

CAIXA

MANAGEMENT
REPORT

4Q22



CAIXA

Table of Contents

Management Report.....	3
New Management Composition	3
Management Commitments	3
CAIXA’s Strategy and Corporate Governance	5
Performance Analysis and Results.....	7
Service Structure	11
Payment of Social Benefits.....	11
Support to Government Programs.....	13
Sustainability and Socio-Environmental Responsibility.....	14
Lotteries	15
CAIXA Conglomerate	15
Integrity.....	17
Policy for Sponsorship and Investment in Culture and Sports.....	19
Acknowledgments	19
Glossary	20

Management Report

To the Brazilian society, employees, contractors, investors, and clients, CAIXA presents the Management Report for the fourth quarter of 2022, according to accounting practices and standards established in the country applicable to institutions authorized to operate by the Central Bank of Brazil (BACEN).

New Management Composition

On January 12, 2023, Mrs. Maria Rita Serrano took office as CAIXA's CEO, as appointed by the Hon. Mr. President of the Republic, Luiz Inácio Lula da Silva.

Mrs. Maria Rita Serrano has been a CAIXA employee since 1989, having occupied several positions at the Institution. In 2017, she was elected as the employee's representative for the first time, occupying a seat at the bank's Board of Directors. She was reelected for a third term in 2022.

Mrs. Serrano holds a bachelor's degree in Social Studies and History, a master's degree in Business Administration from the University of São Caetano do Sul (USCS), and a specialization degree in Corporate Governance for Board Members. She has written and published several books, including: *"Caixa, Banco dos Brasileiros"* (2018) and *"Rompendo barreiras"* (2022).

As soon as she took office, began the process of changing the institution's board of directors. In compliance with statutory rules, open job positions shall be filled through a selection process, in which candidates must comply with the bank's legal and regulatory requirements and will be evaluated by CAIXA's Eligibility Committee and Board of Directors. The bank has already selected new vice-presidents and continues with open processes for two other vice-presidencies.

Management Commitments

Strengthening of CAIXA as a public company and the main operator of public policies in Brazil

The bank initiated a revision process for its strategic, business and budget planning, preparing a new CAIXA for a new Brazil.

Aiming to strengthen its performance as a public company and consolidate itself as the main strategic partner of the government, the new management is committed to expanding CAIXA's potential in the management of social programs and contributing to the promotion of citizenship and the development of the country.

Even facing the worst reputational crisis in its history last year, in which the main director of the company was accused of committing moral and sexual harassment against bank employees, CAIXA showed signs of overcoming obstacles and, thanks to the unequivocal commitment of its employees, remains solid and safe as presented by the numbers, and in its social protagonism, supporting the development of the country. Continuous improvement of governance actions and the fight against harassment practices is a priority of the new management.

The actions to be implemented by the bank are transversal and permeate topics such as sustainability, digital world, business results based on the business profitability in balance with inclusion actions, focus on values linked to the Institution's social vocation, promotion of culture, humanization of work relationships, and respect for diversity and equality.

Aiming to manage the government's income transfer programs with excellence, CAIXA worked in partnership with the Federal Government in the relaunching of *Bolsa Família*, which benefits the country's underprivileged population by stimulating the development of children, adolescents and young adults, while encouraging families to search for their autonomy and overcome situations of social vulnerability.

Also aimed at boosting business and supporting the implementation of public government policies, the bank will reactivate service rooms for cities and states to offer specialized technical support by providing institutional and business advice to public managers.

In the real estate segment, the bank will relaunch the *Minha Casa, Minha Vida* (MCMV) program to give families in urban and rural areas access to housing, associated with economic growth, generation of jobs and income, and elevation of the population's housing and quality of life standards.

In terms of institutional strategy, the MCMV program offers opportunities for prospecting, retaining and expanding CAIXA's clients base, adding targeted products and implementing cross selling actions through its wide service network.

Projects in the infrastructure area include long-term strategic actions that promote social transformation and contribute to the country's progress. CAIXA initiated studies aimed at expanding its partnership with states and municipalities to develop projects in this segment.

In line with expectations from the market and society regarding environmental, social and climate issues, CAIXA presents projects to strengthen the bank's actions in these fronts. In January 2023, CAIXA signed a Memorandum of Understanding (MoU) with the United Kingdom Embassy, aimed at promoting an expanded sustainability program.

The partnership creates an opportunity for CAIXA, which becomes a beneficiary of the UK's global fund of R\$73.5 billion¹ for forestry, agriculture, cities and infrastructure projects. The fund's purpose is to support the transition to a low-carbon economy.

Regarding social actions, CAIXA and the Ministry of Development and Social Assistance, Family and Fight against Hunger (MDS) signed a protocol of intentions, in February 2023, to expand assistance to indigenous peoples in the states of Amazonas and Roraima.

The expectation is to offer support and banking access, potentially reaching nearly 30 thousand indigenous families in remote regions through welcoming actions and guidance on how to receive *Bolsa Família*.

