CAIXA's new Collegiate Model aims to improve Senior Management's decision-making process by optimizing their performance through more effectiveness and fluidity, in alignment with market practices, the Corporate Strategy, and CAIXA's Bylaws.

Among our key deliveries, we highlight the following:

- The strengthening of current themes that comprise CAIXA's corporate positioning and strategic objectives, such as technology and digital transformation, sustainability, personnel, and governance, proposing the Board of Directors to have a strategic role in resolving on these matters;
- Simplification of the structure for management committees, reducing from 12 to 6 committees, with synergy of matters and specialization on themes, viewing to achieve greater clarity, effectiveness, and speed in the decision-making process;
- Collegiate deliberation maintaining clients at the core, with the creation of a dedicated committee;
- Adjustment of the decision-making process, achieving greater speed without jeopardizing the decision-making, considering the maturity of the procedure for submitting themes.

## Personnel Management

Activities in the personnel area permeate the entire strategy so that CAIXA remains the main partner of the Federal, State and Municipal governments in implementing public policies, in addition to humanizing work relationships, strengthening client relationships, enabling access to dignified housing, strengthening governance and operational efficiency, promoting sustainability policies, and generating value in relationships by offering innovative solutions in business, technology and environment.

At the end of 1Q24, CAIXA had 86.8 thousand employees working in branches and headquarters. Of this total number of employees, 47.7 thousand are men and 39.1 thousand are women. The Bank also has 4.4 thousand PwD employees, corresponding to 5.1% of the Bank's staff, denoting inclusion measures.

In terms of distribution between men and women in the Bank's management roles, there are 14.6 thousand men in management roles and 10.6 thousand women.

Additionally, the Bank provides opportunities for young people of the new generation: there are 7,800 new professionals who work as interns and apprentices in all regions of Brazil.

### Public Tender Process

To strengthen its service network and make its activities more efficient, CAIXA has launched a public tender process for more than 4,000 vacancies throughout Brazil, including a reserve list. Around 1.2 million people have registered for the exam.

There will be vacancies for Banking Technicians for general and specific positions in the Information Technology (IT) area, as well as higher-level vacancies for occupational physicians and safety engineers. Of the total number of vacancies, 6% will be allocated to people with disabilities, above the legal minimum of 5%.

### Women Leadership

One of the main objectives of gender equality actions is to promote and articulate adjustments in personnel management practices, when necessary, aiming at equal conditions and opportunities for women and men in their professional activities, as well as demystifying gender stereotypes and encouraging the increase of women in leadership roles.

In this sense, we list below the main actions carried out in 1Q24:

- Plural Women March

In celebration of the International Women's Day, several actions were carried out, such as lives, podcasts, institutional videos, speeches, and training.

- **Mentoring Program**

The Program is a way of instrumentalizing and enhancing women's actions during their careers. More than 90 women at CAIXA were mentored by the program for this purpose. New classes are expected for 2Q24.

- **Adhesion to the 7th Edition of the Pro-Equity Gender and Race Program**

The 7th edition of the Pro-Equity of Gender and Race Program was held by the Ministry of Women. The Program consists of recognizing companies committed to gender and racial equality with the Pro-Equity seal. Companies must prepare a work plan with actions to be carried out for two years.

CAIXA prepared a work plan containing 11 actions that will be carried out and contribute to gender and racial equality. In addition, it established a management committee for the Pro-Equity Program made up of 11 employees from different business areas at CAIXA.

CAIXA has already been recognized in the Program's 6 editions and reinforces its pioneering spirit and leading role in promoting gender and racial equality in the corporate world.

## Integrity, Risks and Internal Controls

CAIXA continuously improves its anti-corruption and the anti-harassment environment through mechanisms, procedures and actions that guide its employees, leaders, outsourced workers, and suppliers, committing to good corporate governance practices, transparency, integrity, and promotion of ethical and responsible conducts in its activities.

The Bank has an Integrity Program aimed to prevent, detect, and correct illicit acts, either actively or passively, ensuring the effective adoption of the Codes of Ethics, Conduct, Policies and Guidelines through the integration of instruments and control activities aimed at managing integrity risks.

The Program is aligned with the principles and guidelines of CAIXA's Internal Control, Compliance and Integrity Policy, also observing the guidelines of the Client Relationship Policy (available at: <https://www.caixa.gov.br/sobre-a-caixa/governanca-corporativa/estatuto-politicas>).

We highlight that the Program is structured in five pillars: (i) Commitment by Senior Management; (ii) Adequate Risk Management; (iii) Integrity Protocols; (iv) Communication

and Training, and (v) Monitoring and Disciplinary Measures, all of which work together and systemically, interrelating and enabling the continuous improvement of the CAIXA Integrity Program.



These pillars permeate the three action axes: Prevention, Detection, and Correction according to the guidelines issued by the Federal Comptroller General (CGU).

The Program's management model is carried out through coordination, monitoring, controls, and evaluation of the transversal instruments and mechanisms under the responsibility of the players involved in the Integrity Ecosystem, helping mitigate the risk to integrity in their operating areas, as they identify weaknesses and practices against integrity.

Thus, it is a dynamic process that encourages the main players of the Integrity Ecosystem to work together in a coordinated manner, ensuring the effectiveness of the Program, improving the mechanisms of internal controls, and acting in accordance with ethical relationships, business sustainability and CAIXA's results.



