



Management Report

1Q22

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Management Report

To the Brazilian society, employees, contractors, investors, and customers, CAIXA presents the Management Report and the Consolidated Financial Statements of CAIXA ECONÔMICA FEDERAL for the first quarter of 2022, following practices and standards established in the country applicable to institutions authorized to operate by the Central Bank of Brazil (BACEN).

CAIXA Results

Based on its commitment to being the **Bank of All Brazilians**, since 2019, this management has carried out an extensive restructuring process at the bank, replacing top executives based on meritocracy and boosting female leadership in the senior management. CAIXA conglomerate's heads went from zero to 14 women. Focusing on key products, such as mortgage loans, agro loans, payroll-deductible loans and loans for medium and small companies, Caixa Econômica Federal presents solid and consistent results. In the Government segment, there was a dispersion of loans, allowing smaller municipalities, which until then were not covered by loans, to have access to loan operations with CAIXA funds.

Reflecting the mathematical management, focused on governance, risk management and integrity, CAIXA has received a number of awards and acknowledgments given by the market, regulatory bodies or from other institutions such as, for instance, the 1st place in the Rede Governança Brasil Award for reference and distinguished indirect management (municipalities, public companies, mixed capital companies and public foundations) in the national public governance scenario, through the 2021 Integrated Survey of Public Organizational Governance of the Federal Court of Accounts (TCU), the best score in the Governance and Public Management Index (iGG) in 2021, earning 1st place among state-owned financial institutions evaluated by the Federal Court of Accounts (TCU), and 3rd among all 378 institutions. Another important recognition is the certificate of Annual Accounting Audit issued with no qualified opinion for 2020 and regular for 2019 by the Federal Comptroller General (CGU). The 2018 assessment by the said body was issued as irregular. The most recent recognition was the *Transformação Digital Brasil* award received in April 2022 for the creation of the CAIXA Tem App.



Therefore, the current results are due to the change in the bank's strategic positioning, seeking profitability in operations, focused on valuing Brazilian society, which reinforces the purpose of being the bank of all Brazilians, without ceasing to be the mathematics bank, debating the best strategy, supporting customers, improving results and fulfilling its role.

Considering its role as a **public policies agent**, CAIXA has relevant volumes of its total loan portfolio balance linked to the long term, such as the mortgage segment. Also, it should be noted that CAIXA has the lowest market rates for most of its products.

In an innovative way and focused on its social work, the **microcredit** program was launched in the first quarter of 2022, with CAIXA being the only financial institution granting loans through the SIM Digital – Microcredit Simplification Program, according to Ministry of Labor and Welfare Decree Nr 660/2022. The Crédito CAIXA Tem – SIM Digital is a loan aimed at Individual Entrepreneurs and Individual Micro-entrepreneurs (MEI).

It is worth stressing that, through the National Program to Support Microenterprises and Small Businesses (PRONAMPE), there are contracts with collateral of up to 85% of the loan portfolio.

To mitigate the risks of microcredit operations for individuals and Individual Microentrepreneurs - MEI, the Microfinance Guarantee Fund (FGM) was instituted through Provisional Presidential Decree 1,107/2022, which received R\$3.0 billion from the Worker's Severance Fund (FGTS). The measure aims to institute the Digital Microcredit Simplification Program for Entrepreneurs - SIM Digital and establishes measures to promote popular entrepreneurship and the formalization of small businesses.

Until the present moment, microcredit loans were granted to **over one million clients, with most loans granted to those who are on the blacklist of defaulters**. This action was possible thanks to the use of Caixa Tem, the largest digital platform in Latin America with over 112 million accounts until April 2022, allowing CAIXA customers to carry out the entire process 100% digitally and with all the convenience that the app has.

With the implementation of SIM Digital, one of the initiatives of the Income and Opportunity Program of the Federal Government, which brings several measures to leverage the resumption of employment and the country's economy, generating income and increasing the purchasing power of Brazilians, CAIXA further intensified its efforts to make microcredit feasible for the Brazilian population, focusing on entrepreneurs and not forgetting people who are on the blacklist of defaulters.

Seeking to learn about the best market practices on microcredit and meet the needs of society, the bank's Senior Management, followed by a technical team, carried out a benchmarking agenda on the operation of this loan product in emerging countries, where there is more experience regarding microcredit, such as Bangladesh, in the south of the Asian continent, Kenya, in the east of Africa, and also Mexico and Peru, in the Americas.

The loan portfolio grew by 11.2% over 1Q21, with a balance totaling R\$889 billion. Highlighting the increase in the agribusiness sector (142.9%), payroll-deductible (20.2%), mortgage (10.1%) and SBPE (16.7%). It should be noted that this trend occurs in parallel with the continuous improvement of the Basel ratios, enabling the expansion of loans to many segments of the bank's operations, contributing to CAIXA's growth in the medium- and long-term in a sustainable manner.

CAIXA continues to be the bank supporting Brazilians in their dream of owning their own home, keeping strong loan origination in the **mortgage segment**. The volume of loans granted in 1Q22 reached R\$34.4 billion, up by 17.8% over 1Q21. In January 2022, CAIXA obtained the largest volume of loans granted in its history in mortgage, totaling R\$11.6 billion, up by 100.7% over January 2018.

The record results in loans granted are due to innovative and long-term strategies, focusing on the base profitability, cross-selling and the customer, the launch of new and competitive products, and the digitization of processes through the Mortgage App [*App Habitação*]. As a result, the mortgage portfolio balance continued to grow, closing 1Q22 at R\$570.5 billion, keeping CAIXA as the segment leader.

More than offering credit, CAIXA also had better conditions to grant loans, reducing the fixed interest rate for financing in the SBPE Poupança CAIXA modality, from 2.95% to 2.80%, plus TR (Reference Rate) and savings compensation.

The highlight remains on the mortgage loans with savings resources (SBPE), keeping the leadership in 1Q22 in loans granted in this modality in the ABECIP ranking. The 1st place was reached in 1Q19, after ranking 4th in 2018. R\$21.4 billion in loans were granted with SBPE resources alone in 1Q22, up by 31.2% YoY, presenting the highest volume of loans granted in the market, reinforcing CAIXA's importance in this segment.

In **agro loans**, CAIXA continued to rise in 1Q22, with an increase in credit acquisition of 204.6% over 1Q21 and 28.2% over 4Q21, reaching R\$ 6.7 billion. The portfolio balance's volume reached R\$21.2 billion, up by 142.9% over 1Q21. As the agrobusiness segment is a vocation in Brazil, and with CAIXA being in over 99% of Brazilian municipalities, the bank's operations fill a gap in the market, especially for small producers.

CAIXA took part for the first time in the Plano Safra 2021/2022, which expanded the opportunities for loan resources to the agribusiness, which aim to mainly benefit family farmers and small and medium rural producers, as well as agro-industries and cooperatives. The expansion in agribusiness was possible from sustainable actions and strategies implemented in this management, which allowed the increase of the funding portfolio to leverage operations in the segment.

In the first quarter of 2022, the classification of up to 3% of the daily balances of savings deposits within the Brazilian Savings and Loan System - SBPE as Rural Savings was approved, another important source of funds to grant Agro Loan operations to provide an affordable resource, allowing operations at competitive rates in the market. It must be highlighted that this measure does not impact the offer of mortgage loans by CAIXA.

Income from Services reached R\$6.0 billion in 1Q22, up by 5.8% YoY. Highlighting the 97.5% growth in insurance, 16.1% growth in investment funds and 33.7% growth in lotteries. Such expressive result was due to focused work on improving the efficiency of our RPS services and expanding penetration in this market. It is important to highlight that this occurred amidst PIX advances, which directly affected the profitability of bank transfer fees and with Law 13,932/2019 coming into effect, which reduced the annual administration fee charged to manage the Worker's Severance Fund (FGTS). Thus, CAIXA remains committed to offering the best services to its customers, anticipating and meeting society's needs with more efficiency and lower service costs through digitizing and optimizing its processes.

As an agent of public policies, CAIXA continued to provide and **pay many social benefits** to the Brazilian population, such as residual payments of the Emergency Aid, Auxílio Brasil, Gas Aid, Unemployment Insurance and Seguro-Defeso, Salary Bonus, social security benefits, other federal, state and municipal income transfer programs and extraordinary and regular FGTS payments.

In 1Q22, CAIXA, as in previous years, continued to take measures to support the municipalities affected by the floods in several regions of Brazil. The bank sent employees specialized in the Government, Mortgage and FGTS area to provide technical support to local governments in the region.

Truck branches were moved to serve the population, carrying out services such as releases of the FGTS Calamity Withdrawal, support for mortgage customers, grace periods of up to 90 days in the financing contracts and assistance for the activation of mortgage insurance.

Focusing on the medium- and long-term, CAIXA has intensified its strategy to pulverize loans, prioritize small- and medium-sized companies, and mitigate credit concentration risks. In the past, loans were concentrated in a few operations for large companies.

In line with its efforts on **loan democratization**, CAIXA has made available an exclusive loan line to truck drivers for the prepaying of freight costs. With an interest rate starting at 1.99% per month, the working capital operation benefits the entire road freight chain, making funds available directly to the autonomous carriers' accounts.

CAIXA is the first bank to implement this loan line, demonstrating that, mathematically and consistently, it is the bank for all Brazilians.

With the same purpose of offering the best credit options to Brazilians, the Anticipation of the FGTS Birthday Withdrawal line was adjusted, increasing the anticipation limit from 3 to 5 years to workers that do not possess any balance in their accounts. With an interest rate starting at 1.49% per month - the operation benefits even people who are on the blacklist of defaulters -, CAIXA performs 40% of all operations in this modality on the market.

All these actions to improve management and CAIXA's role as an agent for the operationalization of public policies are promoted and continuously improved through the **CAIXA Mais Brasil Program (CMB)**. Launched in January 2019, the program aims to learn about the different Brazilian realities and ensure that regional needs are considered and met in the Company's strategies to redirect them to deliver better products and services to the Brazilian population. CMB's visits allowed great results, improving the operationalization of the bank's service and social programs, especially Emergency Aid. Until 1Q22, 134 editions of CMB were held.

CAIXA's commitment is to the Brazilian population and the country's development. To this end, we keep reducing costs and optimizing processes, traveling through Brazil to understand what our most needy customers need, and researching around the world the best ways to offer products and services that are good for Brazil, for the Brazilian, and also for CAIXA.

This quarter, 1Q22, recurring net income reached **R\$2.5 billion**, reinforcing the bank's ability to maintain sustainable and consistent results.

In the context of the result, it is worth noting that there is a R\$1.5 billion credit risk provision regarding the acquisition of PRONAMPE and FGI operations, which are guaranteed by credit funds. This way, provisioned credits that are not effectively paid by clients will be recovered by CAIXA in the proportion of the guarantee, with recovery of up to 100% of credit in some cases, which will make that part of the provisioned amount in question be recomposed in the bank's future result.

In 1Q22, income derived from the loan portfolio totaled R\$20.7 billion, up by 20.1% compared to 1Q21. In year-on-year income from loan operations, it should be noted the growth in sanitation and infrastructure (17.7%), mortgage (17.7%), individual loans (19.6%), corporate loans (27.2%) and agro loans (222.7%).

Microcredit

International Mission

Knowing in depth the main microcredit operations globally, study partnerships, and accelerate CAIXA's operations. These were the main goals of the international missions to Bangladesh, Asia, Kenya, Africa, and the visits made to Mexico and Peru in the Americas.

The visits of the international missions were planned on two fronts; initially, agendas were made by CAIXA's Senior Management with the purpose of knowing the strategies of action in microcredit. Later, a new team was sent to deepen discussions, better understand the local reality and analyze the operation of microcredit systems in these countries. These actions contribute to the development of new loan lines by CAIXA, aiming to align its role as a social bank to meet the needs of the most underprivileged populations and the bank's sustainable growth.

It is noteworthy that the expansion of the microcredit portfolio contributes to the development of society through bankarization and the promotion of entrepreneurship, bringing opportunities for financial inclusion and citizenship to less favored classes.

Bankarization is one of the mechanisms that enable the insertion of the low-income population into the banking system, generating social inclusion through access to financial products and services. Therefore, it is a strategy that drives the increase in customer base and their loyalty to CAIXA, resulting in obtaining loans with sustainability and expanding its potential market.

CAIXA Tem Loan - Digital SIM

On March 17th, the Federal Government and CAIXA announced new measures of credit access for an even greater number of customers and with lower interest rates. It is the SIM Digital, one of the Federal Government's Income and Opportunity Program initiatives, which brings several measures to leverage the resumption of employment and the country's economy, generating income and increasing the purchasing power of Brazilians. CAIXA Tem Loan – SIM Digital is for two audiences: Entrepreneurs, Individuals who carry out any productive activity or provision of services; and Individual Micro-Entrepreneur (MEI) with revenues of up to R\$81 thousand in the previous calendar year.