Another notable action by CAIXA is the implementation of the *Mulheres de Favela* project, launched as part of the Women's Week celebrations in March. The program aims to boost an ecosystem of socioeconomic development in the shantytowns and the emancipation of women, fostering female entrepreneurship and financial education. Overall, in the initial phase of the

¹ £11.6 billion, considering the exchange rate on the date the MoU was signed (January 27, 2023) of 1£ = R\$6.3335.

program, R\$ 16.6 million from the CAIXA Socio-environmental Fund (FSA) will be invested in communities in Rio de Janeiro, Salvador and São Paulo.

We are going to prioritize investments in Culture, repositioning the bank in this sector, generating jobs and income. To this end, we must launch, by the end of the first semester, our public notice for the selection of projects for the occupation of our cultural spaces. In addition to supporting Brazilian culture, CAIXA establishes a permanent direct communication channel with clients, favoring the delivery of extra benefits to society.

These initiatives reinforce the preparation of a new CAIXA for a new Brazil, in such a way that the bank's strategic planning reconciles sustainable growth with its role as the Federal Government's main partner for the execution of public policies, contributing to Brazil's social and economic development.

CAIXA's Strategy and Corporate Governance

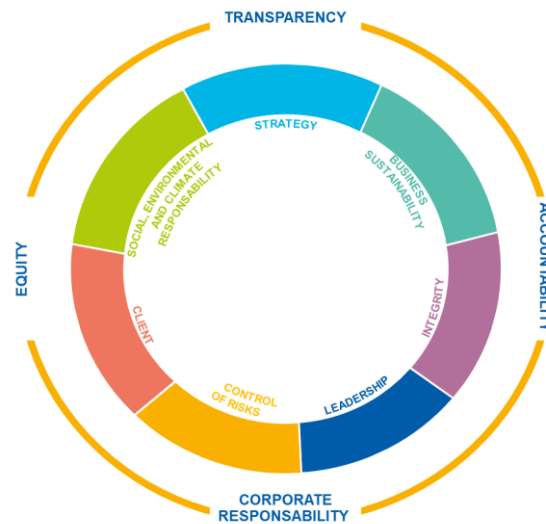
To quickly respond to current challenges, and to be prepared for future challenges, CAIXA Conglomerate's long-term strategy is built on an integrative process, with participative agendas, consolidated methodologies and discussions based on perspectives regarding macroeconomic scenarios and analysis of trends, risk and capital. The bank's strategy is approved by the Board of Directors, which provides guideline on the Institution's performance for the next five years.

CAIXA's guidelines are aimed at strengthening the Conglomerate, its social, environmental and climate actions, in addition to reinforcing the client-focused model, anticipating and meeting expectations, and strengthening the corporate culture.

The monitoring and evaluation of CAIXA's corporate strategy is a regulated process, which is submitted to the Senior Management on a quarterly basis to assess if results and goals have been fulfilled as established in the Conglomerate's strategy.

CAIXA's Corporate Governance aims to guide, monitor and encourage the Institution in optimizing its performance and protecting the rights of all stakeholders. It is based on the principles of transparency, equality, corporate responsibility and accountability, and is aligned with business objectives aiming at maximizing socio-economic results.

To achieve its objectives, CAIXA's Corporate Governance activities are focused on the following premises:



- **Strategy:** align Senior Management guidelines with business initiatives.
- **Integrity:** establish internal mechanisms and procedures for the integrity ecosystem, focusing on anti-corruption measures.
- **Social, Environmental and Climate Responsibility:** ensure that decision-making processes incorporate social, environmental and climate aspects, also observing how CAIXA's operations impact society and the environment.
- **Client:** ensure the fair and equal treatment of all stakeholders involved in the Conglomerate's operations.
- **Business Sustainability:** guarantee the economic and financial feasibility of CAIXA's businesses.
- **Control of Risks:** identify, assess and monitor the risks inherent to the products, services, operations, actions and activities carried out by CAIXA and its subsidiaries.
- **Leadership:** mobilize knowledge, skills and attitudes of leaders in favor of optimizing corporate results and promoting a meritocratic environment.

Performance Analysis and Results²

Net Income

In 4Q22, CAIXA's net income totaled R\$2.2 billion, compared to R\$3.2 billion in 4Q21. In 2022, net income amounted to R\$9.8 billion, down by 43.4% over 2021.

