



INTEGRATED REPORT 2022

CAIXA

SUMMARY

3 MESSAGE FROM
THE CEO

20 GOVERNANCE,
STRATEGY AND
PERFORMANCE

5 ORGANIZATIONAL
OVERVIEW AND
EXTERNAL ENVIRONMENT

84 BUDGET, FINANCIAL AND
ACCOUNTING INFORMATION:
CAIXA'S BUDGET

14 RISK
MANAGEMENT

88 ANNUAL LETTER OF PUBLIC
POLICIES AND CORPORATE
GOVERNANCE



This report is interactive. Click on the headings to go straight to the desired subject. Throughout the document, the main menu is shown at the top of each page. You will return to this summary by clicking on the icon ☰.

MESSAGE FROM THE CEO



To the Brazilian society, employees, contributors, partners, investors, and customers.

In this report, we present our achievements for 2022, reinforcing CAIXA's commitment as a solid and reliable public Bank, and our expressive results also demonstrate the commitment of the people working at this Institution.

At the end of 2022, our unique capillarity was comprised of 26,772 service points, 13,375 lottery units, 9,087 exclusive bank correspondents, 4,298 branches, 10 truck branches and 2 boat branches, reaching 151.1 million customers nationwide.

We are the Federal Government's strategic partner and main agent for public policies, contributing to the development of the country's sanitation, infrastructure, civil construction, transportation, energy, and agribusiness sectors.

CAIXA is also known as the mortgage bank. Our loan portfolio totaled R\$637.9 billion, representing 66.2% of the national real estate market.

In 2022, we allocated R\$10.9 billion from lottery collections to several of the country's priority areas, such as social security, public safety, health, education, sports, and culture.

We paid R\$308.9 billion in social benefits and distributed R\$42.6 billion to society during the year, through taxes and compensation, among others.

In 2022, CAIXA's employees worked efficiently and with dedication, being directly responsible for granting R\$509.8 billion in loans to finance achievements, housing, businesses, and infrastructure for the Brazilian society.

Now, we are initiating a new cycle, seeking to prepare CAIXA for a new Brazil, reconciling the Bank's strategic planning with sustainable growth and its role as the Federal Government's main partner for the operationalization of public policies, contributing to Brazil's social and economic development while, at the same time, working to humanize the relationship with the Bank's employees.

This report was validated by our Management Board and Board of Directors and prepared within the framework of the Integrated Report. We ensure and acknowledge the integrity of our Report and certify its reliability, accuracy, and completeness.

Maria Rita Serrano
CEO OF CAIXA



CAIXA Highlights

OUR MAIN NUMBERS IN 2022

FUNDING

R\$ **1.2** trillion

NET INCOME

R\$ **9.8** billion

R\$ **308.9** billion
in social benefits paid

LOAN PORTFOLIO

R\$ **1.0** trillion
92.5% classified as AA-C

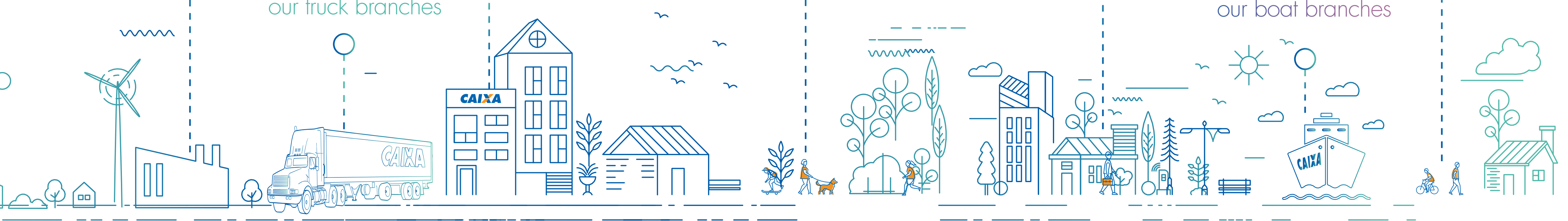
151.1
million customers

167,591

services through
our truck branches

48,216

services through
our boat branches





CHAPTER 1

ORGANIZATIONAL OVERVIEW AND EXTERNAL ENVIRONMENT



ORGANIZATIONAL OVERVIEW AND EXTERNAL ENVIRONMENT

We are a financial institution, in the form of a public company under private law, with our own assets and administrative autonomy, and linked to the Ministry of Economy.

We are part of the National Financial System (SFN) and assist in the operationalization of the Federal Government's public policies.

We are also subject to the rules and resolutions of competent authorities, being supervised by the Central Bank of Brazil (BACEN) and subject to the rules and resolutions of the Interministerial Committee on Corporate Governance and Management of Equity Interests of the Federal Government (CGPAR), the National Monetary Council (CMN), control and supervisory bodies, the guidelines of the Office for the Coordination and Governance of State Companies (SEST), and other norms applicable to SFN participants.

Our Institutional Policy includes the Corporate Governance and Conglomerate Strategy guidelines, which seek to promote the Conglomerate's alignment with the strategic goals to maximize the business effectiveness, integrate actions and responsibilities in the process of managing our equity interests, contribute to perpetuity and sustainability, and expand our Conglomerate's market positioning.

Additional information on our identification and Corporate Strategy is available at: <https://www.caixa.gov.br/sobre-a-caixa/apresentacao/Paginas/default.aspx>, updated in real time.

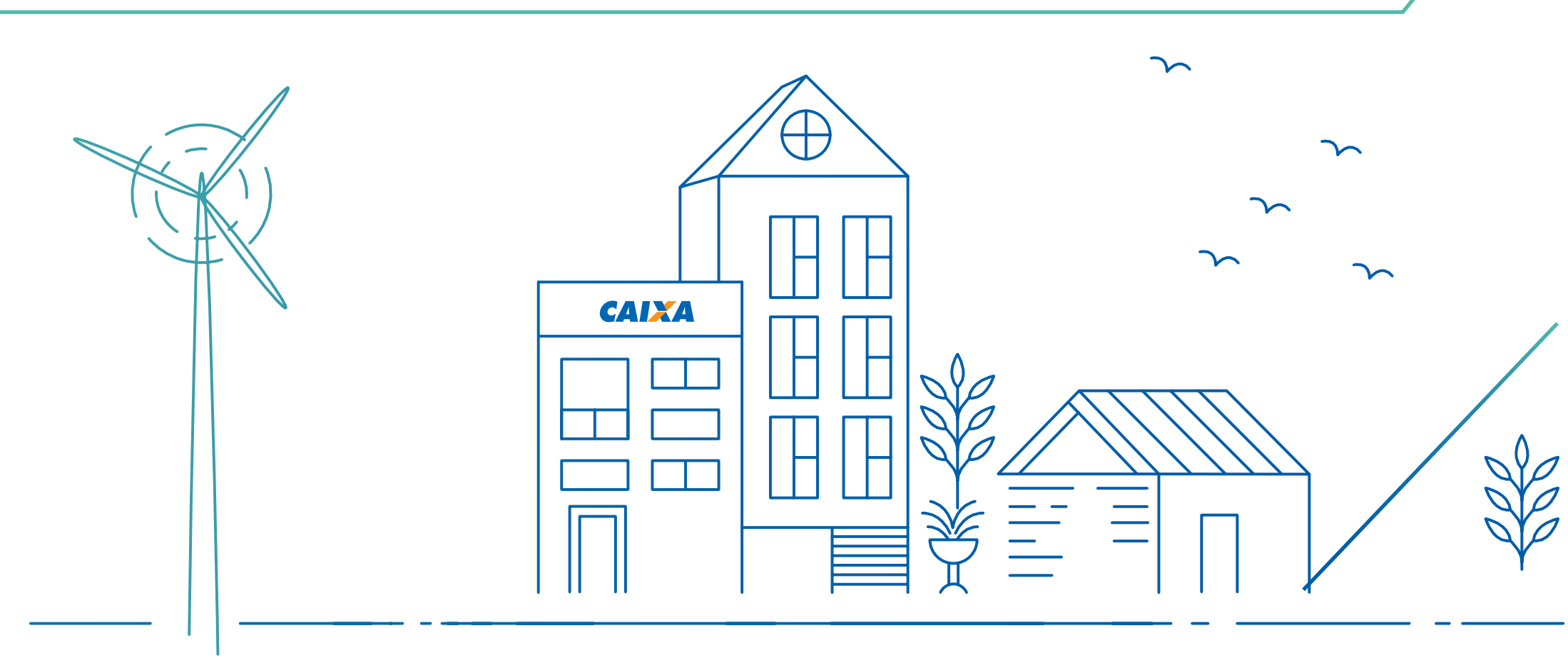


CAIXA's purpose and vision were reviewed in 2023. In 2022, our Purpose was "To be the Bank for all Brazilians", and our Vision was "To be the greatest partner for Brazilians, recognized for the capacity to transform, with efficiency and profitability."

Information regarding CAIXA's subsidiaries is provided at the end of Chapter 3, including information on results and risk management.

Mission and Vision

Our purpose is "TO BE THE PUBLIC FINANCIAL INSTITUTION THAT FOSTERS THE INCLUSION AND SUSTAINABLE DEVELOPMENT, TRANSFORMING PEOPLE'S LIVES",
and our Vision is "TO BECOME A REFERENCE FOR THE BRAZILIAN SOCIETY THROUGH SOCIAL AND COMMERCIAL RELATIONSHIPS, FOSTERING FINANCIAL CITIZENSHIP, SUSTAINABLE DEVELOPMENT, AND EXCELLENCE IN EXECUTING PUBLIC POLICIES, WITH EFFICIENCY AND PROFITABILITY".



THE MAIN GUIDELINES FOR OUR ACTIVITIES



We comply with the following guidelines for our corporate governance activities:



External Standards

- ▲ Decree-Law No. 759, of August 12, 1969: authorizes the Executive Branch to constitute CAIXA Econômica Federal (CEF) as a public company, in addition to other measures (https://www.planalto.gov.br/ccivil_03/decreto-lei/del0759.htm);
- ▲ Law No. 6,404, of December 15, 1976: provides for the Brazilian Corporate Law (https://www.planalto.gov.br/ccivil_03/leis/l6404consol.htm);
- ▲ Law No. 13,303, of June 30, 2016: regulates the legal status of public, state-owned companies and their subsidiaries, under the framework of the Federal, State, Federal District, and Municipal governments (https://www.planalto.gov.br/ccivil_03/_ato2015-2018/2016/lei/l13303.htm);
- ▲ Decree No. 8,945, of December 27, 2016: regulates, within the scope of the Federal Government, Law No. 13,303, of June 30, 2016, which provides for the legal status of public, state-owned companies and their subsidiaries, under the framework of the Federal, State, Federal District and Municipal governments (https://www.planalto.gov.br/ccivil_03/_ato2015-2018/2016/decreto/d8945.htm);
- ▲ Decree No. 11,048, of April 18, 2022: amending Decree No. 8,945, of December 27, 2016, which regulates, within the scope of the Federal Government, Law No. 13,303, of June 30, 2016 (https://www.planalto.gov.br/ccivil_03/_Ato2019-2022/2022/Decreto/D11048.htm#art1).





Internal Standards

Internally, we have a set of governance instruments that direct our governance activities to ensure the effectiveness and quality of our decision-making processes, aligned with legal and regulatory guidelines. The main instruments used are:

- ▲ **Conglomerate Architecture:** an internal corporate manual establishing the type of structure and typology of our units, including their characteristics, responsibilities and organizational charts;
- ▲ **Code of Conduct:** guides the behavior of public agents in carrying out administrative activities and business on behalf of CAIXA, on or off premises;
- ▲ **Code of Ethics:** systematizes the ethical values that guide how we conduct business and carry out actions and relationships with internal and external audiences (https://www.caixa.gov.br/Downloads/caixa-etica/CAIXA_CODIGO_DE_ETICA.pdf);
- ▲ **Bylaws:** establishes our corporate purpose and general rules that define the Bank's operational guidelines (https://www.caixa.gov.br/Downloads/caixa-governanca/Estatuto_Social_da_Caixa_Economica_Federal.pdf);
- ▲ **Regulatory Manuals:** rules and procedures related to our products, activities, services, and other matters that must be observed by our employees, which may also be extended to outsourced workers, as appropriate, in the exercise of their duties;

- ▲ **Policies:** provides guidelines for the actions and decision-making process of our directors, board members and employees, being extended to the companies in our Conglomerate, partners and outsourced workers, as appropriate (<https://www.caixa.gov.br/sobre-a-caixa/governanca-corporativa/governanca/Paginas/default.aspx>);
- ▲ **Authority Regime:** establishes the amounts previously approved for decisions to be taken by key authority figures, depending on the nature of the transaction, aimed at maintaining our operations in order;
- ▲ **Internal Regulations for Collegiate Bodies:** establishes the purpose, responsibilities, composition, administrative acts, types of advisory, procedures, and obligations of the members comprising each of our collegiate bodies (<https://www.caixa.gov.br/sobre-a-caixa/governanca-corporativa/regimentos-comites/Paginas/default.aspx>).



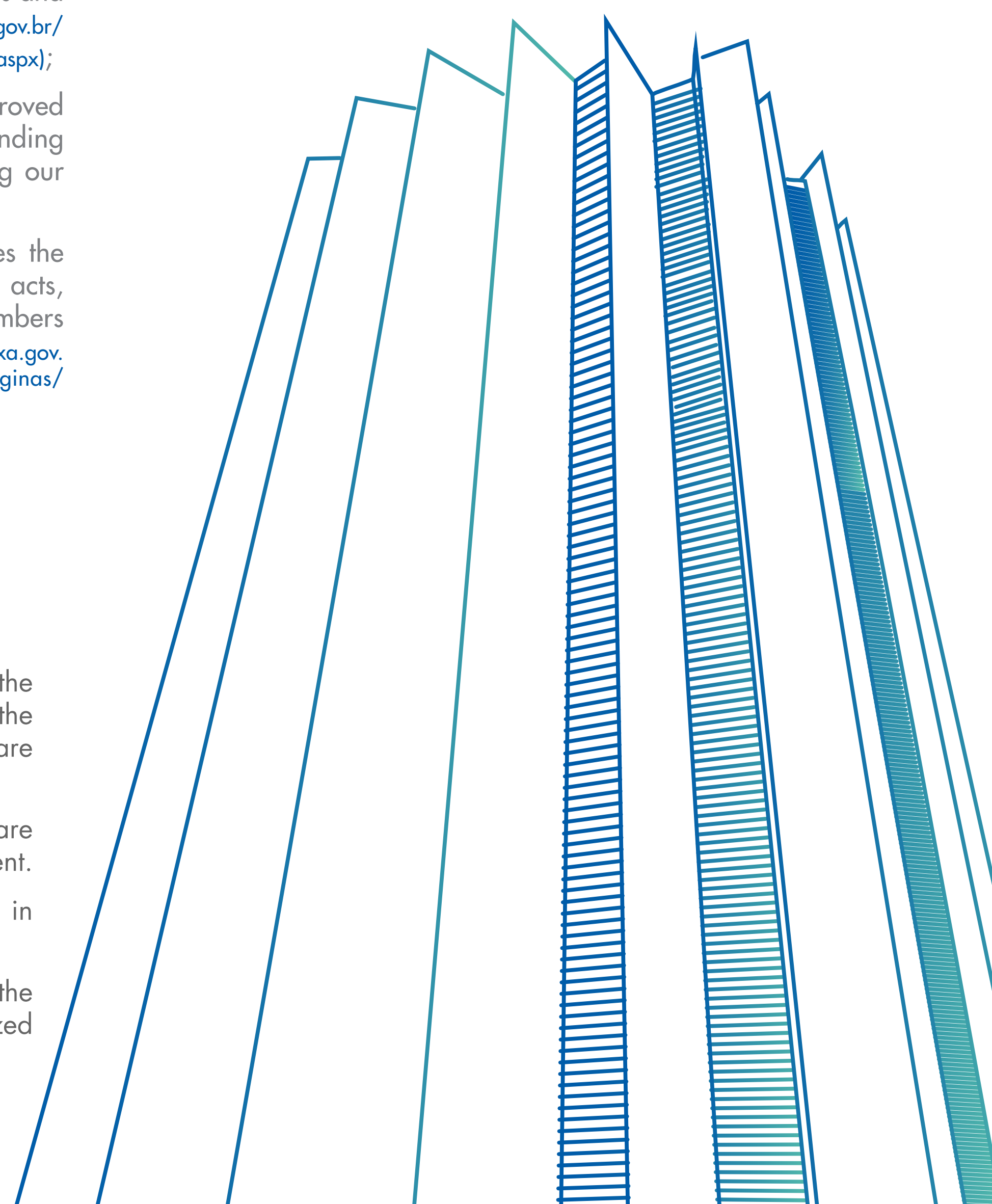
Share Capital

In observance with the prudential practices adopted in the National Financial System, and in compliance with the requirements defined by regulatory bodies, CAIXA's share capital is as follows:

R\$68,000,000,000.00 (sixty-eight billion reais), in share capital, fully subscribed and paid in by the Federal Government.

R\$100,000,000,000.00 (one hundred billion reais) in authorized capital.

Share capital may be increased upon approval by the Shareholders' Meeting and up to the limit of the authorized capital.



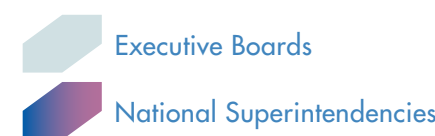
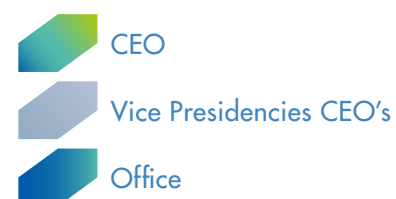
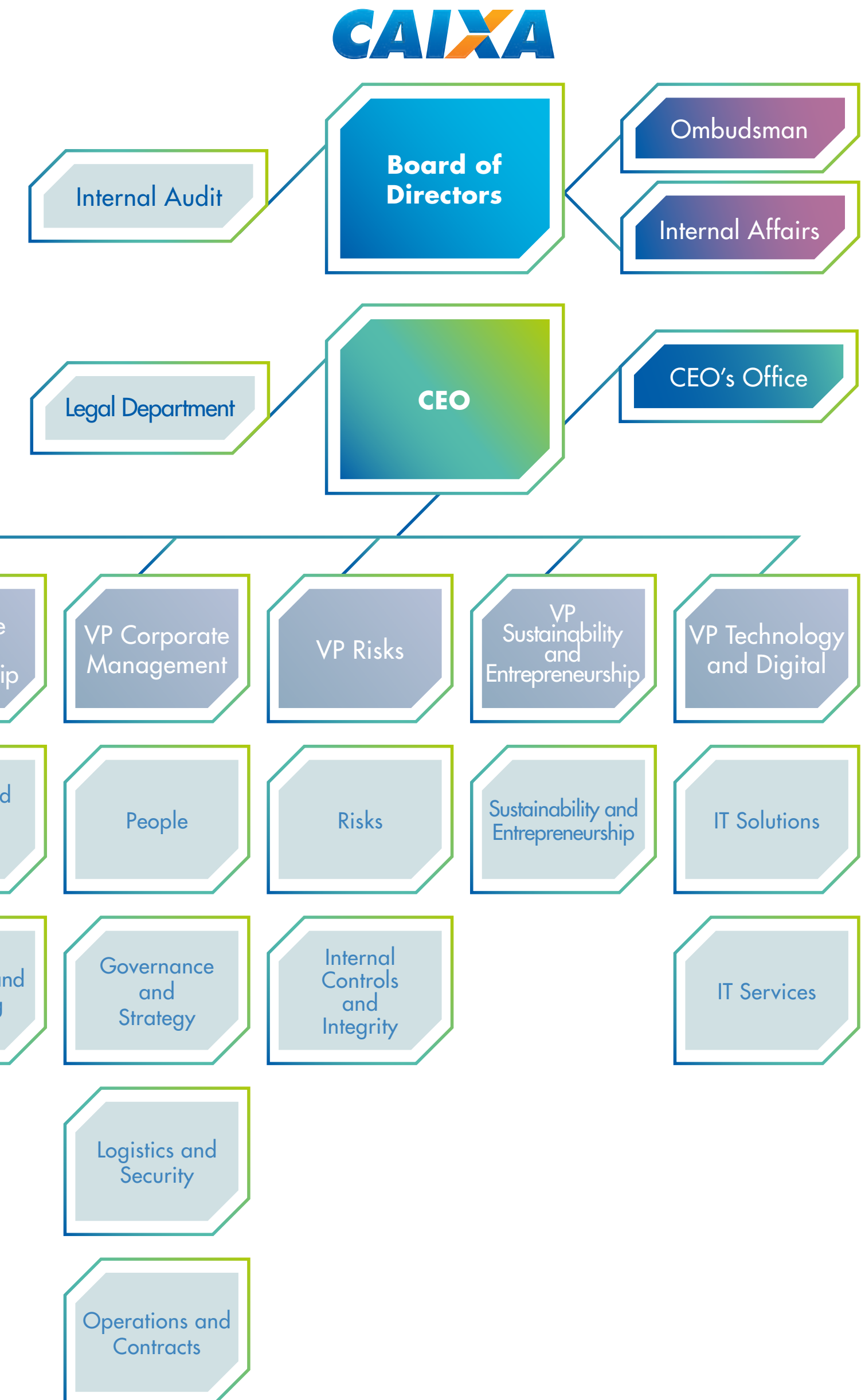
Organizational Structure

The organizational structure is the way we structure ourselves internally.

We believe that our activities are naturally distributed according to the sectors and roles carried out by each of the Bank's units, in such a way that performance gaps are minimized, allowing us to better control and mitigate conflicts of interest and fostering a fluid and effective environment for us to achieve our strategic goals.

We have 12 Vice Presidencies, divided into Business Units and Functional Units.

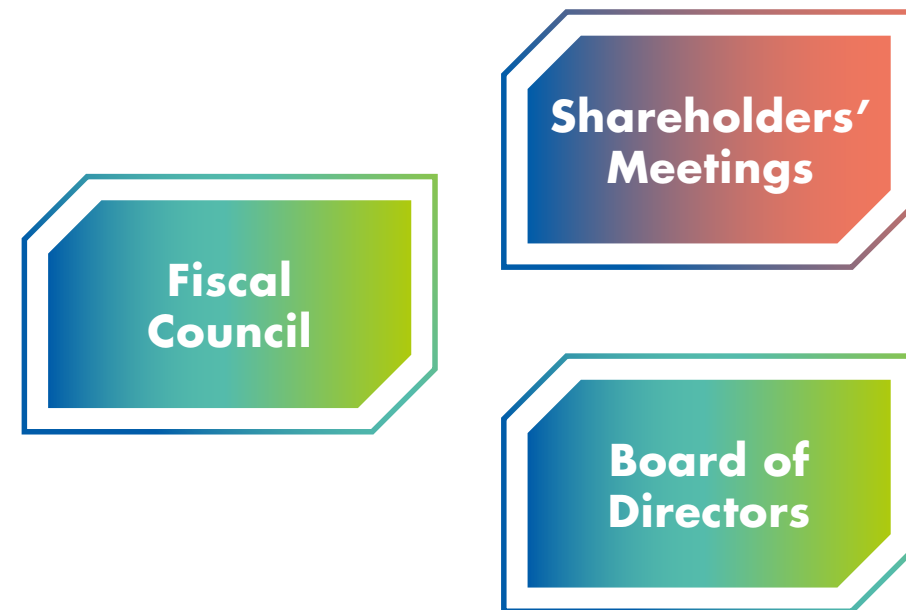
The Business Units are responsible for directly managing the key elements they need to carry out their activities. The Functional Units, on the other hand, are responsible for executing the essential roles that support our business.





Corporate Governance Structure

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



ADVISORY COMMITTEES OF THE BOARD OF DIRECTORS



DELEGATE COMMITTEES OF THE MANAGEMENT BOARD

EXECUTIVE OFFICER COMMITTEES

STRATEGIC BOARDS

Deliberative bodies, linked to the Board of Directors, whose mission is to expedite CAIXA's decision-making process on matters under their attributions, aiming to comply with our strategy.

Deliberative bodies whose mission is to issue decisions and opinions on matters brought to the Delegate Committees of the Management Board and to the Boards of different areas, within the scope of their attributions, ensuring the quality and safety of our decision-making process.

Management support bodies which, acting synergistically and in an integrated way, are responsible for tactical, operational, and administrative decisions, within the scope of their attributions, and provide subsidy for the decisions taken by our directors.



We operate by instrumentalizing strategic decisions, organizing decision-making levels and giving priority to essential management issues, all of which is carried out according to best market practices.

We have a corporate body empowered to resolve on key business matters related to our corporate purpose, pursuant to Laws, our Bylaws, and the Shareholders' Meeting, which is constituted by our sole controller, the Federal Government.

We also have the following collegiate bodies:

Board of Directors

A strategic decision-making body, whose duty is to exercise its attributions considering CAIXA's long-term interests, the impacts of its activities on society and the environment, and the fiduciary duties of its members.

Executive Board

This body is comprised by CAIXA's CEO, Vice Presidents and Executive Directors, whose members are part of our Management Board, Third-Party Asset Management Board, and Government Funds and Lotteries Board.

Management Board

A statutory body responsible for managing and representing CAIXA.

Third-Party Asset Management Board

A statutory body responsible for managing and representing CAIXA in its management of third-party assets.

Government Funds and Lotteries Board

A statutory body responsible for managing and representing CAIXA in its administration and operationalization of the federal lotteries and Federal Government funds, including the FGTS.

Advisory Committees of the Board of Directors

Collegiate bodies that report to CAIXA's Board of Directors, independently from the other bodies, whose purpose is to provide advisory to the Board of Directors on matters within the scope of their attributions.

Fiscal Council

CAIXA's statutory supervisory body, responsible for monitoring and verifying the actions carried out by the Bank's management and their compliance with legal and statutory duties, looking after our interests and exercising the attributions under its supervisory authority.

More information is available at:

<http://www.caixa.gov.br/sobre-a-caixa/governanca-corporativa>





External Environment¹

In 2022, data from important global economies indicated a slowdown in economic activity, leading to reductions in global growth projections by different institutions. A few factors influenced this dynamic, such as the rigid policy to control the pandemic in China and the Russia-Ukraine war, bringing relevant impacts to supply chains around the world. Besides negatively impacting economic activities and increasing global inflation, these events also contributed to maintaining high levels of uncertainty in the macroeconomic scenario.

Global inflation continued to be pressured, mainly due to the unbalanced supply and demand ratio associated with the pandemic, increasing commodity prices, which was intensified with the war in Eastern Europe, and pressures arising from job market conditions in important economies. Within this context, several central banks, including the Federal Reserve² and the European Central Bank, promoted significant adjustments in their monetary policies, increasing market volatility and concerns regarding the risk of recession.

In Brazil, economic activity showed strong results for 2022, with domestic demand sustained by the recurring normalization of in-person activities, stimulus measures, credit expansion, and an overall improvement in the job market. In this sense, we highlight the reduction in unemployment rate due to the significant rise in job indicators and the continued recovery in real earnings which, after the sharp retraction during the crisis, rebounded and surpassed pre-pandemic levels. However, a worsening in economic performance was recorded during the last months of 2022.

In terms of price dynamics, domestic inflation remained under pressure during most of the year. The Russia-Ukraine war

and its effects on international commodity prices, as well as the Chinese policy to control the pandemic contributed to maintaining global production chains unbalanced, thus pressuring production costs and inflation in Brazil and around the world.

In mid-2022, tax measures were adopted to significantly reduce managed prices, particularly for fuel and electricity.

With the exhaustion of the disinflationary impacts from these measures, inflation pressures resumed as prices for items associated with the underlying inflation were still high. Within this context, the Monetary Policy Committee (COPOM) made successive increases in the target Selic rate during the year, from 9.25% to 13.75% p.a. until the August meeting, when rates were stabilized at that level.

On the other hand, the credit market reported strong growth in 2022, following the growth trend seen in recent years, particularly for individual loans. However, debt and income commitment levels have been rising, reaching historic highs during the second half of 2022, with relevant impacts on delinquency rates, mainly on individual loans, which may be a risk to the credit market.