Individuals*	MicroEntrepreneurs*
<p>Loan: R\$ 300 to R\$ 1 thousand</p> <p>Deadline: up to 24 months</p> <p>Interest: starting at 1.95% p.m.</p> <p>CAIXA Tem</p>	<p>Loan: R\$ 1.5 to R\$ 3 thousand</p> <p>Deadline: up to 24 months</p> <p>Interest: starting at 1.99% p.m.</p> <p>Banking branches</p>

Beneficiaries of Auxílio Brasil will be able to request the Credit via CAIXA Tem

**Credit subject to approval within 10 days

For both lines, the funds can be used to increase working capital, inputs acquisition and investments in equipment and utensils that favor the increase in production.

The offer of microcredit by CAIXA also reaches individual and MEI entrepreneurs with registration restrictions through a more accessible interest rate, stimulating the banking inclusion of this public and offering the opportunity to promote the productive capacity of these entrepreneurs and the sustainable expansion of small businesses in the country.

By May 7th, over 1.6 million CAIXA microcredit contracts were contracted, with over 1.2 million granted to people who are on the blacklist of defaulters, on the modality guaranteed by the Microfinance Guarantee Fund (FGM), launched on March 28th.

CAIXA Tem Loan

With free destination or for productive investment, the CAIXA Tem Loan is also a microcredit alternative made possible by CAIXA, with a term of up to 24 months and values ranging from R\$300 to R\$1 thousand that can be contracted directly on the cell phone through the CAIXA Tem application.

CAIXA Tem offers two modalities of loans, which are automatically selected in the app according to the customer's need and purpose for the resource:

- CAIXA Tem Personal Loan – Loan with free allocation to whatever the customer needs, including personal expenses, such as paying debts;
- CAIXA Tem Loan for Your Business – Loan for productive investment for your business expenses, such as obtaining resources to pay suppliers, water, electricity, internet, rent, purchase raw materials and/or goods for resale, etc.

Agro Loans

In 1Q22, R\$6.7 billion in agro loan resources were granted, up by 204.6% compared to 1Q21. Of the total resources contracted in the quarter, agro loans to individuals reached R\$3.6 billion whereas agro loans to companies totaled R\$3.1 billion, up by 233.2%% and 177.5%, respectively.

Loans for the 2021/2022 Harvest Year

CAIXA started the 2021/2022 harvest year, offering R\$35.0 billion in agro loans. This amount includes R\$7.0 billion in funds equalized by the Federal Government, besides R\$28.0 billion in CAIXA funds. The measure aims to benefit family farmers and small and medium rural producers, besides agro-industries and cooperatives. From July 2021 to March 2022, over 10.7 thousand contracts were signed, up by 186% if compared to the same period of the previous harvest.



There are 14 lines with equitable rates aimed at serving the small producer (PRONAF) to production cooperatives, promoting the agribusiness segment with the best market conditions:

- Low Carbon Agriculture (*Agricultura de Baixo Carbono - ABC*);
- Program for Construction and Expansion of Warehouses (*Programa para Construção e ampliação de Armazéns - PCA*);
- Program for Construction and Expansion of Warehouses (PCA up to 6 thousand tons);
- Special Storage Financing (*Financiamento Especial de Estocagem - FEE Commercialization*);
- PROCAP-AGRO;
- PRODECOOP;
- INOVAGRO;
- MODERAGRO;
- MODERFROTA;
- Business Costing;
- Investment PRONAF Tier I;
- Investment PRONAF Tier II;
- Breeding Stock Acquisition – PRONAF;
- PROIRRIGA.

The funds are for the cost of expenses regarding the cycle of activities and crops such as coffee, soy, corn, wheat, sugar cane, rice, cattle, fruit and fish farming, besides allocating investment lines to build silos and warehouses, acquire machinery and equipment, and implement irrigation and low carbon agriculture (ABC) projects. The loan is also intended to enable marketing, processing and industrializing agricultural products and offers the possibility to invest in implementing, expanding, or modernizing agricultural production and services infrastructure.

New Agro Loan Line

CAIXA launched, in 1Q22, a new possibility of a source of funds to finance agribusiness, with funds from Savings. The new line is yet another option for rural producers, who can use the funds for many purposes related to agribusiness. In addition, the bank made available funding in advance for the next harvest to farmers in the National Program for Strengthening Family Agriculture (PRONAF), the National Support Program for Medium Producers (PRONAMP), and other producers besides cooperatives.

Farmers can use credit for funding, marketing, industrialization, and investment when hiring loans with savings funds. The rate starts at 9.50% per year, and financing of up to 100% of the project with a term of up to 180 months to pay.

In the storage infrastructure financing modality, the producer has a term of up to 15 years for payment and a grace period of up to 3 years. For semi-fixed investment (machinery and equipment), the term is up to 8 years and the grace period is up to 2 years. In fixed investment (infrastructure, energy, among others), the term is up to 10 years and the grace period is up to 2 years.

Anticipated Costing

CAIXA also offers rural producers resources for funding in advance, which will help plan the next harvest, giving them better conditions to acquire inputs and services at more advantageous prices. PRONAF rural producers can hire with interest rates starting at 3% per year. In PRONAMP, the interest rate starts at 4.5% per year, and for other producers, the rate starts at 6.5% per year.

Available until June 2022, the funds serve several purposes, especially to finance the expenses of the production cycle of soybean, corn, rice, cotton, beans and peanuts, among other crops of the summer harvest.

Producer Service

CAIXA goes beyond the supply of resources and provides rural producers with differentiated service at the bank's over 4,200 units throughout the country.

Through the CAIXA Mais Presente program, this service was extended with the opening of 100 new units specialized in agro loans.

These units have managers specialized in serving rural producers.

Loan Lines Launched for PRONAF Fishermen

On January 12th, CAIXA announced two unprecedented loan lines for small-scale fishermen in the National Program to Strengthen Family Agriculture (PRONAF). The interest rate on new products starts at 3% per year, and the repayment term, in fishing activity funding, is up to 12 months. As for the funds for investment modality, the term is up to 120 months.

In the costing modality, the fund can finance expenses linked to catching fish and the conservation of vessels and equipment, with up to R\$250 thousand available.

For investment, the fisherman can finance machinery and equipment's acquisition and renovation as well as property construction or renovations, with up to R\$200 thousand available.

The lines will help develop the economy in regions close to the coast, rivers and lakes. Furthermore, they will help professionalize these workers, mostly family producers, with production for the local market and their own consumption.

Other Lines for the Fishing Segment

CAIXA provides the fishing segment with several loan solutions to finance these activities. The entire chain benefits from funds made available by the bank, from small-scale fishermen to cooperatives and agro-industries.

The bank has the financing modality for Producer Price Guarantee (FGPP) for commercialization. It is possible to finance the acquisition of fish directly from the fisherman at a price suitable for the market. The target audience is fish processing companies, including cooperatives and agro-industries.

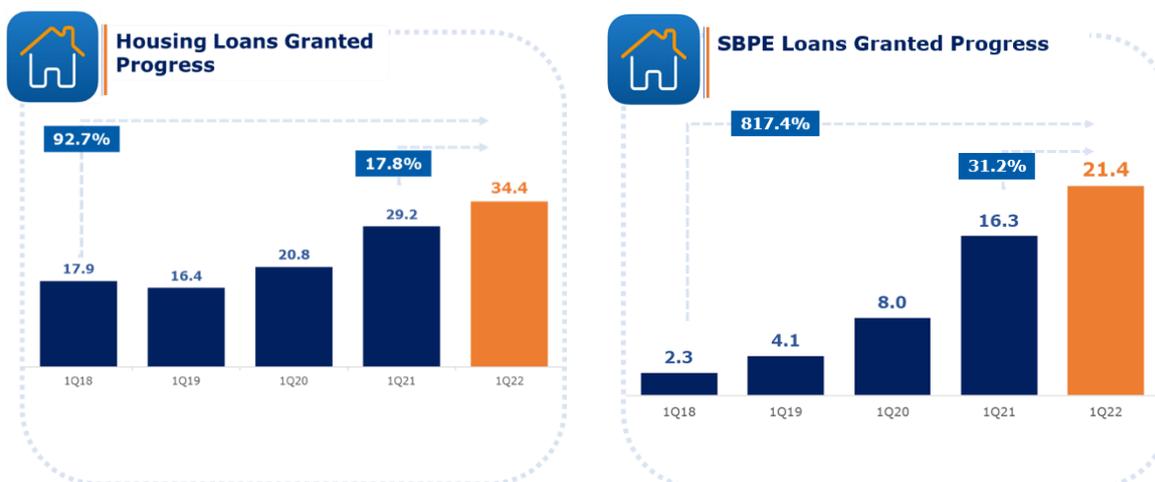
The loan is also made available to cooperatives processing fish, mainly to cover expenses linked to the production's industrialization process.

CAIXA has loan lines launched for aquaculture farmers who grow fish and crustaceans in Federal government waters to fund, market, invest, and industrialize these crops. The funds are meant for beneficiaries of PRONAF and the National Support Program for Medium Rural Producers (PRONAMP), besides large producers.

Mortgage

Mortgage Loans

CAIXA is the leader in loans for homeownership and reached, in 1Q22, a portfolio balance totaling R\$570.5 billion¹, up by 10.1% YoY. There were R\$34.4 billion in loans granted (considering SBPE and FGTS resources), up by 17.8% over 1Q21. This volume of loans granted is up by 65.3% over 1Q20, 109.8% over 1Q19 and 92.7% over 1Q18.



The Bank continues as the country's largest lender for homeownership. This is a direct result of the measures in the last years, including lowers rates, products created, and the digital financing journey implementation.

In 1Q22, loans granted with funds from the Brazilian Savings and Loan System (SBPE) grew 31.2% over 1Q21, totaling R\$21.4 billion. This volume of loans granted is up by 168.7% over 1Q20, 426.7% over 1Q19 and 817.4% over 2018.

In the first quarter of 2022, CAIXA carried out 15.6 million simulations and 413.3 thousand mortgage assessments and signed 136.6 thousand new contracts, benefiting 546.4 thousand Brazilians.

Casa Verde e Amarela Housing Program

In 1Q22, R\$13.0 billion were granted in the Casa Verde and Amarela Program, including subsidies, corresponding to 74.4 thousand new housing units.

The Program brings together housing initiatives from the Federal Government to expand the housing stock and meet the population's housing needs. Casa Verde e Amarela aims to promote institutional development efficiently in the homeownership segment and encourage the modernization of the construction industry and technological innovation.

¹Includes Construcard.

CAIXA Mais Brasil

CAIXA Mais Brasil Program (CMB), launched in January 2019, was based on the current management's understanding that it is necessary to know, up front and without filters, the different Brazilian realities and needs of the bank itself, in order to redirect the strategy of CAIXA's performance, adjust and deliver better products and services to the population, becoming the backbone of the institution's operations. Until March 31, 2022, 134 editions had been carried out.

Led by CEO Pedro Guimarães, the program was designed so that, on weekends, bank executives visit customers, partners, employees, branches, public construction works financed by the institution, social projects, among others. This management style, from the beginning, includes the active participation of CAIXA's employees, collaborators, and partners, who now directly communicate with the bank's heads and allow directing the institution's strategy.

Therefore, this is an important management measure that aims to maximize the value of the business and improve compliance with CAIXA's corporate purpose, as far as knowing customers, structure, employees and dialoguing with multiple stakeholders allows to identify strengths and points of improvement so that we can strategically direct management measures, leverage the identified strengths and solve problems.

Over almost three years, CMB put the bank's management in contact with over 30 thousand employees, visiting over 350 branches; 100 construction works and developments; over 200 business customers; 67 dumps and communities of recyclable material collectors; 79 agro visits; 64 hospitals and Santa Casas; 20 sports and parasports training centers and social projects for children and young people; 37 cooperatives and associations of merchants, fishermen and artisans; 129 national forests, springs and parks; and 19 traditional communities, such as indigenous people and quilombolas.

In 1Q22, 12 editions of CAIXA Mais Brasil were carried out, in 4 regions, with senior management executives. In these editions, 9 branches and 4 hospitals were visited, 22 agribusiness customers, in addition to street fairs, markets, fishermen's colonies and riverside communities, representing the Brazilian population and CAIXA's target audience. The growth of agribusiness has been continuous and mathematical, the result of the improvement of products and internal processes, understanding in loco the real needs of small producers and, thus, improving the quality of customer service.