In R\$ million	4Q22	3Q22	Δ%	4Q21	Δ%	2022	2021	Δ%
Financial Margin	14,969	12,549	19.3%	11,489	30.3%	50,921	45,827	11.1%
Allowance for Loan Losses	(4,938)	(2,905)	70.0%	(2,949)	67.5%	(15,642)	(11,056)	41.5%
Income from Financial Intermediation	10,031	9,643	4.0%	8,541	17.4%	35,279	34,771	1.5%
Income from Services and Banking Fees	6,457	6,473	-0.2%	6,313	2.3%	25,107	23,900	5.0%
Administrative Expenses	(10,715)	(9,923)	8.0%	(9,648)	11.1%	(38,561)	(35,073)	9.9%
Other Operational Revenues/Expenses	(2,079)	73	-	(1,270)	63.7%	(4,681)	(5,335)	-12.3%
Tax Expenses	(1,068)	(1,145)	-6.8%	(956)	11.7%	(4,252)	(3,809)	11.6%
Income from Interests in Subsidiaries and Affiliated Companies	543	591	-8.0%	441	23.1%	2,082	1,972	5.5%
Others	(1,060)	(1,533)	-30.8%	(1,568)	-32.4%	(5,403)	(4,486)	20.5%
Operating Result	2,110	4,179	-49.5%	1,852	13.9%	9,570	11,941	-19.9%
Non-Operating Result	267	(10)	-	422	-36.7%	695	7,228	-90.4%
Income Tax, Social Contribution and Profit Sharing	(22)	(791)	-97.2%	1,038	-	74	(1,651)	-
Consolidated Accounting Net Income	2,176	3,224	-32.5%	3,218	-32.4%	9,774	17,268	-43.4%

The financial margin reached R\$15.0 billion in 4Q22, up by 30.3% over 4Q21, due to the good performance of revenues from loan operations, securities and derivatives operations, as well as the result from interbank liquidity investments.

In 4Q22, **income from the loan portfolio** totaled R\$29.3 billion, up by 48.0% YoY. In the 12-month period, we highlight the increase in income from mortgage loans (+37.8%), loans to individuals (+39.9%), corporate loans (+76.2%), sanitation and infrastructure (+47.9%), and agro loans (+321.6%).

Funding expenses were impacted by the rise in interest rates. Administrative expenses (personnel + other administrative expenses) totaled R\$10.7 billion, up by 11.1% over 4Q21. The variation was mainly impacted by the hiring of approximately one thousand employees during 2022, as well as salary adjustments due to the collective bargaining agreement in the period.

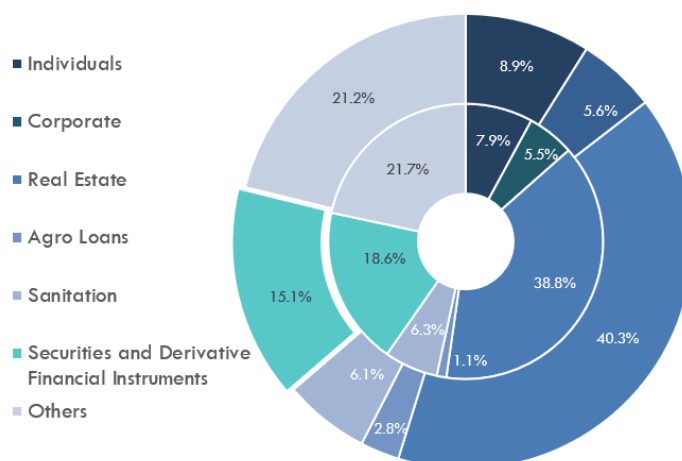
Income from Services reached R\$6.5 billion in 4Q22, up by 2.3% YoY. We highlight the increase of 11.1% in government services, 4.8% in investment funds, and 19.7% in insurance products.

² More information on the Performance Analysis is available in the Performance Analysis Report, available on the website: <https://ri.caixa.gov.br/informacoes-financeiras/central-de-resultados/>

Assets and Liabilities

CAIXA's assets totaled R\$1.6 trillion, up by 9.4% over December 2021, mainly due to the 16.7% increase in the loan portfolio, opposed by the 11.1% reduction in securities and derivative financial instruments.

Assets Breakdown



In December 2022, the loan portfolio represented 63.7% of total assets, up by 4.0 p.p. over December 2021. The balance of treasury investments accounted for 15.1% of total assets, down by 3.5 p.p. over the same period from the previous year.

Loan Portfolio

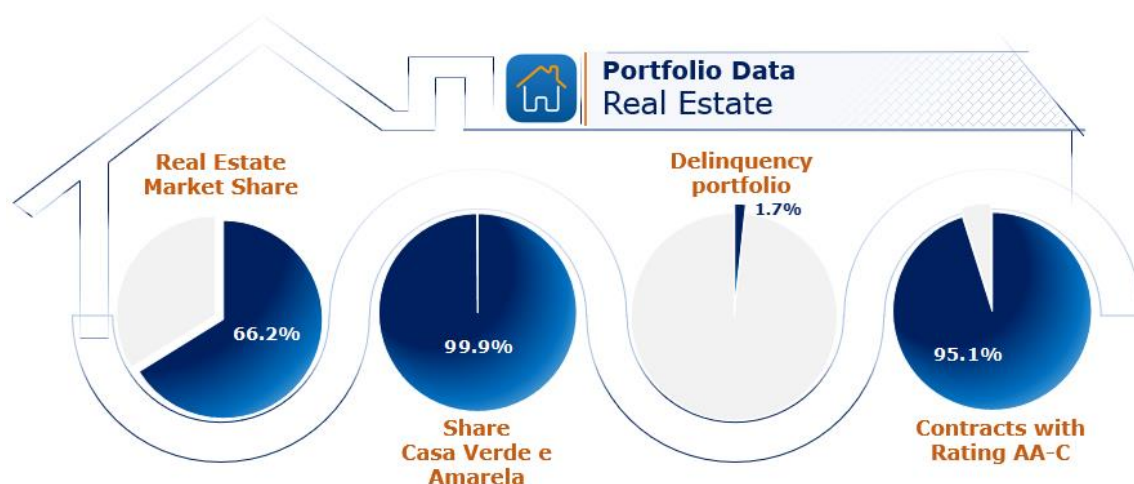
The loan portfolio ended 4Q22 at R\$1.0 trillion, growing by 16.7% over 4Q21. In 4Q22, a total of R\$123.9 billion was provided in loans, up by 7.2% in 12 months.