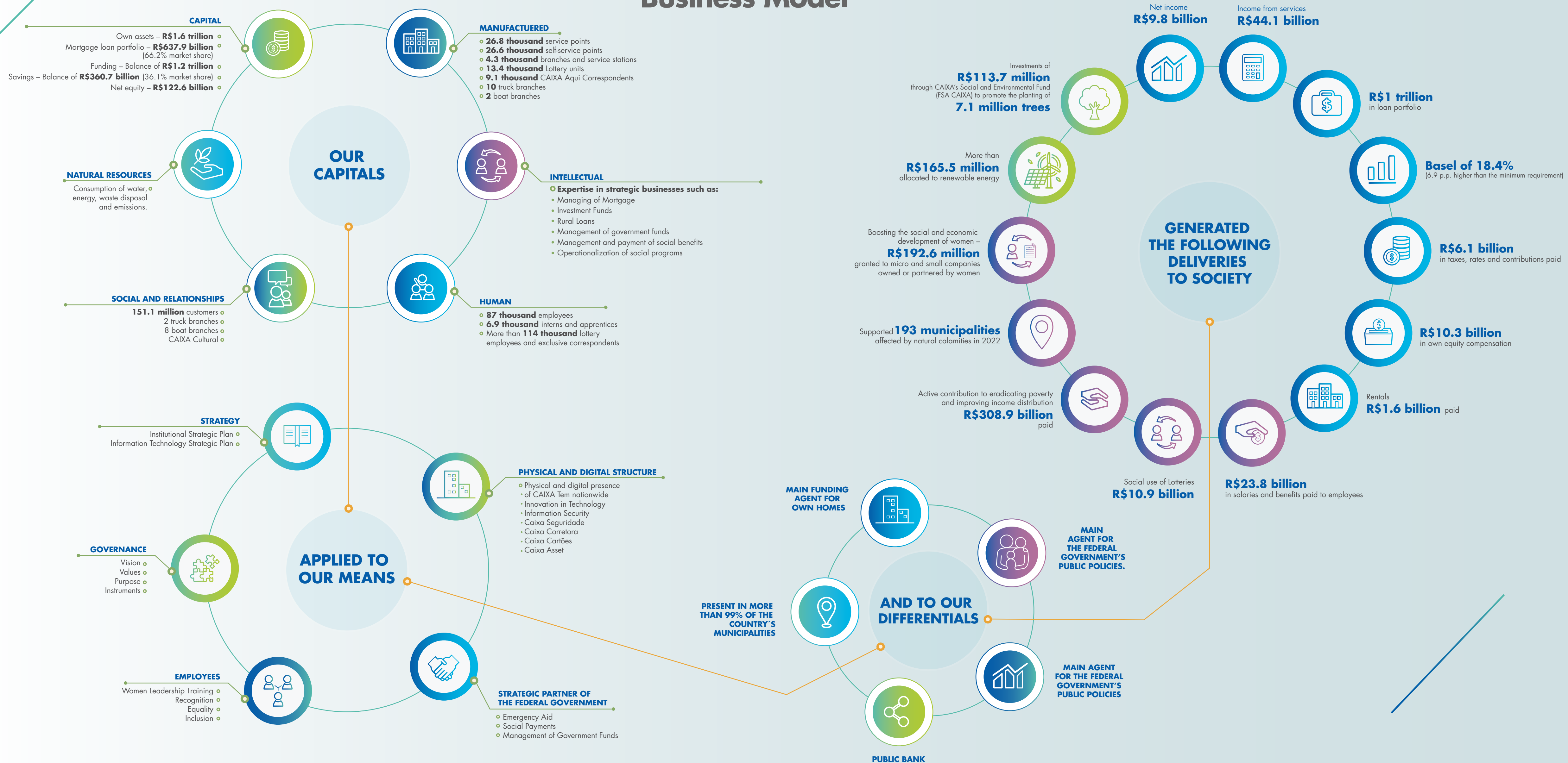
On the fiscal front, government accounts accumulated positive results in 2022, influenced by the improvement in economic activity, tax collections from commodities, and inflation, which increases the tax base, as well as due to the impacts from extraordinary revenues. However, the future trajectory of government accounts is still uncertain.

¹ – This section is intended to provide macroeconomic information and should not be considered an analysis for the purposes of CVM Resolution 20/2021. This section is not intended to be an offer, an indication for purchasing and selling assets or a basis for making an investment decision by any person. The analyzes in this section were produced from public information available at the time of their preparation and are subject to revision without prior notice.

² – Central Bank of the United States.



Business Model





CHAPTER 2

RISK MANAGEMENT



RISK MANAGEMENT

The objective of our Risk and Capital Management Policy is to establish guidelines for managing the main risks to which our Prudential Conglomerate is exposed, in a recurring and integrated way, maintaining this exposure at levels considered acceptable by CAIXA's management, ensuring our solvency, liquidity and sustainability.

Our risk management structure is comprised by models, methodologies, systems, routines, and procedures, establishing limits that allow the identification, measurement, assessment, monitoring, controlling, and reporting for the mitigation of possible adverse effects arising from relevant risks that have been incurred.

We adopt the following management structure for our main risks:

Credit Risk

Asset Recovery Risk

Third-Party Risk

Liquidity Risk

Operational Risk

Strategy Risk

Contagion Risk

Actuarial Risk

Reputation Risk

**Privacy and Protection of Personal
Data Risk**

Information Security Risk

Social, Environmental and Climate Risk

Concentration Risk

Challenges/Uncertainties



Credit Risk

Our credit risk management aims to maintain the quality of the loan portfolio coherent with the Bank's risk appetite, considering each segment, and its strict and comprehensive management allows us to maintain stable financial results, contributing to value generation and consolidating our image as a solid, integrated, profitable, socially responsible, and efficient public bank.

Our actions are carried out through units that are specialized in modeling and assessing borrowers' risk, collateral management, and credit asset recovery policies, as well as by a unit responsible for managing loan portfolio risk. We also have an independent structure for validating and monitoring the models used in credit risk management, aimed at avoiding conflicts of interest and safeguarding the impartiality of our actions.

The retail credit risk unit offers solutions and uses best market practices to provide the commercial area with a risk classification according to the characteristics of each borrower based on information from internal and external sources. The solutions are automated and enable a pre-analysis and/or mass assessment of the credit risk profile for the Bank's customers, which contributes to the prospecting of new business.

Within the scope of wholesale credit risk, we carry out analysis using a specialist and/or fundamentalist approach, with routines such as monitoring, reporting, and controlling, all of which are necessary mechanisms for risk management.

In terms of managing guarantees, we monitor our portfolio and processes and promote recurring improvements. The specialized unit is also responsible for providing statistical models and methodologies, centralizing data, acculturating participants of the credit cycle, and defining guarantees.

Our credit exposures to customers and counterparties are strictly monitored by limits that are in line with the Bank's risk appetite. Any violation to exposure limits must be reported to Senior Management, within a maximum of 24 hours from when the occurrence was identified, with details of the reasons that led to the violation and proposals on to either adapt the exposure to the established levels, accept the violation for a defined period, or to revise the current limit.

Regarding the management and monitoring activities for the loan portfolio, we monitor the main portfolio risk indicators, and their variations, in terms of limits, delinquency rates, levels of exposure and provisions, as well as the provisioning level, the amounts recorded at loss, and the quality indicators of the loan portfolio, among others.

Indicators related to products and operations are monitored and reported periodically to Senior Management, aimed at promptly identifying any threats and opportunities to the business goals, as well as situations that may potentially compromise the results and sustainability of the product portfolio, in addition to maintaining adequate levels of risk exposure.

The loan portfolio risk reports presented to Senior Management provides quantitative and qualitative information on granted loan volumes, in a comparative and evolutionary way according to each credit segment. Thus, information is made available at a granular level for risk monitoring.

Below, we highlight the main risks identified in the credit risk management of our portfolio, in line with the Bank's Risk Appetite Statement (RAS):

- ▲ Pressure on credit quality arising from the uncertainties with the global post-crisis scenario (pandemic and ongoing Russia-Ukraine war);
- ▲ Pressure on delinquency levels and problem assets, due to the expected continuity of high inflation and economic instability;
- ▲ Increase in expenses with allowance for loan losses.

We highlight that, in 2022, we began to monitor the delinquency levels of our portfolios, particularly for microcredit products, in addition to the inclusion of a separate monitoring on the concentration and associated risks of our main products, and we also improved the monitoring of our provision for expenses and operations in the agribusiness segment (with a higher level of detail and separated by allocation of resources).

Within the credit risk framework, we emphasize that we are subject to the prudential and regulatory limits, such as the exposure limits to public sector bodies and entities provided in CMN Resolution No. 4995/2022, as well as the maximum exposure limit, per customer, provided in CMN Resolution No. 4677/2018. We are also subject to the application of CMN Resolution No. 2682/1999, which provides for the Allowance for Loan Losses (PCLD).



Asset Recovery Risk

Asset recovery risk is characterized by the exposure of an asset to problems associated with the conditions agreed for honoring a contract, either the original conditions or new ones resulting from a renegotiation. To achieve this, we seek to have return on assets and, if this is not possible, we make efforts to minimize losses and damages by mitigating risks through risk management and actions according to the specific roles of each line of defense.

The main indicators associated with renegotiations and problematic assets are monitored and reported to Senior Management, product managers and to performance strategy managers, emphasizing the performance of renegotiated contracts and those classified as problematic to monitor controls and strategies aimed at maintaining timely payments and/or mitigating the deterioration of our loan portfolios.

This risk is part of the credit risk framework and, therefore, its management is essential and relevant for generating sustainable results and to meet our strategic goals.

Third-Party Risk

We use outsourced services and enter partnerships as a management strategy to execute activities considered ancillary and secondary to our main purposes.

The scope of third-party risk covers more than 23 thousand contracts and 12 thousand suppliers from different segments that support our operations.

The management process for outsourced services is defined in policies and standards, in which roles and responsibilities are established.

Given the complexity of our operations and the number of parties involved, we use proprietary methodologies to identify third parties who are relevant for the continuity of the Bank's business, considering specific aspects according to the nature of the activities.

Liquidity Risk

The limits for the Short-Term Liquidity (LCR) and Long-Term Liquidity (NSFR) indicators established in our Risk Appetite Statement (RAS) are at an acceptable risk level, higher than the regulatory minimum, thus ensuring that, even if a possible violation occurs for the liquidity parameters defined in the RAS, it does not necessarily represent a liquidity crisis.

CAIXA's liquidity is monitored daily by the responsible areas, who determine adjustments, when necessary, to our funding and investment strategies.

Operational Risk

CMN Resolution No. 4557/2017 defines operational risk as the possibility of incurring losses due to external events or failure, deficiency, and/or inadequacy of internal processes, people, and systems, including legal risk associated with inadequacy or deficiency in contracts signed by the Bank, as well as sanctions arising from non-compliance with legal provisions and indemnities for damages to third parties resulting from the Bank's activities.

Operational risk management considers internal factors (people, processes, and systems) and external factors that may adversely affect the achievement of our strategic goals, and

as a preventive measure, generates quantitative information associated with operational losses. Based on this information, we work in constructing operational risk management instruments, aiming at: collecting operational loss data; identifying the root causes of operational losses; defining operational risk tolerance; establishing mitigation actions for operational risk; and measuring the necessary capital for operational risk.

Strategy Risk

All adverse changes in the business environment or the use of inappropriate assumptions in decision-making processes are mitigated by implementing mechanisms to guarantee that decisions are being taken adequately in terms of governance, to ensure they comply with external and internal standards, to include the active involvement of relevant collegiate bodies, and to verify that they have been based on information regarding market, capital, risks, and macroeconomic scenarios.

We monitor our strategic goals and results through indicators from the Objectives and Key Results (OKR) methodology. With this methodology, we can assess whether the indicators are performing in accordance with the projected expectations and if timely changes need to be implemented for us to achieve the desired results.

To ensure that monitoring is being done effectively, results are periodically measured and reported to Senior Management.

Contagion Risk

The management of contagion risk assesses the possibility of losses to be incurred for the companies of the Conglomerate or other related parties, aimed at identifying the need of financial support by CAIXA.

We mitigate this risk by identifying the areas involved, the required responsibilities, and necessary reports, in line with our Risk and Capital Management Policy, in addition to taking other actions, highlighted below:

- ▲ Issue an assessment report from the 2nd line of Defense perspective regarding the Contagion Risk Management process;
- ▲ Provide subsidies on Contagion Risk Management for the Internal Capital Adequacy Assessment Process (ICAAP), Recovery Plan, and Risk Appetite Statement;
- ▲ Calculate the Contagion Risk Exposure Indicator (IERC);
- ▲ Calculate the Affiliate Contagion Risk Indicator (IRCP);

Actuarial Risk

Actuarial risk is managed by analyzing and monitoring the process related to our actuarial calculation, as well as the monitoring of risk exposure.

Variations or non-adherence to the assumptions and/or parameters during the actuarial calculation, mainly due to inadequate estimates and assumptions in the base scenario, when plans are funded, can cause volatility to the expected resources.

The exposure to actuarial risk is evidenced by the sponsor's and maintainer's conditions for post-employment benefits offered to our employees.

Reputation Risk

We manage the risk arising from a negative perception of the Bank by its customers, counterparts, shareholders, investors, or supervisors through policies and standards that establish the guidelines for our relationship with different groups of stakeholders.

We measure the degree of exposure to reputation risk through indicators that assess stakeholder satisfaction levels in terms of processes, products and services offered by the Bank, allowing a preventive monitoring of adverse changes to our image.

We also provide several channels for customers, users, and other related parties to ask questions and file complaints, such as the Customer Service Channel (SAC), Ombudsman, social media networks, and our physical and digital branches.

Privacy and Protection of Personal Data Risk

We reaffirm our commitment to the privacy and protection of personal data, under the requirements of the General Protection of Personal Data Law (LGPD), through our Security and Information Policy, available at (<http://www.caixa.gov.br/Downloads/caixa-governanca/politica-seguranca-informacao.pdf>).

This policy establishes, among others, the guidelines applicable to users, including the users of the companies in our Conglomerate, related to information security, cyber security, physical security of environments and people, security of channels, products, and services, the privacy of personal data, business continuity and the processing of data and information.

On our website, we also have a page dedicated to privacy, containing relevant information on the processing of personal data, in which we highlight the following:

- ▲ Privacy Notice: demonstrates how we carry out the processing of personal data of our customers, users, beneficiaries of social programs, or anyone maintaining a relationship with the Bank;
- ▲ Service channels: allow holders of personal data to exercise the rights provided in the LGPD;
- ▲ Identification and contact information for the Party Responsible for Processing Person Data: its attributions are defined in the LGPD, including following the requirements of holders of personal data and the National Data Protection Authority (ANPD).

More information and documents regarding privacy and data protection are available at: <https://www.caixa.gov.br/privacidade/Paginas/default.aspx>.



Information Security Risk

We take actions to protect business information, observing criteria established for Confidentiality, Integrity, Availability and Authenticity, through an organizational approach by using instruments, such as:

- ▲ A Security and Information Policy, in addition to complementary standards;
- ▲ Information Security Master Plan;
- ▲ Specific Information Security Controls;
- ▲ Internal training and awareness actions on information security;
- ▲ Exercises and regular lectures related to the identification of phishing;
- ▲ Strategies, measures, controls and the use of other instruments to establish, implement, operate, monitor, review, maintain and improve our information security;
- ▲ The use of frameworks and good market practices on information security, aiming at a continuous evolution of our approach, which translates into other actions that improve the protection of information.

Social, Environmental and Climate Risk

The management of social, environmental and climate risk uses mechanisms to help identify and monitor these types of risks incurred by the Bank resulting from its products, services, activities, or processes, as well as from activities carried out by counterparties and suppliers.

We assess the social, environmental and climate risk in our relationships when deciding whether to provide credit, loans,

and to engage in relationships with companies, people, and suppliers according to the identified risks.

The evaluation and management of social and environmental risks are aligned with applicable laws, our corporate strategy, and good market practices. All actions that do not adhere to the Bank's social, environmental and climate requirements are prohibited in our relationship with interested parties.

Concentration Risk

The levels of exposure and concentration of our loan portfolios follow rules and limits established in our Risk Appetite Statement (RAS). Furthermore, the levels of concentration in our loan portfolio are measured according to a methodology that assesses the impacts of concentration on provisions and delinquency in the event of a critical scenario (occurrence of a default) in concentrated exposures.

The concentration levels of the loan portfolio are monitored and reported in a timely manner to the responsible managers and Senior Management, aimed at assessing and framing the limits at sustainable levels.

It should be noted that our risk management complies with current regulations and is aligned with the best risk management practices in the market, in which the risk management culture is part of the process and a determining factor for the stability of financial results.

Challenges/Uncertainties

The quality of the loan portfolio is subject to internal and external financial conditions and adverse macroeconomic situations, such as the persisting high inflation, the pandemic, and the Russia-Ukraine war.

Based on the identification of the relevant risks to which the Bank is exposed, changes are made in the risk management structure. However, ongoing challenges exist for the improvement of policies, processes, procedures, systems, and models to identify and mitigate exposures to risks that have not been categorized or identified.

As a risk factor related to the loan portfolio, we highlight the possibility of losses associated with eventual defaults of customers with high levels of exposure, in addition to segments in which we have significant loan exposure, as well as economic uncertainties that may put the payment capacity of companies and families at risk, which may potentially reflect in our portfolio indicators.





CHAPTER 3

GOVERNANCE, STRATEGY AND PERFORMANCE



CAIXA'S GOVERNANCE AND STRATEGY

Strategic Goals

Our Conglomerate's Corporate Strategy, presented in the Institutional Strategic Plan (PEI) and the Information Technology Strategic Plan (PETI) for the 2022-2026 five-year period, follows the governmental guidelines of the Federal Government's 2020-2023 Multi-Year Plan (PPA), established by Law No. 13,971, of December 27, 2019, and the Federal Development Strategy for Brazil from 2020 to 2031, established by Decree 10531, of October 26, 2020.

These are the themes highlighted in the 2022-2026 PEI:

- ▲ **Agribusiness**
- ▲ **Sustainability**
- ▲ **Housing**
- ▲ **The Government as a Transformation Agent**
- ▲ **Focus on Micro and Small Companies**

In relation to the agribusiness sector, the 2020-2023 PPA n° 1203, is aimed at "promoting the development of sustainable agriculture, artisanal fishing and family aquaculture", and "maintaining the competitiveness of agribusiness, observing the sustainability and regional diversity issues, seeking to add value and diversify to all components of the production chains", foreseen in the Federal Strategy and, therefore, demonstrating how this theme is aligned with our Conglomerate.

Our corporate strategy also addresses sustainability focused on generating environmentally sustainable results to promote improvement in environmental quality, conservation, and sustainable use of natural resources, considering environmental costs and benefits.

We are the housing bank and, within the scope of access to housing, we remain focused on maintaining our leadership position aligned with the PPA guideline which emphasize the Dignified Housing Program, in particular the objective of promoting access and improving housing conditions under the Federal Development Strategy for Brazil, aligned with the implementation of social interest housing programs and acting as a partner institution of the Federal Government.

As a social transformation agent, in the 2022-2026 PEI, we highlighted our strengthening as a social bank that is aligned with the PPA guidelines for stimulating territorial development, seeking to reduce inequalities, and fostering basic sanitation and sustainable urban development by promoting businesses that bring social and environmental impact.

Our Corporate Strategy also addresses the importance of microfinance, in line with objective n° 1187 of the PPA, which is to increase industrial, commercial and service productivity and competitiveness, also for Micro and Small Companies (MPEs), in comparison with other world economies, fostering a competitive market that is aligned with the Federal Strategy, which foresees the strengthening of financial instruments that support micro, small and medium-sized companies in terms of innovation and their insertion in the digital economy.

The strategic objectives contemplated in the 2022-2026 PEI focused on consolidating CAIXA as a retail bank in the country, reinforcing our strategic position in this segment and always considering the customer's perspective when developing solutions.

Regarding our role as the Federal Government's main partner for the operationalization of public policies, through the provision of specialized technical services, financial management, advisory services, and credit, we included a specific goal for strengthening us as a social bank.

Topics such as governance, profitability and efficiency were also highlighted in the Corporate Strategy as a goal to be achieved by strengthening our Conglomerate through strategic partnerships, applying better governance and integrity practices, and seeking profitability and efficiency in our businesses.



Strategic Institutional Plan

Our long-term strategy approved for the five-year 2022-2026 period includes the Strategic Institutional Plan (PEI) and the Strategic Information Technology Plan (PETI).

The PEI is prepared every five years, in compliance with Law No. 13,303/2016, the State-owned Companies Law, which establishes, in article 23, paragraph 1, that the Board of Directors presents an updated long-term strategy with a risk and opportunities analysis cover for, at least, the next five years.

The PETI was prepared in compliance with the Interministerial Committee on Corporate Governance and Management of Equity Interests of the Federal Government (CGPAR) Resolution 11/2016, which establishes that federal state-owned companies must adopt IT governance practices, including the preparation and monitoring of the PETI, adherent to the PEI.

Our 2022 corporate portfolio was also included in the strategic review, consisting of Special Projects aimed at contributing to the achievement of strategic goals and enabling Senior Management to monitor compliance with the strategy by concentrating efforts on its execution.

Based on the assumptions used for the PEI and PETI, our boards and the companies of our Conglomerate defined their main priorities and management actions to be carried out in 2022, also stipulating the key results (indicators) to measure their goals for the year and to demonstrate their contribution in achieving the strategic objectives, all of which resulted in the CAIXA 2022 Business Plan.

Accordingly, our 2022 Business Plan established the main management actions for the Conglomerate's boards and companies, aligning it with the PEI to allow strategic goals to be achieved and defining key results/indicators for each quarter.

The strategic goals and the Business Plan are confidential and therefore cannot be disclosed. Our results are assessed and monitored by Senior Management on a recurring basis, at least once every quarter, aiming at analyzing performance and, depending on the scenario, change our directions.



Governance Actions

Corporate governance is guided by the principles of transparency, corporate responsibility, equality, and accountability, and is aligned with business objectives and the Bank's management model.

Our corporate governance system aims to guide, monitor, and encourage the Bank in optimizing its performance and protecting the rights of all interested parties, in view of maximizing our economic and social results.

We focus our work on the following assumptions, consolidating the mechanisms involved in an integrated and interdependent environment:

- ▲ **Leadership:** mobilize knowledge, skills, and attitudes of our leaders in favor of optimizing corporate results and promoting a meritocratic environment;
- ▲ **Strategy:** ensure that management's guidelines and the purpose of our Conglomerate are aligned with business initiatives;
- ▲ **Business sustainability:** guarantee the economic and financial viability of our Conglomerate's businesses while, at the same time, preserving integrity and an unblemished reputation;
- ▲ **Customers:** ensure fair and equal treatment for all customers of our Conglomerate's activities;
- ▲ **Control and Risks:** identify, assess, and monitor the risks inherent to products, services, operations, actions, and activities carried out by us and our subsidiaries;
- ▲ **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 consider social, environmental and climate aspects, also observing how our operations impact society and the environment.

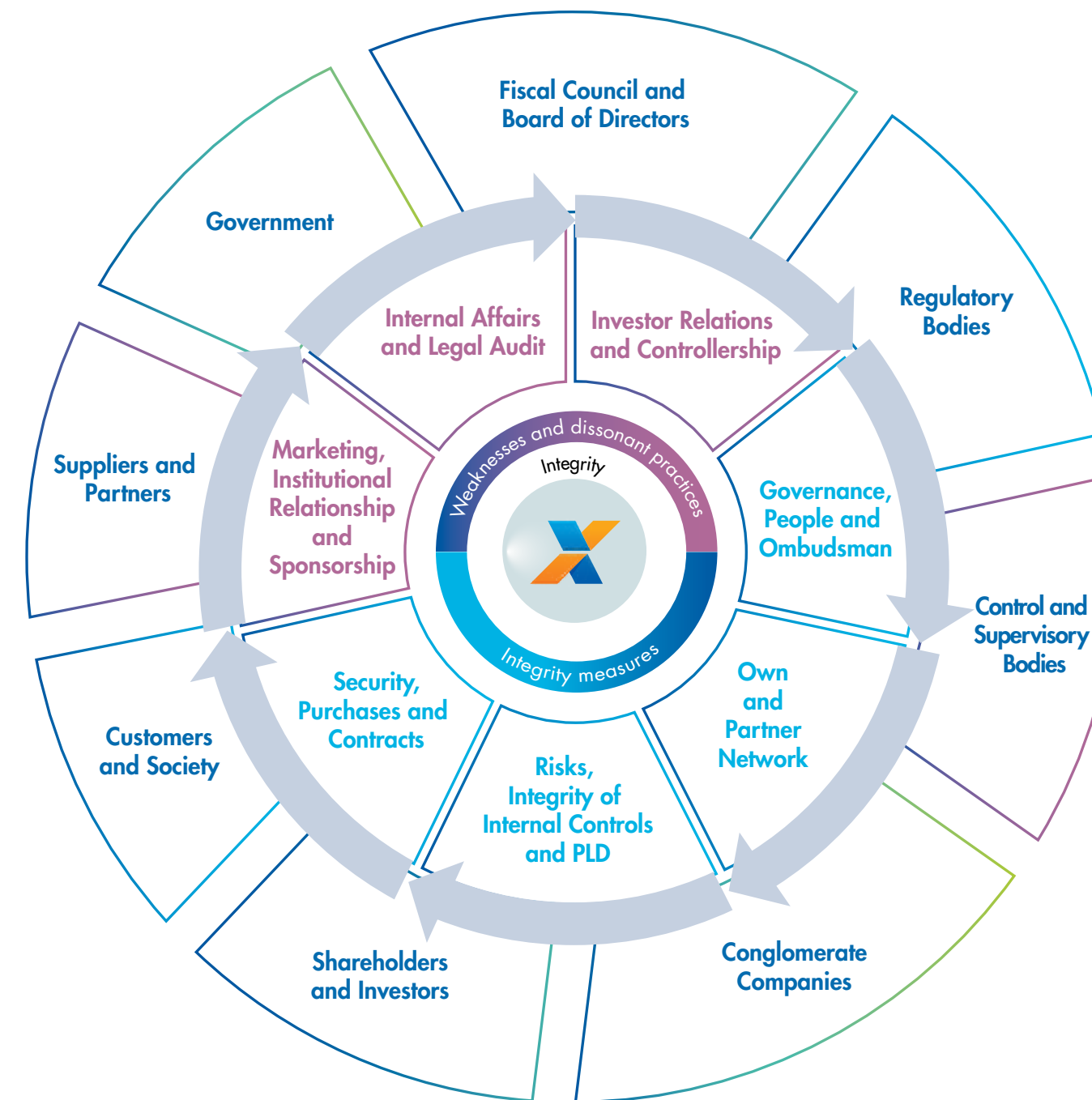
Compliance and Integrity

We manage integrity in a way that the main players of the Ecosystem, who are responsible for the activities, programs, and policies of internal controls, compliance, internal audit, correction, ombudsman, transparency, prevention against corruption, and other related areas, work together in a coordinated manner, ensuring effectiveness, improvement of internal control mechanisms, and actions that are guided by ethical relationships and the sustainability of our business and results.

This centralized articulation with supervisory, control, and investigation bodies offers us more transparency and allows us to expedite our actions, contributing to the procedures adopted and in line with the guidelines of the Integrity Program.

The players that form the Integrity Ecosystem (illustrated in the figure) were defined by mapping the areas responsible for our main integrity protocols.

Main Players of CAIXA's Integrity Ecosystem



The players identify weaknesses and dissonant practices so that integrity measures can be implemented. The exchange of information allows internal control mechanisms to be improved and are guided towards generating results in a sustainable way, based on ethical business actions and relationships.

The management of the Integrity Program includes identifying, monitoring, and evaluating instruments and mechanisms that permeate the Bank's units and mitigate the risk of corruption in their respective operating areas.

The Program is based on five pillars: Commitment by Senior Management; Adequate Risk Management; Integrity Protocols; Communication and Training; and Monitoring and Disciplinary Measures, all of which work together and systemically, interrelating and enabling the continuous improvement of the CAIXA Integrity Program.

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



The integrity pillars work together and systemically, interrelating and enabling the continuous improvement of the CAIXA Integrity Program.