The articulation centralized by the Internal Controls and Compliance Department brings more transparency and speed to CAIXA's performance, contributing to the procedures

adopted by the players of the Ecosystem and aiming to strengthen the Company's image and reputation at levels of excellence and recognized by society and the market.

## Risk Management and Internal Controls

CAIXA adopts the Three Lines Model for risk management, which assigns roles and responsibilities to all levels of the organization in addition to the risk and audit area. This model strengthens governance and contributes to achieving organizational objectives, minimizing losses.

CAIXA's risk and capital management structure is comprised by models, methodologies, systems, routines, and indicators that enable the identification, measurement, assessment, monitoring, control, and reporting for the mitigation of possible adverse effects arising from relevant risks incurred, including in normal and stressful scenarios.

It is worth noting that risk management is an integral and fundamental part of the Bank's activities, which implements measures to prevent, identify, monitor, and mitigate the main risks to which the Bank is exposed.



Additionally, the Bank implements the Internal Control System (SCI), an important management tool, set up by policies, methodologies, procedures, and institutional actors in pursuit of a common interest: achieving the organization's strategic objectives.

The importance of the SCI is corroborated by the publication of CMN Resolution 4,968/2021, which among the main provisions highlights the focus on the recurring monitoring of control activities, the adequate segregation of functions and the independence of areas aimed at avoiding conflict situations, interests, and the role of Senior Management in strengthening SCI CAIXA.



## Reporting Channel

CAIXA has a Reporting Channel managed by an external and independent company, where evidence of crimes, violations of current legislation, money laundering, as well as other illicit acts that may be related to CAIXA's activities may be reported with full anonymity and security.

## Ombudsman

Feedback from clients and regulatory bodies in numbers:

- 29.8 thousand client complaints dealt through the CAIXA Ombudsman, Consumer Protection and Defense Program (PROCON), and the Central Bank of Brazil (BACEN) channels from January to December 2023, increasing by 10% in volume from the same period in the previous year.
- CAIXA occupied the 8<sup>th</sup> position in BACEN's Complaint Ranking in 1Q24, with an index of 10,3 infractions per million clients. The ranking is formed based on complaints from the public, registered on BACEN's service channels and institutions are classified in descending order in the complaints index, that is, from the most complained to the least complained.

Quantitative and qualitative data on all registered complaints are generated on a routine basis by the Ombudsman, which are then forwarded to key Committees, officers and managers of products and services for assessment and development of actions aimed at improving the clients' journey with CAIXA.

## Dividend Distribution

CAIXA, as provided in Decree 2,673/1998 and its Bylaws (Article 86), distribute at least 25% of the adjusted net profit to the Federal Government, calculated for each fiscal year.

In 1Q24, CAIXA distributed to the Federal Government R\$2.8 billion, in the form of interest on equity, for the year 2023.

## Independent Audit

CAIXA has a process for hiring an Independent Audit considering aspects of transparency, compliance, objectivity, and independence of the Independent Auditor, as well as ensuring

that the same company is not hired for other services that may constitute a possible conflict of interest and loss of independence or objectivity in carrying out its activities.

Information related to the auditing company's fees is published annually in Brazil's Official Gazette with each contract or amendment.

## Acknowledgments

The performance achieved in the period reflects the corporate strategy aligned with the engagement and work carried out by all employees and contractors, to whom CAIXA makes a special acknowledgment for their effort and commitment. CAIXA also thanks all clients and partners for their trust and loyalty, which motivates the Company in its constant search for improvement, essential for CAIXA and Brazil's development.

Management.

## Glossary

**Acquiring Business:** The intermediation of payments made through credit and debit cards, connecting businesses, card flags and issuing banks.

**Blockchain:** Chaining of blocks of encrypted and validated information in a shared, synchronized, and consensual manner across multiple nodes of the same network.

**Provision Coverage:** Allowance for loan losses divided by the delinquency balance.

**Derivative Financial Instruments:** Financial contracts whose value is derived from an underlying asset, benchmark rate or index.

**Delinquency:** The ratio between the sum of loan operations overdue for more than 90 days (and not written-off as a loss) by the total loan portfolio, measured as a percentage.

**Basel Ratio:** Measures the capacity of a financial institution to face credit, market, and operational risks.

**Financial Margin:** The difference between revenues and expenses from financial intermediation before provision for losses linked to credit risk.

**Market Share:** The percentage corresponding to the relevance of a company against competitors in the same industry/market/segment in which it operates.

**Memorandum of Understanding (MoU):** A preliminary contract between two or more parties, with the objective of aligning expectations, rights and duties of the parties involved to formalize what was agreed.

**Three Lines Model:** Risk management model adopted by CAIXA organized into three lines that have specific roles and responsibilities regarding risk management and control environment.

**Sustainable Development Goals (SDG):** A global action plan to eliminate extreme poverty and hunger, provide lifelong quality education for everyone, protect the planet, and promote peaceful and inclusive societies by 2030.

**Rating:** A credit risk score used as an indicator of the quality level of a credit, security, or issuer.

**Calamity Withdrawal:** A modality in which workers have the right to withdraw the balance of their Worker's Severance Fund (FGTS) account for personal, urgent, and serious needs arising from a natural disaster in their residential area.

**Tokenization:** A process that transforms an asset or right into a digital representation. Also known as a digital token, it is registered and traded on the blockchain network.

**CAIXA**