Over the last 12 months, we highlight the increase in portfolio balances of the real estate sector with SBPE³ resources (+21.6%); payroll-deductible (+22.8%) and agro loans (+167.5%).

CAIXA is the bank that supports Brazilians in conquering their dream of owning their own home, maintaining its market leadership in the **real estate segment**, with a 66.2% market share in total mortgage loans, in which, in 2022, the Casa Verde e Amarela Program was carried with a market share of 99.9%. Provisional Measure (MP) 1,162, of February 14, 2023, provides for the *Minha Casa, Minha Vida* Program (MCMV), with CAIXA's leadership on this sector.

We also highlight the quality of the real estate portfolio, in which 95.1% of the contracts have ratings between AA and C, with the portfolio's delinquency rate at 1.7%.

³ Brazilian Savings and Loan System



The **mortgage loan portfolio** ended the quarter at R\$637.9 billion, up by 13.6% in comparison to 4Q21. In 4Q22, a total of R\$39.5 billion were provided in lending (considering SBPE and FGTS resources⁴), 7.4% higher than in 4Q21. A total of R\$21.8 billion were provided with FGTS resources alone, increasing by 40.6% from the same period of the previous year.

Lending provided for the *Casa Verde e Amarela* Program totaled R\$70.5 billion in 2022, up by 22.2% over 2021. Of the overall contracts, 71% was allocated to groups 2 and 3 (income ranging from R\$2,400 to R\$8,000), 3% for the *pró-cotista* public (workers who have FGTS accounts) and 26% for group 1 (income range up to R\$ 2,400).

Regarding the **corporate segment**, CAIXA is keeping its focus on micro and small companies, operationalizing the provision of resources from the PRONAMPE (National Support Program for Micro and Small Enterprises) and FAMPE (Guarantee Fund for Micro and Small Enterprises).

In 4Q22, 20.2 thousand contracts were signed by PRONAMPE and R\$ 1.5 billion in provided resources. In 2022, a total of 108.8 thousand contracts were signed, amounting to R\$9.7 billion. Since the launch of this Program, in June 2020, CAIXA has already supported 274 thousand companies, with a 32.2% market share in provided volume.

In relation to FAMPE, a total of 2.7 thousand contracts were signed in 4Q22, totaling R\$157.3 million provided. In 2022, a total of 57.4 thousand contracts were signed, providing R\$3.8 billion. Since 2020, when the initial contracts were signed, CAIXA has supported 151 thousand companies.

Infrastructure operations reached a balance of R\$99.3 billion at the end of 4Q22, up by 5.7% in comparison to the same period in the previous year. Due to its great relevance and leading role, as well as its deep connection to the national economic development, these operations are within the scope of CAIXA's strategic operations.

In **agro loans**, the portfolio's balance reached the mark of R\$44.1 billion at the end 2022, increasing by 167.5% over 2021. Individual loans increased by 259.1% in 12 months, totaling R\$32.1 billion; in corporate loans there was an increase of 59.2% over 4Q21, reaching a balance of R\$12.0 billion.

In 4Q22, new loans in the agribusiness segment grew by 10.3% in comparison to 4Q21, reaching R\$6.0 billion, with a special focus on individual clients. Of this amount, R\$2.7 billion

⁴ Worker's Severance Fund (FGTS)

was allocated for funding costs, R\$2.4 billion for investment, R\$568.4 million for industrialization and R\$315.0 million for sales.

In 2022, CAIXA carried out R\$39.4 billion in agro loans, 150.2% higher than in 2021. Of this amount, R\$15.5 billion was allocated for funding costs, R\$15.5 billion for investment, R\$5.6 billion for industrialization and R\$2.8 billion for sales.

The delinquency rate of the total loan portfolio ended 4Q22 at 2.09%, compared to 1.95% over 4Q21. Provision coverage ended the quarter at 219.0%. The total portfolio's rating has 92.5% of operations classified at risk levels between AA and C, demonstrating quality and solidity.

CAIXA's loan portfolio has 92% of its balance with real collateral, concentrated in long-term operations, mainly due to the mortgage portfolio, which corresponds to 63.0% of the total portfolio. We highlight the mortgage loan portfolio, which has a balance of R\$637.9 billion, R\$1.2 trillion in collateral and a Loan to Value (LTV) of 51.75%.