The units responsible for the activities that comprise the CAIXA Integrity Program must establish normative guidelines and maintain them updated, confirm compliance to the guidelines, implement integrity actions, objectively define responsibilities, and provide information for the management of the Program

We have instruments and protocols aimed at mitigating the occurrence of illicit acts in our activities. Among them, we highlight the following:

- ▲ **Code of Ethics:** consolidates ethical values such as commitment, respect, responsibility, transparency and honesty that must guide CAIXA's business, actions, and relationship with internal and external audiences. It is signed annually by all employees and managers;
- ▲ **Ethics Committee:** responsible for addressing violations to the Code of Ethics;
- ▲ **Code of Conduct:** a comprehensive document that defines the behaviors that are allowed and prohibited for our employees, outsourced workers, directors, advisors (administrative and fiscal), public agents, partners, including the ones at the Conglomerate and at FUNCEF (pension plan), and funds managed by it, except for the management of VP Investment Funds in the exercise of administrative and business activities;
- ▲ **Internal Rules and Policies:** intended at guiding our processes and must be observed by all employees and members of Senior Management;

- ▲ **Term of Acknowledgment:** signed annually to confirm acknowledgement of the Bank's rules and policies, demonstrating commitment by employees, board members, and directors on matters related to integrity and the fight against illegal acts;
- ▲ **Accounting Records and Governance Protocols for Validating Accounting Records:** follows principles and practices according to international accounting standards;
- ▲ **Due Diligence:** aims to verify information regarding the suitability, reputation, relationship with public agents, maturity of the Integrity Program, and anti-corruption practices for parties involved in merger, acquisition, divestment or corporate restructuring processes; in the hiring of natural or legal persons supplying goods and services; and in the commercial relationship with partners;
- ▲ **Research Related to Integrity:** consists of prior and precautionary checking of qualitative information for decision-making bodies regarding people who aspire for strategic positions in our Conglomerate, offering more information security and agility in the execution of the process;
- ▲ **Sponsorship:** aims at sponsoring projects, in partnership or promoted by third parties, for the purpose of disseminating our image, brand, products and services, social programs, and cultural and historical assets with market, financial, and business audiences or other audiences of our interest;
- ▲ **Contracting:** the bidding, contracting, and contract management processes carried out under applicable legislation and recommendations issued by control and inspection bodies;

▲ **Internal Audit:** pursuant to Law No. 13,303/2016, the State-owned Companies Law, and Regulatory Decree No. 8,945/2016, this body advises management in the performance of its roles and responsibilities by analyzing, recommending, and providing information on:

- Adequacy and effectiveness of internal controls;
- Economy in the use of funds;
- Mitigation of risks;
- Quality and performance in managing units, processes, and systems;
- Compliance and legitimacy of its acts;
- Adherence to Company policies; and
- Efficiency and effectiveness of results, goals, and objectives.

▲ **Whistleblower Channel:** an external and independent channel for receiving complaints on corruption, money laundering, threats, harassment, discrimination, and other illicit acts related to our activities through actions or omissions by employees or the Bank's statutory directors. The channel can be accessed through our website (www.caixa.gov.br), on the Canal de Denúncias option.

Guidelines were also established for the relationship with customers and users, from defining and developing service and business strategies prior to them receiving services for the first time, to the pre-contracting, contracting, or post-contracting of products and services, converging interests and consolidating the Bank's institutional image in terms of credibility, security, and competence.

In 2022, we revised the indicators for monitoring the effectiveness of policies implemented by the Central Bank, called "faróis da efetividade".

Main integrity measures implemented in 2022

- ▲ The application of methodology to assess parties of the Integrity Ecosystem, defining the protocol for the 2nd line specialist in integrity risk;
- ▲ Active participation in the 2022 Annual Risk Management Cycle, analyzing processes with identified integrity risks;
- ▲ Consultancy on integrity risk for our entire Conglomerate;
- ▲ Hosting of the 2022 Compliance and PLD Week, from October 19 to 24;
- ▲ Elaboration and implementation of the 2022 Annual Integrity Plan, containing actions proposed by parties of the Integrity Ecosystem to mitigate the risks of corruption in their operating areas;
- ▲ Elaboration and implementation of the Communication and Training Plan of the Integrity Program;
- ▲ Implementation of actions prepared by the Integrity Agents, within the scope of their operations, aiming at strengthening the pillars of the Program;
- ▲ Publication of marketing e-mails and posts on the integrity blog for content related to the Integrity Program, such as: "Combating Moral and Sexual Harassment"; "Unprecedented Survey on Moral and Sexual Harassment"; "CAIXA Occurrence Channels"; "2022 Compliance and PLD Week"; "International Anti-Corruption Day Celebrated on December 9th"; "Let's talk about Integrity Risk Management"; "Roundtable on Confronting Violence against Women"; "Roundtable on Gender Equality and Moral and Sexual Harassment at Work and its Impacts on Workers' Health";
- ▲ Encouraging of internal training on topics aimed at strengthening the integrity risk culture by disseminating courses and internal certifications on "Risk Management", "Anti-Corruption Compliance" and "Compliance Certification", as well as working teams for "CAIXA Mais Íntegra" in which videos, courses, lectures, lives, and events regarding integrity are disclosed;
- ▲ Creation of CAIXA's Safe Welcoming and Dialogue Network, consisting of a permanent channel that welcomes people who report potential moral and sexual harassment and discrimination;
- ▲ Creation of the Integrity Commission, aimed at disciplining its functioning and relationship with other corporate bodies, observing the provisions of our Bylaws, legislations, and regulations in force;
- ▲ Publication of the Prevention and Combat Policy for Moral and Sexual Harassment and Discrimination, aimed at establishing guidelines to prevent and combat moral and sexual harassment and discrimination, with measures to mitigate such behaviors, and welcoming employees to file complaints if these behaviors occur, thus promoting a dignified, healthy, and safe work environment at the Company and its subsidiaries;
- ▲ Decentralization of the integrity due diligence process, adapting it to the Lines of Defense model;
- ▲ Revision of the Disciplinary Measures, elaborating a communication plan for its disclosure;
- ▲ Monitoring of indicators to measure the effectiveness of policies implemented by the Central Bank, called "faróis da efetividade", by the areas responsible for our key integrity protocols.



Compliance

Our compliance structure seeks to prevent harmful acts that may cause financial losses and/or damage to our reputation. It aims, through its policies, rules, and procedures, to contribute to business sustainability and strengthening the Bank's image.

We adopt the Lines of Defense model to operate the Risk Management, Internal Controls, and Compliance structures, whereby the business area (1st Line) is responsible for identifying, measuring, evaluating, monitoring, reporting, controlling, and mitigating the risks inherent to its activities, while the control and risk units (2nd Line), through monitoring, evaluate the efficiency of existing controls, identify possible weaknesses and demand corrections of distortions and non-conformities. The Internal Audit (3rd Line) is responsible for evaluating the performance of the 1st and 2nd Lines and reporting all relevant matters to Senior Management.

External Standards

The managers of the 1st Line are responsible for monitoring external regulatory standards and publishing rules related to their mandatory activities to promptly internalize the legal determinations for our processes, products, and services.

The Compliance area, in its 2nd Line role, monitors the actions carried out by the business areas in response to external standards, testing and evaluating the adherence of internal rules to the legal framework imposed on the Bank to ensure the effective compliance with current regulations.

Internal Standards

In compliance with our Internal Control, Compliance, and Integrity Policy, we provide our employees an official regulatory communication channel for the disclosure of internal standards, policies, regulations and codes of conduct, authority regimes, and operational and sector regulatory models, aimed at standardizing procedures and activities at the Bank.

Besides this channel, we use other tools for wide dissemination and communication, such as: booklets, educational actions at Universidade CAIXA, tutorials, among others.

Compliance Matrix

This is one of the key compliance risk mitigation instruments used to prevent weaknesses by encouraging the continuous improvement of internal controls and processes and the dissemination of the compliance culture at the units.

Transactions with Related Parties

In the exercise of our mandate, we promote conditions for decisions involving transactions with related parties to follow the Conglomerate's strategic guidelines, under laws and regulations in force, providing transparency to the process and according to the best corporate governance practices.

Compliance in Launching and Reviewing Products and Services

To ensure control and compliance in the process of developing, launching, reviewing, and discontinuing products and services, we follow a governance workflow tool, consisting of projects, phases, and procedures that are sequentially linked and must be met within a certain period, aiming at achieving specific goals.

The units involved in this process record the necessary compliance measures, such as accounting, risk, legal, technology, security, among others.

In 2022, we developed the Products and Services Monitoring Portal, which will allow a significant improvement in the management and continuous monitoring of this process.

Internal Controls

The Internal Controls area is responsible for managing the Internal Control System (SCI). Among its attributions is the monitoring of the control environment at the Bank, its subsidiaries, the companies in which it holds an equity stake, and at the sponsored company FUNCEF.

Our Internal Control System is structured to promote conditions for the Bank to achieve its strategic goals. All parties involved are responsible for the proper functioning of the SCI, acting with ethical conduct and diligently in their activities. The Internal Controls area must strive for the continuous improvement of the SCI, supporting Senior Management in decision-making processes and contributing to the achievement of strategic goals.

CAIXA's Governance Model for Companies of the Conglomerate

In the management of our Conglomerate, we adopt governance and control practices in proportion to their relevance, materiality, and business risk, and we also observe shareholder protection mechanisms and rules pertaining to corporate governance, transparency, structures, and management composition.

We carry out periodic monitoring of the companies in the Conglomerate to ensure that the economic-financial balance and strategies are being adhered and maintained at the entities in which we hold an equity stake, under the perspectives of Governance, Strategic Alignment, Economic-Financial Results, Internal Controls, PLD/FT and Risks, and Social, Environmental and Climate Responsibility (RSAC). As a result of the monitoring, reports are submitted to governance bodies to ensure that the strategies of the companies in which we hold an equity stake adhere to the Conglomerate's strategic guidelines.

Under legal prerogatives and our corporate documents, in particular the Bylaws and Shareholders' Agreements, we appoint board members and representatives to act in the corporate governance matters of CAIXA's subsidiaries and companies in which we hold a direct equity stake, with the subsidiaries being responsible for making said appointments at the companies they are linked to.

Our representatives, which are legally constituted by the Shareholders' Meetings of the companies in which we hold a direct equity stake, resolve on matters provided in current legislation and in the Companies' Bylaws.

Our Institutional Policy contemplates the Corporate Governance and Conglomerate Strategy guidelines, which seek to promote the strategic alignment of the subsidiaries and companies in which we hold a direct equity stake with our corporate goals, thus maximizing the effectiveness of the businesses by integrating actions and responsibilities in the process of equity management,

contributing to long-term continuity and sustainability, and expanding our positioning and the positioning of our subsidiaries in the market.

The Strategy of CAIXA's Conglomerate

In line with the guidelines of the State-owned Companies Law, we keep our Conglomerate's Strategy updated and define the attributions of the Management Board and Board of Directors in relation to our Strategy, which are also included in an internal standard.

It should be noted that the document contemplating our Conglomerate's long-term Strategy complies with the approval procedures of our internal governance bodies.

The long-term Corporate Strategy governance proposal is submitted pursuant to the requirements of Law No. 13,303/2016, article No. 23, item II, paragraph 1, and Decree No. 8,945/16, article No. 37, paragraph 1, which determines that the board of State-owned companies present an updated long-term strategy containing an analysis of risks and opportunities for, at least, the next five years, until the last ordinary meeting held by the Board of Directors for the year.

Strategy Performance Report (DEC)

The instrument used to consolidate the evaluation of results and achievement of the long-term corporate strategy goals of our Conglomerate is the Strategy Performance Report (DEC), a solid information base that can be used to review the strategy, if necessary, and serves as a special complement to the framework of inputs that support and provide a basis for the strategic choices to construct the Corporate Strategy for the next five years. The DEC is directed to the Board of Directors, Management Board and Control Bodies.



RESULTS

In 4Q22, net income was R\$2.2 billion compared to R\$3.2 billion in 4Q21. We highlight that financial margin increased by 30.3%, however, allowance for loan losses (PCLD) also increased, by 67.5%, and administrative expenses were 11.1% higher. In 2022, net income was R\$9.8 billion, compared to R\$17.3 billion in 2021.

Income from Financial Intermediation

Income from financial intermediation reached R\$44.1 billion in 4Q22, growing by 48.6% over 4Q21, and impacted by the increases of 48.0% in income from loan operations, 43.1% in revenues from Bonds and Securities (TVM) and derivatives operations, and 53.2% from interbank liquidity investments.



Loan Portfolio

The loan portfolio ended 4Q22 at **R\$1.0 trillion**, up by **16.7%** YoY. The higher balance was due to the 12-month growth of **13.6% in mortgage loans, 23.3% in individual commercial loans, 10.3% in corporate commercial loans**, mainly micro and small companies, and **167.5% in agribusiness**.

In 4Q22, a total of R\$123.9 billion in loans were granted to the Brazilian population, in which we highlight new mortgage loans, reaching R\$39.5 billion and up by 7.4% over 4Q21. We also highlight that, in the last 12 months, corporate commercial loans increased by 25.3%, revolving loans for individuals increased by 11.0%, and agribusiness loans grew by 10.3%. CAIXA's loan portfolio ended 4Q22 with a delinquency rate of 2.09%, compared to 1.95% in 4Q21. In comparison, our competition's delinquency rate stood at 3.21% at the end of 4Q22.

The portfolio's coverage ratio totaled 219.0% in December 2022, 2.2x higher than the delinquency over 90 days.

Operational Efficiency

In 4Q22, revenues from services and banking fees totaled R\$6.5 billion, increasing by 2.3% in the last 12 months, in which we highlight the growth of 19.7% in insurance, 11.1% in government services, and 4.8% in investment funds.

Administrative expenses totaled R\$10.7 billion in 4Q22, up by 11.1% YoY. This variation was mainly impacted by the hiring of approximately one thousand new employees during 2022, as well as salary adjustments due to collective agreement in the period.

Funding

Funding totaled **R\$1.2 trillion** in 4Q22, enough to cover **121.0%** of the loan portfolio. We highlight our savings account deposits, which totaled **R\$360.7 billion** and accounted for a market share of **36.1%**. Bonds reached **R\$83.9 billion** in 4Q22, **increasing by 241.2% in the last 12 months**.



STRATEGY AND PERFORMANCE BY SEGMENT

RETAIL

Customers and Funding

We are the financial institution with the largest number of bank customers in the country. Our initiatives aim to enhance the relationship with our audience by offering service excellence, fostering innovation, and offering appropriate solutions by applying an integrated view of the Conglomerate's businesses to monetize and expand our financial margin with customers from deals that generate sustainable results.

Among the objectives, we highlight the engaging and retaining of our customer base, increasing our share of wallet, generating profitability through qualified offers, and safeguarding the adequacy of our products and services to the customer's profile (suitability), giving priority to the specific needs of each strategic niche.

We directed our efforts to make digital businesses viable, giving continuity to the largest social, digital, and financial inclusion movement in Brazil. At the end of 2021, through microcredit products, nearly 53.8 thousand Brazilians had gained access to credit, generating a total loan granting volume of R\$ 89.1 million. This volume was expanded until the end of 2022, reaching more than R\$3 billion and serving nearly four million formal and informal entrepreneurs.

We presented a complete, customized, and solid portfolio of investment, credit, and banking products to the market, leveraging digital tracks and processes aimed at meeting the main requirements of each segment.

Implementation of the digital business, customer, and funding strategy

Open Finance – With the implementation of Open Finance, still in progress, we were able to use data from customers with relationship with other financial institutions, for customers that gave consent for the internal use of this data, allowing us to prospect new businesses and carry out retention actions to strengthen our performance and attractiveness in the data sharing scenario.

We were more assertive in offering products that were based on Open Finance data, and we pioneered in the journey of sharing open data with the public, as of August 2021.

We offered our digital channels for customers and non-customers to adhere to Open Finance through the following Apps: CAIXA, CAIXA Tem, Habitação, Cartões, Gerenciador CAIXA Empresas, and CAIXA WhatsApp, in which they can authorize us to bring data from other institutions and choose the information they wish to share, in a fully digital environment, at any time.



We also highlight the following initiatives and programs carried out in 2022:

Our participation in providing support measures to municipalities in situations of natural calamities, with special conditions for our products and interruptions in monthly fees on Individual and Corporate banking services, collaborated with our social role and positively transformed the reality of our customers' lives.

We reviewed the prices of our service fees, maintaining our principles of competitiveness, aligned with market practices, and seeking business sustainability, balancing prices with operating costs and encouraging customers to use our channels.

In terms of managing our relationship with affiliated companies, we highlight that, in 2022, we expanded our efforts in developing synergistic actions with CAIXA Seguridade and in raising awareness for the construction of sustainable results.

For 2023, we seek to follow a path of great results, with synergy between our companies, increasing communication with customers, expanding products on a recurring basis, contracting and maintenance journeys, and seeking convergence in terms of integrity.

In addition to banking inclusion actions, we highlight the consolidation of the Poupança CAIXA Tem savings account, which is 100% digital and accessed directly through the application or by converting from a digital social savings account.

The Poupança CAIXA Tem savings account deepens the banking inclusion process, enabling access to other financial products and services, such as microcredit, credit card, and insurance products.

In 2022, we had a total of **26,660,983 Poupança CAIXA Tem savings accounts**, of which **2,592,163** were opened through the CAIXA Tem App and **24,068,820** were converted from Digital Social Savings Accounts.

Relationships with Stakeholders

As a participant of the National Rural Credit System (SNCR), we are subject to the supervision of the Central Bank of Brazil, with which we maintain relevant and proactive contact, aiming not only to fully comply with the directives of this governing body and the National Monetary Council (CMN), but also contributing with the improvement of the entire System, given CAIXA's current size in the market.

We also maintain relevant relationships with the Ministry of Agriculture, Livestock and Supply (Mapa), the Ministry of Finance (MF), the National Treasury Secretariat (STN), the National Institute for Colonization and Land Reform (INCRA), the National Supply Company (CONAB), the Brazilian Agricultural Research Agency (EMBRAPA), the Federal Comptroller General (CGU) and the Federal Audit Court (TCU), considering that CAIXA is a public held company and one of the key partners of the Federal Government for the operationalization of agricultural programs and public policies.

To remain active with the sector's demands, we maintain constant dialogues with representatives of key segment entities, such as cooperatives, associations, unions, and other organizations, national and regional, making use of their great capillarity and national presence.

We also maintain a technical relationship and agreement with the Technical Assistance and Rural Extension Network (ATER and EMATER) for private and public companies across the country, which includes national technical meetings, thus aligning credit support and best practices in developments being made by rural producers.

Additionally, we have relationships with FEBRABAN, the entities of the Open Finance self-regulation environment, the Central Bank of Brazil, and with CAIXA Seguridade, which operates in the insurance sector and is one of our subsidiaries.





Cards

In 2022, our credit card product reached a base of **10.4 million cards**, with an average of **36 million monthly transactions and average monthly revenues of R\$4.85 billion**.

With the CAIXA credit card portfolio available for registration in the Samsung Pay and Google Pay digital wallets, we had a **6% increase in the activation of credit cards**, a 4% increase in transaction volume, and a 4% reduction in product inactivation.

Revenues from debit cards reached nearly R\$236 billion, with approximately **3.8 billion transactions**, representing an average of 10.4 million transactions per day.

Throughout 2022, we constantly encouraged the **use of the Virtual Card** product and carried out a specific CAIXA 2022 Black Friday campaign, offering, **a cashback of up to R\$750.00 for corporate customers and up to R\$500.00 for individuals** to encourage a concentrated spending habit.

We also launched new functionalities for our cards, such as the Google Pay Digital Wallet for the ELO flagship, the payment by proximity function for Debit Cards, and the ability to carry out financial transfers by WhatsApp, all of which directly contributed to the 8.9% growth of the debit card base over 2021, and revenues of approximately R\$236 billion.

We maintained our focus on the Customer Relationship Program (PRC), and the implementation of structuring and strategic actions allowed us to improve the technological environment of the Pix product, enhancing our customer service and resulting in a 38% reduction in complaints compared to 2021.

We were one of the main institutions in the Pix Arrangement, with 102.8 million active Pix keys, representing a market share of 19% of total active Pix keys in the market, according to statistics released by the Central Bank. This accounted for a 25% increase in the active Pix key base in 2022, compared to the previous year.

We had **4.7 billion transactions** sent and received in the year, including interbank operations and transactions between accounts at the Bank since the beginning of the operation, representing a **market share of 14%**. In addition, the number of **transactions increased by 56%** in the comparison between 2021 with 2022. The financial volume of Pix transactions totaled R\$1.6 trillion, including transactions sent and received by our customers, representing approximately 14% of the total market revenue and increasing by 49% traded financial volume between 2021 and 2022.



In 2022, we launched the **Azulzinha**, brand, surpassing the mark of **124 million** in transaction volume, and totaling **more than R\$10 billion** in revenue.



CAIXA Pré-Pagos initiated its operations with the launch of Food and Meal Voucher cards.

Pix

A total of **24.7 million transactions** were carried out by our customers and non-customers at the Lottery Outlets for payments and cash withdrawal within the Pix environment.

Total **receivables from the Pix Saque and Pix Troco** functionality carried out by customers from CAIXA and other banks at our Lottery Outlets corresponded to 1,625,558 transactions, **totaling R\$208,843,088.20**.

This functionality is available to all our customers through all our digital channels, allowing them the total or partial return of amounts received through Pix by using a return option available in the Pix statement.

A new management of limits feature was made available to customers in the second half of 2022, offering them more flexibility in requesting increases or decreases in limits, per transaction and per period, including for transactions with specific purposes and allowing specific limits to be established when registering Pix keys.

Agribusiness

Our Agribusiness strategy aims to reposition the Bank's performance in the market, by providing new business opportunities suited to the target audience, simplifying the customer journey, and diversifying distribution channels to make the granting process more agile.

In 2022, we granted R\$39.5 billion in rural loans, strategically allocated to benefit, mainly, family farmers and small and medium-sized producers, in addition to the agroindustry, cooperatives and their members. We occupied the 2nd position in the rural loan market, consolidating our presence in all regions of Brazil, with the opening of 100 branches specialized in agribusiness and a qualified team dedicated to serving producers.

We remodeled our rural loan product lines aimed at family farming, simplifying the granting process, and expanding the scope of our target audience, which began to include activities such as fruit harvesting, artisanal fishing, aquaculture, and beekeeping, among others, further strengthening the use of funds under the National Program for Strengthening Family Agriculture (PRONAF).

We also began offering new loan products, such as the use of resources from the Coffee Economy Defense Fund (FUNCAFÉ), expanding the loan portfolio and number of benefited producers.

Also in 2022, we began implementing the Agricultural Activity Guarantee Program (PROAGRO), aimed at ensuring exemption of financial obligations related to rural credit lines that fund agricultural costs, whose settlement becomes difficult when natural causes, pests and diseases affect crops, as established by the National Monetary Council (CMN). This is an important mechanism that guarantees rural production activities, especially for family farmers who benefit from PRONAF.

The project is anchored in four pillars:



Review the model to strengthen relationships with customers.



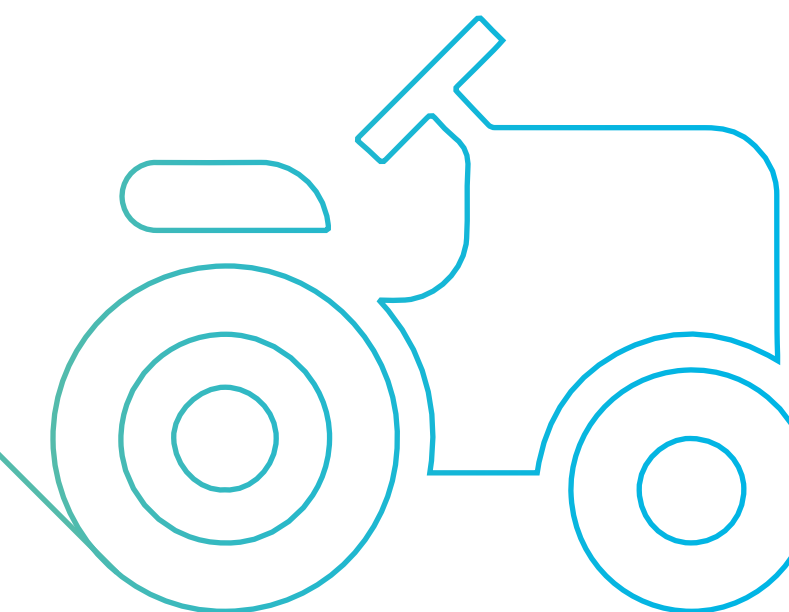
Diversification of funding resources.



Granting credit to bring more agility and simplicity to the process.



Constant search for sustainable results.



Individual Loans

The strategy of the Individuals segment is to position itself to meet the needs of the population, both in terms of creating lines and by expanding offers through remote channels. Among the key initiatives in 2022, we highlight the following:

- ▲ CAIXA Pra Elas, with special rate conditions for women in the Crédito Direto CAIXA (Consumer Credit), and the Penhor (Pledge) e Pausa Maternidade (Maternity Pause) categories, allowing the payment of individual non-payroll deductible loans to be interrupted during maternity leave;
- ▲ New contracting flow for payroll-deductible loans, whose journey became more efficient for employees in our branch network;
- ▲ Renegotiation of outstanding balances for CAIXA Tem: providing adequate instructions for customers with overdue balances to regularize their situation;
- ▲ Recupera Penhor action: offering alternative options for customers to renegotiate an outstanding pledge, preventing the loss of their assets in a repossession process; and
- ▲ Expansion of the Penhor channel: allowing Pledge agreements to be renewed by WhatsApp and through CAIXA's website.

To complement our social role, we provide credit to help families in times of need, as well as to support the country's economic recovery.

In 2022, our commercial loan portfolio for individuals reached R\$142.1 billion (Dec/2022), increasing by 23.3% in 12 months. Delinquency levels remained low, at 3.6% in December 2022.

The organic payroll-deductible loan portfolio alone, monitored by the Institutional Strategic Plan, reached R\$92.6 billion¹ (Dec/2022).

¹ – does not include acquired portfolios.

Payroll-Deductible Loans

To achieve the results related to the expansion of the payroll-deductible loan portfolio, we adopted following initiatives in 2022:

- ▲ Eventograma: specific events to encourage loans to customers, such as Public Servant Day and CAIXA Pra Elas, Worker's Week and Mother's Week;
- ▲ Actions carried out at our branch network to activate covenant parties with low contract volumes;
- ▲ Implementation of a new payroll-deductible loan granting routine for all agreements, except INSS;
- ▲ Improvement in the compliance flow for payroll-deductible loans in the INSS category;
- ▲ Measures to support cities that suffered from emergency and calamity situations; and
- ▲ Implementation of customized interest rates.



Loans for Micro and Small Businesses

In 2022, with the ongoing economic recovery process from impacts caused by the pandemic, our strategy for the Micro and Small Businesses segment remained focused on maintaining flexible rules, readjusting rates and products, as well as being versatile in the offering of loans with own resources and resources backed by guarantee funds, such as FAMPE, PRONAMPE and FGI, thus allowing companies to maintain their investments and cash flow through credit lines. Among our key deliveries, we highlight the following:

- ▲ **Digital Track for Companies:** improvement in processes by implementing a digital track for loan products (PRONAMPE) and improvement in the digital journey, with better processes for capturing and digitizing the customer's dossier process;
- ▲ **Subsidized Funds:** expansion of loan products backed by guarantee funds;
- ▲ **Rates and Products:** readjustment of rates and products to serve different niches according to our strategy;
- ▲ **CAIXA Pra Elas:** special rates for companies owned or partnered by women;
- ▲ **Facilitated conditions** for the granting of loans, with exclusive endorsement guarantees for companies located in municipalities in which a state of calamity was officially declared.



We ended 2022 among the leading players for FUNGETUR, FAMPE, FGI and PRONAMPE, in which the latter, with the enactment of Law No. 14,161/2021, changed from an aid measure to an official and permanent public credit policy.

Table 1 – Lines granted according to Guarantor Funds in 2022, or with external funding sources (FUNGETUR)

PRODUCT	CAIXA R\$ in R\$ billion	MARKET R\$ in R\$ billion	STAKE	MARKET SHARE
Fampe ²	10.0	12.3	81.3%	1 st
Fungetur ³	0.07	0.19	37.7%	1 st
Pronampe ¹	9.7	36.8	26.2%	2 nd
FGI ⁴	1.4	16.0	8.4%	4 th

Source:

- 1 – PRONAMPE weekly report – https://www.bb.com.br/docs/portal/digov/Pronampe-semanal.pdf?pk_vid=75ad4cf89145a5a215947513717063f3
- 2 – SEBRAE (balance of the total program in Nov/22)
- 3 – FUNGETUR statistical report – <https://www.gov.br/turismo/pt-br/aceso-a-informacao/acoes-e-programas/fungetur/transparencia-1>
- 4 – PEAC – FGI – Operating Performance (wholesale and retail)
PEAC-FGI – Operating Performance (bndes.gov.br)



Channels

In December, the new guidelines for our retail channel network were approved, which help direct the performance of our units and define the drivers for each channel, focusing on customer satisfaction and on the pursuit of CAIXA's efficiency and sustainability.

Our actions are focused on:

Customer experience, results, efficiency, modernization, and innovation.