With regard to actions to support sanitation and infrastructure, due to its great relevance and protagonism, and because they are intrinsically linked to national economic development, operations in the sanitation and infrastructure segments are inserted in CAIXA's strategic scope. Since January 2022, 4 works financed by CAIXA have been visited through the CMB.

Along with measures implemented to increase efficiency and generate profitable results for the bank and Brazilian society, several good governance practices were adopted, many of them only made possible from the experiences offered by CAIXA Mais Brasil.

Besides institutional gains, the visits by CAIXA Mais Brasil were key to the technical redirection of the bank's strategies in many areas. In an agile way, structural changes were promoted, such as selling financial assets that are not key to the institution's operation and profitability, prioritizing hiring people with disabilities (PWD) and actions encouraging female employees to take on leadership and management positions. There was cost reduction and

process optimization, with the review of contracts and adoption of measures for efficient use of spaces.

The offer of unique conditions in loan lines, based on the individual analysis of customer profiles, added to improved processes and services, allowed the expansion of the customer portfolio. Examples are CAIXA's actions with hospitals, Santas Casas and Micro and Small Enterprises (MPEs).

Also, based on the understanding of regional needs and the direction of the senior management, the interest rates of the main products were significantly reduced – such as mortgage loans, overdrafts, revolving credit card and payroll-deductible loans.

Sponsorship contracts were also reviewed, focusing on sports and cultural initiatives that contribute to the social inclusion of children and adolescents, thus strengthening the CAIXA brand to the other bank's social strategies.

Visits to public works and meetings with municipal and state authorities and representatives from infrastructure, industry, mortgage, agribusiness and commerce allow us to understand regional needs and assess how CAIXA can help develop infrastructure and housing in the country and fulfill its commercial and social role.

The experiences acquired from CMB visits were key for CAIXA's performance during the COVID-19 pandemic. In 2020 and 2021, CAIXA assumed a leading role in serving Brazilians, operationalizing the Emergency Aid and many other social emergency programs.

Knowing in detail the bank's distinct regional realities and its many internal processes allow the constant modernizing and adjusting of products, services and customer service channels, providing excellence to all customers, encouraging and supporting socio-environmental, banking and digital inclusion projects, besides structuring new fronts of action, both in the business and institutional spheres.

With CAIXA Mais Brasil, the management axes are personified. CAIXA's actions, to be The Bank of All Brazilians, now consider Josiane, Mr. Argileu, Mr. Francinaldo and all its 148.4 million customers. CAIXA, which already reached the entire country, operating in over 99% of Brazilian municipalities, with over 26.8 thousand physical service points - 4,278 branches and banking service points, 13,408 lottery outlets, 9,141 exclusive banking correspondents, 10 truck branches and 2 boat branches, now can reach Brazilians even more and understand, even better, how to make a difference in their lives.

CMB's visits allowed great results, improving service operationalization and social programs, especially the Emergency Aid.

Working as a Social Bank

Actions to Support Municipalities Affected by Floods

CAIXA continues with measures to support municipalities affected by the floods in many country regions. The bank sent employees specialized in the Government, Mortgage and FGTS areas to provide technical support to local governments in the region.

To assist the residents of the affected regions, CAIXA moved truck branches. These mobile branches carry out the same services as a physical branch, working from 8 a.m. to 4 p.m.

The bank also mobilized a team specialized in releasing the FGTS Calamity Withdrawal to advise municipalities on how to fill in the qualification documents.

In mortgage, CAIXA made it possible to suspend mortgage loans for up to 90 days in the affected regions, upon request. CAIXA's units also helped customers file for mortgage insurance and in procedures to pay indemnities immediately. Besides, engineering teams from the bank were sent to the regions to provide the due support to the social housing affected and adopt the necessary measures.

Supporting local governments, CAIXA offered technical support to city halls to assess damages and estimate costs to recover construction works in progress or damaged buildings that greatly impact the population of the municipalities, such as bridges, access roads, water supply equipments, health units, and schools, among others.

During 1Q22, 96 municipalities were qualified to the FGTS Calamity Withdrawal, of which 28 remain with the payment in effect.

Municipalities with FGTS Calamity Withdrawal Available

Bahia				
Canavieiras	Coaraci	Dario Meira	Floresta Azul	Gandu
Ibicaí	Ibicuí	Ilhéus	Itabela	Itabuna
Itaípe	Itamaraju	Itapé	Itapetinga	Itapitanga
Itororó	Jaguaquara	Jequié	Jiquiriçá	Porto Seguro
Santa Inês	Teixeira de Freitas	Teolândia	Ubaíra	Ubatuba
Uruçuca	Vitória da Conquista	Wenceslau Guimarães		
Espírito Santo				
São Gabriel da Palha	São José do Calçado			
Minas Gerais				
Aimorés	Almenara	Alvinópolis	Barão de Cocais	Betim
Brumadinho	Cataguases	Cláudio	Conceição do Pará	Congonhas
Conselheiro Pena	Dores do Indaiá	Governador Valadares	Igarapé	Itabirito
Itaíaiçu	Itaúna	Jequitibá	João Monlevade	Juatuba
Machacalis	Mário Campos	Mateus Leme	Mateus Leme	Nova Era
Nova Lima	Onça de Pitangui	Poço Fundo	Pompéu	Ponte Nova
Raposos	Rio Acima	Rio Manso	Rio Piracicaba	Sabará
Salinas	Santa Luzia	Santana do Deserto	Santo Ant. do Monte	São G. do Rio Abaixo
São Joaquim de Bicas	Timoteo	Tocos do Moji	Vespasiano	
Rio de Janeiro				
Angra dos Reis	Aperibé	Bom J. do Itabapoana	Cambuci	Cardoso Moreira
Itaiva	Itaocara	Itaperuna	Laje do Muriaé	Miracema
Natividade	Petrópolis	Porciúncula	Santo Antônio de Pádua	
São Paulo				
Avaré	Campo Limpo Paulista	Capivari	Embu das Artes	Francisco Morato
Franco da Rocha	Jaú	Monte Mor		

Payment of Social Benefits

As the main operating agent of the Federal Government's social programs, CAIXA actively contributes to the eradication of poverty and improvement of income distribution for the Brazilian population.

In total, in 1Q22, through its service channels or its partner network, CAIXA paid 116 million installments of social programs, worker benefits and INSS benefits in all Brazilian municipalities, totaling R\$83.5 billion in benefits paid.

Continued Social Benefits (a) - Amount Paid (R\$ billion)

Program	1T22	1T21	1T20
INSS	28.2	26.2	25.4
Auxílio Brasil	21.5	0.0	0.0
Salary Bonus	19.4	8.9	7.8
Unemployment Insurance	10.2	9.0	9.7
Gas aid	0.6	0.2	0.1
Continued Social Benefits	0.2	0.2	0.1
Other Social Programs	0.2	0.2	0.1
Bolsa Família*	0.0	8.0	7.2

Emergency Social Benefits (b) - Amount Paid (R\$ billion)

Program	1T21	1T20	1T20
Emergency Aid	2.9	0.6	-
BEm	-	0.2	-
Emergency Social Benefits	0.2	0.3	-

Total (a) + (b)	83.5	53.7	50.5
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* As of Law 14,284, of DEC 29, 2021, the Auxílio Brasil Program replaced the Bolsa Família Program.

Auxílio Brasil Payment²

Auxílio Brasil is a federal government income transfer program whose target audience are families in situations of social vulnerability.

In 1Q22, CAIXA made 52.3 million benefit payments to 18.5 million beneficiaries, who received a total of R\$21.5 billion.

In a single program, the benefit integrates different public policies for social assistance, health, education, employment, and income. *Auxílio Brasil* includes nine modalities of benefits, as provided for in Provisional Presidential Decree 1,061/2021.

Payment of Emergency Aid

In 1Q22, CAIXA made 2.5 million benefit payments to 1.3 million beneficiaries, who received a total of R\$2.9 billion.

The Emergency Aid payments made in 2022 refer to additional quotas for parents who are head of single-parent families, besides residual and court payments.

Salary Bonus Payment

In 1Q22, CAIXA made 21.4 million benefit payments to 21.3 million beneficiaries, who received a total of R\$19.4 billion.

On February 8, 2022, CAIXA started paying the Salary Bonus, according to CODEFAT Resolution 934, of January 7, 2022. The regular calendar of the 2022 Salary Bonus provided for the payment of all benefits to be carried out in February and March. Therefore it was not necessary to carry out exceptional anticipation of the calendar.

²Includes the Extraordinary Benefit.

Payment of Regional Benefits

In 1Q22, CAIXA operated the payment of 26 regional programs, with five new program agreements of this type signed. In the quarter, 920.8 thousand payments were made to 329.7 thousand beneficiaries, who received a total of R\$238.6 million.

Payment of the Brazilian Gas Aid

CAIXA started paying Gas Aid for Brazilians. The Federal Government's new program aims to mitigate the price effect of the liquefied petroleum gas (LPG) on the budget of low-income families. The benefit started in 1Q22 and has already reached 5.6 million beneficiaries, totaling 11.0 million payments in the amount of R\$561.7 million.

The Ministry of Citizenship defines the criteria for granting the benefit. The beneficiary families are entitled, every two months, to a monetary value corresponding to a portion of at least 50% of the average national reference price of the 13 kg LPG cylinder, established by the Price Survey System of the National Agency of Oil, Natural Gas and Biofuels, in the previous six months, as defined in regulation.

Cards and passwords used to withdraw Auxílio Brasil can be used to withdraw Gas Aid. CAIXA plays the role as the operating and paying agent of the benefit, making available the balances granted by the Ministry of Citizenship to the beneficiary families.

FGTS Birthday Withdrawal Anticipation

In 1Q22, the loan operation for FGTS (Worker's Severance Fund) Birthday Withdrawal Anticipation resulted in R\$2.1 billion in loans granted, distributed in 1.9 million operations.

With this system, workers do not have to wait until the month of their birthday to have access to the resources. The line has gained even more advantages since, as of February 2022, it is possible to anticipate the next five years of the benefit with one of the lowest rates for individuals (1.49% p.m.) and a fully digital journey to best serve CAIXA's customers.

FGTS Birthday Withdrawal Anticipation also allows Brazilians to re-enter the credit market, as it can be granted even to customers with registration restrictions.

Extraordinary FGTS Withdrawal

The Federal Government and CAIXA disclosed, on March 17th, in a ceremony held at Palácio do Planalto, the payment schedule for the Extraordinary Withdrawal of the Worker's Severance Fund (FGTS). The FGTS Extraordinary Withdrawal calendar began on April 20th and was established according to the worker's birth month. About R\$30 billion will be released to around 42 million workers entitled to the withdrawal.

The withdrawal is up to R\$1 thousand per worker, considering the sum of the available balances of all their FGTS accounts. The FGTS Extraordinary Withdrawal will be paid in a Digital Social Savings Account, automatically opened by CAIXA on behalf of the workers.

CAIXA Tem Credit Card

At the end of 2021, CAIXA launched the CAIXA Tem Card. It is a credit card with no annual fee, which is hired in an entirely digital journey through the CAIXA Tem application. In 1Q22 alone, 211.6 thousand new cards were issued.

Aimed at customers who hold a digital savings account, in particular beneficiaries of social programs from the Federal Government, it has the facility of being able to generate the virtual card and make purchases on the internet and/or applications, thus providing an internationally accepted means of payment for the vulnerable and low-income public.

Digital Service for FIES Debt Renegotiation

CAIXA started serving citizens who used resources from the Student Financing Fund (FIES) to pay for higher education courses and are currently in default. The renegotiation is done 100% digitally, with discounts reaching 92% of the total debt.

From the beginning of the operation, on March 07th, until the end of 1Q22, 69.7 thousand adhesions were made to the FIES renegotiation, representing 8.73% of eligible contracts.

This volume resulted in granting R\$2 billion discount on debts that, before contracting, totaled R\$2.3 billion.

Debt settlement can be requested to the bank until August 31, 2022. Students who have contracts signed up to December 31, 2017, and who were overdue for over 90 days on the date of publication of the Provisional Presidential Decree, December 30, 2021, have the opportunity to update their payments.

About 800 thousand citizens who have FIES contracts with CAIXA are eligible to renegotiate with the bank, with a total debt balance of R\$28.0 billion and an average debt of R\$35 thousand per student.

When applicable, after the renegotiation is signed, both the student and his guarantor will be removed from loan restriction records. Renegotiation is an excellent opportunity for people to restructure themselves financially.