Funding

Total funding reached R\$1.2 trillion at year-end 2022, up by 11.3% over 2021, of which savings represented R\$360.7 billion, down by 1.2% in the last 12 months. CAIXA remains the leader in this segment and increased its market share from 35.4% to 36.1% at the end of 2022.

In 4Q22, CAIXA's bonds reached R\$83.9 billion, increasing by 241.2% in 12 months, driven by a more favorable scenario for fixed income products. Mortgage bonds grew by 229.3% in 12 months, with a R\$73.9 billion balance at the end of 2022.

Net Equity

CAIXA ended 4Q22 with a net equity of R\$122.6 billion, up by 9.9% YoY.

Liquidity

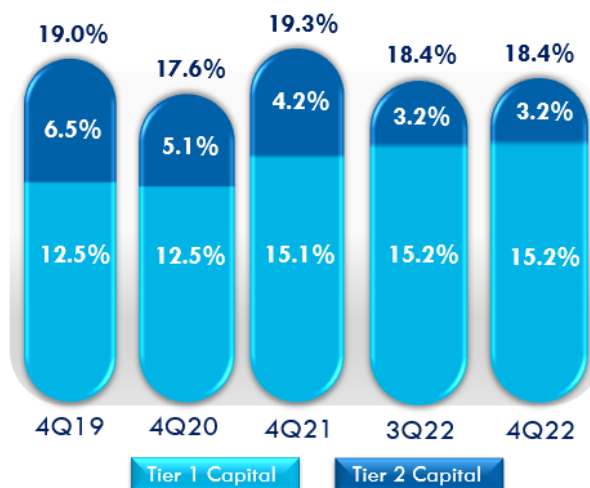
The Short-Term Liquidity Ratio (LCR)⁵ lists highly liquid free assets and outflows (net) over a 30-day period. In 4Q22, CAIXA totaled a LCR of 170.9%. The indicator reduced by 74.5 p.p. over 4Q21.

Basel Ratio

In 4Q22, CAIXA's Basel Ratio reached 18.4%, 6.9 p.p. higher than the minimum requirement of 11.5% established by National Monetary Council Resolutions 4,955 and 4,958, of October 21, 2021, which regulate the recommendations of the Basel Committee on Banking Supervision related to the capital structure of financial institutions.

⁵According to BACEN Resolution 54, short-term liquidity indicators are calculated from the simple average of the daily amounts in the quarter referring to the informed base date.

Basel Ratio



Therefore, we highlight CAIXA's good capital structure even amidst the expansion of its credit portfolio, reinforcing the bank's capacity to carry out its strategic planning in a sustainable manner.

BACEN Official Letter 3,068/2001

In compliance with Article 8 of BACEN's Official Letter 3,068/2001, CAIXA stated its intention of holding the securities classified as Tier III (held until maturity), totaling R\$10.1 billion in the period, until their respective maturities, and attested the required financial capability for this decision.

Service Structure

To better serve its 151.1 million clients, of which 149.1 million are individuals and 2.0 million are corporate, CAIXA's network is present in more than 99% of Brazil's municipalities through 26.8 thousand service points. There are a total of 4.3 thousand branches and banking service points, 22.5 thousand lottery outlets and CAIXA Aqui correspondents, 10 truck branches, and 2 boat branches. CAIXA also offers 26.6 thousand ATMs, available in banking service points and self-service rooms, in addition to access to 24.4 thousand Banco 24 Horas terminals.

Payment of Social Benefits

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

Through its physical and digital service channels and partner network, CAIXA distributed 103.7 million payment installments for social programs, employee benefits and INSS benefits across all Brazilian municipalities in 4Q22, totaling R\$79.7 billion in payments. In 2022, a total of 402.2 thousand installment payments were made, amounting to R\$308.9 billion.

Auxílio Brasil⁶

In 4Q22, CAIXA distributed 61.7 million benefit payments to 21.3 million beneficiaries, in a total amount of R\$37.0 billion. In 2022, a total of 222.5 million payments of this benefit were distributed to 23.6 million beneficiaries, in a total amount of R\$111.4 billion.

Salary Bonus

In February 2022, CAIXA began paying the Salary Bonus, in accordance with Resolution 934 of the Deliberative Council of the Worker Support Fund (Codefat), issued on January 7, 2022. The 2022 Salary Bonus payment calendar established that all benefits would be paid in the months of February and March and, therefore, no exceptional anticipations are required for the calendar.

In 2022, CAIXA distributed 23.1 million benefit payments to 22.5 million beneficiaries, in a total amount of R\$20.4 billion.

Regional Benefits

In 4Q22, CAIXA operated the payment for 33 regional programs, through 2.1 million installment payments to 1.2 million beneficiaries, distributing a total of R\$247.2 million to the Brazilian population. In 2022, CAIXA distributed 7.8 million payments to 2.7 million beneficiaries, amounting to R\$1.2 billion.