Our objectives are:

- ▲ Increase customer satisfaction when using our channels;
- ▲ Leverage business and enhance results across all channels;
- ▲ Modernize and optimize our channel network.

The Channel Strategy aims to provide solutions for our products, services, and channels to adhere to customer profiles, creating adequate accessibility conditions, lasting relationships, and synergy with our strategic goals, therefore enabling our actions in the ecosystem to be integrated, digital, and specialized, promoting customer engagement, automated businesses, and stronger relationships.

The growing demand for digital and remote channels demonstrates the change in behavior of our audience and, therefore, our Channel Strategy follows this trend by focusing on the constant evolution of these channels so that our branches can carry out complex and more profitable operations.

Retail Outlook for 2023

Acceleration of CAIXA's Digital Transformation

We continue to direct our efforts in making digital businesses feasible, giving continuity to the largest social, digital, and financial inclusion movement in Brazil with the creation of new services and digital businesses, in which personal data and loans can be updated and granted in a 100% digital environment.

The actions we intend to carry out for customer and channel strategy include revision and expansion of our product portfolio, improvement of our journeys, and inclusion of new distribution channels and partnerships, fostered by innovation, inclusion, and maximized results, promoting the growth of CAIXA's brand and ensuring sustainable growth and efficiency of the retail channels, which enables us to improve our levels of customer experience and satisfaction.

We remain committed to promoting innovation that is aligned with Open Finance Brasil, as well as adopting new business models with products and services that meet our customers' needs and life moment, through simple, agile, and secure digital experiences backed by our solidity.

Open Finance

We are responsible for ensuring that the Open Financial System is implemented according to the phases and cycles defined by the Open Finance governance structure and in compliance with the guidelines regulated by the Central Bank.

The implementation of Phase 4 (Open Finance) includes data on foreign exchange transactions, accreditation services, investments, insurance, and pension, with the sharing of information on investment funds, such as product parameters and customer transaction data.

Management Solutions for Personal Finances Under Open Finance

A new service is being implemented to combine financial information of CAIXA's customers and non-customers, aimed at expanding business opportunities, services and satisfaction levels in all our channels.

Users will be able to gain unified control of their finances online, thus managing transactions, in a simple way to improve their financial planning and education.

CAIXA Payment Initiator

We are working on structuring a payment initiator through Open Finance, which will allow CAIXA Pix transactions to use balances from accounts at other participating banks, a process that will be carried out from start to finish on our digital channel.



STRATEGY AND PERFORMANCE BY SEGMENT

WHOLESALE

The Wholesale credit area stands out for its strategy, product and services developed for Wholesale customers, such as commercial, infrastructure and sanitation loans, as well as foreign trade products and services, including the acquisition and assignment of portfolios.

In 2022, our Wholesale portfolio increased by 8.76%, driven by a higher exposure to products such as revolving credit, CAIXA Hospitais, foreign trade and investments, and a slight reduction in exposure to working capital products.

In addition, the exposure to Acquired Portfolio products increased by approximately 21% and to infrastructure and Sanitation products increased by 3.46%.

Based on the strategic positioning for the Wholesale segment, in 2022, which was "To increase competitiveness, focusing on the diversification of the credit portfolio and on the expansion of business reciprocity in the middle, corporate and private bank markets, through a diversified portfolio of credit, investments, services and capital markets, with qualified risk management" we present the following results:

Wholesale Loans

We worked on the development of projects to expand and strengthen our portfolio, with emphasis on the following launches:

- ▲ Investment line that enabled the financing of rural properties;
- ▲ ESG eco-efficiency investment line, whose purpose is to finance assets and investment projects that contribute to reducing the environmental impact of the borrower's activities.

- ▲ Strategic action to celebrate the International Women's Day, which, during the month of March, offered special rates and conditions to finance machinery/equipment, vehicles and working capital to companies who are owned (50% or more), by women or who have women acting as directors.
- ▲ Reopening of the FGI PEAC working capital line, which is 80% guaranteed by the Investment Guarantee Fund (FGI), resulting in better conditions for CAIXA customers, aimed at encouraging and promoting the resumption and growth of the economy in the post-pandemic period. The line was reopened in August 2022.



The results achieved exceeded the goals in terms of exposure, ending the year with

R\$ 82.6 billion corresponding to a variation of **7.7%** in relation to 2021

The total granting of Corporate Wholesale Products ended the year with the following results:

R\$ 39.7 billion representing an increase of approximately **32%** over 2021 which ended the year with **R\$ 30.1 billion**

Banking Services

We developed projects aimed at complementing the portfolio and simplifying our processes, such as:

- ▲ The launching of a supplier payment feature for legal deposits through our Payment to Supplier feature;
- ▲ Opening accounts for financial institution through CAIXA's Novo Negócio portal;
- ▲ Signing of service contracts with digital signature certificates;
- ▲ The issuing of supplier payment receipts through the Gerenciador CAIXA Empresas managing channel.

Our Service Revenue surpassed the R\$1.9 billion mark in the year, distributed as follows: Collections (**R\$1.1 billion**), Bank Collections (**R\$ 546 million**), Automatic Debit (**R\$162 million**), and Payment Agreements (**R\$60.8 million**).

Medium and Large Companies (MGE) and Private

We act on all commercial fronts by offering a diversified portfolio including loans, investments, services, and capital markets, with qualified risk management to strengthen the culture of excellence in service and foster innovation and development of technological solutions to meet our customers' needs.

Medium and Large Companies (MGE)

To develop unique relationships, we focused on the Wholesale Network for Medium and Large Companies by:

- ▲ Building market-compatible customer portfolios for dedicated services, expanding business reciprocity and share of wallet, as well as operating a more flexible product platform;
- ▲ Advancing in strategic corrections, by concentrating services to all medium and large companies in the Wholesale Network, improving the service units with optimized resources, particularly with a team of professionals trained to provide specialized consulting services;
- ▲ Centralizing and verticalizing middle and backoffice activities, stimulating the improvement of processes to simplify, expedite, and avoid business risks, in addition to strengthening the performance of our 1st Line of Defense;
- ▲ Executing capital market transactions to expand our relationship with companies through typical Investment Banking transactions, such as: Debt Capital Markets (DCM), Equity Capital Markets (ECM) and Mergers and Acquisitions (M&A);
- ▲ In loan recovery, improving the entire payment chain management for medium and large companies, with greater assertiveness and efficiency in reversing credits through a specific approach strategy and by monitoring delinquency indicators.

Private

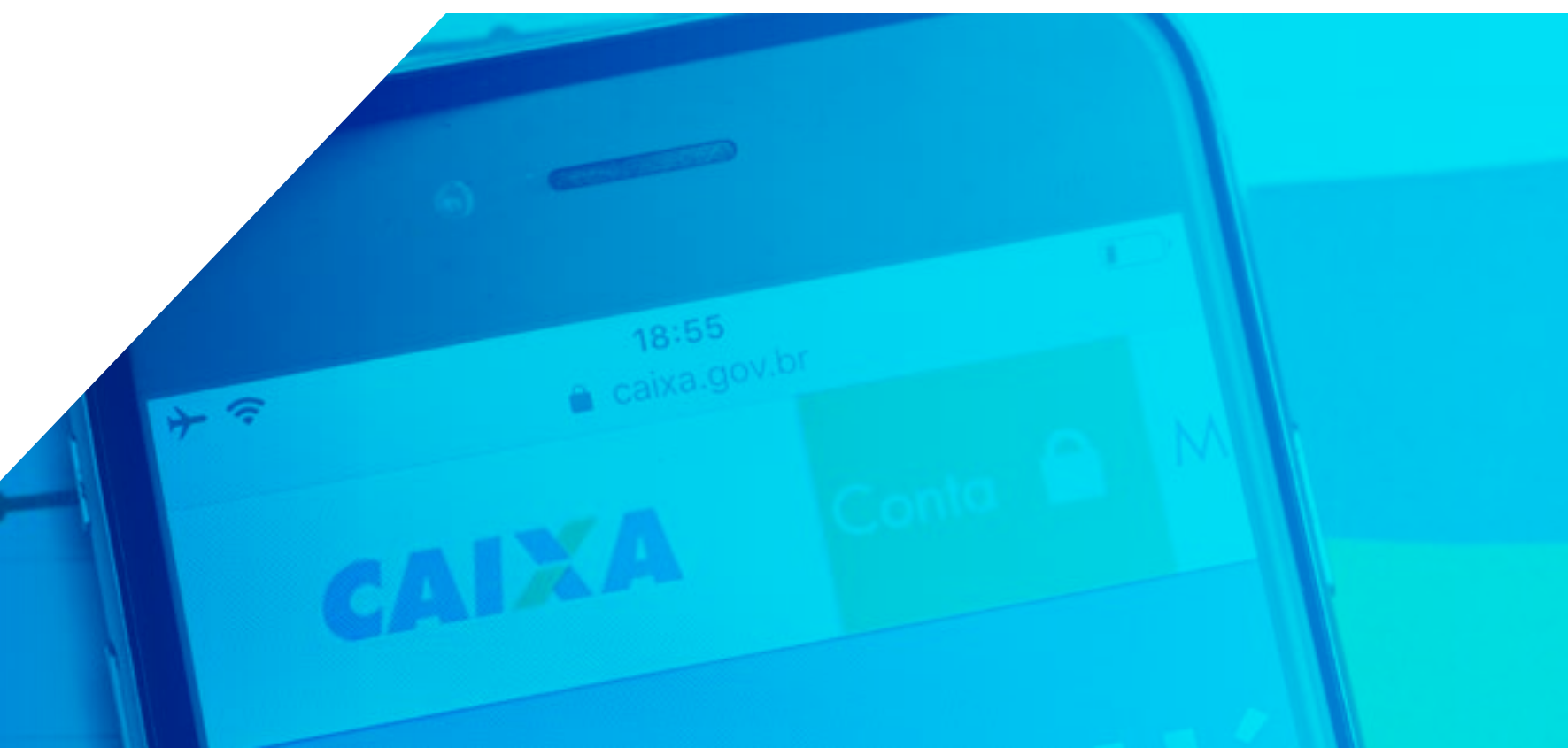
In the Private segment, our operating model is focused on:

- ▲ Offering dedicated services by the Private Offices (ESP), with specialized advisory and strategic vision aimed at presenting financial solutions regarding the management of our customers' investments, risk, financial, tax and succession planning;
- ▲ Creating portfolios that have a maximum of 100 economic groups, compatible with the Private market in Brazil;
- ▲ Having a team of qualified specialist managers (bankers), certified with CFP® (Certified Financial Planner), to reinforce the credibility of our brand before customers, allowing us to stand out in the market;
- ▲ Segregating strategic and tactical skills to different units, with the objective of deploying the necessary steps to deliver the expected business results.

It should be noted that our Wholesale segment constantly seeks to add new initiatives that are aligned with the ESG strategy. For this reason, our units continue to develop and reformulate products such as Crédito Carbono CAIXA, Pró-Cidades and Debêntures Incentivadas, which, when available, will allow additional adherence to this important theme for society and for our customers.

Highlights

In 2022, we advanced in the structuring of capital market transactions, originating over R\$5 billion in Debentures, Certificate of Real Estate Receivables (CRI), and Promissory Notes, and increasing our service revenue by R\$53 million.





HOUSING

Housing projects were developed according to our Conglomerate's Corporate Strategy, based on the Purpose to "Continue to be the Mortgage Bank" and the Vision to "Be the public financial institution that promotes inclusion and sustainable development, transforming people's lives".

The strategy to achieve our Vision is based on management goals and actions, seeking flexibility, competitiveness, and simplicity, while maintaining principles of governance and encouraging the adoption of social and environmental practices that positively impact all businesses.

We adopt the best governance practices to ensure the sustainability of our Bank, to strengthen our role as an agent that carries out public policies of the Federal Government, and to lead the mortgage segment by offering the best customer experience.

We always consider the customer's perspective when proposing solutions, and we aim at strengthening and increasing the availability of services through digital journeys, including new channels.

Key Initiatives

- ▲ Expansion of the Crédito Real Fácil CAIXA - Home Equity portfolio: rural property, collateral and the possibility of settling commercial loans jointly with the contracted operation;
- ▲ Optimization of the Construção Individual construction product: these operations expanded, accounting for approximately 20% of the individual mortgage loan portfolio;
- ▲ Expansion of the SBPE mortgage loan portfolio, which now finances urban commercial land lots;

- ▲ Financing of commercial property products for legal entities;
- ▲ Amendments/Partnerships: availability of the FGTS PF product, which is financially subsidized with funds from the Federal Government's General Budget (OGU) and allocated by parliamentary amendment or financial contribution from the state and municipality;
- ▲ Option to request partial payment of installments is now available on the Habitação App: customers on maternity leave may request to pay 75% of the installment, for up to six months;
- ▲ Housing products on the CAIXA Tem App: information on mortgage contracts and payment of installments were included in this widely accessed channel;
- ▲ Push: communication with customers through notifications to disclose the new rules for the partial payment of installment with FGTS funds;
- ▲ Implementation of a new service module, with defined priority rules and optimized flow, that allows customers external access to better monitor how demands are being processed;
- ▲ Internal training aimed at qualifying employees in answering questions regarding mortgage loans;
- ▲ Open Finance: in line with the Open Finance strategy to include this feature in CAIXA's main channels, we made the consent management and data sharing journeys available on the Habitação App.



Results

As the main financial agent for the granting of loans with FGTS funds, our target, in 2022, was to grant **R\$68.2 billion in mortgage loans**, including onerous funds and FGTS subsidies, aimed at maintaining our position as the leading player in the market. In the period, we allocated **R\$70.5 billion**. This amount is equivalent to **382,759 thousand new housing units benefiting more than 1.5 million people**.

To achieve this objective, we implemented the following new conditions in 2022, in line with the rules disclosed by the FGTS Board of Trustees, the Application Manager (MDR) and FGTS Operator Agent:

- ▲ Reduction in interest rates, by 0.5 p.p. for families with monthly income ranging from R\$2,000.01 to R\$2,400;
- ▲ Expansion in financing percentages for the Pró-Cotista Program, from 50% to 80%;
- ▲ Increase in family monthly income limit, to R\$8,000, for eligibility purposes;
- ▲ Increase in family monthly income limit, to R\$4,400, for the purpose of granting discounts;
- ▲ Reduction in interest rates, by 1.0% p.p. and 0.5% p.p., for the Pró-Cotista Program until June 2023 (according to the purchase, sale or investment amount);
- ▲ Reduction in interest rates, by 0.5 p.p. for families with monthly income ranging from R\$4,400.01 to R\$8,000 until June 2023;
- ▲ Inclusion of exception criteria on the requirement for at least one bedroom in housing blueprints (exclusively for income of up to R\$2,400);

- ▲ Changes in the population cut-off factor for calculating supplementary subsidies for families with gross monthly income of up to R\$4,400 (until June 2023);
- ▲ Extension in maximum loan maturity, from 360 to 420 months;
- ▲ Inclusion of land acquisition and construction options in the Pró-Cotista Program – FGTS Funds.

We are the mortgage bank. We have a market share of over 66%, and balances of R\$637.9 billion and 6.4 million in active contracts. In 2022, a total of R\$161.7 billion was granted in loans through SBPE and FGTS funds, impacting the economy by generating over 1.1 million jobs and helping more than 643.9 thousand families making their dreams of owning a home come true.

In 2022, we granted R\$91.2 billion in loans with SBPE resources alone, making us the main player in the market, according to the ranking of the Brazilian Association for Mortgage Loans and Savings Entities (ABECIP).

Within the scope of the Social Housing Program, in 2022, we granted R\$70.5 billion, including subsidies, which is equivalent to 382.7 thousand new housing units benefiting more than 1.5 million people

We are responsible for investing 99.9% of FGTS funds intended for housing.

For the civil construction sector, we granted R\$36.3 billion in loans to construction companies in 2022. Currently, there are 7.5 thousand real estate developments under construction across the country.



Emergency Measures

In March 2022, a transitional condition was approved, effective for 12 months, in which customers can choose the following modalities:

- a) Inclusion of overdue installments to the outstanding balance; or
- b) Inclusion of overdue installments to the outstanding balance and a partial payment of 75% of the monthly installment, for a period of six months.

This measure is applicable to customers with installments overdue from 91 to 720 days, who have self-declared their inability to pay the entire overdue amount, and/or who are unable to pay the full amount of the monthly installment. **In 2022, 392,653 contracts adhered to one of the modalities, in a total volume of R\$39.7 billion.**

In July 2022, we launched an alternative that allowed customers to request the interruption of their monthly mortgage payments for six months if they were currently receiving unemployment insurance or if they had received unemployment insurance in the last 60 days prior to the launching of this alternative.

We also offered the interruption of monthly payments in situations of calamity, benefiting over 36.9 thousand contracts in 2022, and provided support to customers in claiming and requesting immediate indemnities from their home insurance.

Strategic Actions

New products and conditions for mortgage loans:

In the first quarter of 2022, we reduced interest rates on mortgage loans in the Poupança CAIXA savings modality. Since March 28, the new rates for this modality start at TR+2.80% p.a., plus savings rates, corresponding to a reduction of 0.15 p.p.

In March 2022, we began to offer a new credit line with FGTS funds for renovations or adaptations of own homes, within the scope of using FGTS funds by families with disabled members (PwD):

- ▲ Financing of up to R\$50 thousand, limited to 80% of the submitted construction budget;
- ▲ Interest rate starting at TR+4.25% p.a.;
- ▲ Maturities ranging from 240 to 360 months;
- ▲ Gross monthly income of up to R\$3,000.

On April 12, new financing conditions were offered for families with monthly income from R\$2,000.01 to R\$ 2,400. Interest rates were reduced by 0.5 p.p. on mortgages, and subsidies increased on the purchase and construction of homes were increased, thus allowing families to increase their purchasing power.

For Corporate customers, we began to offer, in April 2022, a new credit line for the purchase, construction or renovation of commercial properties, headquarters, commercial suites, and warehouses, among others.

In May 2022, we expanded the percentages allowed for the Pró-Cotista Program, from 50% to 80%.

We encouraged the development of housing units for companies through the Apoio à Produção and the Plano Empresarial

CAIXA (PEC) products, reducing interest on these products under the Poupança CAIXA modality during the first half of 2022, to 3%+savings rate.

The Crédito Real Fácil CAIXA credit line is not intended for a specific purpose and is guaranteed by the fiduciary lien of property owned by the applicant. In June 2022, we expanded the Crédito Real Fácil CAIXA portfolio by allowing rural properties to be used as collateral against loans, in addition to urban residential and commercial properties.

In June, we launched new conditions for the Habitação Popular com Recursos FGTS product, with mortgage rates for social housing units with FGTS funds starting at TR+4.25% p.a. and family income eligibility increased to R\$8,000.



The following table summarizes the new income groups and interest rates:

GROUP	INCOME BRACKET (UNTIL JUL 19, 2022)	NEW INCOME BRACKET (FROM JUL 20, 2022)	NOMINAL INTEREST RATE (% P.A.)			
			Non-FGTS		FGTS Fund Holders	
			Midwest, South and Southeast	North and Northeast	Midwest, South and Southeast	North and Northeast
G1	UP TO R\$2,400	UP TO R\$2,400	5.00	4.75	4.50	4.25
G2	R\$2,400 TO R\$2,600	R\$2,400 TO R\$3,000	5.50	5.25	5.00	4.75
	R\$2,600 TO R\$3,000	R\$3,000 TO R\$3,700	6.00	6.0	5.50	5.50
	R\$3,000 TO R\$4,000	R\$3,700 TO R\$4,400	7.00	7.0	6.50	6.50
G3*	R\$4,000 TO R\$7,000	R\$4,400 TO R\$8,000	7.66	7.66	7.16	7.16

*Taxa vigente até 31/12/2022.

Other changes were implemented, in 2022, allowing us to offer better Social Housing conditions with FGTS Funds:

- ▲ Increase in supplementary subsidies for families with monthly income of up to R\$4,400 (until December 31, 2022). Subsidies to purchase real estate were granted according to family income, payment capacity, and populational peculiarities of each region;
- ▲ Changes in the population cut-off factor, reflecting increases in subsidies for families with monthly income up to R\$4,400 for mortgage loans granted until December 31, 2022.

Workers with FGTS accounts eligible for the Special Mortgage Loan Program for the FGTS Fund Holder – Pró-Cotista product, the reductions, in effect until December 31, were as follows:

- ▲ From TR+8.66% p.a. to TR+7.66% p.a. – for purchase, sale, or investment values less than or equal to R\$350 thousand;
- ▲ From TR+8.66% p.a. to TR+8.16% p.a. – for purchase, sale, or investment values higher than R\$350 thousand and limited to R\$1.5 million.

In August 2022, we introduced a loan modality for urban commercial land lots, indexed to the TR rate, thus diversifying our product portfolio.

During the year, we also simplified operations for the Construção Individual construction loan, which now includes from the acquisition of a land lot to the construction of a property, allowing customers more autonomy in selecting their construction site, materials, and even allowing the financing for solar heating systems, water reuse, and renewable energy sources.



Digital Mortgage Loans

In 2022, we surpassed the mark of R\$2.2 billion in mortgage loans granted through the Habitação App, with 355.2 million accesses to housing services made outside physical channels. The CAIXA Habitação App, alone, received over 173 million accesses. The Habitação App serves 3 million customers, and, in the last quarter of 2022, part of its products was also made available on the CAIXA Tem App. More than 4 million active mortgage customers already use this channel.

The Contrato Nato Digital da Habitação CAIXA project consists of developing a 100% remote customer journey, from submitting a loan proposal to the actual electronic signature of a mortgage contract. This feature is in line with the investments focused on digital transformation and inclusion, in addition to optimizing bureaucratic processes. We highlight that the use of electronic contracts and digital signatures is a business alternative adopted and regulated by legislation, therefore meeting the emerging types of interactions that are currently being established in legal relationships.

Participation in Regional Housing Events

As part of the strategy to reinforce our brand in the real estate market, we participate in regional housing events, organized by the civil construction sector, and we also receive support from regional CAIXA Aqui Correspondents, offering our target audience solutions for real estate financing for acquiring properties sold by participating developers.

The visitors of event also gained access to the CAIXA Habitação App for the digital approval of mortgage loans.

Therefore, customers were able to find their property of choice among the developers, negotiate the purchase price, and count on CAIXA to make their real estate financing feasible.

These regional events took place from August to November 2022, in the states of PE, AL, BA, SC, RS, MG and GO, with an audience of over 200 thousand people.

Corporate Housing Market

CAIXA's corporate housing segment offers the most comprehensive portfolio available on the market, with the right product for each type of development: Plano Empresário CAIXA (PEC); Apoio à Produção; or Alocação de Recursos products.

The PEC is a credit line for housing developments with the best market conditions, allowing loans to be taken even prior to the construction phase. In 2022, we reformulated this product, adapting it to the reality of the market and adopting its best practices.

The Apoio à Produção product allows real estate developers to use, during the construction phase, all credit amounts approved plus the amounts financed by CAIXA customers to acquire residential units of the development.

The Alocação de Recursos product facilitates the process of evaluating and financing housing units for developments that have already been concluded.

Our customers can choose to finance operations through FGTS and SBPE funds or, at their convenience, use financings pegged to the TR, IPCA, % CDI, CDI+spread, and Rate+savings rate indexes for operations with SBPE funds.

Companies certified with the Casa Azul+ CAIXA Seal have access to special rates, demonstrating our concern in supporting real estate developers that have outstanding best practices in terms of social, environmental and climate issues.

In 2022, more than 2.3 thousand projects were financed to produce over 309 thousand housing units, at a cost of R\$52.3 billion. This volume generated over 1.1 million direct and indirect

jobs and was converted into more than R\$36.3 billion in loans, being R\$21.4 billion with SBPE funds and R\$14.9 billion with FGTS funds.

A total of 2,335 developments were delivered, totaling approximately 312,536 units, and providing access to home ownership for nearly 1.25 million people.

Real estate loan products, particularly those to produce housing developments, maximize the values generated to society and the environment, ensuring a balance between economic, social, and environmental issues, in line with our values.

These products have the most attractive conditions on the market, in which we emphasize the competitive rates and possibility of housing units to be sold and financed during the development's construction phase.

To face the increasing costs in civil construction, we allow additional resources to be included in the loan, aiming at the financial rebalancing of the developments.

The launching of the Imóvel Comercial Pessoa Jurídica CAIXA product was also aimed at promoting the real estate market for corporate customers by supporting the sale, construction, and renovation of corporate properties.



Technical Level and Performance (NDT)

The Technical Level and Performance (NDT) certification was developed in 2020, to meet the demand for identifying companies in the civil construction sector with technical qualifications, aimed at reducing operational risks and costs and offering unique services, in line with our internal compliance and risk management procedures.

The goal is to map the technical maturity and process management of partner companies aiming at increasing the governance of processes based on the “know your customer” principle, and adapting product procedures according to reciprocity in technical engineering.

To certify, companies must undergo a verification process and analysis for three categories:

- I. Developments (production of housing units);
- II. Certifications (granted to the company or its developments);
- III. Technical Performance: for the subcategories “Projects”, “Structure”, “Execution”, “Post-Delivery”, and “Brand”.

In 2022, within the scope of the Engineering, Architecture and Social Work, our Housing area continued focused on improving the quality of constructions. After analyzing and ranking a relevant number of companies according to the methodology in 2021, the focus of the NDT in 2022 was on improving process based on accumulated experience, culminating in the publication of Phase 3 of the methodology, and maintaining the certified portfolio.

From its implementation and until the end of 2022, 181 companies were analyzed, of which 152 achieved the NDT 1, 2 or 3 certificate.

Among the companies that signed contracts with us in 2022, approximately 33% were NDT certified.

Casa Azul + CAIXA Certificate

The Casa Azul + CAIXA Certificate aims to value efficient and sustainable solutions in the design, construction, use and maintenance of housing projects, generating environmental, social, and economic benefits to the entire production chain, reaching the customer and end user of the buildings. Through its criteria, the certificate permeates many of the Sustainable Development Goals (SDGs) of the 2030 agenda and promotes sustainable development in the Brazilian housing construction sector.

The certificate aims to strengthen our brand as a financial agent inducing sustainable, innovative, social, and environmentally responsible constructions, valuing projects that adapt quality urban and architectural solutions, which promote the rational use of natural resources and reduction of consumption and expenses with building maintenance, in addition to encouraging actions aimed at the social and economic development of workers and residents. The adoption of actions provided in the certificate improves and values our assets, reducing environmental, social, and government risks, and promotes the Bank’s recognition among all players in the real estate and financial market.

The Casa Azul + Certificate was the first sustainability rating system developed for the reality of the Brazilian housing construction sector. Since its creation, the Casa Azul + CAIXA Certificate has been restructured to incorporate innovations promoted in the civil construction industry into its criteria, such as the use of new technologies, management aimed at reducing carbon emissions, generation of renewable energy, and sustainable solution for mobility, among others.

In 2022, the Casa Azul + CAIXA Certificate certified 143 developments, and its improvement measures are aimed at bringing more transparency and governance to the process by revising its criteria and categories.

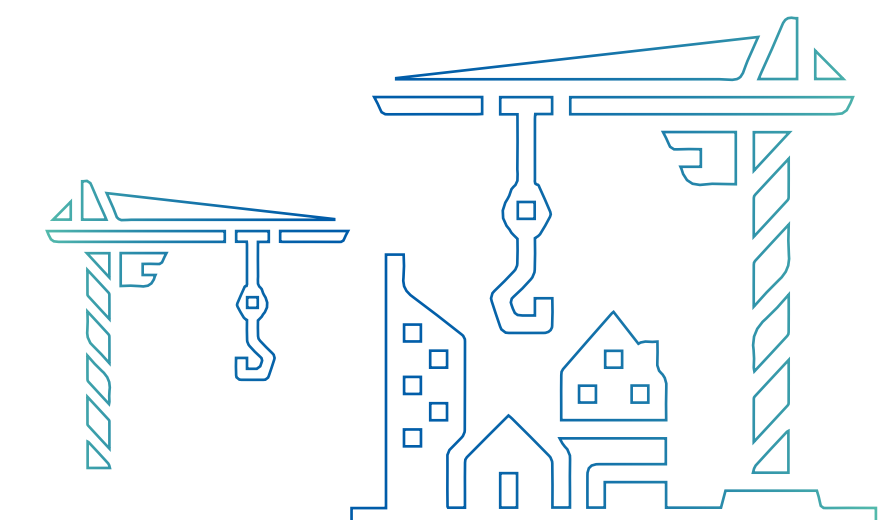
The Casa Azul + CAIXA Certificate is divided into two stages: **PROJECT** and **DWELL**. The **PROJECT** stage consolidates the certification of the development in the design and contracting phase. The **DWELL** stage consolidates the certification of the development in the construction monitoring phase, confirming that the Certificate’s prerogatives during the analysis process were followed during execution of the works.