Discount Actions for Debt Settlement

As happened last year with the Você no Azul Campaign, which broke records in receipts, CAIXA continues to carry out discount actions so that customers can regularize their installments.

In 1Q22, CAIXA launched a discount action for debt settlement which started on February 21, recovering over 49 thousand commercial contracts in the loss until the end of the quarter, recording the receipt of R\$92 million in cash related to the settlement of R\$232 million of the original debt of over 42 thousand customers, both individuals and companies.

In March, a negotiation action was also initiated to regularize mortgage financing installments through down payment and incorporation of overdue installments in the debit balance.

Loan Line for Renovation and Adaptation of Properties for People with Disabilities (PWD)

CAIXA launched a loan line to renovate and adapt properties for People with Disabilities (PWD). This new loan line, made available with FGTS resources, is intended for the renovation or adaptation of own properties, within Casa Verde e Amarela Program, for families with PWD members.

The financing is up to R\$40 thousand, limited to 80% of the work budget presented, with an interest rate starting at TR+ 4.25% p.a. and a term of 240 months for payment. The family's gross monthly income must be up to R\$3 thousand.

Supporting the population in response to the COVID-19 pandemic

CAIXA continued to act in 1Q22 as paying agent for **Emergency Aid** in residual and court payments, which aimed to provide emergency protection when facing the crisis of the Coronavirus – COVID-19 pandemic considered Brazil's largest social, digital and financial inclusion movement.

Payment of the benefit was only possible through the use of technology through the Emergency Aid Application and the CAIXA Tem platform, which made the payment possible,

as well as the unique capillarity of CAIXA, operating in over 99% of Brazilian municipalities. During the period of the emergency aid, the branches had early opening hours and services on Saturdays, allowing access to all beneficiaries.

PWD Hiring

In 1Q22, 1,130 new employees were hired. From this total, 815 are PwD, which corresponds to more than 72% of the hirings. It is worth mentioning that the amount of PwD workers in the Company has increased to 4,271 employees.

Consequently, **in continuity with the PwD hiring actions made in the current management**, CAIXA has reached in 1Q22 the level of 4.92% of PwD employees, which reaffirms the commitment to strengthen the culture of respect, diversity and inclusion.

The new employees will have access to a initial salary of R\$3.3 thousand, besides benefits such as profit sharing, health insurance, complementary pension plan, meal and food tickets, transportation voucher and childcare assistance. There are also qualification actions e opportunities for ascension and professional development in the bank.

Government

Resumption of Paralyzed Works from Public Entities

In 1Q22, 1.8 thousand paralyzed construction works left this condition, totaling R\$3.9 billion in total investment value. From 2019 to 1Q22, 5.6 thousand financing works and transfers from the Union's general budget were resumed, with investments of R\$34.3 billion.

In the OGU Transfer contracts, in which CAIXA is paid according to the physical progress of the works, the resumption of the developments is extremely positive as it represents an increase in the generation of income from services. It also contributes to the delivery of these developments to the population, thus helping to implement public policies.

The outcomes are consequences of actions carried out by the Government Network based on technical assistance to the Entities, detailed diagnosis of the causes of the stoppages, promotion of agendas with the Entities aiming at the resumption of works and analysis of the reprogramming and budgets of the contracts to be resumed, in order to verify the consistency of the solution presented and guarantee compliance with the program rules.

Loan Programs for Public Entities

Among the main needs of the Municipalities is the lack of knowledge on how to access loan lines for infrastructure, especially in smaller Municipalities.

Therefore, the "Support for Future Government Loan" strategy was developed. It was identified that several Municipalities were not able to claim loan operations due to inconsistencies in the accounting information made available in the Accounting and Tax Information System of the Brazilian Government (SICONFI).

To support the action, a booklet was prepared with clarifications on the impediments to take out loans and which book accounts were used in the assessment.

The Managements and Representations of Executive Branches of Government provide technical support to the Municipalities in filling the accounting information, solving pending issues, and enabling the borrower's risk assessment to be carried out.

These actions made it possible for the Municipalities to access loan operations.

In 1Q22, concerning the loan portfolio with Public Entities (States, Federal District and Municipalities), R\$1.6 billion was disbursed, referring to signed contracts. During the same period, 67 new contracts were signed, totaling R\$1.1 billion.

Of the 67 new contracts, 36 were signed with Public Entities that did not have operations contracted with CAIXA, implementing the strategy to pulverize loans started in 2021, whose focus is to contribute to the distribution of investments throughout the national territory.

At the end of 1Q22, the loan portfolio with Public Entities totaled 3.3 thousand active operations, with an Income Generating Balance of R\$53.8 billion, serving 1.3 thousand customers in the Government segment throughout Brazil.

Transfer Agreements of the General Budget of the Brazilian Union (OGU) to States and Municipalities

CAIXA acts as an agent of the Union, operationalizing contracts to transfer the General Budget, allowing Municipalities throughout the country to access public funds through technical engineering and social assistance appropriate to the reality of each Municipality, besides ensuring the use of public funds within the technical and budgetary parameters regulated by the Ministries managing public policies and supervisory bodies.

In 1Q22, almost one thousand works were concluded, totaling R\$726.6 million in transfer contracts. Between 2019 and 1Q22, 21.8 thousand contracts were concluded, totaling R\$12.5 billion in transfer contracts. 18 thousand new construction contracts were signed in the same period, totaling R\$18.9 billion.

Grants and Public-Private Partnerships (PPP)

CAIXA's operation in the structuring of Grants and PPP was created in the current management. The capillarity, technical capacity and close relationship with the public entity are differentials to CAIXA. The projects portfolio advanced into new sectors such as socio-educational, early childhood education and social renting.

Biddings of Grants and PPP performed in 1Q22

In the first trimester of 2022, two grant projects structured with CAIXA's technical assistance were bid to the municipalities of Crato/CE and São Simão/GO, which will benefit over 152 thousand citizens with investments superior to R\$ 900 million.

Crato/CE

The grant of Sanitary Sewage of Crato/CE was bid on 02/11/22 and will benefit the entire municipality population, of over 132 thousand inhabitants, with investments of R\$ 555 million during the 35-year grant.

Currently the municipality has just 32.8% of its sewers collected and just 2.67% with treatment.

With the new grant, the municipality's universalization of sewage coverage goal of 90% will be met by 2033, according to the new regulatory framework for sanitation, as every sewage collected must be treated before its final disposal.

Investments to implement approximately 252 km of sewage collection networks and sewage interceptors are expected, as well as the replacement of 36 km of the existing collecting network, implementation of 22 pumping stations, construction of 04 sewage treatment stations, implementation of 1.320m of submarine outfalls, installation of the hydrometers park with replacement expected every 7 years.

The low-income population will count with the social fare and will also benefit from the internal connection of sewer in the residences.



Investments
R\$ 555 milions



Benefited Population
132 thousand



Municipalities
1

São Simão/GO

The São Simão/GO Integrated Sanitation Grant is an unprecedented project that integrates solid waste, sanitary sewage and water supply in one grant contract, enabling the service that will benefit the population of approximately 20 thousand inhabitants of the municipality, with investments of over R\$ 347 million during the 35-year-period grant.

The São Simão/GO Grant was bidden on 02/11/22 and will foster the universalization of water supply services (99% of the households served) with an improvement in the quality of the water that will reach homes continuously and without interruptions and the sanitary sewage services (sewage collection and treatment of 90% of households, 100% of them in urban areas) in up to 5 years.

A new sanitary landfill for urban solid waste will be built in 3 years, with the shutting of current dumps in up to 3 years. The waste sorting facilities will be renovated and expanded, contributing to reduce the waste volume sent to the landfill and improving the working conditions and income of recyclable material collectors.



Investments
R\$ 347 milions



Benefited Population
20 thousand



Municipalities
1

Other Grants and PPP with biddings held in 2022

In 2022, 05 projects structured by CAIXA have already been put up for bidding. In addition to the Crato/CE and São Simão/GO projects, CONVALE's Solid Waste Concession projects, on 04/14/22, and the Public Lighting PPP in the municipalities of Cachoeiro were bid at B3 in São Paulo/SP and of Itapemirim/ES and Toledo/PR, both on 04/29/22.

More than R\$ 1.26 billion will be invested in 10 municipalities, benefiting around 780 thousand people.

CONVALE/MG

In bidding held on the Stock Exchange (B3), on April 14th, the company that will operate the concession of urban solid waste management services for the Intermunicipal Regional Development Consortium (CONVALE) in the state of Minas Gerais for 30 years, was defined. The winner was Consortium S, composed of the companies Soma Ambiental and Seleta Tecnologia Ambiental, which offered the lowest tariff to the user. The discount was 30.2% over the initial value.

More than R\$ 1 billion will be invested over 30 years, directly benefiting more than 430,000 people. The grant's main objective is to reduce the amount of dry and organic solid waste discarded in sanitary landfills, directly contributing to the preservation of the environment and the health of the local population.

In an unprecedented initiative in Brazil, the structuring of this solid waste management concession project had the technical assistance of CAIXA, which sought to ensure the economic, environmental and social sustainability of these services in the Triângulo Mineiro region, covering eight municipalities: Água Comprida, Campo Florido, Conceição das Alagoas, Delta, Planura, Sacramento, Uberaba and Veríssimo.



Cachoeiro de Itapemirim/ES

With an approximate population of 210 thousand inhabitants, Cachoeiro de Itapemirim will receive an investment of around R\$ 82 million for the modernization of more than 18 thousand lighting points and the installation of more than 4.5 thousand new points.

The project was developed by CAIXA in partnership with the Inter-American Development Bank (IDB).

The total modernization of the public lighting park in the municipality will be carried out in up to 24 months, counting from the date of signature of the PPP contract.



Toledo/PR

Toledo (PR), which has a population of around 142,000, will have an investment of approximately R\$ 78 million for the modernization of more than 24,000 lighting points and the installation of more than 7,000 new points.

The project was developed by CAIXA in partnership with the French Development Agency (AFD).

The total modernization of the public lighting park in the municipality will be carried out within 12 months, counting from the date of signature of the PPP contract.



CAIXA's Grants and Public-Private Partnerships (PPPs) Projects in Structuring

The project portfolio already contracted and being structured by CAIXA also include 38 operations that will benefit over 13.8 million people with investments exceeding R\$ 15 billion in public lighting, sanitation, social leasing, day care centers and socio-educational units.

CAIXA is among the main players in the PPP structuring market and grants for municipalities, with projects in all regions of the country. The bank offers technical expertise in infrastructure projects, with experience in structuring contractual guarantees.



Sustainability and Socio-Environmental Responsibility

CAIXA Florestas

CAIXA will allocate around R\$150.0 million of its annual income to implement social and environmental projects to preserve the environment and support vulnerable communities, promoting social and economic insertion, mainly by offering loans through the CAIXA Tem platform and providing environmental education for sustainable management.

CAIXA Florestas Program, through practical actions and financing, works to recover and protect forests and conservation units in all Brazilian biomes, besides valuing the country's biodiversity.

Ten projects are already enabled, benefiting a total of 85 municipalities in the states of Minas Gerais, Tocantins, Pará, Goiás, Bahia and Espírito Santo. The projects will have an investment totaling R\$86 million from CAIXA's Social and Environmental Fund (FSA), planting 4.9 million trees, directly benefiting 1.66 million citizens and preserving over 2.5 thousand springs:

Professionalization of the Jabuticaba Productive Chain Project - located in Sabará, Caeté, Belo Horizonte, Santa Luzia, Raposos e Nova Lima/MG, with an investment of R\$ 7 million from the FSA, benefits around 151 thousand people, plans to plant 240 thousand trees and recover 240 springs.

Corredor de Black Jaguar Ecological Restoration Project - located in Santana do Araguaia/PA and Caseara/TO, with an investment of R\$19 million from FSA, benefits around 84 thousand people, plans to plant 1 million trees and recover 121 springs.

CORREDOR OF BLACK JAGUAR ECOLOGICAL RESTORATION



Sabará-Caeté Project - Located in Sabará/MG, with an investment totaling R\$745 thousand from FSA, it benefits around 150 thousand people, plans to plant 60 thousand trees and restore 20 springs. Ribeirão Sabará-Caeté/MG.

SABARÁ-CAETÉ



Nascentes Vivas Project - Located in Montes Claros and Region/MG, with an investment totaling R\$10.26 million from FSA, it benefits around 741 thousand people, plans to plant 450 thousand trees and restore 1,500 springs. Rio Grande Verde/MG.