Auxílio Gás

CAIXA distributes the payment of *Auxílio Gás* to Brazilians. This government program is aimed at mitigating the price variations of liquefied petroleum gas (LPG) on low-income families. In 2022, this benefit reached 6.3 million beneficiaries, totaling 38.8 million payments and a total amount of R\$3.1 billion.

Extraordinary FGTS Withdrawal

The FGTS Extraordinary Withdrawal calendar began on April 20, 2022 and was established according to the worker's month of birth. Approximately R\$32.1 billion was released to nearly 72.8 million workers, who had the right to withdraw their funds by December 2022.

Each worker was able to withdraw up to R\$1 thousand, according to the balance available in their FGTS accounts. The amounts from the FGTS Extraordinary Withdrawal were credited to a Digital Social Savings Account, automatically opened by CAIXA on behalf of the workers.

Digital service for renegotiating FIES debts

CAIXA assisted individuals who used the Student Financing Fund (FIES) to pay for college education that fell within the parameters established by Provisional Measure (MP) 1,090/2021, later converted into Law 14,375/2022.

During 2022, a total of 206.8 thousand requests were made to renegotiate outstanding FIES contracts, of which R\$5.57 billion was granted in discounts, representing an average discount rate of 87%.

⁶ Includes the amount for Extraordinary Benefit.

Use of FGTS funds to pay up to 12 overdue mortgage loan installments

From May 2 to December 31, 2022, workers were able to use their FGTS balance to pay up to 80% of overdue mortgage loan installments, limited to 12 installments (consecutive or not).

Actions in support of municipalities affected by natural disasters

During 2022, CAIXA supported 193 municipalities in different regions of Brazil hit by floods, through the FGTS Calamity Withdrawal. The bank sent specialized employees of the Government, Housing and FGTS areas to provide technical support to the city halls of these regions.

To serve the residents of the affected regions, CAIXA allocated truck branches to these locations, all of which are prepared to perform the same services as a physical branch.

The bank mobilized a team specialized in releasing the FGTS Calamity Withdrawal, allowing workers to withdraw up to R\$6,220, limited to the balance available in their FGTS accounts. CAIXA's team also provides guidance to the municipalities on how to fill out the documents required to make them eligible for this type of FGTS withdrawal.

In the real estate area, CAIXA allowed mortgage loan installments to be paused for up to 90 days in the affected regions, upon request. CAIXA's service units also supported clients with immediate assistance in home insurance claims and on how to request indemnities. In addition, the bank's engineering teams were sent to the affected regions to support social housing actions and carry out all necessary measures.

To assist local governments, CAIXA offered technical support to city halls in surveying damages and calculating estimated costs to recover works in progress or affected buildings that greatly impact the population of these municipalities, such as bridges, access roads, water supply equipments, health clinics, schools, among others.

Support to Government Programs

Loan Programs for Public Entities

In 4Q22, the loan portfolio with Public Entities (States, Federal District and Municipalities), distributed a total of R\$3.1 billion through signed contracts. In the same period, 14 new contracts were signed, amounting to R\$359.6 million.

At the end of 4Q22, the loan portfolio with Public Entities had 3.6 thousand active operations, with a balance of R\$57.3 billion and serving 1.5 thousand clients in the Government segment throughout Brazil.

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

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

In 4Q22, 1.2 thousand works were completed, totaling R\$1.0 billion in transfer contracts.

Sustainability and Socio-Environmental Responsibility

Microfinance for Women

In 4Q22, a total of R\$192.6 million was provided in loans to 6 thousand micro and small companies owned or partnered by women. These commercial loans are offered to companies with annual revenues of up to R\$360 thousand.

CAIXA Hospitais

In 4Q22, approximately R\$763.4 million was granted for operations of CAIXA Hospitais, destined for *Santas Casas* and philanthropic hospitals, increasing by 70.5% over 4Q21. This credit line offers advantages, such as easier payment and reduced interest rates.

Loan for Clean Energy Generation

In 4Q22, 1.4 thousand loan contracts were signed through the *CAIXA Energia Renovável* credit line, totaling R\$44.4 million. Since its launch, in December 2021, more than R\$ 165.5 million were invested, resulting in savings on the electricity bills and contribute to sustainability using clean and renewable energy.

CAIXA Florestas

The 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.

Thirteen projects have already been authorized, benefiting 136 municipalities in the States of Pernambuco, Ceará, Rondônia, Minas Gerais, Tocantins, Pará, Goiás, Bahia, and Espírito Santo. Altogether, the projects will receive R\$113.7 million from CAIXA's Social and Environmental Fund (FSA) to foster the planting of 7.1 million trees, directly benefiting 1.9 million citizens and preserving more than 2.7 thousand springs.

Município + Azul (+Blue Municipality) CAIXA Seal

The Município + Azul (+Blue Municipality) CAIXA Seal is an initiative aimed at recognizing municipalities that apply good Socio-Environmental Responsibility and Governance (ESG) practices in their local public management, using resources in a sustainable manner and increasing the well-being and quality of life of their population. This initiative is also aimed at strengthening CAIXA's brand as the main financial agent for sustainable and governance practices for the municipalities, through the responsible use of environmental and public resources with the purpose of increasing the quality of life of Brazilian citizens.