In addition to the certification itself, the developments that were not certified, but stood out in a certain area, may receive the identifier #mais recognition, which includes the following areas:

- I. Urban Quality and Well-Being;
- II. Energy Efficiency and Environmental Comfort;
- III. Efficient Water Management;
- IV. Sustainable Production;
- V. Social Development;
- VI. Innovation.

Management of Critical Projects – Resumption of Paralyzed Works

In 2022, feasible solutions were given to resume works in 294 developments, representing the resumption of 36,953 housing units. This initiative benefited more than 147 thousand people, considering a family group of four members.





FUNDS

INVESTMENT FUNDS

We are duly registered with the Brazilian Securities and Exchange Commission (CVM) and authorized to provide the administration and management services for securities portfolios, pursuant to CVM Declaratory Act 3241, of January 4, 1995, and CVM Resolution 21, of February 25, 2021.

Provision of Trustee Services to Investment Funds

In December 2022, we provided trustee services to over 460 investment funds of different classes for all investor audiences, with a net equity of approximately R\$588.54 billion in managed funds, according to the Brazilian Association of Financial and Capital Markets Entities (ANBIMA).

With more than 2.3 million shareholders/investors and Service Revenues of R\$532.65 million in 2022, we consolidated our trustee services during the year after concluding the migration process of management services to CAIXA Asset.

We are the third largest investment fund manager in the domestic market, with a market share of 7.9%, in which we highlight our fixed income funds, which have a market share of 13.7%, making us the third largest manager in this class.

We ranked second in terms of managed volume for investment funds in the Private Social Security Schemes (RPPS) industry, with a market share of 39.6%. We are also the second largest administrator in the Retail segment, with a market share of 27.2%, and in the Government and Closed Pension Plan Entities for Public Companies (EFPC) segment, with a market

share of 24.2%, and in the Public Power segment, with a market share of 18.5%.

We also stand out in the High-Income Retail and Middle Market segments, ranking as the third largest investment fund manager, with market shares of 11.8% and 13.6%, respectively.

In 2022, we created and launched the CAIXA FMP-FGTS Eletrobras, Mutual Fund for Privatization, within the scope of the Eletrobras' Public Share Offering, intended for holders of FGTS accounts who want to acquire shares issued by Eletrobras. The fund, managed by us, had the second largest net inflow, after apportionment, among the Privatization Mutual Funds in the market, in the amount of R\$1.36 billion.

Qualified Services Activities

In addition to trustee services, we are authorized by the CVM to provide other services, such as custody, bookkeeping of shares, and controllership services for investment funds. We also provide these services.

We adhere to the Qualified Services Code, which establishes rules for activities related to qualified services, such as custody services to issuers and investors, bookkeeping services, and the controllership of assets and liabilities.

We are the sixth largest custodian for investment funds in the domestic market, with R\$594 billion under custody.

Investment Fund Management Activities

In 2022, we concluded the migrating process for investment fund management services to CAIXA Asset, founded in September 2021, pursuant to a commercial agreement between both parties.

The commercial agreement grants CAIXA Asset the exclusive right to provide asset management services to investment vehicles in which CAIXA is the trustee and distributor. Likewise, CAIXA has exclusivity rights to provide fiduciary services and the distribution of investment vehicles within the scope of its distribution network in investment vehicles managed by CAIXA Asset.

The exclusive rights held by CAIXA Asset do not cover the FI-FGTS investment funds, in which the FI-FGTS is the only shareholder, nor the portfolios managed by the FGTS and the Social Development Fund.

With the creation of CAIXA Asset, we became responsible for trustee services, controllership services for third-party assets, qualified custody services (including for funds managed by CAIXA Asset), and for managing investment funds and managed portfolios who receive funds from the FGTS, Government Funds, financing and/or guarantors.

Our exclusive funds are held exclusively by guarantee funds as quota holders, which are constituted by law, have their own bylaws, and whose corporate purpose is to meet the needs of federal entities.

We continue to manage the exclusive funds, the FGTS Investment Fund (FI-FGTS), the FGTS Managed Portfolio, and the Social Development Fund, which had a total equity value of approximately R\$218 billion¹ in funds under management in December 2022.

FI-FGTS

The FI-FGTS fund ended the 2022 fiscal year with a Net Equity of R\$21 billion¹, distributed among several investments in sectors such as energy, railway, highway, waterway, sanitation, and ports.

In terms of financial returns, it is important to highlight that, during its existence, investments in the FI-FGTS portfolio have already returned approximately R\$30.5 billion to the fund as interest payments, amortizations, dividend distributions, among others, not including financial returns from cash balances. Part of these financial returns to the FI-FGTS were reinvested in new projects, contributing to employment and income generation, as well as with the country's development.

Our objective is to carry out new FI-FGTS investments that are financially feasible, that optimize the risk/return ratio, that are relevant to the domestic infrastructure, and that generate new jobs, maintaining our proactive role in special investments for the FI-FGTS and FGTS managed portfolios, and maximizing returns for these portfolios by achieving benchmarking.

GOVERNMENT FUNDS

Worker's Severance Fund (FGTS)

The Worker's Severance Fund (FGTS) was created with the goal of protecting the worker from being dismissed without just cause, by opening an account linked to the worker's employment contract. At the beginning of each month, employers deposit an amount corresponding to 8% of each employee's salary in FGTS accounts opened on their behalf. The FGTS balance is comprised of the total of these monthly deposits, which belong to the respective owners who, in situations provided in article 20 of Law No. 8036/1990, may use the amounts available in their accounts.

The funds available in the FGTS accounts, when not withdrawn by the workers, are allocated towards the financing of projects in the housing, sanitation, infrastructure, and health sectors nationwide, bringing direct and indirect benefits to the entire Brazilian population.

Information on the management of FGTS funds is available at www.fgts.gov.br.

Housing Lease Fund (FAR)

The Housing Lease Fund (FAR) is a private financial fund, with an indefinite duration, governed by Law No. 10,188/2001 and by its Charter, aimed at providing resources for the Residential Leasing Program (PAR) and the Minha Casa Minha Vida Program (PMCMV) for investments to develop real estate projects and for the construction of education and health equipment, in addition to other complementary equipment for the social housing sector.

The FAR operates in the financial and housing guarantees sectors, in the condition of a financial fund backed by public resources.

We act as FAR's managing agent for the operationalization and execution of social housing programs, pursuant to the standards provided in Law No. 10,188/2001, Law No. 11,977/2009, and Decrees No. 493/2007 and No. 114/2018 issued by the Ministry of Cities.

More information on the FAR is available at:

<https://fundosdegoverno.caixa.gov.br/sicfg/fundos/FAR/detalhe/sobre/>

Environmental Compensation Fund (FCA)

The Environmental Compensation Fund (FCA) is a private fund that is intended to receive funds from public and private entrepreneurs whose projects cause significant environmental impacts, with the deposited amounts being allocated according to the determinations set by the licensing agencies for the conservation units established by the Federal Government.

The amounts deposited by entrepreneurs as an environmental compensation to the FCA may vary according to the degree of impact caused by their projects to the environment, as determined by the Federal Chamber of Environmental Compensation (CFCA).

The fund's equity must be invested in Federal Conservation Units in actions determined by the licensing authority.

More information on the FCA is available at:

<https://fundosdegoverno.caixa.gov.br/sicfg/fundos/FCA/detalhe/sobre/>

Salary Variation Compensation Fund (FCVS)

The Salary Variation Compensation Fund (FCVS) is a public accounting and financial fund, created within the Housing Financial System (SFH) pursuant to the Board of Directors of the National Housing Bank - BNH Resolution No. 25/1967, and is managed by CAIXA, pursuant to the Annex to Decree No. 4378/2002.

The FCVS is responsible for assuming, on behalf of the borrower, the residual balance not amortized within the deadlines of the financing contract and a portion of the discounts granted on early settlements and on transfers of mortgage contracts.

¹ – Valores passíveis de reprocessamento das cotas após a publicação das demonstrações financeiras anuais auditadas.

With the enactment of Law No. 12,409/2011, the FCVS began to take over rights and obligations of the extinct public policy of the Housing Insurance of the Housing Financial System (SH/SFH), which offered a permanent guarantee, within the Fund's domestic scope, on December 31, 2009, when the FCVS Garantia was created.

As guarantor of the operations registered in the extinct public policy of the SH/SFH, the FCVS is responsible for settling debt before the financial agent in the event of Death or Permanent Disability of the Borrower (MIP) and for the expenses with the recovery of the property in the event of Physical Damage to Property (DFI).

Therefore, the FCVS guarantees the responsibility to preserve the assets of families who financed their homes through the SFH and, at the same time, enables the Government to fulfill goals related to social development, with the consolidation of the right to housing and materializing the homeownership dream of the Brazilian citizen.

The FCVS benefits the Brazilian society at two different occasions. The first direct and immediate benefit occurs when the borrower decides to settle the debt, no longer being responsible for the monthly installment, the residual value of the financing contract, and the obligation to make a lien on property since it will be released of any mortgage lien. The second occasion addresses debt novation, in which funds arising from the discounts granted return to the financial agents through Wage Variation Certificates (CVS) issued by the Federal Government, which can be allocated to new mortgage loans and, consequently, reduce the housing deficit in Brazil.

Regarding the FCVS Garantia, its greatest benefits lie in the certainty that, in the event of death or permanent disability of the borrower, or in the event of physical damage to the borrower's property, this Fund will cover

the remaining balance of the contract or return the property under the same conditions prior to the event of Physical Damage to the Property (DFI), bringing not only financial benefits, but also ensuring the borrower the tranquility of maintaining their home.

The FCVS is structured around two aspects: its management, which is carried out by the FCVS Board of Trustees (CCFCVS), whose purpose is to regulate the Fund's general operating conditions; and its administration, which is our responsibility.

The CCFCVS is responsible, among others, for approving the general operating conditions of the FCVS and establishing norms and guidelines for managing the Fund, pursuant to the powers provided in Decree No. 4,378/2002.

Law No. 10,150/2000, which provides for debt novation and responsibilities of the FCVS, assigns us the responsibility of manifesting ourselves, as administrator of the FCVS, and recognizing the ownership, liquidity, amount, and certainty of the debt characterized by the FCVS.

Regarding debt novation, the Federal Comptroller General (CGU) and the Attorney General of the National Treasury (PGFN) are responsible for issuing opinions, waived in situations in which credit values have already been determined and marked as audited in our systems and controls as of August 2017.

In 2022, we focused on the novation values of the Fund's debts with financing institutions related to outstanding debt balances from the settlement of mortgage loans signed with final borrowers of the Housing Financial System (SFH), regulated by Law No. 10,150/2000, totaling R\$7.5 billion, the highest volume for novation since 2010, benefiting 105 thousand families, and on administrative and judicial payments in the event of Death or Permanent Disability of the Borrower (MIP), totaling R\$1.25 million, and Physical Damage to the Property (DFI), based on Law No. 12,409/2011.

Mandatory Insurance Fund for Personal Damage Caused by Motor Vehicles, or Cargo, on Roads to Persons Being Transported or Not (FDPVAT)

The FDPVAT was created on January 18, 2021, instituted from the National Council of Private Insurance (CNSP) Resolution No. 400, of December 29, 2020, with the objective of guaranteeing the continuity of the indemnity payments referred in article 3 of Law No. 6,194/1974, relating to traffic accidents caused by motor vehicles on roads as of January 1, 2021.

The business model consists of the appropriate use of the financial surplus provided by the Superintendence of Private Insurance (SUSEP) to address requests for indemnity arising from traffic accidents as of January 1, 2021, pursuant to Law No. 6,194/1974.

Likewise, the FDPVAT is subject to supervision by SUSEP and regulation by the National Private Insurance Council (CNSP).

From the enactment of Provisional Measure No. 1,149, published on December 22, 2022, and regulated by CNSP Resolution No. 457, of December 28, 2022, we were assigned the role of operating agent of the FDPVAT, being responsible for managing its funds, as well as for managing and executing claims for DPVAT indemnities, in addition to being the administrative and legal representative of the FDPVAT, aimed at ensuring its continuity in relation to claims from January 1 to December 31, 2023.

In relation to the recipients of the services generated by the unit, namely the victims and beneficiaries of indemnities and their respective legal representatives, we highlight the reach of the DPVAT CAIXA App, available in the main Android and iOS application stores, in addition to over 4.2 thousand service points, which enabled more than 574 thousand claims to be requested by December 31, 2022, with more than R\$1.6 billion

in indemnities paid since we began to operate this service, on January 15, 2021.

From the total indemnity claims, 129,161 (22.5%) were for death coverage, 340,982 (57%) were for permanent disability, and 118,032 (20.5%) were for reimbursement of medical and additional expenses.

From the total claims we received, 519.1 thousand (90.3%) have already been finalized, of which over 407 thousand were approved and paid.

On December 29, 2022, the FDPVAT had R\$2.5 billion in funds available for traffic accidents not yet reported (run-off), from January 1, 2021, to December 31, 2022, and those that will occur from January 1, 2023, to December 31, 2023, and the respective management fee payable to us for providing the service.

In relation to the DPVAT App, over 818 thousand downloads have been registered since it was launched, with the channel being responsible for 92.4% of the claims received, and over 199 thousand active devices had been registered on December 31, 2022.

Social Development Fund (FDS)

The Social Development Fund (FDS) is a financial accounting fund, with an indefinite term, regulated by Law No. 8,677/1993, with the purpose of meeting housing needs and contributing to improving the quality of life of the low-income population, organized into cooperatives, associations, and other civil society entities, aimed at the production and acquisition of new housing units, the completion and renovation of urban homes, including the granting of credit guarantees for mortgage loan operations.

The Fund provides financing to low-income families through the New Solidarity Credit Program (NPCS), the Minha Casa, Minha Vida Program – Entities (PMCMV-E), and the Regularization of Land Ownership and Housing Improvement Program (REGMEL).

More information on the FDS is available at:

<https://fundosdegoverno.caixa.gov.br/sicfg/fundos/FDS/detalhe/sobre/>

CAIXA Concession Project Structuring Support Fund (FEP)

The CAIXA Concession Project Structuring Support Fund (FEP) is a private fund, constituted for an indefinite period and supported by Law No. 13,529, of December 4, 2017, with its own equity divided into shares, separate from the equity of the shareholders and the Administrator, being subject to its own rights and obligations.

It was created with the purpose of funding specialized technical services for the development of concessions and public-private partnerships of Federal entities, under Law No. 13,529, of 2017.

More information on the FEP is available at:

<https://fundosdegoverno.caixa.gov.br/sicfg/fundos/FEP%20CAIXA/detalhe/sobre/>

Educational Credit Operations Guarantee Fund (FGEDUC)

The purpose of the Educational Credit Operations Guarantee Fund (FGEDUC) is to guarantee part of the risk in education loans, granted until the second half of 2017, by financial agents of the National Education Development Fund (FNDE).

The honor payment made by FGEDUC is an obligation of the Fund with the Federal Government and it has a direct influence on the fulfillment of the Government's goal.

More information on the FGEDUC is available at:

<https://fundosdegoverno.caixa.gov.br/sicfg/fundos/FGEDUC/detalhe/sobre/>

Student Financing Fund Guarantor Fund (FG-FIES)

The Student Financing Fund Guarantor Fund (FG-FIES) is a private fund, with its own equity divided into shares, and its purpose is to guarantee the Student Financing Fund (FIES) the necessary resources to finance students of private higher education courses, as of the first quarter of 2018.

More information on the FG-FIES is available at:

<https://fundosdegoverno.caixa.gov.br/sicfg/fundos/FG-Fies/detalhe/sobre>

Social Housing Guarantee Fund (FGHab)

The Social Housing Guarantee Fund (FGHab) is a private fund, with its own equity divided into shares, separate from the equity of the shareholders, being subject to its own rights and obligations. The shareholders of the Fund are the Federal Government, and CAIXA and Banco do Brasil as the financial agents.

The purpose of the FGHab is to guarantee the payment, to the financial agents, of monthly mortgage loan installments due by the borrower in case of unemployment and temporary reduction in payment capacity, in addition for taking responsibility over the outstanding balance of mortgage loans in case of Death or Permanent Disability (MIP), and recovering expenses related to the Physical Damage to the Property (DFI) for families with gross monthly income of up to R\$5,000. The Fund works as an insurance for those who acquired a property through the Minha Casa Minha Vida Program (PMCMV).

The guarantees of the FGHab cost less than the borrower would have paid if an insurance was hired in the market for the same coverage. Therefore, the Fund enables borrowers to increase their payment capacity and the opportunity to save money.

More information on the FGHab is available at:

<https://fundosdegoverno.caixa.gov.br/sicfg/fundos/FGHab/detalhe/sobre/>

Microfinance Guarantee Fund (FGM)

The Microfinance Guarantee Fund (FGM) is a private fund created under Law No. 12,087/2009. Its purpose is to, directly or indirectly, guarantee part of the risk in credit operations granted by qualified institutions, pursuant to the regulations of its Administrator and its Bylaws.

We are responsible for administrating and managing the Fund, being its legal and extrajudicial representative.

To adhere to the FGM, interested financial institutions must be previously qualified, under the terms defined in its Bylaws and the procedures established in the Rules and Operating Procedures Manual (MNPO), available on our website.

The FGM has its own equity divided into shares, separate from the equity of the shareholders, being subject to its own rights and obligations and governed by its Bylaws.

The SIM Digital Program - Simplification of Digital Microcredit for Entrepreneurs, was created under Law No. 14,438/2022, and is aimed at establishing measures to stimulate social entrepreneurship and formalize small businesses, with microcredit loans granted exclusively to natural persons and individual microentrepreneurs, under the conditions established by law.

The provisions of Law No. 14,438/2022 include, among others, the possibility of using the FGM as a guarantee for credit operations hired by the Credit Granting Institutions that have been qualified by the Fund.

The Credit Granting Institutions must, when contracting the operation, pay the Guarantee Granting Commission (CCG), which is aimed at remunerating the risk assumed and/or covering the maintenance expenses of the FGM, and the cost may be

passed on to the borrower, pursuant to the terms of the Regulation of each Guarantee Line.

More information on the FGM is available at:

<https://fundosdegoverno.caixa.gov.br/sicfg/fundos/FGM/detalhe/sobre/>

National Rural Housing Program (PNHR)

The National Rural Housing Program (PNHR), regulated by the Interministerial Decree No. 366, of 2018, is part of the Minha Casa Minha Vida Program (PMCMV) and was created to facilitate access to dignified housing in rural areas, serving rural workers, family farmers and equivalents (quilombola communities, indigenous peoples, PNRA/INCRA settlers, extractivists, and artisanal fishermen), through transactions involving the transfer of funds from the Federal Government's General Budget (OGU) or mortgage loans with the use of FGTS funds.

The FGTS is used as funding for mortgage loans under the Resolutions by the FGTS Board of Trustees, which are regulated by the FGTS Operating Agent. The OGU funds, in turn, are transferred to CAIXA, the Operating Manager of its funds, through the Ministry of Integration and Regional Development, currently called the Ministry of Cities, pursuant to Provisional Measure No. 1,154, of January 1, 2023, according to the budget and financial schedule defined by the Ministry of Finance, and then transferred to the Financial Agents (FA), namely Banco do Brasil and CAIXA.

More information on the PNHR is available at:

<https://fundosdegoverno.caixa.gov.br/sicfg/fundos/PNHR/detalhe/sobre/>



GOVERNMENT

Executive Government Network

Our Government Unit's positioning is to focus on "acting for the social transformation and implementation of public policies, being the main partner of the Federal Government, offering comprehensive services and a technical product portfolio specialized in the execution and management of financial resources", in which we highlight the following:

- ▲ Acting as representative of the Federal Government in contracts from the Federal Government's General Budget (OGU);
- ▲ Financing infrastructure and sanitation projects;
- ▲ Payments of social benefits and transfer of income;
- ▲ Structuring of Public-Private Partnerships;
- ▲ Providing technical services to states and municipalities through the CAIXA Public Policies product.

Investments made by public entities, either through resources from transfers by the Federal Government, under our guidance and technical monitoring, or through Credit lines for Public Legal Entities, operated by us, are directly reflected on the quality of life of the Brazilian population.

Our mediation impacts the preservation of the environment, the improvement of sanitary and public health conditions, the expansion of public transport and urban mobility, the improvement of safety conditions and access to community equipment, and the quality of housing conditions and regularization of land. There are also programs and credit lines for investments aimed at projects that modernize and improve public management, increasing efficiency in the use of public resources.

We highlight our role in assisting states in the transition process for the newly elected administration. We held visits and meetings with elected governors and transition teams to present our solutions for assisting in the implementation of government plans. At these meetings, we addressed specific contractual situations for transfers, credits, and housing.

During these meetings, we identified the need for free Technical Assistance Workshops. These workshops aim to develop technical teams in themes such as Financing, Public-Private Partnerships and Concessions, Transfer of the Federal Government's General Budget (OGU) and CAIXA Public Policies and were offered to states and municipalities throughout the course of 2022.

To operationalize programs, products, and services for the Government, we have an Executive Network comprised by 48 Executive Government Managements, 24 Government representations and two National Centralizers, totaling 2,051 employees, being 654 engineers and architects, 245 city hall representatives, 84 social project assistants, 258 managers and 810 operators.

Through this technical network and expertise acquired as partner of the Federal Government, we consolidated ourselves as the main institution capable of implementing public policies for urban development through nationwide actions.

Federal Government's General Budget (OGU)

We are mandated by the Ministries of Federal Government Programs to act as the Federal Government's financial institution responsible for implementing public policies for the transfer of funds from the Federal Government's General Budget (OGU).

We have been managing voluntary transfers since 1996, allowing municipalities nationwide to gain access to public resources through technical engineering and social assistance programs,

adapted to their specific 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 2022, a total of 2,699 municipalities benefited from these investments, mainly in projects related to Agriculture, Education, Social Housing, Infrastructure, and Basic Sanitation, amounting to **R\$4.43 billion** in the period.

CAIXA Public Policies (CPP)

The purpose of the CPP product is to provide advisory and consultancy services on public policies, establishing limits for our responsibilities to the services provided, without acting as an agent or contractor.

These services include 15 modalities: monitoring of works, monitoring of social and environmental projects, analysis and advisory for projects and developments, advisory and consultancy in cost engineering, advisory and consultancy of social and socio-environmental works, technical assistance, training workshops, implementation of sector plans, privatization of public assets, management of concession contracts, formatting of public policies, and improvement of processes.

Since its creation, in 2019, and until December 2022, a total of 1,372 contracts were signed, in the consolidated amount of R\$164.62 million.

Investments made by Public Entities

In terms of investments made by public entities, among the most common CDB funding products used by the Government were the CDB FLEX Empresarial and the CDB Prefixado Empresarial, with a balance of R\$25.6 billion in December 2022.

Regarding constitutional transfers, through Fundo a Fundo Saúde, in 2022, over R\$47.23 billion was transferred to states and municipalities that have a relationship with us to finance and execute actions and services in the public health sector.

As for the Education Salary, which is a social contribution intended to finance programs, projects, and actions aimed at basic public education, the funds related to the Shares - State Shares and Municipal Shares of the Education Salary transferred to entities with accounts at CAIXA surpassed R\$3.89 billion in 2022.

Credit Lines for the Public Sector

We offer credit lines for the public sector, aimed at contributing to the improvement of the population's living conditions, generating jobs and income through projects such as sanitation, power generation, public lighting, road pavements, among others. As a Financial Agent, CAIXA operates government programs that use resources from the Worker's Severance Fund (FGTS) and are managed by the Ministries of Cities for sanitation, mobility, and urban and housing infrastructure actions, namely: Pró-Moradia, Saneamento para Todos, Pró-Transporte and Pró-Cidades.

In 2022, considering the portfolio of credit products aimed for states, the Federal District, and municipalities, we signed 451 new contracts with 423 public entities, reaching a total amount of R\$7.7 billion. The loan portfolio for public entities totaled R\$8.72 billion during the year, through disbursements to contracts in force, directly contributing to the investments necessary for the country's development.

Resumption of Paralyzed Works

The actions we take for the resumption of public works is essential and highlights our role as the driver of economic development and of the country's financial, accounting, and fiscal recovery,

directly impacting the creation of jobs and the delivery of public policies to the population.

In 2022, we expanded our role as a strategic partner of the Federal Government and matured our initiatives in managing works that have been paralyzed. Through the institutional relationship with the Ministry of Economy and the Ministry of Regional Development, we updated the rules for works that have been paralyzed, resulting in a set of standards for all operations using funds from the Federal Government's General Budget that are not being executed. As a result, we were able to simplify the management and operationalization of these contracts.

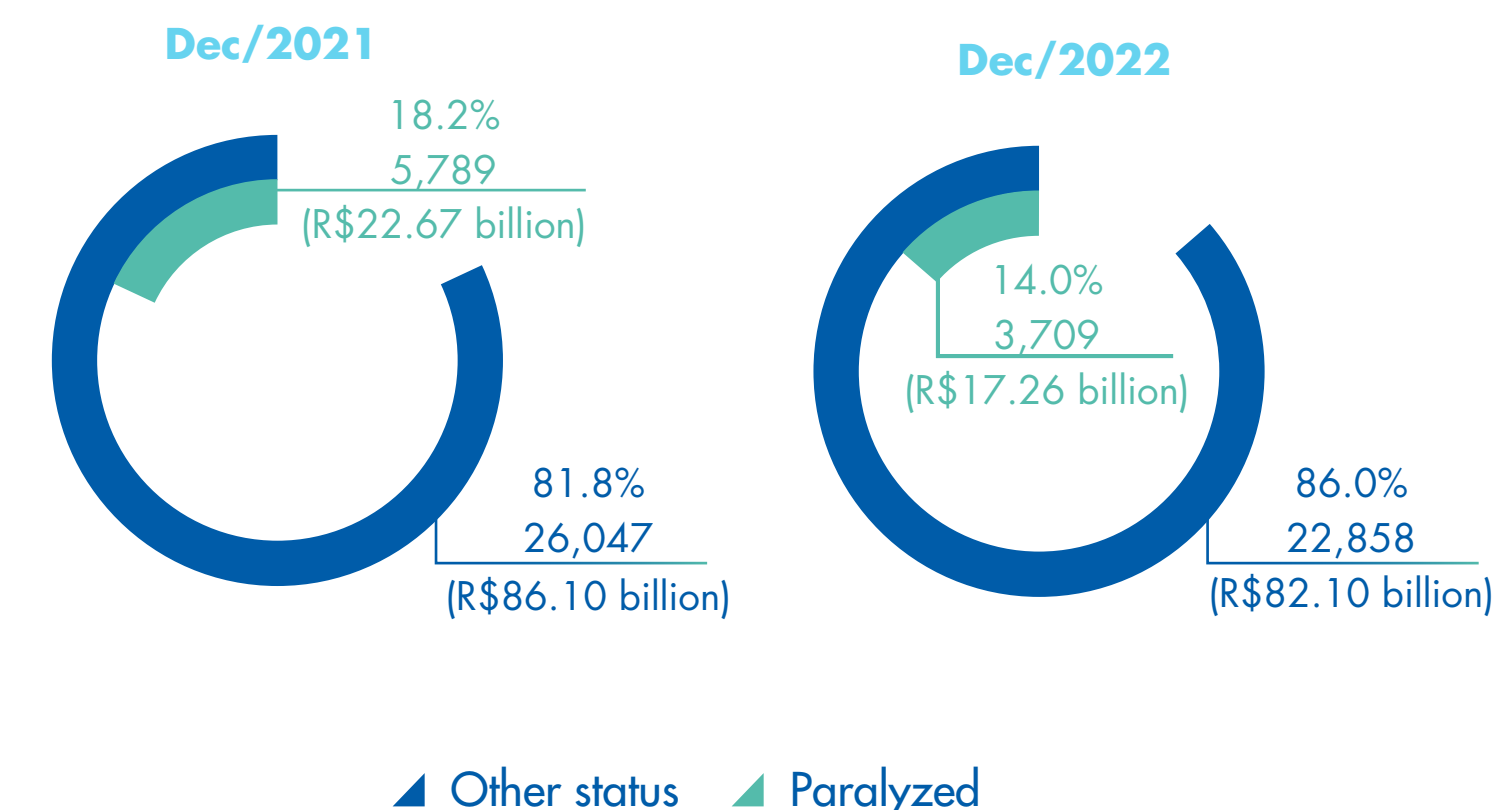
During this period, we carried out a strong role in the construction of customized solutions for works to be resumed by the public entities. We promoted the strengthening of technical assistance to states and municipalities through our teams at the 72 units of the Executive Government Network and CAIXA Representatives employees, all of whom are assigned to support states and municipalities and whose role consists primarily of improving technical and operational assistance to entities, a strategy that is in line with the strong performance of our other units in dialoguing with borrowers and Ministries Managers.