NASCENTES VIVAS PROJECT



Rio Manuel Alves da Natividade Project - Located in Dianópolis and Region/TO, with an investment totaling R\$6.97 million from FSA, it benefits around 63 thousand people and plans to plant 102 thousand trees and restore 640 springs. Tocantins-Araguaia/TO River Basin.

RIO MANUEL ALVES DA NATIVIDADE PROJECT



Marajó Socioambiental Project - Located in the State of Pará, with an investment totaling R\$4.99 million from FSA, it benefits around 9 thousand people and plans to plant 500 thousand trees.

MARAJÓ SOCIOAMBIENTAL



Águas Cerratenses Project - Located in the State of Goiás, with an investment totaling R\$10.11 million from FSA, it benefits around 262 thousand people and plans to plant 880 thousand trees and restore 40 springs. Tocantins-Araguaia/TO River Basin.

AGUÁS CERRATENSES



Rio das Velhas Basin Project - Located in Belo Horizonte/MG, with an investment totaling R\$2.46 million from FSA, it benefits around 126 thousand people, plans to plant 7 thousand trees and restore three springs. Isidoro Micro-Basin - Belo Horizonte/MG.

RECOVERY OF DEGRADED AREAS IN THE ISIDORO MICROBASIN - RIOS DAS VELHAS BASIN



Pomares da Mata Project - Located in the states of Espírito Santo and Bahia, with an investment totaling R\$5.6 million from FSA, it benefits around 57 thousand people and plans to plant 500 thousand trees.

POMARES DA MATA ATLÂNTICA PROJECT



Fogões + Eficientes Project - Located in the states of Tocantins and Bahia, with investment totaling R\$19 million from FSA, it benefits around 25 thousand people, plans to plant 1.2 million trees and build 7 thousand efficient stoves.

FOGÕES + EFICIENTES



The Sabará-Caeté, Nascentes Vivas, Manuel Alves da Natividade River, Isidoro Microbasin – Rio das Velhas and Águas Cerratenses projects were selected by the Águas Brasileiras Program.

The Alliance for the Brazilian Waters Seal aims to encourage sponsorship of watershed revitalization projects, make society aware of the importance of preserving Brazilian waters and encourage sharing good practices and their replication in other locations.

CAIXA Florestas is Brazil's largest environmental preservation program and demonstrates the bank's commitment to promoting policies that preserve nature and include the communities using them for their livelihood, reinforcing its purpose of being the bank of all Brazilians.

CAIXA Hospitais

In 1Q22, around R\$ 808 million were granted in the operations of CAIXA Hospitais, destined for Santas Casas, improving the health structure for the Brazilian people. The possibility of a grace period of up to 180 days in these loan modalities was also made available.

Sanitation and Infrastructure

In 1Q22, 68 new financing contracts were signed for sanitation and infrastructure, totaling R\$1.1 billion for Brazil's development.

Inovagro and Low Carbon Agriculture (ABC)

In 1Q22, R\$1.1 billion in investments were allocated to the agribusiness segment through the Inovagro and ABC programs.

Micro and Small Businesses

Granting of over R\$1.2 billion to around 16 thousand small and micro-entrepreneurs through FAMPE in 1Q22.

Microfinance for Women

In 1Q22, over R\$ 130 million were granted to micro and small companies with women owners or partners. In informal income, R\$218 million was granted to over 79 thousand women.

The volume of commercial loans calculated for the "Microfinance for Women" indicator, concerning micro and small companies, comprises companies that earn up to R\$ 360 thousand per year.

Social and Environmental Risk Mitigation

In 1Q22, 172 social, environmental and climate risk fundamentalist analysis were issued to 132 corporate commercial loan borrowers, 30 of them conditioned to the fulfillment of social, environmental and climate risk mitigation actions. Of the 172 ratings issued, 105 were favorable, and 67 were unfavorable.

Loans for Clean Energy Generation

In 1Q22, over one thousand contracts were signed totaling R\$36 million in loans through the CAIXA Energia Renovável loan line, launched in December 2021, to provide savings on the electricity bill and contribute to sustainability with the use of clean and renewable energy.

CAIXA Conglomerate

The quarter's milestones concerning the subsidiaries will be presented below, in synergy with the strategy defined in this management, which adds high value to CAIXA's results and businesses.

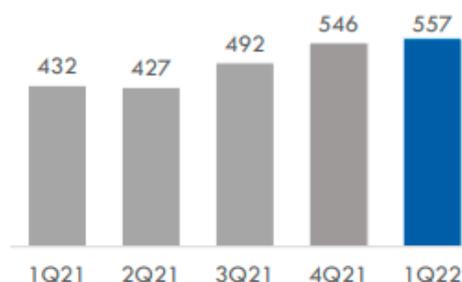
CAIXA Seguridade

CAIXA Seguridade recorded **net income** of R\$ 557.0 million in the first quarter of 2022, the best quarterly result in the Company's history, with growth of 29.0% compared to the same period in 2021 and 2.1% compared to the last quarter of 2021. The result of the first quarter of 2022 reflects the increase in operating and financial results earned in the period.

**Net
Income**
R\$557.0
 million

/1Q21: +29.0%

/4Q21: +2.1%



Operating revenues grew by 39.0% compared to the same period in 2021 and a result at the same level as the last quarter of 2021, period with the best historical quarterly result for CAIXA Seguridade. In the contribution to revenue, we highlight the **result of investments in equity interests** (MEP), whose result for the first quarter of 2022, in a comparative view with the same quarter of 2021, reflects the drop in claims due to the COVID-19 pandemic and the reduction in the effect of administrative expenses for the implementation of new companies. In the view between the first quarter of 2022 and the last quarter of 2021, the MEP amounts earned by companies in the Residential, Mortgage and Capitalization segments stand out.

Commission revenues, which include revenues from access to the distribution network and use of the brand (*Bancassurance Distribution Fee* - BDF) and revenues from brokerage or intermediation of insurance products (Brokerage), amounted to R\$327.0 million in the first quarter of 2022, a result 67.7% higher than the same period of 2021. For this view, the result reflects the end of the transition period of the new brokerage model and, in the comparative view between the first quarter of 2022 and the immediately preceding period, commission income decreased by 9.4%, mainly impacted by the reduction in brokerage income in lenders insurance line. Still, in the view between 1Q22/4Q21 of brokerage revenues, positive highlights are the revenues from the home insurance line, in the amount of R\$ 9.6 million (+48.6%), and from the consortium segment, R\$ 30.0 million (+297.9%).

The Company's **financial result** for the first quarter of 2022 in the amount of R\$14.0 million increased by 325.9% compared to 4Q21. The increase in the financial result in relation to previous periods is caused by the increase in monetary restatement due to the accounting adjustment for the regularization of commissions related to old partnerships - which had an impact in the BDF line - carried out in full in the first quarter of 2022. In addition, it contributed for the performance of financial income, the higher average balance of investments generated by brokerage and dividends, combined with the better performance of investments in fund accounts and the behavior of interest rates.

In the **private pension** segment, the contributions received calculated for the first period of 2022 represented the third best quarterly result and the best first quarter of the Company's historical series. The amount of R\$ 8.5 billion in the first quarter of 2022 showed an increase of 14.5% compared to the same period in 2021. In the 2022 period, CAIXA Seguridade promoted sales incentive campaigns, with awards for employees. For the comparative view between the first quarter of 2022 and the immediately previous quarter, the Pension Plan segment showed a reduction of 7.4% in the volume of contributions. The amount of reserves until March 2022, in the amount of R\$ 116.7 billion, registered an annual growth of 21.9% and an increase of 6.3% in relation to the end of 2021.

The **Premium Bonds** segment recorded a 3.2% growth in funds collected in the first quarter of 2022 compared to the same period in 2021, with growth in the volume of single payment modalities, +20.6%, and monthly payment, +1.1%. In the comparative view with the fourth quarter of 2021, the 2022 period showed a reduction of 12.6% in funds collected, with a decline concentrated in the single payment modality, while the volume of the monthly payment modality remained at the same level between the periods.

For the first quarter of 2022, the **Credit Letters** segment showed growth of 543.9% in Letters of Credit from the CAIXA Counter and 78.6% in total Letters. For the 2022 period, with the objective of expanding the portfolio of vehicle letters of credit, Caixa Seguridade started to make available the consortium modality for Heavy Vehicles, with contracting at CAIXA branches.

The lines of the **insurance and assistance services** segment showed a reduction of 10.2% in the comparison between the first quarter of 2022 and the same period of 2021, with a positive highlight for the volume of premiums issued in Mortgage (+4.9%), Home (+6.0%) and Life (+7.8%), in addition to the increase in assistance. In the comparative view with the last quarter of 2021, the first period of 2022 showed a reduction of 5.4%. In both comparative views, the performance in issuing premiums is directly related to the dynamics of the Lender insurance sector. The performance of Lender insurance is mainly associated with the opportunities generated by the offer of credit at the CAIXA branch, accompanied by campaigns to mobilize the network. In certain periods, as from 2020, there was a higher volume offer of PRONAMPE credit, which had the effect of leveraging the issuance of the corporate lender insurance for this period.

Return on Recurring Equity (ROE), which calculates the ratio of earnings from the last twelve months to the adjusted Equity (average PL for March 2022 and March 2021), measured for the first quarter of 2022, in the amount of 41.2%, surpassed by 5.07 p.p. the figure registered in the same period of 2021 (36.2%) and in 2.39 p.p. the calculated for the fourth quarter of 2021 (38.8%). The variation between the first quarter of 2022 and 2021 is motivated by the increase in the Company's results in the last year, which sensitizes the indicator's numerator.

CAIXA Cartões

In the last fiscal year, guided by the guidelines, goals and indicators defined in its strategy, CAIXA Cartões reached important milestones, among which the following stand out:

- Concluded the strategic partner selection processes;
- Launched the CAIXA payment terminal on the market (from the start of operations of the commercial partnership in the Acquiring Business);
- Incorporated the CAIXA Pré-Pagos Joint Venture;
- Increased the equity interest in Elo to 41.4%;
- Obtained the GPTW - Great Place To Work seal;
- Recognized as the highest level in Governance by IG-SEST.

In July 2021, CAIXA Cartões began selling POS terminals nationwide and in a strategic commercial partnership with Fiserv, a global leader in payments and financial services, to offer payment solutions (acquiring business) to CAIXA customers for the next 20 years exclusively.

CAIXA Cartões payment terminal represents the bank's entry into the so-called acquiring market and supports capturing transactions through POS terminals (Point of Sale or Point of Service), having a complete online payment gateway solution. In addition, it accepts the main brands available on the market, including those in the food segment, and makes payments by card and QR Code approximation, such as CAIXA Tem.

After nine months of operation, until March 2022, 162.8 thousand companies were accredited and R\$4 billion in accrued revenue in the period, and in the first three months of 2022, 51.2 thousand new companies were accredited, representing a 50% growth.

In February 2022, CAIXA Cartões expanded its operations by selling the payment terminal to the Individual Micro-Entrepreneur (MEI), with special conditions for this public.

In the Prepaid segment, the Company entered into a strategic partnership with the consortium composed of the VR Benefits and Fleetcor groups (MAZI Holding Ltda), references in their operating segments, to add expertise and technology to the strengths of the CAIXA brand and counter.

The closing of the operation and the formal structuring of the Company CAIXA Pré-Pagos took place in December 2021, allowing the start of operations of the new Company. VR-FLEETCOR subscribed to a capital increase in CAIXA Pré-Pagos totaling R\$420 million, of which R\$400 million were paid to CAIXA due to the activation of the grant given to CAIXA Cartões (up front) and R\$20.0 million as the initial investment of the operation.

The Joint Venture (CAIXA Pré-Pagos) has the right to economically explore the CAIXA Counter for 20 years in the specific business segment related to Prepaid means of payment.

In the first quarter of 2022, CAIXA Pré-Pagos structured its operation for the launch of new products, including the approval of the budget and definition of the commercial team, which will be distributed throughout the national territory and will act in the mobilization, training and support to the network in the marketing of the Joint Venture's products.

In the Flags vertical, in line with the strategies approved for the Conglomerate, in August 2021, CAIXA Cartões increased its equity interest in Elo Serviços S.A through the purchase of shares (variability), as provided for in the shareholders' agreement, due to the greater CAIXA's contribution to Elo's results.

CAIXA Cartões' equity interest in Elo increased from 36.9% to 41.4%, up by 4.5 percentage points. This increase in equity interest occurred at book value upon payment of around R\$ 61 million.

In 2022, to strengthen governance, CAIXA Cartões' own Audit Committee was installed to establish a collegiate body that is increasingly capable of providing independent and objective supervision concerning the Company's business and also bringing more agility to the decision-making process, focused and closer action, besides greater benefits with business specialization.