Adherence to certify for the Município + Azul (+Blue Municipality) CAIXA Seal is voluntary and, in order to participate, municipalities must submit a Proposal Letter and other documents required to prove compliance with the Seal's 20 evaluation indicators in four categories: Environmental, Social, Governance and Climate. The Seal has four levels of recognition: Crystal, Topaz, Sapphire and

Diamond, which are defined according to the municipality's score based on the indexes achieved for each evaluation metric.

In 2022, the CAIXA Seal was awarded to 17 Brazilian municipalities that had already joined the initiative and are recognized for having public indicators that demonstrate good Governance and Socio-Environmental Responsibility practices in their local public management, allowing them access to differentiated conditions when acquiring CAIXA's products and services.

Lotteries

In 4Q22, Loterias CAIXA collected R\$7.2 billion, increasing by 28.1% the amount collected from the same period in the previous year. In 2022, this amount reached R\$23.2 billion, up by 25.6% over 2021.

In R\$ million	4Q22	3Q22	Δ %	4Q21	Δ %	2022	2021	Δ %
Net Premium	2,569	1,938	32.6	2,073	23.9	7,895	6,135	28.7
Social Destination	2,797	2,227	25.6	2,201	27.1	9,018	7,463	20.8
Social Security	1,234	944	30.7	966	27.7	3,920	3,141	24.8
Security	734	566	29.8	574	28.0	2,344	1,870	25.4
Sports	509	431	18.0	402	26.5	1,674	1,329	26.0
Education	110	124	-11.0	96	15.1	409	587	-30.3
Culture	207	158	31.0	162	27.8	656	525	24.9
Health	2	3	-33.3	1	98.6	9	4	122.0
Others	1	2	-25.5	0	385.7	5	7	-32.4
Taxes (Income Tax on Premium)	493	379	29.8	301	63.8	1,874	1,392	34.7
Costs and Maintenance	1,385	1,075	28.9	1,081	28.1	4,449	3,503	27.0
Total Collected¹	7,244	5,620	28.9	5,656	28.1	23,236	18,493	25.6

¹ Amounts consider resources destined for the Lottery Development Fund and the compensation of Lottery Outlets.

Loterias CAIXA are an important source of funds to promote social development in Brazil. From the amounts collected in 4Q22, a total of R\$ 2.8 billion, equivalent to 38.6% of the total amount, was allocated to Federal Government's social programs in social security, sports, culture, public security, education and health areas, up by 27.1% over 4Q21, in addition to its return to society through income tax payments.

CAIXA Conglomerate

Caixa Seguridade

The year of 2022 was marked by the full operation of Caixa Seguridade's new business model, which includes exclusive agreements with new partnerships, through more significant economic participation and greater governance, aligned with the strategic performance in the sale of insurance products under the CAIXA brand, in addition to the new distribution operating model for CAIXA's distribution network, via Caixa Corretora.

In 2022, sales performance for insurance products and assistance services recorded an increase of 1.4% in premiums issued and revenues from assistance compared to 2021. We highlight the

performance of the Residential, Mortgage and Life product lines, which had their best historical performance, growing 12.7%, 6.6% and 5.6%, respectively, in the year.

In the private pension plan segment, reserves amounted to R\$133.8 billion in December 2022, up by 21.8% YoY, and increasing the revenues from management fees earned by Caixa Vida e Previdência by 19.5% in the year.

In November 2022, the Credit Letters segment received a record number of proposals in a single day, reaching R\$430 million in credit letters sold.

The collection of Premium Bonds by Caixa Capitalização ended 2022 with a growth of 287.1% over 2021, and, when compared with the combined collection of the former partnership, the annual growth recorded for 2022 was 18.4%.

In line with its strategy, the Company recently concluded the sale of its entire equity interest held in CNP Consórcio, Odonto Empresas and CNP Participações em Seguros Ltda., which holds the interest in Companhia de Seguros Previdência do Sul ("Previsul") and CNP Capitalização S.A. ("CNP Cap"), in the total amount of R\$593.6 million, as announced to the market on November 16, December 22, 2022, and January 27, 2023, respectively.

CAIXA Cartões

In line with the guidelines defined in its strategy and the recurring improvement of the business, CAIXA Cartões advanced, during the last quarter of 2022, in the consolidation of its operating verticals, in which we highlight that on October 31, 2022, CAIXA and CAIXA Cartões signed an agreement for the supply of Food and Meal Voucher to CAIXA employees.

During the period, new improvements were also implemented at azulzinha, CAIXA's card machine, ranging from the launch of services via WhatsApp to updates on the App and a Portal offering new services.

In terms of Acquiring Business, azulzinha's revenue exceeded R\$1.4 billion in the month of December, reaching R\$10.6 billion for the year. Prepaid revenues totaled R\$196 million for the month of December and R\$ 912 million for the year.