To facilitate the beginning of the mandates for the public administration elected in 2022, we elaborated the "Guia de Obras Paralisadas – Recepção" to present a complete diagnosis of the portfolio of paralyzed contracts and provide personalized technical assistance as new Managers were welcomed.

We updated and expanded the publicizing of the booklet "Obras Paralisadas: Proposições Construtivas", available in the Downloads menu on our website <https://www.caixa.gov.br>. The booklet is the result of the accumulated expertise of our technical staff in monitoring public works and provides suggestions for preventive measures to avoid stoppages, explaining the main reasons they occur and presenting elements for planning and developing projects, and execution and inspection procedures.

We also propose constructive actions for works to be resumed, helping managers in finding solutions for paralyzed works.

As a result of our actions throughout the year, the number of paralyzed works, which totaled 5,789 projects (R\$22.67 billion) in December 2021, reduced by 35.9% and totaled 3,709 projects (R\$17.26 billion) at the end of 2022. This action provides for the construction of a partnership and trust relationship since the start of the new administration, allowing us to agree on commitments and coordinated actions for the resumption of projects, consolidating ourselves as the main partner for negotiating and implementing public policies in states and municipalities.



Graph 1 - Portfolio evolution in 2022 - percentage of paralyzed works⁷ in relation to CAIXA's active portfolio.

(Base date: December 31, 2022)

⁷ - Transfer Agreements, Terms of Commitment and Financing Agreements - FGTS Public Sector.

Building Information Modelling (BIM)

Aiming to adapt to the market's reality and anticipate legal demands, in addition to improving the services we provide in monitoring the execution of public works, we trained ourselves to use the BIM (Building Information Modelling).

The BIM represents a new form of action capable of optimizing and bringing efficiency to civil construction processes throughout the life cycle of a project. In practice, it allows the development's construction to be viewed in a virtual format (in 3D models), anticipating the many challenges faced on the construction site. It enables a more precise execution schedule for the works, with data and structured information that can be used to increase value to the business.

This tool encourages the collaborative and interactive work concept and is backed by technology so that execution is effectively feasible, as all members involved in the project participate jointly in a virtual and digital format, sharing information, data, questions, and solutions.

The BIM has been successfully implemented in several developed countries. In Brazil, the Federal Government has been promoting its use through the BIM BR Strategy and related decrees, as well as through the new Bidding Law (Law No. 14133/2021). Taking on a leading role, we began to adopt the BIM Strategy in our Government division, in 2020. We currently have more than 200 professionals trained to receive and analyze projects prepared in BIM environment at the 72 units of the Executive Government Network, covering all Brazilian states.



3D Model (BIM) of the Municipal Hospital of Guararema

Município + CAIXA Azul Seal



The Município + CAIXA Azul (Municipality + CAIXA Blue) Seal is an initiative aimed at recognizing municipalities that apply good Social and Environmental Governance and Responsibility (ESG) practices in their local public management, using resources in a sustainable way and

Improving 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 aimed at increasing the quality of life of Brazilian citizens.

Adherence to certify is voluntary, upon submitting 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.

Considering the relevance of the ESG theme for CAIXA and society, this action, in addition to promoting and recognizing the good sustainability practices of the municipalities that were evaluated, it also enables the approved municipalities to gain access to special conditions when hiring CAIXA's services and products according to the level of certification achieved.

Therefore, the seal encourages municipalities to build sustainable paths for public administration. In 2022, CAIXA certified 17 Brazilian municipalities that already joined the initiative.



Remote Monitoring

Our technical staff is trained to use technology that allows the remote monitoring of public developments, by using digital technology to capture and process images to properly monitor the progress of public works with quality and security.

With adequate tools, we can compare images captured by different sources, such as drones and satellites, allowing us to generate 3D digital models. When linked to the respective contractual information, these images can provide historical monitoring data in an organized and structured way, in which information is accessible at any place and at any time.

In terms of corporate governance, the use of technology allows more traceability of data circulation, in which its origin, responsible parties, and access to data is identified and managed, bringing more security to processes, reducing response times, and settling pending issues.

As a test pilot, we carried out remote monitoring in works across several sectors such as Urban Mobility, Sanitation, and Photovoltaic Energy Generation, and achieved the expected objectives with the use of this innovative initiative.

The National System for Research of Civil Construction Costs and Indexes (SINAPI)

The SINAPI is the result of a joint effort with the IBGE in elaborating cost references and is used nationwide when calculating budgets for the hiring of public works. It was developed according to the legal attribution delegated to these institutions.

In 2022, in compliance with the legal requirements of Decree 7983/2013, our efforts resulted in the monthly publication of reference prices for inputs and composition costs, including the review of 749 inputs and the update/creation of 42 service composition groups of the 157 that were published in www.caixa.gov.br/sinapi (in the “Sumário de Publicações” menu).

Due to favorable scenario brought with the advancement of the BIM, and the need to update the SINAPI, CAIXA initiated, in 2022, studies based on NBR 15965, which proposes to establish standard technical terms to be used in the civil construction industry in Brazil. In 2022, we classified the first 300 inputs according to the standard.

Student Financing Fund (FIES)

The FIES is a program by the Ministry of Education (MEC), aimed at financing students enrolled in private higher education courses positively evaluated in assessment processes conducted by said authority, pursuant to Law 10260/2001.

The FIES Legado loan portfolio, which covers all FIES Público student loans signed until December 2017, has a total of 1,503,700 contracts, with R\$61.5 billion in outstanding balances for contracts and amendments signed in the period. Of this amount, 200,932 contracts are in utilization phase, which is when the student who took out the loan is still attending his/her graduation course.

In the amortization phase, which is when the student has already completed his/her graduation course and began to pay the outstanding balance of the student loan, the portfolio reaches a total of 1,302,768 contracts. From the total amount of contracts in the amortization phase, 251,896 were paid by the FGEDUC Guarantee Fund.

FIES Renegotiation

On December 30, 2021, Provisional Measure 1090 came into effect, establishing the requirements and conditions for renegotiating overdue loans from the FIES Legado portfolio by offering significant discounts and installment options on the settlement.

The execution of the Provisional Measure, regulated by CG-FIES Resolution No. 49, of February 10, 2022, was initiated by CAIXA on March 7, 2022, and this measure was applicable to approximately 800 thousand students with outstanding loans with the Bank.

On June 21, 2022, this Provisional Measure was converted into Law No. 14,375, regulated by CG-FIES Resolution No. 51, of July 21, 2022, expanding the eligible audience to the entire active FIES Legado portfolio, with adherence allowed until December 31, 2022.

We highlight that 206,795 thousand requests were made to renegotiate FIES loans, with R\$5.57 billion granted in discounts.

Students were able to request renegotiations in a 100% digital format through the FIES CAIXA App or through the SifesWeb portal.

The New Student Financing Fund (FIES)

The new FIES is aimed at students selected by the Ministry of Education (MEC) and we act as the Operating Agent, Financial Agent, and Manager of the Fund, covering all the FIES student loans since January 2018.

CAIXA's portfolio for the new FIES has 315 thousand active contracts, of which 247.4 thousand are in utilization phase and 67.6 thousand are in amortization phase.

Public-Private Partnerships (PPP)

We are a reference in the development of Public-Private Partnership projects and concessions aimed at modernizing the country's economic and social infrastructure, with solid expertise in PPP projects and concessions and providing advisory to subnational entities on how to structure projects, in which one of our key focuses is the sustainable development of Brazil.

It is important to highlight that we are the administrator of the Support Fund for the Structuring and Development of Concession and Public-Private Partnership Projects (FEP CAIXA).

Our portfolio consists of 15 projects, which achieved a 100% success rate in their bidding processes. There are another 43 projects being structured with public entities nationwide, across several sectors.

In 2022, a total of eight auctions were held, with expected investments reaching over R\$3 billion. These projects should benefit more than 1.5 million people, in 23 municipalities, through training actions and contributions that involve solutions and technical innovations for the public policies of federal entities.

Our portfolio has 58 projects already structured or in the process of being structured. There are a total of 224 municipalities benefited, reaching a population of 21.7 million people, with total investments of R\$22.1 billion. Our projects have a nationwide scope and are distributed in the Public Lighting, Solid Urban Waste, Sanitary Sewage, and Basic Sanitation sectors, as well as Social Infrastructure, in which we have pilot projects in areas such as Social Educational Units, Childhood Educational Units, and Social Rentals.

Support Fund for the Structuring and Development of Concession and Public-Private Partnership Projects (FEP CAIXA)

The Support Fund for the Structuring and Development of Concession and Public-Private Partnership Projects (FEP CAIXA) enables the selection and hiring of subnational entities through open public bid notices, as established by governmental guidelines. Therefore, the Fund provides financial support to cover the costs of services and studies required for the structuring the PPP project or concession, with a counterpart from the public entity, as established in the public call notice.

This initiative is part of the federal program to support subnational entities and is coordinated by the Special Secretariat for the Investment Partnerships Program (SEPPI), pursuant to Law 13529/2017, in addition to receiving support from Ministries according to the project's sector: Ministry of Integration and Regional Development (MDR), Ministry of Education (MEC) and Ministry of Human Rights (MDH).

This initiative is also joined by multilateral organizations, such as the Inter-American Development Bank (IDB), the World Bank and the French Development Agency (AFD), which contribute with their expertise in international best practices in infrastructure development through concession and PPP projects.

Our actions are not limited to the project structuring phase only, and ranges from pilot prospecting and preparation of public call notices to the final monitoring of the signing of contracts.

We carried out five public call notices for CAIXA FEP in the Public Lighting, Urban Solid Waste, and Sanitary Sewage sectors, and provided support for selecting pilot projects for the other sectors in which the Fund operates.

In September 2022, we launched a public call notice for the structuring and registration of PPP projects in the Public Lighting

sector, allowing municipalities with over 80 thousand inhabitants and inter-municipal consortia to register, in which we contemplated the possibility of selecting from two to 30 municipalities, with population exceeding 100 thousand inhabitants.

On December 23, 2022, CAIXA approved and ranked the proposals from 107 municipalities for the public call notice for the Public Lighting sector. The list and ranking for the municipalities approved was disclosed in February 2023.

In December 2022, we launched our first joint public call notice, resulting from an unprecedented strategic partnership between CAIXA, SEPPI and the BNDES, aimed at structuring concession projects in the Urban Solid Waste sector. The list of approvals and ranking will be disclosed in May 2023.

Partnership with the BNDES

We signed a protocol of intentions for an unprecedented partnership with the BNDES aimed at developing concession projects and Public-Private Partnerships (PPP) nationwide, to multiply infrastructure investments across Brazil.

This partnership contemplates the exchange of experiences between both institutions, uniting national references in this market to carry out actions in sectors such as Public Lighting, Basic Sanitation, and Education.

Training

Another highlight for 2022, was the partnership signed with the National School of Public Administration (ENAP) to provide training of public entities in the areas of Public-Private Partnerships and concessions. We provided a course, which was made available on ENAP's website, under its Escola de Governo platform (<https://www.escolavirtual.gov.br/curso/877>), in September 2022.

PPP CAIXA Portfolio

We structured over 15 concession projects, which were auctioned and distributed across all regions of Brazil, including:

11 Public Lighting projects

Over R\$1.28 billion will be invested in these PPPs;

Population benefited: over 5 million people;

Municipalities: 11 – Aracaju/SE, Barreiras/BA, Belém/PA, Cachoeiro de Itapemirim/ES, Campinas/SP, Feira de Santana/BA, Franco da Rocha/SP, Sapucaia do Sul/RS, Nova Lima/MG, Patos de Minas/MG e Toledo/PR.

4 Sanitation projects

Approximately R\$2.8 billion will be invested in these concessions;

Population benefited: over 935 thousand people;

Municipalities: 19 – Crato/CE, São Simão/GO, Consórcio CONVALE (Água Comprida, Campo Florido, Conceição das Alagoas, Delta, Planura, Sacramento, Uberaba e Veríssimo) e Consórcio COMARES (Altaneira, Barbalha, Caririçu, Crato, Farias Brito, Jardim, Missão Velha, Nova Olinda e Santana do Cariri).

For the 43 projects being structured, we highlight:

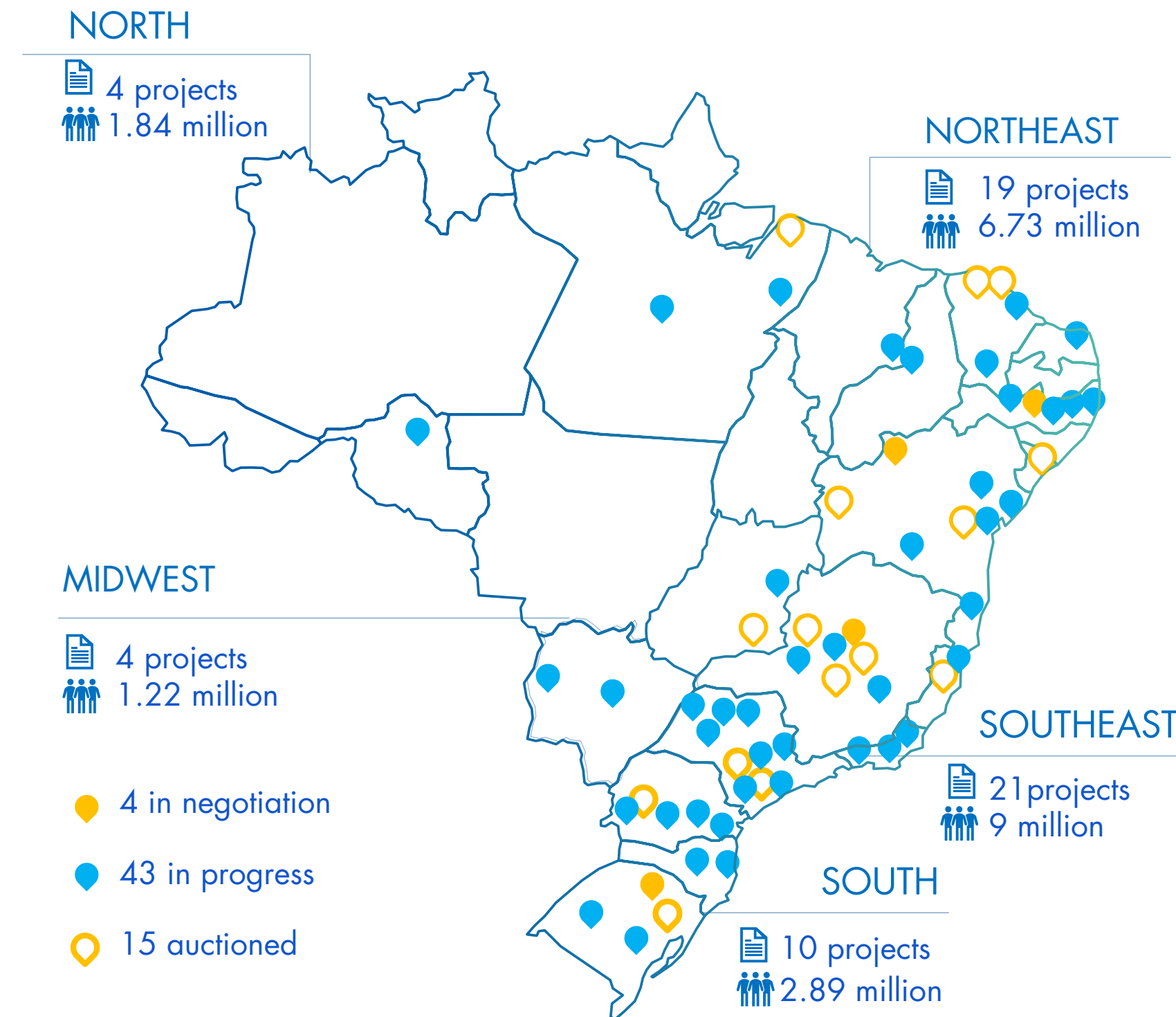
The projects are distributed in the following sectors: 26 in Public Lighting, 9 in Solid Waste, 1 in Water Supply, 1 in Sanitary Sewage, 1 in Water Supply and Sanitary Sewage, 2 in Social Education, 2 in Social Rentals, and 1 in Childhood Education;

Population benefited: over 15 million people;

Investments: over R\$18 billion;

Municipalities: 194.

Project Portfolio



58
PROJECTS IN OUR PORTFOLIO

224
MUNICIPALITIES BENEFITED

21.7 million
POPULATION SERVED

R\$22.1 billion
IN TOTAL PRIVATE INVESTMENTS

Auctions were 100% successful.

Economic and Social Infrastructure Projects

1 Childhood Education

37 Public Lighting

2 Socio-Educational Units

16 Sanitation

2 Social Housing



Benefits to Society

In terms of the expected benefits to society, we estimate that the amounts from loan operations hired with FGTS resources, particularly for states, the Federal District, and municipalities in 2022, will benefit 110 thousand families and promote the generation of 6 thousand jobs as the financed projects are executed.

We have a Counterpart Negotiation Strategy for acquiring payroll, financial transactions and a single account of the Federal Government, states, the Federal District, and municipalities through a financial contribution from CAIXA to the public entity.

In 2022, we acquired 136 new payroll portfolios from public entities, disbursing a total of R\$433 million to the public entities. The current portfolio represents an investment, by CAIXA, in the amount of R\$3.5 billion in payroll acquisitions.

As a way of providing our customers with the modernization of public management and, therefore, the execution of public policies, we provide a service for the collection of invoices and taxes, as well as payment of salaries and payment to suppliers, improving the services provided to citizens.

In 2022, we collected approximately 222 million invoices referring to federal, state, and municipal taxes, corresponding to a collected tax volume of R\$144 billion.



SERVICES TO THE JUDICIARY

In relation to the Judiciary segment, we strive to be the best partner for managing Judicial Deposits, Precatories, and Requests of Small Values. Our actions are guided towards creating innovative products and services that facilitate court deposits at CAIXA and bring agility in complying with withdrawal orders, on behalf of the party who wins the case in court, for these amounts, to the effective management of these resources by the Judiciary and the jurisdictions.

Our market share remained stable for this segment in 2022. We fulfilled 2.9 million court orders to obtain permits, in state and labor courts, in 2022, in which more than R\$46.7 billion was delivered to beneficiaries appointed by the Judiciary.

In 2022, we consolidated the use of electronic orders for the payment of permits, facilitating access to justice. This implementation made it possible to increase flows without the physical presence of the beneficiary at the branches to conclude legal orders.

In labor courts, withdrawals surpassed R\$22.9 billion, through 1.9 million orders, of which 71.93% were carried out electronically.

In state courts, we received over 1 million orders, with more than R\$23.8 billion withdrawn. Of the total orders, 71.41% were electronic permits.

In the federal courts, considering judicial deposits, precatories, and requests of small values, we fulfilled more than 1.3 million orders, with a total of R\$41.7 billion withdrawn.

The balance of judicial deposits managed by CAIXA and available to the Judiciary, was R\$106.3 billion in December 2022.

SOCIAL BENEFITS

We act as a Financial Institution and as a Mandated Institution of the Federal Government in the operationalization of several government products and programs aimed at promoting public policies. As the main executor of public income transfer policies of the Federal Government, we are the operator and paying agent for Social Benefits and Worker Programs, New FIES, INSS and we are responsible for managing the Cadastro Único system.

As the main operating agent of the Federal Government's social program, we actively contributing to eradicate poverty and improve income distribution for the Brazilian population.

During the year, we paid 402.2 million installments and a total of R\$308.9 billion in social benefits. These amounts include payments for Auxílio Brasil, Emergency Aid, Unemployment Insurance, Salary Allowance, Gas Aid, Truck and Taxi Driver Aid, Regional Income Transfer Programs, INSS Social Security Benefits, and other social programs.

Below is a list of the main social benefits we operated in 2022.

Main Programs	2022 Accumulated	
	# Installments (R\$ million)	Amount Paid (R\$ billion)
INSS	73.7	123.8
Auxílio Brasil	222.5	111.4
Salary Bonus	23.1	20.4
Unemployment Insurance	27.8	40.5
Emergency Aid	3.8	4
Gas Aid	38.8	3.1
Truck Driver Aid	2.3	2.3
Taxi Driver Aid	1.8	1.8
Regional Programs	7.8	1.2
Other Social Programs	0.6	0.4
Total	402.2	308.9

Auxílio Brasil

In November 2021, with the publication of Provisional Measure No. 1,061, of August 9, 2021, the Auxílio Brasil Program was created, replacing the Bolsa Família Program, of which we were the operating agent.

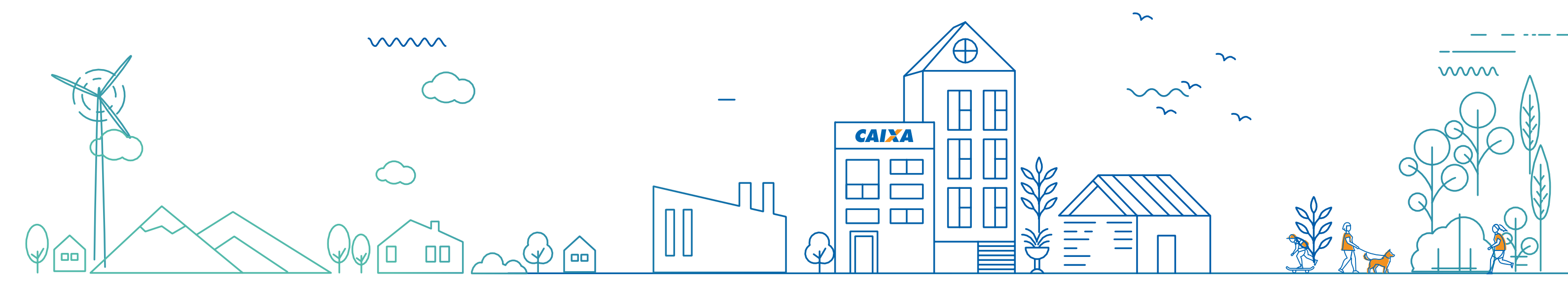
Auxílio Brasil is an income transfer program aimed at families in situations of poverty or extreme poverty across the country. The Program's main goals are to promote citizenship with guaranteed income and to support, through the benefits offered by the Single Social Assistance System (SUAS), the articulation of policies aimed at beneficiaries, seeking to overcome the social vulnerabilities of families.

As the Program's operator, we strengthened our position as the main executor of public policies for transferring income from the Federal Government, also consolidating our position as a social impact bank, serving approximately 23.6 million families, who received at least one installment of Auxílio Brasil in 2022, contributing to overcoming the situation of vulnerability, by distributing R\$111.4 billion.

In 2023, the Auxílio Brasil Program was replaced by the Bolsa Família Program, under Provisional Measure No. 1164, of March 2, 2023.

Salary Bonus

Established by Law No. 7 998/1990, the Salary Bonus is a benefit equivalent to one minimum monthly salary, paid according to the annual schedule established by the Deliberative Council of the Worker Support Fund (CODEFAT), to workers who meet the legal (CODEFAT), to workers who meet the legal requirements.



In 2022, the Salary Bonus was paid in the months of February and March, as defined by CODEFAT Resolution No. 934, of January 7, 2022.

From April to December, we paid supplementary forms sent by the Ministry of Labor and Social Security, currently the Ministry of Labor and Employment, referring to workers' administrative appeals or court orders.

In 2022, the Salary Bonus was paid to 22.5 million workers, in a total sum of R\$20.4 billion.

Truck and Taxi Driver Aid

This social benefit was created under Constitutional Amendment No. 123, of July 14, 2022, to face the state of emergency caused by the substantial and unpredictable rises in prices of oil, fuels and their byproducts and the consequent social impacts.

In August 2022, benefit payments began, which required actions such as the registration, qualification, and opening of accounts for beneficiaries.

As of December 2022, a total of 1.8 million payments were made for the Taxi Driver Aid, in the financial amount of R\$1.8 billion, while the Truck Driver Aid distributed 2.3 million installments, totaling R\$2.3 billion.

Gas Aid

On November 19, 2021, Law No. 14,237 established the Brazilian Gas Aid, a transfer of income, by the Federal Government, to mitigate the economic impact from the rise in Liquefied Petroleum Gas (LPG) in the budget of low-income families. This benefit grants a bimonthly financial aid equivalent to the price of a half cylinder of LPG, payable to low-income families that meet the legal criteria.

With the enactment of Constitutional Amendment No. 123, of July 14, 2022, the amount changed to 100% of the average national reference price for a 13-kilogram LPG cylinder..

In 2022, CAIXA distributed 38.8 million payments, in a total amount of R\$3.1 billion.

Unemployment Insurance

The Unemployment Insurance, guaranteed by Brazil's constitution, is a benefit that offers cash assistance, under a pre-defined period, to workers dismissed without just cause and to professional fishermen during the closed fishing season, in addition to workers rescued from conditions analogous to slavery.

We are the paying agent for the Unemployment Insurance benefit, allowing works to receive their benefits in all channels, such as: branches, lottery units, banking correspondents, and self-service terminals, in addition to making direct payments to the beneficiary's bank account, in continuity to the digital and banking inclusion actions for beneficiaries of social programs.

In 2022, we distributed 27.8 million payments, totaling R\$40.5 billion transferred to workers.

INSS Social Security Benefits

We act as the paying agent for social security and assistance benefits managed by the National Institute of Social Security (INSS), serving 6.3 million Brazilians and ranking second among the banks approved for operating these payments. In 2022, a total of 73.7 million payments were made, in the total sum of R\$123.8 billion.



LOTTERIES

Loterias CAIXA celebrated its 60th anniversary in 2022, reaching significant results in sales, social transfers, and prizes on bets, and promoting its primordial role, which is to contribute with funds for the social and economic development of Brazil, with transparency and efficiency.

In 2022, Loterias CAIXA recorded its best results in history, raising R\$23.2 billion, 25.6% higher than in 2021, when this amount reached R\$18.5 billion, its previous record. Considering the prizes offered in 2022, of R\$7.9 billion, the amounts were 28.7% higher than in 2021.

Once again, Mega-Sena was the main sales modality of Loterias CAIXA, responsible for the highest percentage of collection, corresponding to 47% of the total collected amount, that is, reaching more than R\$10.9 billion. Next, was Lotofácil, responsible for R\$6.6 billion and accounting for 28.3% of CAIXA's betting games. In third place, with a share of 13.1%, was Quina, collecting over R\$3 billion.

This record performance allowed the transfer, in 2022, of R\$10.9 billion in social benefits of the country's priority areas, such as social security, public safety, health, education, sports and culture. The amounts transferred to legal beneficiaries in the previous year reached record levels, growing by 23% in relation to 2021, when Loterias CAIXA transferred more than R\$8.8 billion.

The year 2022 was marked by significant achievements: we projected R\$19.1 billion in collections, however, the improvements in processes, routines, and products enabled us to achieve historical results, collecting R\$23.2 billion (21.53% above our target) and transferring R\$10.9 billion to legal beneficiaries.

In terms of its relationship with main stakeholders, it is worth mentioning that, in addition to fostering dreams of millions of players, through the prizes offered (R\$8 billion in 2022), Loterias CAIXA provides is an important source of funds to encourage the social development of Brazil, among which we highlight the allocation of resources to sectors such as health, social security, public safety, education, sports and culture (R\$10.9 billion in 2022).

As for Corporate Social Responsibility (CSR), we highlight that Loterias CAIXA Lotteries maintained its certification level after demonstrating the functioning of its Information Security Management System, responsible for maintaining the processes under recurring improvement, in addition to complying with security standards for the management and storage of information on customers, partners and suppliers.

By achieving the highest certification level and implementing the controls established by the ISO27001 standards (the best global standard for Information Security Management System - ISMS) and by the WLA-SCS (Security Control Standard of the World Lottery Association - WLA), we ensure our processes comply with legal requirements and best global practices, ratifying our overall commitment to society in relation to the fairness, transparency and security of Loterias CAIXA, solidifying the credibility of its image as an operator of betting games, and strengthening the trust of its gambling customers and other interested parties.