The advancement of operations from the Acquiring Business and Prepaid verticals, in the first quarter of 2022, contributed to the expansion of CAIXA Cartões' share in a market that is steadily expanding and modernizing.

With the launch of new products planned for this year and being a protagonist in simplifying the payment experience and democratization of this market to all Brazilians, CAIXA Cartões will reinforce its relevance as a strategic subsidiary for the CAIXA Conglomerate.

CAIXA Asset

With a 22.2% growth in assets under management in 12 months, reaching R\$487.5 billion, and following CAIXA's growth history, CAIXA ASSET's 1st quarter of 2022 was focused on expansion.

CAIXA Asset grew 18.2% in shareholders, reaching around 2 million investors in our Investment funds.

R\$19.9 billion were raised in the first quarter of 2022, with Fixed Income funds being the main responsible for the increase in assets under management, reaching R\$17.8 billion in the period.

Conclusion of the offer of the Real Estate Investment Fund - FII Caixa Carteira Imobiliária - CXCI11, which raised R\$205.8 million, with 6,349 shareholders in the offer, of which 623

were new shareholders. The CXCI11 aims to make housing investments through the acquisition of assets and provide shareholders with compensation through the flow of income generated by the assets and the increase in the equity value of their quotas. The fund's launch marks CAIXA ASSET's entry into Housing Funds of Funds Management.

With a market share of 6.57%, CAIXA ASSET reached the 2nd position in funding in the ANBIMA Rank and maintained 4th place in the largest asset managers in the country ranking.

Brief History

CAIXA ASSET started its activities in September 2021 after being authorized by the Central Bank of Brazil and the Securities and Exchange Commission. It is headquartered in São Paulo/SP and is a wholly-owned subsidiary of CAIXA ECONÔMICA FEDERAL.

In November 2021, CAIXA granted CAIXA ASSET the exclusive right to provide asset management services in investment vehicles in which CAIXA is a Trustee and Distributor and, in the same way, CAIXA has the exclusivity in the provision of services of trust administration and distribution of investment vehicles within the CAIXA Distribution Network in the investment vehicles managed by CAIXA ASSET.

In December 2021, Fitch Ratings assigned CAIXA ASSET an 'Excellent' Investment Management Quality Rating, with a stable outlook, the highest level on the rating agency's scale.

The rating of 'Excellent' reflected Fitch's opinion that the manager has very strong investment capabilities and operational characteristics concerning the investment strategies offered and considers the well-disciplined investment process, the well-segmented and robust organizational structure, and the experienced team and qualified, besides solid technological resources.

In January 2022, Caixa and CAIXA ASSET completed the Migration of all Investment Funds to CAIXA ASSET, thus completing the implementation process and creating the fourth largest asset manager in the country.

Management Pillars

CAIXA's Management has focused on increasing operating efficiency and producing long-term results to support its operation, boosting business and transparency to processes.

To achieve these goals, based on the premise of being a profitable bank focused on Brazilian society, CAIXA has set six Management Pillars for the next years, including:

- I. Meritocracy and Governance;
- II. Mortgage Loan, Agro Loan, Payroll-Deductible Loan, and Microcredit
- III. Cost Efficiency and Reduction;
- IV. Asset Monetization;
- V. Inclusion Bank;
- VI. Integration among Employees, Lotteries, and Correspondents.

Performance and Result Analysis

Net Income

CAIXA's recurring net income reached R\$2.5 billion in 1Q22, down by 14.9% over 4Q21 and 19.6% over 1Q21.

In R\$ million	1Q22	4Q21	Δ%	1Q21	Δ%
Financial Margin	10,659	11,489	-7.2%	11,018	-3.3%
Allowance for Loan Losses	(3,190)	(2,949)	8.2%	(2,545)	25.4%
Income from Financial Intermediation	7,469	8,541	-12.5%	8,473	-11.9%
Income from Services and Banking Fees	6,011	6,313	-4.8%	5,683	5.8%
Administrative Expenses	(8,678)	(9,648)	-10.1%	(8,044)	7.9%
Other Operational Revenues/Expenses	(1,178)	(1,270)	-7.2%	(1,266)	-6.9%
Tax Expenses	(1,038)	(956)	8.5%	(958)	8.3%
Income from Interests in Subsidiaries and Affiliated Companies	434	441	-1.5%	454	-4.3%
Others	(1,020)	(1,568)	-35.0%	(915)	11.4%
Operating Result	2,000	1,852	8.0%	3,427	-41.6%
Non-Operating Result	490	422	16.2%	1,478	-66.8%
Income Tax, Social Contribution and Profit Sharing	51	944	-94.6%	(320)	-
Consolidated Accounting Net Income	2,542	3,218	-21.0%	4,584	-44.6%
Non-Recurring events	-	232	-	1,424	-
Consolidated Recurring Net Income	2,542	2,986	-14.9%	3,160	-19.6%

Recurring Net Income is calculated in accordance to BCB Resolution 2/2020 and, as disposed in the Resolution, a non-recurring result is considered to be the result that: I - is not related or is incidentally related to the typical activities of the institution, and II - is not expected to occur frequently in future years.

The amounts calculated to compose the Recurring Net Income are calculated considering the impacts of non-recurring events on taxes, profit sharing expenses and monetary restatement of the IHCD.

It is noteworthy that, through the National Support Program for Micro and Small Businesses (PRONAMPE) loan line, there are contracts with a guarantee of up to 85% of the loan portfolio. Regarding loans covered by the Investment Guarantee Fund (FGI), there are loan lines with up to 80% coverage.

CAIXA provisioned 100% of the operations carried out in the loan lines linked to PRONAMPE and FGI, despite having a guarantee of up to 85% of these operations.

The financial margin reached R\$10.7 billion in 1Q22 due to the good results from securities operations and income from loan operations, mainly.

Income from the loan portfolio totaled R\$20.7 billion in 1Q22, up by 20.1% compared to the same period in 2021. In year-on-year income from loan operations, it should be noted the 17.7% growth in sanitation and infrastructure, 17.7% growth in mortgage, 19.6% growth in individual loans, 27.2% growth in corporate loans and 222.7% growth in agro loans.

Funding expenses were impacted in 1Q22 by the year-over-year 532.4% growth with buyback agreements, 240.0% growth with savings operations, 307.9% growth with court deposits and 230.1% with bank certificate deposits. The behavior of these expenses reflects the rise in interest rates that has been taking place.

Regarding income from services, in 1Q22, CAIXA earned R\$6.0 billion, up by 5.8% YoY, highlighting the 97.5% increase in revenues from insurance products, 16.1% increase with

investment funds, and 33.7% increase with lotteries.

In 1Q22, administrative expenses totaled R\$8.7 billion, showing an increase below inflation due to the control of administrative costs, which is in line with the optimization actions underway at CAIXA.

Performance Analysis – Assets and Liabilities

CAIXA's assets totaled R\$1.5 trillion, up by 3.5% compared to March 2021, influenced by the 11.2% increase in the Amplified Loan Portfolio and 13.6% in Allowance for Loan Losses.

In R\$ million	Mar22	Dec21	Δ%	Mar21	Δ%
Total Assets	1,487,832	1,452,872	2.4	1,437,102	3.5
Amplified Loan Portfolio	888,995	867,646	2.5	799,626	11.2
Securities and Derivative Financial Instruments	253,026	270,607	-6.5	272,499	-7.1
Allowance for Loan Losses	(40,212)	(38,815)	3.6	(35,389)	13.6
Liabilities ¹	1,369,675	1,341,342	2.1	1,340,369	2.2
Customer Resources	561,834	573,084	-2.0	587,515	-4.4
Bonds	27,116	24,573	10.3	33,857	-19.9
Net Equity	118,157	111,530	5.9	96,733	22.1

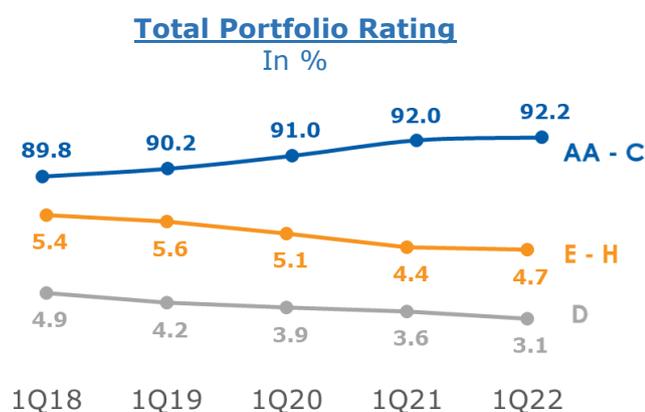
¹ Excludes Shareholders' Equity.

Amplified Loan Portfolio

2021 Amplified Loan Portfolio reached R\$889.0 billion, up by 11.2% over March 2021. In 1Q22 alone, R\$107.8 billion in loans were granted to the Brazilian population, up by 14.6% over 1Q21.

The delinquency of the loan portfolio closed 1Q22 at 2.33%. Coverage of the provision ended the quarter at 194.0%.

CAIXA's operations are concentrated in long-term operations, with real collaterals, mainly due to the mortgage portfolio, which corresponds to 64.2% of the total portfolio and has an LTV (Loan to Value) of 47,4%. The rating of the total portfolio has 92.2% of operations classified at risk levels between AA and C, demonstrating good quality and solidity due to CAIXA's consistent risk management.



Infrastructure Loan

Infrastructure operations reached a balance of R\$91.9 billion at the end of 1Q22, up by 0.4% in the quarter and 0.2% YoY. Due to its great relevance, leading role, and deep connection to national economic development, this segment falls within CAIXA's strategic operations.

Agro Loan

In 2022, we continued to grow in agro loans and reached records at CAIXA. The portfolio balance totaled R\$21.2 billion at the end of 1Q22, up by 142.9% in 12 months, highlighting individual loans, which totaled R\$11.8 billion, up by 145.8% vs. 1Q21.

Loans granted were also a record in 1Q22. In the quarter, R\$6.7 billion was granted in loans, up by 204.6% over 1Q21, with over 4.9 thousand contracts signed. A highlight was the loans granted to individuals, which totaled R\$3.6 billion, up by 233.2% YoY. The funds were used in different lines and for different purposes, especially to fund expenses in the production cycle of the main Brazilian crops, including soybeans, corn, cotton, rice, beans, cassava and coffee, and livestock farming.

The numbers reflect the initiatives that CAIXA has been developing to strengthen Brazilian agribusiness further. CAIXA intends to keep a continuous growth in rural loans, expanding its portfolio strongly and sustainably, positioning the Company as a reference in the Agribusiness market.

Funding

The table below shows the evolution in the Company's main funding lines YoY:

Funding (R\$ million)	Dec21	Sep21	Δ%	Dec20	Δ%
Saving Deposits	359,352	365,091	-1.6	368,492	-2.5
Time Deposits	145,805	145,963	-0.1	160,146	-9.0
Bonds ¹	27,116	24,573	10.3	33,857	-19.9
Demand Deposits	40,087	46,984	-14.7	46,373	-13.6
Other Deposits	16,589	15,046	10.3	12,503	32.7
Issues of Securities Abroad	2,429	2,832	-14.2	2,958	-17.9
Funds Obtained In The Open Market ²	189,199	142,936	32.4	137,565	37.5
Borrowings and On-lending	359,950	357,074	0.8	346,195	4.0
Total	1,140,528	1,100,500	3.6	1,108,089	2.9

¹ includes homeownership, mortgage, financial and agricultural bonds.

² Own Portfolio Commitments.

Total funding reached a R\$1.1 trillion balance in 1Q22, up by 3.6% compared to December 2021, highlighting savings totaling a R\$359.4 billion balance. This savings balance allowed CAIXA to keep its leadership position, with a market share of 35.7%.

Net Equity

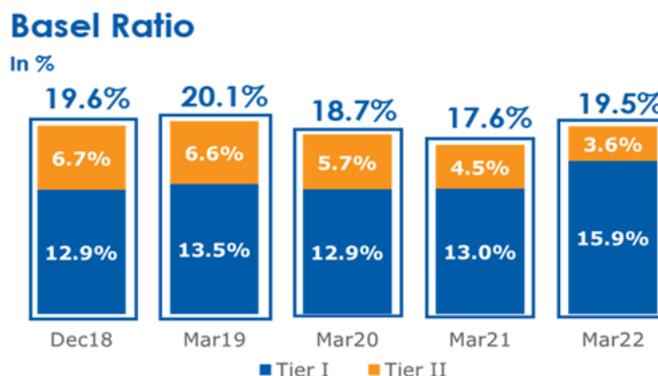
CAIXA ended 1Q22 with a shareholders' equity of R\$118.2 billion, up by 22.1% YoY and 5.9% in the quarter.