CAIXA Asset

In 4Q22, CAIXA Asset recorded a total of R\$501.1 billion in assets under management, up by 10.6% YoY. CAIXA Asset's business model remains focused on a long-term sustainable growth scenario.

With a 6.5% market share at the end of 2022, CAIXA Asset remained ranked as 4th among the largest asset managers in the country, being the 2nd largest manager in the retail sector, public sector, and Special Social Welfare Policy (RPPS).

In terms of number of shareholders, a positive variation was recorded in 4Q22, up by 3.2% in shareholder base QoQ, surpassing the mark of 2.4 million investors in investment funds managed by CAIXA Asset.

Also, in 4Q22, CAIXA Asset was recognized by FGV as the 3rd best manager in Brazil, standing out as 2nd best in fixed income funds, 3rd best in money market funds and 4th best in equity funds. CAIXA Asset was also highlighted in the Guia de Previdência Valor/FGV 2022 ranking as

the 2nd best general fund manager, best fund manager in the 5-year period, and best fund manager in the 7-year period.

Integrity

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

CAIXA has an Integrity Program aimed to prevent, detect and correct illicit acts, either actively or passively, ensuring the effective adoption of the Codes of Ethics, Conduct, Policies and Guidelines by integrating control instruments and activities to manage integrity risk.

The Program is based on five pillars, which work in a joint, systemic and interrelated manner: (i) Senior Management Commitment; (ii) Continuous Risk Analysis; (iii) Integrity Protocols, (iv) Communication and Training; (v) Monitoring and Outcome Measures. These pillars run through three axes of action: Prevention, Detection and Correction, according to the guidelines issued by the Office of The Comptroller General (CGU).



With the sponsorship and commitment of the Senior Management to fulfill the actions foreseen in the Integrity Program, the Vice-Presidency of Risks/Internal Controls and Compliance Office coordinates, monitors, controls and evaluates the transversal instruments and mechanisms under the responsibility of the players involved in the Integrity Ecosystem, helping mitigate the risk to integrity in their operating areas, as they identify weaknesses and practices against integrity.

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

Main Players of CAIXA's Integrity Ecosystem



The articulation centralized by the Vice-Presidency of Risks/Internal Controls and Compliance Office provides more transparency and speed to CAIXA's performance, contributing to the procedures adopted by the players of the Ecosystem and aiming to strengthen the Company's image and reputation at levels of excellence and recognized by society and the market.

Reporting Channel

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

In addition to preventive measures and aimed at improving and reinforcing the processes for investigating reports filed at the company, an independent firm, with recognized capacity in investigations of this nature, was hired to carry out further investigations for cases involving harassment, thus ensuring transparency, impartiality and the necessary support for fact-finding.

Investigations on harassment complaints carried out by the Bank's Internal Affairs department were finalized, and the results were sent to competent authorities such as the Federal Prosecution Service, the Public Labor Prosecution Office, and the Public Ethics Commission.

Ombudsman

Clients and regulatory feedback in numbers:

- Preserved 1st place among the five largest Brazilian banks in the national indicator of the PROCON Resolution Rate, with CAIXA obtaining a score of 81.5% for the resolution of Letters of Preliminary Investigation (CIP), in October and November 2022.
- 7 thousand clients demand handled from October to December, reducing the number of complaints by 7% QoQ.

Policy for Sponsorship and Investments in Culture and Sports

CAIXA invests in the fostering of sport and the dissemination of culture to encourage the promotion of citizenship. A total of R\$19.1 million was invested in 4Q22, amounting to R\$73.9 million for the year.

Investments in sports are designed to provide Brazilian athletes with adequate training conditions and promote the education and social inclusion of children and adolescents, creating opportunities to new talents.

With its sponsorship strategy, CAIXA prioritizes social sports projects, supports the development of junior athletes and prospects educational projects focused on the low-income population. Similarly, in the cultural field, CAIXA encourages social projects that use music as an inclusion tool and popular culture events, and cultural projects are expected to reach different regions.

Successful partnerships in previous years were renewed among the sports and cultural projects. Together, the projects directly benefit thousands of people, including students, musicians and athletes in training, as well as family members, communities and professionals involved.

Acknowledgments

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

Management.

 Glossary

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

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

Compliance: Practices adopted by the Institution that are in line with current legislation and ethical guidelines.

Cross Selling: The sale of an additional product/service to a client who already has products/services contracted from another line.

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

Real Collateral: Assets delivered to secure a contracted financial obligation, covering any issues in making the expected payments.

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

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

Loan to Value (LTV): The ratio between the amount of a contract that is exposed against the collateral provided, in which the collateralized amount is fixed, and the exposed amount varies on a monthly basis. Thus, LTV illustrates the institution's capacity to cover collateral in relation to the loan provided, indicating the risk level it is willing to assume in case of default and the need to enforce the collateral offered by the borrower.

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

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

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

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

Securities: All the items established in Article 2 of Law 6,385/76, including shares, derivatives and investment fund quotas.

CAIXA

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