Lottery Performance

VOLUMES RAISED

in R\$ billion

Modality	2021	2022	Variation
Mega-Sena	R\$ 6.7	R\$ 10.9	63%
Lotofácil	R\$ 6.3	R\$ 6.6	5%
Quina	R\$ 3.4	R\$ 3.0	-10%
Lotomania	R\$ 0.7	R\$ 0.7	7%
Timemania	R\$ 0.2	R\$ 0.5	122%
Dupla Sena	R\$ 0.4	R\$ 0.5	22%
Federal	R\$ 0.3	R\$ 0.3	1%
Dia de Sorte	R\$ 0.2	R\$ 0.2	-6%
+Milionária	(N/A)	R\$ 0.2	-
Super Sete	R\$ 0.1	R\$ 0.1	-10%
Loteca	R\$ 0.1	R\$ 0.1	-26%
TOTAL	R\$ 18.5	R\$ 23.2	25.6%



SUSTAINABILITY



Our Strategy and Structure Dedicated to Sustainability and Entrepreneurship

In our corporate reorganization, carried out in July 2022, we expanded the structure dedicated to the integration of our actions in the sustainability area, fostering the development of businesses and initiatives that bring positive social and environmental impacts, in addition to entrepreneurship, social inclusion, and the green growth of the company, with the expected benefits:

- ▲ Improve compliance with legal and regulatory instruments on sustainability;
- ▲ Strengthen sustainability actions;
- ▲ Integrate the sustainability actions;
- ▲ Develop businesses and initiatives that promote social and environmental entrepreneurship;
- ▲ Promote social inclusion across our businesses, respecting cultures and conditions for people to prosper;
- ▲ Consolidate initiatives and strategies that are customer-oriented and aimed at inclusive businesses, with the promotion of microcredit;
- ▲ Disseminate the green growth culture, promoting sustainable businesses that appreciate people and the use of resources, thus strengthening our image;
- ▲ Integrate actions on corporate issues according to best market practices, with processes that are more harmonious, fluid, and optimized.

We also emphasize that, at the end of 2022, our Corporate Strategy for the 2023-2027 five-year period was approved by our governance bodies, demonstrating the relevance this theme has taken at the Bank for the coming years, making social, environmental, and climate change activities our main strategic drivers. Through our Institutional Strategic Plan (PEI),

we are committed to positively transforming the realities of our customers by balancing social, economic, environmental, and climate factors without negatively impacting the ability of future generations to meet their own needs.

Furthermore, we reinforced the focus on entrepreneurship as a way of leveraging the financial citizenship of Brazilians, promoting social growth and transformation in the lives of our customers, assuring value to society, and protecting the environment. The intention is to enable the social growth of workers, beneficiaries of social programs, and individual entrepreneurs of micro companies, in addition to promoting citizens with full access to the financial system, fostering social development, assuring value to society, and protecting the environment.

Partnerships

Partnerships are an important development instrument for us and for Brazil, and they are aimed at promoting solutions that foster and develop businesses based on economic, social, environmental and climate impact. With our capillarity and through our partnerships, we generate important actions for the financial sector and society, contributing to the construction of strategies aimed at sustainable development.

In 2022, we made efforts in search of dialogues with players such as international and national organizations, development banks, financiers, and certifiers, among others, to join the ecosystem for promoting training activities, exchange of experiences and best practices in sustainability issues.

In this sense, we signed a Memorandum of Understanding with the World Bank for the expansion of sustainable projects. The agreement provides for the development of strategic, technical, operational, and financial cooperation projects, as well as proposals that encourage the mobilization of private capital in the following themes: climate,

infrastructure, energy efficiency, green hydrogen, carbon market, and sustainable housing.

We also signed a protocol of intentions with the Ministry of Science, Technology, and Innovation (MCTI) for a collaboration in sustainable development projects that are in line with the 2030 Agenda, particularly in areas such as housing, urbanism, energy, climate, entrepreneurship, and financing.

We signed a Memorandum of Understanding with the New Development Bank (NDB) to promote cooperation projects and initiatives in sectors such as, renewable energy, energy efficiency, environmental protection, sustainable agriculture, water and sanitation, and social infrastructure. According to the agreement, CAIXA and NDB intend to collaborate with inclusive growth and sustainable development in Brazil.

To maximize its positive social and environmental impact, CAIXA and IDB signed a protocol of intent aimed at creating projects that contribute to the development of the carbon market in Brazil, in addition to structuring bases for future sustainable thematic emissions, mobilizing private sector investments in sustainable business models, and developing methodologies for assessing social and environmental impact.

Lastly, with the objective of strengthening the growth of presence in the carbon market and further advancing in the sustainability criteria of products, processes, and businesses, we signed a Memorandum of Understanding with Verra, the world's leading organization in the standardization of carbon projects, aimed at exchanging long-term experiences among institutions, particularly on the requirements of the Verified Carbon Standard (VCS) Program and its Jurisdictional and Nested REDD+ (JNR) network, the Climate, Community and

Biodiversity Standards (CCBS) Program, the Sustainable Development Impact Verified Standard (SD VIST) Program, and the Plastic Waste Reduction Program.

In 2023, we will prospect new partnerships that contribute to the promotion of our sustainability agenda and to structure specific cooperation projects within the scope of the agreements already signed.

CAIXA's Participation in COP27

From November 6 to 18, we attended the UN's 27th Climate Change Conference (COP27), which was held in Sharm El-Sheikh, Egypt, and gathered leaders from several countries to discuss strategies and address the climate crisis.

Our participation in this main annual climate summit included presence in three thematic panels and in the Ministry of Environment (MMA) panel at the Brazil Pavilion:

- ▲ Entrepreneurship and Bioeconomy: Regeneration of Biomes with Value Generation of the Communities;
- ▲ Women Entrepreneurship: Existing Challenges and Solutions for Women Entrepreneurs as Social Transformation Agents;
- ▲ Protection and Brazilian Biodiversity: Preservation and Conservation of Brazilian Biodiversity;
- ▲ Panel of the Ministry of Environment – The financial sector and environmental assets.



Social, Environmental and Climate Responsibility Policy (PRSAC)

The PRSAC is set of guidelines that direct the actions carried out by CAIXA and the companies of its Prudential Conglomerate, also providing guidance on procedures to be followed by our employees, managers, directors, advisors, partners, interns, apprentices, and service providers, as applicable.

These guidelines include social, environmental, and climate responsibility in the execution of actions related to strategy, management, business, products, services, processes, operations, activities, and in stakeholder relationships, aimed at promoting sustainability and sustainable development.

Main pillars:

- ▲ Management of social, environmental and climate risks;
- ▲ Management of administrative practices and supply chain governance;
- ▲ Disclosure and reporting of information;
- ▲ Promotion of sustainable development; and
- ▲ Stakeholder relationship and engagement.

Purpose

The PRSAC aims to guide the performance of CAIXA and the companies of its Prudential Conglomerate, incorporating social, environmental, and climate responsibility in the execution of actions related to strategy, management, business, products, services, processes, operations, activities, and in stakeholder relationships, aimed at promoting sustainability and sustainable development.

In addition to the guidelines issued by the PRSAC, our actions comply with legal provisions on the sustainability theme, including in the

elaboration and signing of contracts classified as having significant exposure to social, environmental and/or climate risk.

Motivation

The PRSAC CAIXA was elaborated in compliance with CMN Resolution No. 4,945, of September 15, 2021, which provides for the establishment and implementation of the PRSAC, as well as with our strategic objectives.

The PRSAC is also in line with our corporate Sustainability positioning, which aims at maximizing the values generated to society and the environment, ensuring a balance between economic, social, and environmental issues in its activities, products, and services.

Review

The PRSAC is reviewed at least every three years, or whenever a material event occurs, such as:

- ▲ The offering of relevant new products or services;
- ▲ Relevant changes in the Bank's products, services, activities, or processes;
- ▲ Significant changes in the Bank's business model or strategic corporate planning;
- ▲ Significant corporate restructurings;
- ▲ Changes in political, legal, regulatory, technological, or market conditions, including significant changes in consumer preferences, which may cause material impacts (positive or negative) to the Bank's business; and
- ▲ Relevant changes in size and exposure to social, environmental and climate risks.

Guidelines

Social, Environmental and Climate Responsibility is a model for managing and carrying out a company's business that incorporates social (respect, protection, promotion of fundamental rights and guarantees, and common interests), environmental (preservation and the reparation of the environment, including its recovery) and climate (contributions to a low-carbon economy by reducing/compensating emissions and reducing impacts caused by climate and long-term environmental changes) factors in its decision-making processes, and accounting for the impacts caused by the company's decisions and activities on society and to the environment.

We maintain, enhance, and implement the PRSAC, aiming to ensure that:

- ▲ businesses, processes, activities, and stakeholder relationships incorporate social, environmental, and climate responsibility to ensure sustainable performance and development, respecting the environment, protecting and conserving ecosystems, water resources, and the country's biodiversity, and adapting to climate change;
- ▲ strategies are aimed at encouraging stakeholders to adhere to good social, environmental, and climate practices, in addition to legislation inherent to the theme;
- ▲ actions are based on reducing social inequalities and eradicating poverty, focusing on providing access to social and economic development opportunities for vulnerable groups and/or individuals;
- ▲ citizenship and access to financial services is promoted to boost the social, economic and financial inclusion of the population by fostering banking inclusion, the offering of products suited for their needs and encouraging financial education for responsible and conscious consumption;

- ▲ accessibility is promoted to our physical environment, information, communication, systems, technologies, services, and products, ensuring security, autonomy, and equal opportunities;
- ▲ voluntary social actions carried out by our employees are encouraged as a means of generating value for society;
- ▲ all violations to fundamental rights and guarantees, all acts that harm common interests and any act of discriminatory nature are disapproved, in addition to any act that fails to comply with environmental legislation or that threatens the integrity and balance of natural ecosystems;
- ▲ the risk management structure identifies, measures, assess, monitors, reports, controls, and mitigates the social, environmental and climate risks, ensuring alignment with legislation in force, corporate strategy, and good market practices, with the prohibition of relationships with interested parties carrying out practices that do not adhere to social, environmental and climate requirements;
- ▲ engagement with government entities and bodies, and with regulatory authorities is conducted in a transparent and collaborative manner, ensuring that we act as one of the main financing agents and promoters of public policies in favor of the sustainable development of the country, therefore complying with all relevant legal instruments and formalities; and
- ▲ our pacts, commitments and agreements focused on social, environmental and climate responsibility are signed in accordance with the principles and guidelines of the PRSAC CAIXA.

The companies of our Prudential Conglomerate adopt Social, Environmental, and Climate Responsibility guidelines in their strategy, processes, activities, businesses, and relationships.

To implement social, environmental and climate guidelines, we adopt actions in proportion to the business model, operations, and complexity of the Institution's products, services, activities, and processes, all of which are carried out in a transparent manner and are widely disclosed by us.

PRSAC in Business, Processes, Activities, and Stakeholder Relationships

When carrying out our business, processes, activities, and stakeholder relationships, we:

- ▲ work to promote recurring improvements in processes to reduce and mitigate the direct and indirect economic, social, environmental, and climate impacts of our activities;
- ▲ act, through our Senior Management, to ensure that the compensation structure adopted by the Bank does not encourage behavior that is incompatible with the PRSAC;
- ▲ provide training for employees, managers, partners, interns, and apprentices, as well as service providers, through representatives of outsourced companies for the implementation of the PRSAC;
- ▲ adopt corporate efficiency indicators that use natural and material resources (water, energy, waste) in their measurements;
- ▲ promote programs and actions aimed at stimulating environmental preservation and neutralization of greenhouse gases emitted by the Bank and/or its businesses;

- ▲ take actions to promote a healthy and safe work environment for all employees;
- ▲ adopt strategies to engage our suppliers and to induce the adoption of practices aimed at mitigating climate change and water security, such as analyzing risks and opportunities, and expanding our knowledge and experience;
- ▲ assess defining sectors that are restricted, due to social, environmental, or climate factors, in carrying out the Bank's business;
- ▲ apply specific rules for credit approval, according to customer, sector, and the intended operation, offering financial support conditioned to the assessment of environmental and climate social risk, among others, in addition to compliance with legal requirements;
- ▲ comply with legislation pertaining to social, environmental and climate responsibility in our transactions with companies or people;
- ▲ assess, when creating or revising products and services, if there are social, environmental and climate impacts and if special conditions may be elaborated to generate engagement for ESG issues;
- ▲ carry out an inventory of greenhouse gas emissions and consider it in our strategic planning;
- ▲ act to contribute with the promotion of sustainable national development, considering, in the acquisition of goods, services, works, and in supplier relationships, the factors listed below:
 - ▲ valuing of humans, economic and financial balance, and the environment;
 - ▲ promotion of maximum efficiency when using natural resources and their byproducts;

- ▲ generation of sustainable results over time;
- ▲ incentive measures to encourage the reduction, reuse, recycling, and proper disposal of waste, and the acquisition of non-toxic or biodegradable goods, which favor input and energy savings, produce less pollutants, and use the cleaner technology or production concept, seeking to minimize potential negative impacts to the environment;
- ▲ incentive measures to encourage reverse logistics;
- ▲ savings in maintenance and operational costs of buildings and reduction in energy and water consumption when hiring engineering works and services, by using technologies, practices, and materials that reduce environmental impact.

The PRSAC on Access to Financial Services and to Social and Economic Development Opportunities

Aiming to expand financial inclusion and social and economic development opportunities, we:

- ▲ promote access of the low-income population and/or individuals in vulnerable situations to banking services, encouraging financial and social and economic inclusion;
- ▲ seek to mitigate inequalities, expanding access to credit for low-income families and/or families in vulnerable situations across the country and by managing direct and indirect income transfer programs to overcome situations of social vulnerability;
- ▲ carry out social and environmental investments through our own funds, prioritizing support for projects that benefit individuals and/or groups in vulnerable situations;

- ▲ provide our internal and external audience information on financial education to promote knowledge on financial organization and improve the financial health of the users;
- ▲ promote responsible gaming by providing preventive and treatment measures on the harms that can be caused by gaming activities;
- ▲ promote access to safe, adequate and affordable housing through the operationalization of social programs and mortgage products;
- ▲ take actions to make the expansion and modernization of the country's infrastructure feasible.

Effectiveness of the PRSAC at CAIXA

- ▲ Adaptation of internal regulations according to the PRSAC CAIXA;
- ▲ Disclosure of the PRSAC to employees, formalized by signing the Term of Acknowledgment;
- ▲ Message alerts reminding employees and leaders to sign the PRSAC Term of Acknowledgment;
- ▲ Recurring communication on the PRSAC for employees and contributors;
- ▲ Periodic update of our portal with information on the Bank's sustainability;
- ▲ Creation of an internal channel to receive suggestions, criticisms and compliments on sustainability;
- ▲ Inclusion, in our governance process, the need for mandatory manifestation by the area responsible for the PRSAC during the revision and creation of products and services;

- ▲ Availability of tools to support in-person services for the hearing impaired, such as video chats in Brazilian sign language;
- ▲ Adaptation of contracts across our value chain, with the inclusion of clauses on Social, Environmental and Climate Responsibility;
- ▲ Creation of a database with losses due to social and environmental factors;
- ▲ Mapping of the positive impacts of our products and services; and
- ▲ Establishment of an internal methodology to define the taxonomy of sustainable finance.

Monitoring and Assessing the Effectiveness of the PRSAC

The monitoring of the PRSAC is carried out by assessing the promptness and compliance with actions aimed at the effectiveness of the Policy at CAIXA.

A semi-annual report is prepared for the Bank's Senior Management based on the information received by the areas responsible for the actions, addressing the following:

- ▲ adherence of the lead Institution and companies of the Prudential Conglomerate to the PRSAC and actions aimed at its effectiveness;
- ▲ compatibility and integration of the PRSAC with other policies established by the Bank, including, when existing, policies related to credit, management of human resources, risk management, capital management, and compliance;
- ▲ prompt correction of PRSAC-related deficiencies;
- ▲ lack of incentives for behaviors incompatible with the PRSAC;
- ▲ dissemination of the PRSAC at the Bank with actions aimed at its effectiveness; and

- ▲ other information related to sustainability, such as ESG products and services, ESG purchases and contracts, energy and water consumption, emissions, waste management, people management, governance, and criteria for granting loans.

The assessment on the adherence and effectiveness of the PRSAC provides support for discussions regarding our social, environmental and climate responsibility, enabling prompt revisions and correction of deficiencies related to the PRSAC.

We ensure transparency in complying with our Institutional Policy and with the guidelines on social, environmental and climate responsibility through the effective, timely, clear, true, accurate and prompt disclosure of information so stakeholders can monitor and understand the Bank's performance in terms of economic, financial, social, environmental, and climate aspects.

Our directors, board members, employees, partners, interns, apprentices, and service providers, as appropriate, are responsible for complying with the PRSAC guidelines at all our units, as is the Prudential Conglomerate, and these guidelines must be applied to our businesses, products, services, processes, operations, activities, standards, management, and stakeholder relationships.

Compliance with the PRSAC guidelines is not restricted to conduct and actions typified in our regulations and/or internal documents, being our employees and managers responsible for actively taking actions in situations that may result in non-compliance with the principles in force.

Volunteer Incentives

We encourage our employees and contributors to participate in volunteer actions, fostering engagement in projects and activities that promote citizenship, social inclusion, social and environmental responsibility, and the sustainability of socially vulnerable communities.

Repudiation of Violations to Fundamental Rights and Guarantees and Acts that Harm Common Interests

We foster a corporate culture of respect and appreciation for individual differences, encouraging management practices that promote inclusion, equality, and mitigation of all forms of prejudice and discrimination. We have regulatory impediments for entering commercial relationships with customers and suppliers who violate fundamental rights and guarantees and who carry out acts that harm common interests.

Entrepreneurship and Financial Health

Financial Health

In accordance with BCB Notice No. 34,201/2019, which establishes the principles for promoting financial education and attributes responsibilities to financial institutions for overseeing the finances of their customers, and FEBRABAN SARB Regulation No. 024/2021, which establishes guidelines for improving the standards of quality and relationships with potentially vulnerable customers, and aiming at the solidity and efficiency of the National Financial System, we at CAIXA, during the second half of 2022, in view of the financial well-being of those who relate with us, listed a set of guidelines for the adaptation of content, approaches, digital and remote journeys to raise awareness among our employees, customers, and consumers on how to better care for their finances.

To achieve this, we carried out an assessment on how market players act in relation to financial education issues and initiatives, for audience of different age groups and social and economic conditions, aimed at identifying practices that could be replicated by the Bank. With the involvement of strategic areas, we initiated relevant discussions regarding our relationship with customers and on the strengthening of

safe and conscience services considering the current financial reality of these customers.

Due to our social role and strategic goal of "Boosting sustainable development and entrepreneurship in Brazil", we are drivers for financial education, mainly for the more vulnerable audiences.

Financial health is related to the managing of resources, financial literacy, and knowledge about banking products and services, including investments.

The expected outcome reflects in lower delinquency rates, reduction in complaints with the Ombudsman and BACEN on the lack of understanding of financial products/services, increase in investment levels, and acquisition of insurance products.

As a way of supporting the initiatives of the National Financial Education Week (ENEF), we included, during the 4th quarter of 2022, promotional material on our website and in internal communication channels, increasing visibility for this event, which offered online lectures on matters related to financial education.



Social Entrepreneurship

Refers to innovative actions and initiatives driven at solving social problems, with the objective of impacting and socially transforming communities.

Social projects are aimed at combating social vulnerability, and countries marked by social and environmental problems are a fertile ground for these types of business models to emerge.

Social entrepreneurship is a business model that seeks to generate positive social and environmental impacts through a company's core business, that is, its main activity should directly benefit individuals in the lower income ranges, namely the C, D and E social classes. Thus, economic feasibility and social and environmental concerns have the same weight of importance and are included in the same business plan.

Intentionality is an important and differentiating factor in social impact businesses, as is its relationship with local realities and with the commitment to national development.

By understanding our important role in the social development of Brazil, we seek to promote social developments and social entrepreneurship nationwide, particularly those aimed at the most vulnerable communities, which are the base of a social pyramid, as well as businesses aimed at transversal niches of society, such as women and rural communities.

To encourage women entrepreneurs, in August 2022, we launched the CAIXA Pra Elas program, an initiative aimed for women across Brazil, providing information on how to combat violence, guidance on financial education, entrepreneurship, and formalization as a Microentrepreneur Individual (MEI), in addition to offering banking products and services designed for women.

The project was built on three structural pillars:

- ▲ Prevention "Pra Elas": guidance on how to prevent violence against women;
- ▲ Products "Pra Elas": products and services aligned with the needs of women;
- ▲ Entrepreneurship "Pra Elas": promotion of financial education and guidance on entrepreneurship and formalization as a MEI entrepreneur.

Results for CAIXA Pra Elas (on December 30, 2022)

- ▲ 3,844 of our units were decorated for the initiative;
- ▲ 250.2 thousand service tickets were recorded for CAIXA Pra Elas;
- ▲ 40.63 million accesses to the CAIXA Pra Elas menu on the CAIXA Tem App;
- ▲ 21.49 million pages views on the CAIXA Pra Elas webpage;
- ▲ More than 1,160 attendants were trained at the Social Assistance Reference Center (CRAS);
- ▲ Training sessions at 50 housing developments in 28 municipalities, with 48 hybrid actions (online and in-person), in which 1,495 people participated.

Resultado do CAIXA Pra Elas Empreendedoras

- ▲ 7,518 service tickets were recorded for CAIXA Pra Elas – Entrepreneurs;
- ▲ 170 appointments in partnership with SEBRAE (in Sergipe, Belo Horizonte, Tocantins, Acre, Alagoas, Mato Grosso do Sul, Rio de Janeiro and São Paulo);
- ▲ 670 people served through group appointments;

- ▲ 303.38 thousand page views on the CAIXA Pra Elas – Entrepreneurs webpage;
- ▲ 1,409 accesses to the Strategy Portal;
- ▲ 300,649 customers with business opportunities in the Relationship Portal;
- ▲ 4 million customers reached through push messages – initial phase of the project;
- ▲ 990 thousand push messages sent to customers in Nova Iguaçu (Rio de Janeiro), Salvador (Bahia) and São Paulo (São Paulo).

The accumulated value packages made available to women (individual customers) through the CAIXA Pra Elas initiative, from August 9, 2022, to December 30, 2022, are shown in the table below:

INDIVIDUAL LOAN	CONTRACTS	AMOUNT in R\$ million
Individual loans (CDC Mulher)	42,000	R\$ 152.1
Pay-roll Deductible Loans (Consignado Mulher)	3,000,000	R\$ 10,810.6
Private Pension (Previdência Mulher)	1,225	R\$ 0.675
Life Insurance (Seguro Vida Mulher)	100,000	R\$ 68.3
Real Estate Credit Letters (LCI)	127,000	R\$ 16,557.3
Pledge (Penhor Mulher)	108,000	R\$ 258.2
Insurance (Seguro Rapidex Mulher)	83,000	R\$ 13.1
CAIXA Tem Individual Loans	228,000	R\$ 150.6
Credit Card – CAIXA Pra Elas	195,000	-
Maternity (Pausa Maternidade)	1	-

The accumulated results for Corporate customers, from August 9, 2022, to December 30, 2022, are summarized below:

CORPORATE LOAN	CONTRACTS	AMOUNT in R\$ million
Working Capital (Giro CAIXA FAMPE)	4,729	R\$ 246.0
PRONAMPE	32,000	R\$ 2,648.7
Microcredit (MEI)	2,766	R\$ 8.6
Special Corporate Loan (Crédito Especial Empresa)	8	R\$ 0.3
Consórcio Light Vehicles (Consórcio Veículos Leves)	4,527	R\$ 256.4
Azulzinha	4,015	-



Protocol of Intent for CAIXA Pra Elas

In addition to our commercial results, we established partnerships with companies that have the same objective of promoting guidelines for fighting violence against women. The CAIXA Pra Elas project was presented to several companies from different sectors, seeking to attract awareness to its importance for society.

To establish these partnerships, we prepared a Protocol of Intent, an instrument in which signatories manifest their commitment to promote actions that fight violence and support women.

In 2022, we contacted 337 potential partners to present the program and invited them as partners. Among the contacts, 17 companies joined the cause in 2022, and another 41 are in the process of joining in 2023.

The conversations with these companies also helped generate knowledge of the actions being carried out in different regions of Brazil, aimed at creating better working conditions, development, jobs, and training for women.

Social and Environmental Fund (FSA CAIXA)

Our corporate purpose, according to the Bylaws, is to allocate non-reimbursable or partially reimbursable resources, as established by the Management Board and approved by the Board of Directors, specifically intended to support social and environmental projects and investments executed within the scope of programs and actions that primarily benefit the low-income population, particularly in areas such as social housing, environmental sanitation, environmental management, job and income generation, health, education, sports, culture, justice, public safety, food, institutional, urban and rural development, and others linked to sustainable development.

To be able to receive and allocate resources in accordance with its financial availability and under the principles of social and environmental responsibility, the Bank created, on April 13, 2010, the Social and Environmental Fund (FSA CAIXA).

FSA CAIXA is governed by its own regulations, approved by the Board of Directors' Resolution No. 6,587, of October 8, 2013. According to its regulations, the resources from the Fund are allocation according to an Application Plan prepared by the National Strategy, Sustainability, and Social and Environmental Responsibility Management, which is validated by the Purchasing, Hiring, Marketing, and Social and Environmental Responsibility Executive Director Committee, and approved by the governance bodies provided in our Bylaws.

Since 2010, FSA CAIXA has allocated more than R\$296 million to 213 projects in thematic areas such as human development, social and economic promotion, cities, communities, housing, biodiversity, solid waste, green economy, and environmental restoration and preservation. The thematic areas, which are the pillars for the actions and allocation of resources to support projects with funds from the FSA CAIXA, are defined by the Social and Environmental Responsibility Committee (RSA) and approved by the Management Board.



Allocation Plan for FSA CAIXA

The allocation plan for FSA CAIXA was approved by the Board of Directors' Resolutions No. 8,693/2021 and No. 1,049/2021, under the thematic areas "Vulnerable Social Groups" and "Environmental", along with the following Priority Action Pillars:

- ▲ **Pillar 1** – Digital Inclusion: promote actions to democratize access to information technologies, thus contributing to a more equal society by providing opportunities for social inclusion and improving people's quality of life;
- ▲ **Pillar 2** – Banking Inclusion and Financial Citizenship: develop innovative and scalable solutions through financial inclusion and financial education, enabling citizens to plan and manage their resources;
- ▲ **Pillar 3** – Agriculture, Forestry and Land Use: promote actions that prioritize the use of natural resources by developing models and solutions that reconcile the care for the environment with economic and social development;
- ▲ **Pillar 4** – Microfinance and Entrepreneurship: foster innovative and scalable actions to provide products and services that enable social changes to be promoted in the mitigation of inequality and social exclusion, contributing to economic growth and development;
- ▲ **Pillar 5** – Accessibility, Equality and Equity: develop solutions that offer equal conditions and opportunities in accessing goods and services, contributing to autonomy and improving quality of life;
- ▲ **Pillar 6** – Climate Change and Eco-efficiency: promote actions that encourage or promote the reduction of greenhouse emissions and/or atmospheric pollutants, efficiency in reusing waste and recycling processes, and the use of renewable energy sources, contributing to the improvement in the quality of life for society and the future of the planet;

- ▲ **Pillar 7** – Sustainable Housing and Infrastructure: develop solutions that increase the efficiency in use of natural resources, mitigate greenhouse emissions and provide social inclusion, bringing positive effects on the environment and improving people's quality of life.

Financial Cooperation Agreements signed in 2022

In 2022, FSA CAIXA supported actions for the protection and conservation of natural resources through the following projects:

Ecological Restoration Project of the Araguaia Biodiversity Corridor - ACF 215/2022

Aims at the ecological restoration in the Araguaia Biodiversity Corridor (Permanent Preservation Areas and Legal Reserves that have an environmental deficit).

We will invest R\$18.89 million over the life of the project, in which one million trees will be planted and 121 springs will be recovered, impacting 84 thousand beneficiaries in the regions of Pará and Tocantins.

Professionalization Project of the Production Chain of the Jaboticaba fruit: "Do Pé ao Pote" (From Tree to Table) – ACF 216/2022

Aims at professionalizing the production chain of the jaboticaba fruit through mobilization, awareness, training, maintenance, and planting of jaboticaba orchards.

We will invest R\$6.42 million over the life of the project, in which 240 thousand trees will be planted and 240 springs will be recovered, impacting 151 thousand beneficiaries in the region of Minas Gerais.

Conservation and Restoration Network Project for Chapada do Araripe – ACF 217/2022

Aims to promoting the conservation of biodiversity and the restoration of forest areas in the Caatinga region,

along with the generation of social and economic benefits, encouraging the engagement and empowerment of women and traditional communities in the Chapada do Araripe territory.