BACEN's Official Letter 3068/2001

In compliance with BACEN's Official Letter 3068, Article 8, of November 8, 2001, CAIXA stated the intention of maintaining the securities classified in Tier III (held until maturity), which totaled R\$9.8 billion in the period, until their respective maturities and attesting the required financial capability.

Basel

In 1Q22, CAIXA's Basel Ratio reached 19.52%, higher by 8.52 percentage points than the minimum of 11.00% established by National Monetary Council (CMN) Resolutions 4,955 and 4,958 of October 21, 2021, which regulates the recommendations of the Basel Committee on Banking Supervision related to the capital structure of financial institutions. Thus, we highlight the comfortable ratios with improvement in capital quality despite the record up by the loan portfolio.



The Basel Ratio reached by generating recurring income and asset monetization reinforces CAIXA's ability to keep moving with its strategic plan sustainably.

The fixed asset ratio was 9.6%, keeping CAIXA under the CMN Resolution 4,957, October 21, 2021, which sets the limit at 50.0%.

Lotteries

In 1Q22, CAIXA Loterias raised R\$5.0 billion, up by 30.4% YoY.

In R\$ million	1Q22	4Q21	Δ %	1Q21	Δ %
Net Premium	1,599	2,073	-22.9	1,267	26.2
Social Destination	1,927	2,201	-12.5	1,506	27.9
Social Security	851	966	-11.9	653	30.3
Security	506	574	-11.7	388	30.4
Sports	359	402	-10.7	275	30.9
Education	66	96	-30.8	81	-18.0
Culture	142	162	-12.0	109	30.6
Health	1	1	39.5	1	74.6
Others	0.3	0.2	40.0	0.2	75.0
Taxes (Income Tax on Premium)	520	301	73.1	360	44.6
Costs and Maintenance	956	1,081	-11.5	702	36.3
Total Collected*	5,003	5,656	-11.5	3,835	30.4

* Amounts consider resources destined to the Lottery Development Fund and the compensation of Lottery Outlets.

Besides nourishing the dreams of millions of players, CAIXA Loterias is an important source of funds to foster social development in Brazil. In 1Q22, R\$1.9 billion, equivalent to 38.5% of the total, was allocated to the Federal Government's social programs in the areas of social security, sports, culture, public security, education and health, up by 27.9% over 1Q21, besides income tax payments, up by 44.6%.

Further Usual Arrangements

CAIXA is Recognized in the Transformação Digital Brasil award by CAIXA Tem

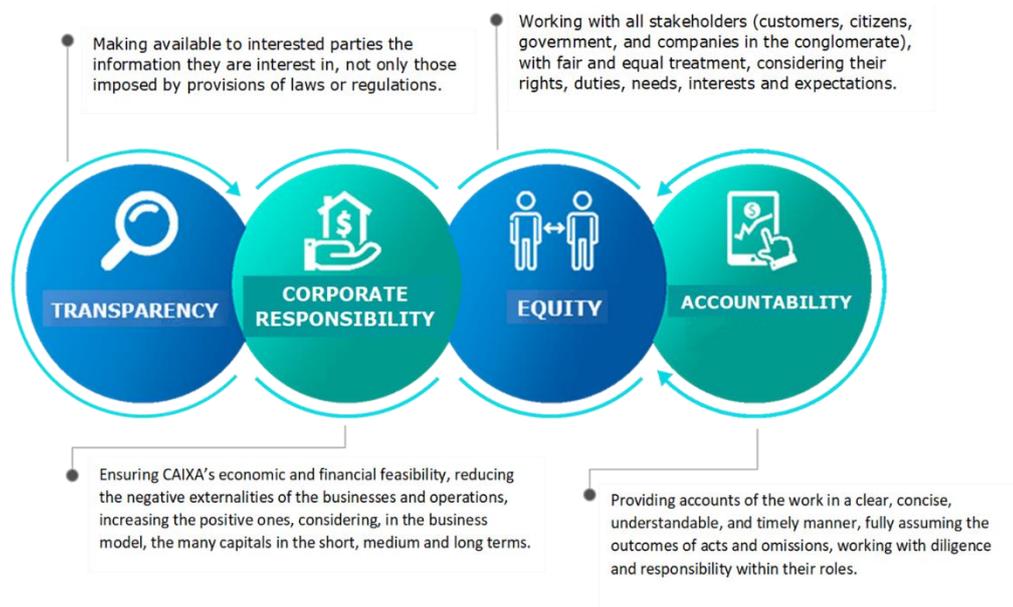
On April 5th, CAIXA won the National Highlight in the Gold category focused on E-Digital of the Digital Transformation of Brazil – Ozires Silva 2022 award for the development of CAIXA Tem APP.

Digital Transformation Ozires Silva award is the biggest national reference in recognizing learning, performance and digital transformation projects. It highlights Brazil’s relevant innovation, digital, social and financial inclusion initiatives.

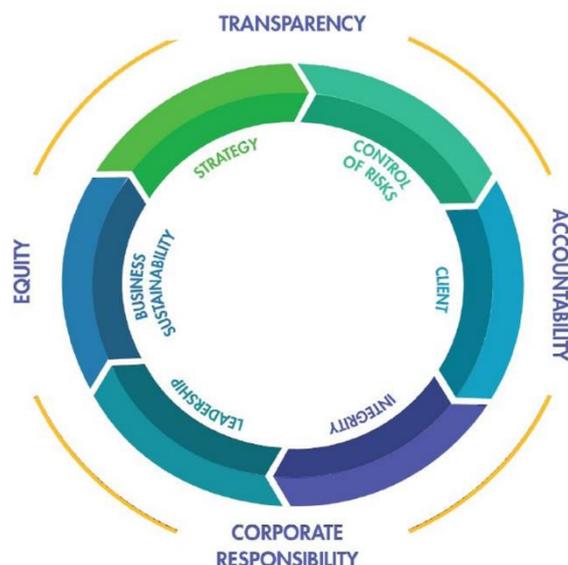
In the 2022 edition of Ozires Silva, 20 works were registered and classified in only one of the three focuses: Processes, Business Models and E-Digital. In addition, they fell into one of three categories: Silver - 2 years (projects implemented in 2020 and 2021), Gold - 2 to 4 years (projects implemented in 2017 or 2019) and Diamond - 5 years or more (projects implemented until 2016). Projects are evaluated individually and do not compete with each other. Classified as: Successful Initiative, National Reference and National Highlight.

Governance

CAIXA’s governance aims to direct, monitor, and encourage performance optimization and protect all stakeholders’ rights. It is based on transparency, corporate responsibility, equity and accountability and aligned with the business goals to maximize the economic and social results.



To achieve its goals, CAIXA also works focused on leadership, customer, risk control, integrity, strategy and sustainability of the business, consolidating the mechanisms involved in an integrated and interdependent environment.



Leadership: Mobilizing leader’s knowledge, skills, and attitudes to optimize organizational results and promote a meritocratic environment.

Customer: Ensuring fair and equal treatment of all stakeholders involved in the Conglomerate’s operations.

Risk Control: Identifying, assessing and monitoring the risks inherent to the products, services, operations, actions and activities of CAIXA and its subsidiaries.

Integrity: Establishing the set of internal mechanisms and procedures for the integrity ecosystem, focusing on anti-corruption measures.

Strategy: Aligning Senior Management guidelines with business initiatives.

Business Sustainability: Ensuring the economic and financial viability of CAIXA’s businesses and, at the same time, preserving integrity.

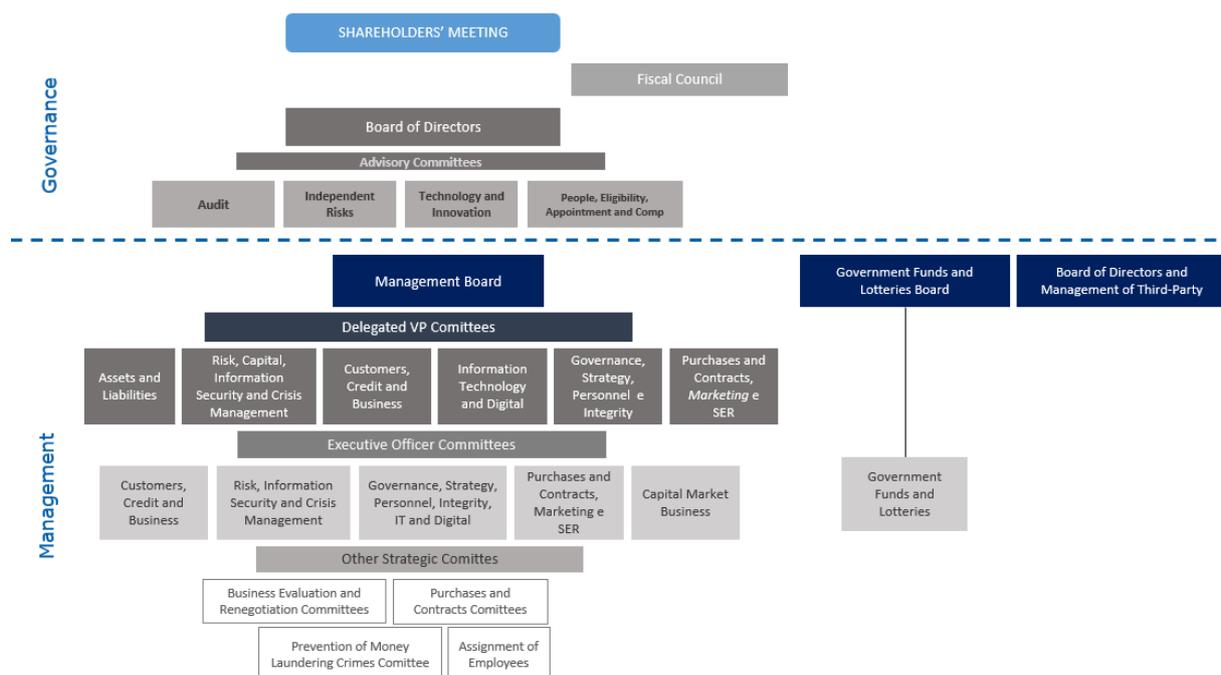
The institutional governance instruments used to achieve balance in decisions and enable the interest of stakeholders to be met are:

- Bylaws;
- CAIXA Policies;
- Charters of the Collegiate;
- Regulations;
- Code of Ethics;
- Code of Conduct;
- System of Authority;
- Annual Letter of Public Policies and Corporate Governance.

Collegiate Structure

Management is structured to favor board resolution by creating internal forums at a strategic, tactical, or operational level, providing the necessary synergy between areas, avoiding conflicts of interest, and safeguarding the interests of CAIXA and its subsidiaries.

With the operation and powers regulated by Internal Regulations, the image below illustrates the configuration of CAIXA’s Collegiate Bodies:



The governance axis is responsible for establishing the goals and providing the organization's direction, supervising the management in achieving the CAIXA Strategy.

The management axis is responsible for planning the most appropriate way to implement the established guidelines, delivering results according to the defined Strategy effectively and efficiently, and reporting its performance to the internal governance bodies.

Definition of Collegiate Bodies

- **Board of Directors** – CAIXA's strategic and collegiate decision-making body, whose duty is to exercise its attributions considering the Company's long-term interests, the impacts resulting from its activities on society and the environment and the fiduciary duties of its members, in alignment with the provisions of the law.
- **Fiscal Council** – Permanent inspection body, acting collectively and individually.
- **Management Board** – Collegiate body responsible for the management and representation of CAIXA.
- **Third-Party Asset Management Board** – Deliberative collegiate body responsible for the management and representation of CAIXA regarding the administration and management of third-party assets.
- **Government Funds and Lotteries Board** – Collegiate body responsible for the management and representation of CAIXA regarding the administration or operation of federal lotteries and funds instituted by the Federal Government, including the FGTS.
- **Advisory Committees of the Board of Directors** – Collegiate bodies that report to the Board of Directors, independently from other bodies, and advise the board on matters related to its scope of competence.
- **Delegated Committees of Vice-Presidents** - Bodies of a deliberative nature, linked to the Management Board, whose mission is to streamline CAIXA's decision-making process in matters within its competence, seeking to fulfill the institutional strategy and reach the Vision of the Future, according to disciplined attributions by their respective Internal Regulations.

- Executive Officers' Committees – Bodies of a deliberative nature, whose mission is to act as a decision-making body, as well as provide opinions on matters brought to the final consideration by the Delegated Committees of Vice-Presidents, the Management Board and the Boards of the segregated areas, within the scope of competences, ensuring the quality and safety of our decision-making process.
- Executive Officers' Committee for Governmental Funds and Lotteries - A deliberative and opinionated body linked to the Government Funds and Lotteries Board, which is responsible for deliberating on the business strategies, management and representation of CAIXA regarding the administration and operation of the Federal Lotteries, FGTS, other Funds and Programs, management of resources arising from international cooperation, court agreements, leniency, as well as giving opinions and qualifying matters submitted to the Council of Government Funds and Lotteries, within its scope of competence;
- Other Strategic Collegiate Bodies – Management support bodies, which, acting synergistically and in an integrated manner, are responsible for tactical, operational and administrative decisions, as per their powers and authority, and subsidize the decision-making process by CAIXA's leaders.

Organization

The Conglomerate is formed by CAIXA and its equity interests, including subsidiaries.

The adequate organizational structure contributes to the execution of strategic planning, generating efficiency, effect and effectiveness in the macro processes of CAIXA and its subsidiaries.

The change in CAIXA's organizational structure may arise from the following situations:

- Reaction to changes in the external environment, including appointments by regulatory bodies or adaptation to external standards;
- Realignment resulting from changes in strategy defined by the competent governance bodies.

Matters that involve changes in organizational architecture must be followed by impacts on the distribution of activities by employees, which can lead to the resizing of staff.

CAIXA's Conglomerate Strategy

2022 – 2026 Strategic Plan for the Conglomerate

The Corporate Strategy of the CAIXA Conglomerate for the five years 2022/2026 was reviewed and approved by the Board of Directors in December 2021, as per Law 13,303/2016, which provides in Article 23, Paragraph 1, the presentation of a long-term strategy for at least the next five years.

Customer orientation focused on their needs and commitment to all Brazilians became the premises for reviewing the long-term strategy, which included the Institutional Strategic Plan (PEI), the Information Technology Strategic Plan (PETI), and the Business Plan.

Updates were made after assessing the current strategy, macroeconomic scenarios, trends, opportunities and challenges with input from the entire senior management of CAIXA and the Conglomerate companies, observing governance parameters.

It is also worth noting that the construction of the Corporate Strategy took place in an integrated way with the Strategy for assessment and recognition programs for personnel, such as the Profit Sharing Program, the Variable Compensation Program for Leaders, the evaluation criteria for People's Performance, among others, reinforcing CAIXA's guideline

for strengthening governance and the pursuit of sustainable results. It also ensures the convergence of efforts towards the same business direction, valuing priority items and meritocracy, based on integrated strategic guidelines.

The review of the strategy was also oriented towards serving customers and users with care, promptness and readiness to provide positive experiences, also in line with the guidelines of the Relationship Policy with Customers and Users of CAIXA Products and Services (PRC).

In this cycle, the main guidelines representing the Company's pillars and CAIXA's priorities for the coming years were ratified. With the Purpose of "Being the bank of all Brazilians" and the Future Vision of "Being the greatest partner of Brazilians, recognized for the capacity to transform, with efficiency and profitability", Business Values were established to meet the needs of customers and employees, being: meritocracy, integrity, focus on the Customer, ethics and social and environmental responsibility.

Ombudsman

Customer and regulatory feedback in numbers:

- 10.9 thousand customer demands handled from January to March, down by nearly 35% in the volume of second instance complaints year-over-year;
- Preserving 1st place among the five largest Brazilian banks in the national indicator of PROCON Resolution Rate, with CAIXA obtaining 78.7% with 2,797 claims deemed solved between January and March 2022.

Integrity

According to CAIXA's Bylaws, the management of the integrity issue is under the Control and Integrity Executive Board's responsibility.

The area directly responsible for the Integrity Program is the National Control and Integrity National Management, linked to the National Integrity and Control Superintendence, which is linked to the Control and Integrity Executive Board. CAIXA's Integrity Program was created in 2016 in compliance with the legal requirements to prevent and fight corruption within Law 12846 of August 1, 2013, and Law 13303 of June 30, 2016.

The Program is in line with the principles and guidelines of CAIXA's Internal Control, Compliance and Integrity Policy, also observing the Customer Relationship Policy. It aims to prevent, detect and correct illegal acts practiced by board members (Fiscal Council and Board of Directors), leaders, employees, collaborators, suppliers and contractors of CAIXA, ensuring the effective implementation of the codes of Ethics, Conduct, Policies and Guidelines, by integrating control instruments and activities focused on managing integrity risks.

The Program is based on five pillars: The Senior Management Commitment, Continuous Risk Analysis, Integrity Protocols, Communication and Training, and Monitoring and Disciplinary Measures, working jointly and systemically, interrelating and enabling the continuous improvement of CAIXA's Integrity Program. These pillars run through the three operating axes: Prevention, Detection and Correction, according to the guidelines issued by CGU (Federal Comptroller General).

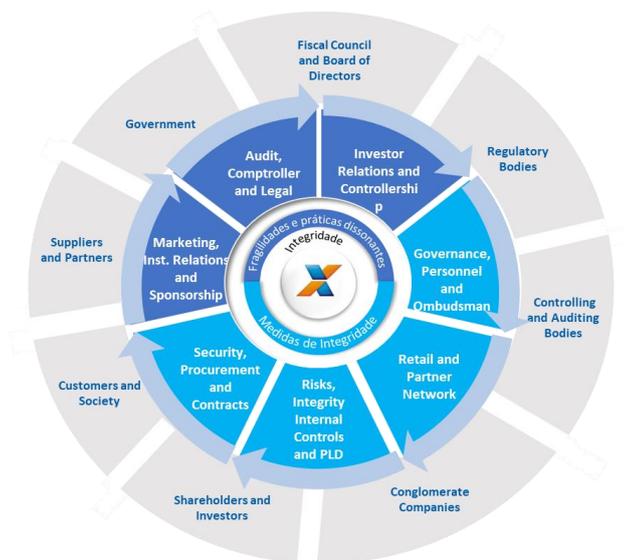
Continuous Improvement



The Program’s management model takes place through the coordination, monitoring, control, and assessment of transversal instruments and mechanisms under the responsibility of the Integrity Ecosystem players, which contribute to mitigating the risk to integrity in their respective areas of activity and identifying weaknesses and practices contrary to integrity.

It is up to the Control and Integrity area to manage and ensure that the main players of the Ecosystem are responsible for the activities, programs and policies of internal controls, compliance, internal audit, correction, ombudsman, transparency and prevention of corruption and other related areas, work together and in a coordinated manner, to ensure the effectiveness of the Program, the improvement of internal control mechanisms and action based on ethical relationships and the sustainability of CAIXA’s business and results.

Main Players of Caixa’s Integrity Ecosystem



The centralized articulation by the Integrity and Control department with supervisory, control and investigation bodies provides more transparency and speed in CAIXA’s work to contribute to the procedures adopted by Ecosystem players, following the Integrity Program’s guidelines.

Highlights in Integrity over the First Quarter of 2022 are:

- Preparation of the 2022 Annual Integrity Plan, with actions proposed by the players of the Integrity Ecosystem to mitigate the risks of corruption in their areas of operation;
- Preparation of a Communication and Training Plan for the Integrity Program;
- Preparation of an annual action plan for integrity agents within Integrity Network, seeking to strengthen the pillars of the Program and specific guidelines related to the Customer Relationship Policy;
- Piloting the methodology for evaluating the main players in the CAIXA Integrity Ecosystem and improving the method to be expanded to other players in the Ecosystem throughout 2022;
- Establishment, in the CAIXA 2022 Business Plan, the definition of 2nd Line indicators for the players of the Integrity Ecosystem, as a project to be implemented by the Internal Controls and Integrity Department to achieve CAIXA's strategic goals;
- Request for an action plan from CAIXA Units to comply with the recommendations of the Federal Comptroller General (CGU) on the occasion of the assessment of the CAIXA Integrity Program and the Federal Court of Auditors (TCU) in the premises of the evaluation of the Corruption Prevention National Program;
- Adjustments to normative manuals and processes related to the management of the Integrity Program and the protocol management (such as Whistleblower Channels and Consequence Measures) to clarify procedures and responsibilities;
- Preparation and reporting to Senior Management of all actions carried out within the Integrity Program (Annual Report of the Integrity Program 2021);
- Elaboration and reporting to Senior Management on the evolution of the Integrity Program (2nd and 3rd quarters of 2021, with results of indicators that measure the effectiveness of the Program; 6th bimester of 2021, contemplating the status of the actions of the Integrity Program 2021; 1st bimester of 2022, with the result of the indicators for the period and the actions to be carried out by the players of the Integrity Ecosystem in the current year).

Internal Controls

CAIXA has an Internal Control, Compliance and Integrity Policy which aims to establish guidelines to prevent, detect, correct, and mitigate compliance and integrity risk, to assist the work and decision-making of leaders, board members and employees, as well as to promote the effectiveness and strengthen the System Internal Controls (SCI) and the Integrity Ecosystem.

The Policy is in line with Laws 13,303/2016 and 12,846/2013 and Decrees 8,945/2016 and 8,420/2015 regarding guidelines for administrative liability of legal entities for acts against the Public Administration, national or foreign. It is also in line with the internal work provided in CMN Resolution 4557/2017, which "Makes Provisions on the Risk Management Structure and Capital Management Structure".

This document is also supported by CMN Resolution 4968, of November 25, 2021, which "Makes provisions for internal control systems of financial institutions and other institutions authorized to operate by the Central Bank of Brazil", CMN Resolution 4595, of August 28, 2017, which "Makes provisions on the compliance policy of financial institutions and other institutions authorized to operate by the Central Bank of Brazil" and SARB FEBRABAN 021/2019.

The Policy in question, in force since May 2021, addresses the following topics: Internal Controls, Compliance, Anti-Corruption, Prevention of Conflict of Interest and Outcomes.

Risk and Capital Management

At CAIXA, risk and capital management are perceived as a competitive advantage in the financial market and the main means of preserving the institution's solvency, liquidity, and profitability.

The risk and capital management structures are under the prevailing legislation, appropriate to the nature and complexity of CAIXA's financial instruments, products, services, and operations, and the best corporate governance practices, allowing the Senior Management to identify the capital commitment to deal effectively with the risks, evaluate the impacts on the results, and promptly decide on accepted exposure limits.

The Risk Management Policy, the Capital Management and Result Distribution Policy, and the concentration and capital limits are reviewed annually to align such policies and limits with the strategy, macroeconomic factors, business environment, and the institution's capacity to take the risk.

Risk management activities are separated from business and audit activities, and they are maintained as independent structures for model monitoring, to avoid conflicts of interest and safeguard the impartiality of the work performed.

The loan portfolio risk is controlled by monitoring delinquency and default indicators; realized, expected, and unexpected losses; provisions; and demands for regulatory and economic capital in several granularities and segmentations, making it possible to have a comprehensive insight into the profile of exposures, either by the sole taker, by segment, by modality, geographic region and operating area, among others.

Additionally, since 2017, the Independent Risk Committee has been established, which reports to the Board of Directors and advises on risk and capital management matters.

A detailed description of the risk and capital management structures, including responsibilities, practices, processes, procedures and models, is available at <http://www.caixa.gov.br>, in the Investor Relations, Financial Information, Risk Management, Reports and CAIXA Risk and Capital Management sections.

Policy for Sponsorship and Investments in Culture and Sports

As one of Brazil's most traditional sponsors of sport, artistic and cultural events, CAIXA believes and invests in promoting sport and disseminating culture to encourage citizenship promotion. R\$10.8 million were invested in 1Q22.

Investment in sports aims to provide Brazilian athletes with adequate training conditions and promote children and teenagers' education and social inclusion, opening opportunities for new talents.

Through its sponsorship strategy, CAIXA prioritizes social sports projects, supports athletes' development, and prospects educational projects focused on the low-income segment. In the same sense, in the cultural field, CAIXA encourages social projects that use music as an inclusion tool and popular culture events and cultural projects expected to reach different regions. In culture alone, R\$1.2 million were invested in 1Q22.

Successful partnerships in previous years were renewed in sports and cultural projects. A new modality in social sport was added, with soccer for the blind. Together, the projects directly benefit over 1.3 thousand people, including students, musicians and athletes in training, family members, communities and professionals involved.

Acknowledgments

The results achieved in the period reflect all employees and contractors' commitment and work, to whom CAIXA thanks for their efforts and commitments. CAIXA also thanks to all customers and partners for their trust and loyalty, which motivates the Company to constantly search for improvement, essential for CAIXA and Brazil's development.

The Management



CAIXA
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