We will invest R\$10 million over the life of the project, in which 1.2 million trees will be planted and 30 springs will be recovered, impacting 31 thousand beneficiaries in the regions of Ceará, Pernambuco, and Piauí.

Earth and Forest Project - ACF 218/2022

Aims at promoting regenerative agriculture on family farms in the Amazon by restoring forests in environmentally sensitive areas and implementing sustainable production systems for social and productive inclusion and generation of income for women and youth, in addition to carbon sequestration, the creation of ecological corridors, and the promotion of renewable energies associated with the conservation of biodiversity and social and environmental education.

We will invest R\$10 million over the life of the project, in which 480 thousand trees will be planted and 100 springs will be recovered, impacting 1.7 thousand beneficiaries in municipalities of Rondônia.

Caatinga Orchards Project - ACF 219/2022

Aims at implementing the Caatinga Orchards and creating a Local Productive Arrangement (APL) to produce and sell their products, mainly honey plants, fruit trees, and forage plants of interest and commercial importance for the producing families, promoting food security, as well as the recovery of springs and native vegetation in the Environmental Protection Area (APA) of Chapada do Araripe and in municipalities and communities in the mesoregion of Sertão Pernambucano.

We will invest R\$7.67 million over the life of the project, in which 500 thousand trees will be planted and 50 springs will be recovered, impacting one thousand beneficiaries in the regions of Ceará and Pernambuco.

TECNOLOGIA

The Strategic Technology Plan (PETI) is one of the strategies defined by to support CAIXA in achieving its Vision and is aligned with its Mission.

This is a strategic piece of unfolding of the 2022-2026 Strategic Plan of the CAIXA Conglomerate aimed at planning, implementing, and maintaining the best practices for Information Technology (IT) Governance, aimed at helping CAIXA in the achievement of its Business Goals (OE) and guiding the Technology and Digital Vice Presidency (VITEC) in the efficient use of IT resources.

The 2022-2026 PETI, through its defined indicators, focuses on the digital format to offer greater convenience to customers, in user experience, and in the optimization of IT processes that support or business.

The PETI is comprised of nine indicators, divided into two strategic goals: to “promote the acceleration of the digital format in an integrated way - Business and IT” and to “become the preference of Brazilians in the use of digital products and services”.

The Strategic Information Technology Goals define actions centered on management priorities, enhanced in the delivery of value and which considers the customer at the center of the solutions of the many lines of business, with the ambition of being recognized for its proactive attitude, participating, and making a difference along with the business units and ensuring the delivery of services with excellence and safety.

The strategic goal “OBJ 1 – Promote the acceleration of the digital format in an integrated way - Business and IT” was defined to focus on clear value creation results for us, such as a modern and resilient technological environment, agility, and innovation in scale, discipline, and automation of solution development, as well as appropriate security for digital solutions.

The strategic goal “OBJ 2 – Become the preference of Brazilians in the use of digital products and services” was defined to provide solutions that allow businesses to be created on digital platforms, improving customer experience, and seeking recognition in the use of products and digital services.

The table below show the main goals and results of the 2022-2026 PETI indicators recorded in the year.

Indicator*	Goal / 1Q22 Results	Goal / 2Q22 Results	Goal / 3Q22 Results	Goal / 4Q22 Results
1.1 – Deliver projects and initiatives included in the CAIXA PMO portfolio, as planned for the quarterly internships at the communities (Business and IT)	70% 100%	80% 100%	90% 100%	100% 100%
1.2 – Reduce by 40% the average value time to deliver delivery strategic value to the company	21% 39.48%	22% 38.59%	23% 39.10%	25% 37.20%
1.3 – Expand the offer of products and services in digital channels by 100%	27% 31.25%	32% 41.41%	36% 45.31%	41% 50.00%
1.4 - Internal processing of cybersecurity events in up to 12 hours	94.49% 100.00%	94.50% 100.00%	94.51% 100.00%	94.52% 100.00%
2.1 - Achieve 99.90% in availability of Critical Services	99.70% 99.87%	99.71% 99.86%	99.73% 99.79%	99.75% 99.76%
2.2 - Reduce the number of defects in IT solutions from technological failures to 10%**	29% 27.65%	28% 24.28%	26% 21.91%	25% 15.26%
2.3 - Implement IT operational contingency plans for critical systems defined by the BIA 2021/2023	0.40 0.40	0.47 0.49	0.53 0.56	0.60 0.65
2.4 – Increase the total number of published microservices that meet the quality criteria for monetization by 46%	17% 19.78%	19% 22.94%	20% 25.83%	22% 25.52%

It is worth highlighting that CGPAR/ME Resolution No. 41, of August 4, 2022, excluded the mandatory formulation of the PETI by federal state-owned companies. This is already reflected in

the 2023-2027 Institutional Strategic Plan (recently approved), in which the strategic goals have already been contemplated, including for Information Technology.

*Indicators with a goal in the name refer to the goals established for the end of the five-year period for the indicators in the table – 2026.

**Negative polarity (the smaller, the better).

BIDDING AND CONTRACTS

As a public company, we have Law No.13,303/2016 as our Legal Bylaws, also known as the State-owned Companies Law, which was regulated by Decree No. 8,945/2016. We carry out, as a rule, bidding processes to ensure the selection of the most advantageous proposals, by observing the principles of impersonality, morality, equality, publicity, efficiency, administrative probity, economy, sustainable national development, binding to the bid notice, obtaining competitiveness and objective judgements. In compliance with Decree No. 8,945/2016, decisions regarding bidding processes and direct hiring are taken, as a priority, in a collegiate manner, as a way of mitigating the risks inherent to public contracts, providing imperative compliance for our Company.

We also have our own Bids and Contracts Regulation acting as a legal system, created in accordance with article 40 of Law No. 13,303/2016, which provides for the standardization of documents and the definition of bidding procedures and direct contracting, in addition to the rules related to contracting and contract management.

Under applicable legislation, we also mention Decree No. 10,024/2019, which regulates the Electronic Auction bidding modality, namely for the acquisition of goods and the contracting of common services. Lastly, we also highlight the preferential adoption of Auctions, in compliance with the provisions in article 32, of Law No. 13,303/2016, as well as in article 4 of our Bids and Contracts Regulation.

Direct loans, either by layoffs or unenforceability, follows its own procedure and legal provision contained in the State-owned Companies Law and in our Bids and Contracts Regulation.

Within this context, we guide our actions aimed at fully achieving the strategic goals of “strengthening governance, profitability, and efficiency” at the Institution.

Below are the numbers of contracts signed:

BIDDINGS HELD IN 2022

MODALITY	QUANTITY
CAIXA BIDDING – LIC*	6
ELECTRONIC AUCTIONS**	496

*CAIXA Bidding: a modality provided in our Bids and Contracts Regulation. The open bidding procedure allows the combination of different bidding modalities and judgment criteria to be determined according to our needs, which was made more flexible under the terms of Law 13303/2016.

**Electronic Auction: an already existing procedure, in compliance with Law 10520/2002 and Decree 10024/2019. This is the recommended bidding modality for the acquisition of goods and hiring of common services, including engineering.

CONTRACTS SIGNED IN 2022

TYPE	MODALIDADE	QUANTITY	TOTAL (in R\$ million)	QUANTITY BY TYPE	TOTAL BY TYPE (in R\$ million)
DIRECT	Direct Loan for Layoff – Remaining	19	R\$ 137.8	2,557	R\$ 2,118.1
	Direct Loan for Layoff – Lease	164	R\$ 125.2		
	Direct Loan for Layoff – Emergency	65	R\$ 244.3		
	Law 10188/2001 – Recovery of PAR Properties	18	R\$ 21.0		
	Direct Loan for Layoff – Value	737	R\$ 12.2		
	Direct Loan for Unenforceability	45	R\$ 1,578.0		
	Accreditation	1,509	-		
	Business Opportunity	0	-		
BIDDING	CAIXA Bidding	7*	R\$ 803.5	8,282	R\$ 3,887.9
	Electronic Auction	8275**	R\$ 3,084.4		
TOTAL				10,839	R\$ 6,006.0

*Consists of seven contracts arising from six procedures carried out under the CAIXA Bidding modality, in which one of the bids had more than one item.

**The volume of 8,275 contracts is justified due to price registration minutes, which generate a significant volume of contracts in a single auction.

Most Relevant Contracts linked to Strategic Goals and their Justifications

The year 2022 was marked by the signing of several IT contracts, which are aimed at supporting the Bank as the main operating agent of social policies, as well as improving customer experience, both in physical and digital channels, including lottery partners.

We also highlight the contracts signed for the continuity in usage of the Banco24Horas network, for the implementation of the FGTS Digital platform, for teleservices, and for the provision of Food and Meal Vouchers to our employees, in compliance with current legislation.

The most relevant contracts are justified by the need to:

- ▲ Support our business, given that equipment and technological solutions are important tools for achieving our business goals;
- ▲ Ensure the infrastructure of the digital data environment, information security and for updating data processing solutions;
- ▲ Comply with public policies established by the Federal Government;
- ▲ Expand our service channels, namely the Lottery Network;
- ▲ Comply with the Worker's Food Program (PAT), which is aimed at promoting improvement in workers' nutritional situation.

Furthermore, these contracts are related to our strategic goals, which include:

- ▲ Consolidating the Institution as the largest retail bank in the country; Strengthen us as a Social Bank;
- ▲ Maintain our status as the Mortgage Bank; and
- ▲ Strengthen our governance, profitability, and efficiency.

MAIN CONTRACTS BY BIDDING IN 2022

SUPPLIER	OBJECTIVE	TOTAL <small>in R\$ million</small>
Technologia Bancária S.A.	Provision of Banco24Horas® services to be used by CAIXA customers.	R\$ 635.0
Consórcio Lotéricos CAIXA PE 179/2022	Provision of telecommunication services for the lottery network.	R\$ 622.6
Unisys Brasil Ltda.	Provision of data processing services, maintenance of solution and aggregated activities for the processing of housing contracts (SFH, SFI and residential lease, PNHR, or any mortgage loan).	R\$ 378.0
Serviço Federal de Processamento de Dados (SERPRO)	Provision of development, support, and maintenance services for the FGTS Digital platform.	R\$ 298.0
Procomp Indústria Eletrônica Ltda.	Provision of maintenance services on self-service equipment.	R\$ 295.2
CTIS Tecnologia Ltda.	Provision of specialized technical support services in IT environments, involving several technology platforms used by CAIXA.	R\$ 226.3
HITSS do Brasil Serviços Tecnológicos	Provision of specialized technical production services for TI CAIXA.	R\$ 219.6
Dividata Processamento de Dados Ltda.	Provision of specialized services in information and communication technology, aiming at the nationwide availability of full ICT resources, services and infrastructure.	R\$ 106.3
Central de Recuperação de Créditos Ltda. – EPP (CERCRED)	Provision of customer service in the form of teleservices.	R\$ 89.7
IBM Brasil, Indústria, Máquinas e Serviços Ltda.	Provision of maintenance and technological upgrade services in IBM mainframe equipment for the Z System data center processing environment at CAIXA.	R\$ 70.1

Projects and Initiatives in the Procurement Area

- ▲ CAIXA's Supplier Relationship Portal: a formal communication channel between CAIXA and suppliers, enabling more efficiency, mitigation of operational risks, agility, and transparency in our relationship with suppliers of goods and services;
- ▲ Transparency Portal: a tool made available to society in general, in which they can monitor our contracts and contractual amendments that have been signed. The project aims to be aligned with the best market practices, in addition to meeting the requirements established by control bodies;
- ▲ Sanction Monitoring: implementation of a monitoring tool on sanctions arising from non-compliance with the RSA and reporting to our risk area by creating a set of indicators for diagnosing suppliers; and
- ▲ Regulation of Bids and CAIXA Contracts: aims to regulate the rituals and procedures required for contracting innovative solutions, in line with the Legal Framework for Startups, bringing competitive gains for us and fostering innovation in the Bank's business models.

Main Challenges

- ▲ Expand Transparency Mechanisms: search for new mechanisms that strengthen the governance and transparency of the contracting process, according to best market practices and guidelines from control bodies;
- ▲ Improve the Risk Assessment Process: elaborate a joint study with the risk area, establishing an approach logic based on the risks involved for the most relevant contracts;

- ▲ Modernize processes, aimed at increasing transparency and agility, ensuring they are carried out, primarily, in a digital format; and
- ▲ Expand the use of our own bidding system, the Licitação CAIXA system, allowing more autonomy over rituals and procedures and enabling the Bank to carry out contracts that are increasingly more advantageous for the Bank.

Main Future Actions

- ▲ Establish and implement permanent training programs for employees of the procurement area on contracting processes and integrity;
- ▲ Implement a digital platform for the relationship with suppliers;
- ▲ Improve our contract management process, making it more agile and efficient by using more adequate control tools; and
- ▲ Publish a new version of our Bids and Contracts Regulation, enabling us to incorporate best market practices, recent legislative innovations, and guidelines issued by the control bodies, strengthening our governance, profitability, efficiency, and competitiveness.



PEOPLE

Our Workforce

In 2022, we had a headcount of 86,959 people on our staff nationwide, as shown in the table below:

REGION	WOMEN	MEN	TOTAL in thousand
Midwest	8,153	9,910	18.1
Northeast	5,967	9,463	15.4
North	1,749	2,422	4.2
Southeast	16,879	18,479	35.4
South	6,261	7,676	14.0
Total	39,009	47,950	87.0

Source: People Board/CAIXA – Base Date: December 31, 2022.

At the end of 2022, women represented 44.86% of our workforce, compared to 44.82% in 2021.

Contractors (Fixed Term)

The hiring of a public servant without prior approval in a public admission exam is restricted by article 37 of the 1988 Federal Constitution of Brazil.

Employees hired for a pre-established term are freely appointed and dismissed from their positions and carry out strategic advisory and media assignments to the Board of Directors and the Presidency. They receive the same benefits as full-time employees and are allocated in Brasília (Midwest), given the nature of their positions.

EMPLOYEES	2021			2022		
	Women	Men	Total	Women	Men	Total
Contractors (Fixed Term)	3	5	8	6	7	13

Source: People Board/CAIXA – Base Date: December 31, 2022.

Active Employees

From the number of active employees allocated in administrative careers, 38,123 are women and 45,903 are men, and in the professional career, 880 are women and 2,017 are men.

The breakdown of our employees by career, gender, and region, is shown in the table below:

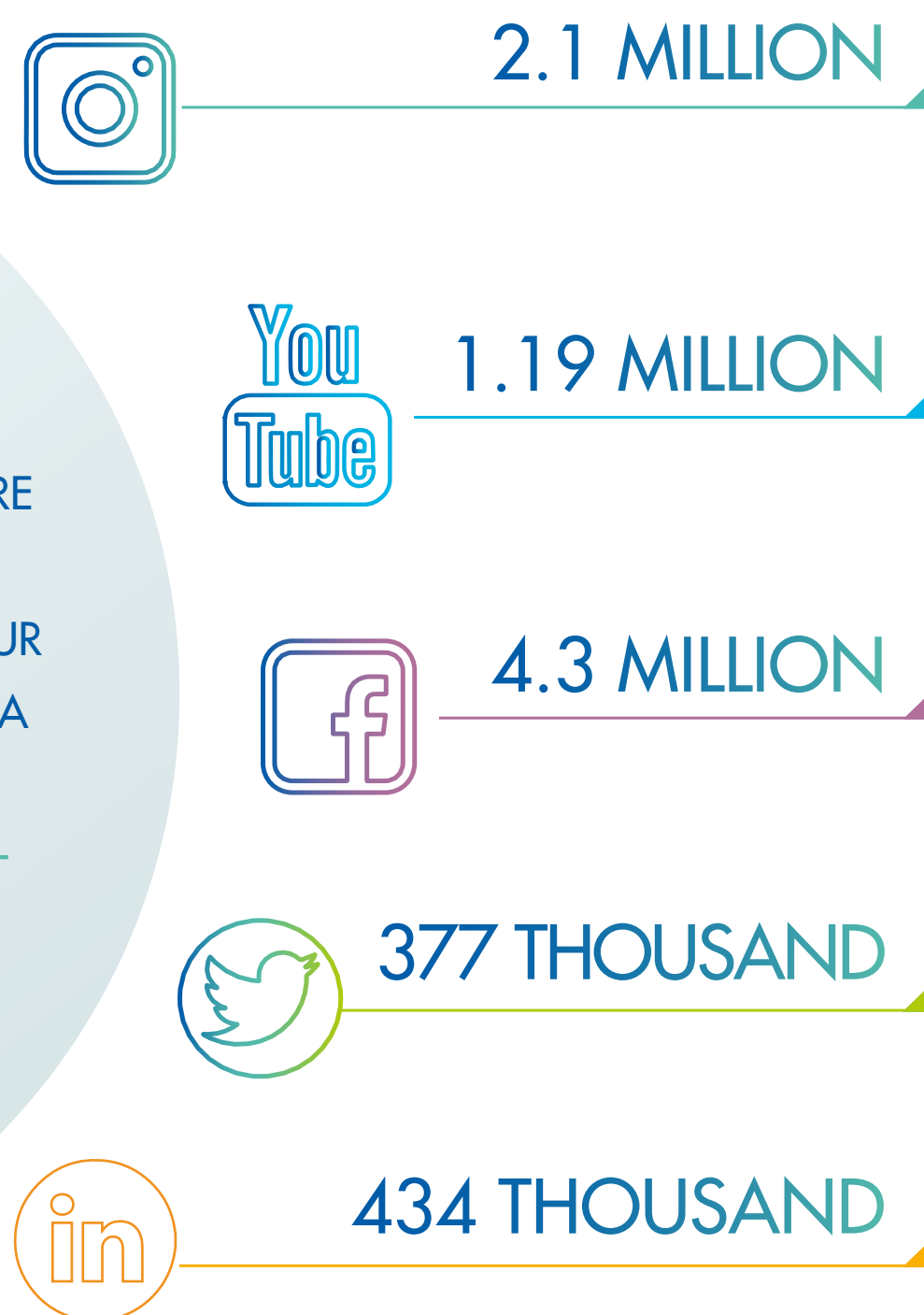
Region	Administrative		Professional		Careers in Extinction		Total		Total
	Women	Men	Women	Men	Women	Men	Women	Men	
Midwest	7,924	9,464	226	441	3	5	8,153	9,910	18,063
Northeast	5,838	9,024	128	429	1	10	5,967	9,463	15,430
North	1,710	2,318	39	102		2	1,749	2,422	4,171
Southeast	16,530	17,835	347	633	2	11	16,879	18,479	35,358
South	6,121	7,262	140	412		2	6,261	7,676	13,937
Total	38,123	45,903	880	2,017	6	30	39,009	47,950	86,959

MARKETING

Highlights of our Corporate Communication (Campaigns)

In 2022, we continued as one of the most active banking institutions on social platforms, disclosing our portfolio of products, services, and social benefits for employees through our profiles. With this, we seek to expand our digital presence in the market, strengthening values such as security, accessibility, and proximity.

IN 2022, WE HAD MORE THAN 8.4 MILLION FOLLOWERS ON ALL OUR OFFICIAL SOCIAL MEDIA ACCOUNTS.



In 2022, the main topics addressed on social media were: the Pix launching campaign, the FGTS Extraordinary Withdrawal campaign in regions affected by floods and calamities, and posts on safety tips to guide customers in acting preventively against scams and bank fraud.

We also had more than 400 live broadcasts on YouTube and on CAIXA's Facebook page (conferences and broadcasts for Loterias CAIXA).

Below are some of the key campaigns:

CAIXA's 161st Anniversary

We began the year by extensively highlighting our 161st anniversary on our internal communication channels during the month of January.

CAIXA Pra Elas

A marketing campaign to publicize the Bank's strategic actions, aimed at welcoming, encouraging, and providing opportunities for all women in Brazil, stimulating entrepreneurship with this audience.



Você no Azul – Adimplência

We carried out the advertising campaign "Você no Azul – Adimplência", aimed at renegotiating overdue debts with discount opportunities for companies to organize their finances. The campaign was launched in October and more than 100 thousand customers settled their overdue debt balances, with discounts reaching up to 90% on commercial loans for individuals and companies, depending on the specific situation of each contract.

The initiative allowed customers to renegotiate their debts with us, helping them maintain their bills in order and allowing a better control of their family budget, promoting financial dignity and economic reintegration.

Poupança CAIXA Premiada

We carried out the Poupança CAIXA Premiada campaign to originate businesses for savings accounts and engage customers in the most popular banking product in Brazil.



INTERNAL AFFAIRS

Our Internal Affairs area, as one of the main players in the Integrity Ecosystem and member of the Correctional System of the Federal Executive Branch (SISCOR), carries out corrective actions and ethics management at the Bank, aligned with the principles of public administration.

Within the scope of Correctional measures, the actions carried out are periodically presented to our Audit Committee, in addition to the control, inspection, and supervision bodies, in particular the Federal Comptroller General (CGU), which is the central body of the Correctional System of the Federal Executive Branch (SISCOR), established by Decree No. 5,480/2005.

The year of 2022 was marked by the fulfillment of strategic goals, computerization of processes, establishing of specialized work fronts, and the largest investigation ever carried out within the scope of our Internal Affairs area, reinforcing our commitment to guaranteeing legality, legitimacy, economy, and transparency in the application of public resources, and other principles of public administration.

As an important part of the actions carried out by our Internal Affairs area, and in adherence to the mandates of our units, we highlight the preventive measures, among others, that contributed to the strengthening of our integrity culture, mitigating the occurrence of new cases, and increasing internal and external transparency, namely:

Correctional Risk Report

Presents an overview of the ethical process at the Institution, the main resolutions taken by the Conflict of Interests Committee, and the most recurring themes in internal disciplinary measures, as

well as the main facts that lead to these measures, therefore contributing to the strengthening of preventive actions with employees.

Integrity Seal Program – Correctional Axis

Internal recognition of the units that effectively reduced the number of disciplinary occurrences among their employees.

“Previne CORED” Project

Educational actions aimed at preventing additional disciplinary occurrences, in which previous cases already investigated are used as examples.

Specialization of Correctional Activities

To increase efficiency and expedite the disciplinary process, we centralized all investigations of disciplinary responsibility, as well as the analysis of allegations of irregular actions identified at our units. Currently, disciplinary procedures arising from any irregularities is now exclusively initiated and fully carried out by our Internal Affairs area.

Specialized Harassment Investigation Centers

This initiative aims to improve and standardize the actions carried out by the Investigating Committees regarding moral and sexual harassment, also reflecting in the improvement of decisions issued in the judgments of these processes, given they are issued by a specific Disciplinary Council specialized in assessing the matter. This is the first nucleus implemented and is aimed at the continuous improvement of internal processes.

Active Transparency

CAIXA discloses on its website, based on the principles of active transparency, information on investigations of disciplinary or ethical nature under its responsibility, including those involving the topic of harassment.

More information is available at: <https://www.caixa.gov.br/acesso-a-informacao/Paginas/corregedoria-apuracoes.aspx>.





AUDIT

Our Internal Audit has its activities regulated by Regulatory Instruction (IN) No. 3/2017, of the Federal Comptroller General (CGU), which approved the Technical Reference for the Governmental Internal Audit Activity of the Federal Executive Branch, and by the National Monetary Council (CMN) Resolution No. 4,879/2020, which regulates internal audit activities in financial institutions authorized to operate by the Central Bank of Brazil (BACEN).

Our Audit area is responsible for Internal Audit activities and for establishing policies, guidelines, and principles for the area, is directly linked to the Board of Directors by virtue of our Bylaws and relates with our Audit Committee.

It is subject to the guidelines and determinations of federal control and supervisory bodies, according to specific legislation, to the rules established by the Interministerial Committee on Corporate Governance and Management of Equity Interests of the Federal Government (CGPAR), established by Decree No. 6,021/2007, the rules of the Institute of Internal Auditors of Brazil (IIA Brasil) and, as applicable, the audit rules and procedures of the Federal Accounting Council (CFC).

The Annual Internal Audit Plan (PAINT), prepared annually, is risk-based, and meets the requirements of the CGU and the CMN, according to the corporate strategy, strategic goals, management guidelines, audited unit goals, and risks to which their processes are subject.

Through PAINT, we carry out the audits at our units, partner channels (Lottery Network and Bank Correspondents), companies in which we hold equity stakes or commercial relationships, if provided in an agreement or contract, and at the Fundação dos Economistas Federais (FUNCEF), focusing on business processes, support, and management.

When a situation that requires improvement and actions by management is identified, recommendations are issued to the responsible parties, in which the maximum deadline for implementing the appointed solution must be compatible with the level of risk and associated criticality.

The recommendations are monitored by the responsible managers until completion and, from that moment on, they are assessed through follow-up works. If the recommendations taken were considered sufficient to mitigate the risks involved, the situation is then classified as corrected.

In addition, our Internal Audit provides advisory to Management on the performance of their attributions and responsibilities, providing analyses, recommendations, and information regarding the examinations carried out on the adequacy and effectiveness of internal controls, economy in the use of resources, mitigation of risks, quality, and performance of the management of units, processes and systems, compliance, and legitimacy of the acts performed by it and adherence to the Bank's policies.

To achieve this, the Internal Audit carries out periodic assessments of the quality and effectiveness of internal controls, risk management, and corporate governance, aimed at verifying if they are complying with the strategic guidelines, policies, and internal and regulatory standards.

Responsibilities for managing internal controls enable actions to be taken based on an integrated view of risk and control management, guided by the Lines of Defense Model (LD).

The topics assessed in 2022, whose analyzes covered social and environmental aspects, include: Agribusiness, Commercial Credit (Wholesale and Retail), Contracting of Goods and Services, Management and Accounting of Funds, Management and Governance of Information Technology (IT), Governance and Strategy, Housing, Government Products and Services, Social and Environmental Programs and Actions, Logistics, Security and Operations, Corporate Risks, and Capital Management.

The assessments carried out by the Internal Audit were focused on managing social, environmental and climate risk and confirming if the granting of commercial loans adhered with the principles and guidelines of social and environmental responsibility in the corporate wholesale and retail segment, corporate housing, sanitation and infrastructure, rural loans, and social and environmental projects and investments.

Social and environmental requirements were also observed in the contracting of suppliers and service providers, in the management of the CAIXA's Social and Environmental Fund (FSA CAIXA), and the Environmental Compensation Fund (FCA), as well as in the control mechanisms and requirements provided in the Social and Environmental Policy of the Worker's Severance Fund (FGTS) for investing its resources in housing, sanitation, and infrastructure projects, in other projects linked to the FGTS Investment Fund, and the Managed Portfolio.

In terms of internal processes, assessments were carried out on CAIXA's Solid Waste Management Plan (PGRS) and in the elaboration of the Greenhouse Gas Inventory (GHG).


SUBSIDIARIES

Our Conglomerate is comprised by companies in which we have direct and indirect equity interest. Its creation was based on optimizing business opportunities, offering complementary products and services, and expanding support to macroprocesses and strategies.

The subsidiaries of our Conglomerate are:

 **CAIXA Seguridade Participações S.A.**

 **CAIXA Cartões Holding S.A.**

 **CAIXA Distribuidora de Títulos e Valores Mobiliários S.A. (CAIXA DTVM)**

 **CAIXA Loterias S.A.**

We hold direct equity interests in the following companies:

Quod

Câmara Interbancária de Pagamentos (CIP)

Biape International Bank Ltd

CAIXA Imóveis e Negócios Digitais

TecBan

Galgo



▲ CAIXA Seguridade (CAIXA Seguridade Participações S.A.)

Its purpose is to participate, directly or indirectly, as a shareholder, partner, or quota holder, in the capital of other companies linked to the insurance, pension plan, premium bonds, and credit letter sectors, in Brazil or abroad, as well as managing the sale of products and services of these companies.

▲ CAIXA Cartões (CAIXA Cartões Holding S.A.)

The CAIXA Cartões Holding, our wholly owned subsidiary, was incorporated in December 2018 as a privately held corporation and its operations began in January 2020. It aims to leverage our Conglomerate's share in the means of payment market, with agility and carrying out activities that are dedicated to contributing to the complementarity the Parent Company's ecosystem.

Its corporate purpose is to manage equity interests – by acquiring or disposing of interests in existing entities or entities created by the company, public or private, with or without ownership control, whose corporate purpose is related to payment methods and exploring any commercial rights or activities linked to this market.

Aligned with its corporate purpose, which is to manage equity interests, CAIXA Cartões incorporated, in December 2020, an equity share in Elo Serviços S.A., a 100% Brazilian card brand created in 2011 by CAIXA, Banco do Brasil, and Bradesco, to act as a settler of payment arrangements and responsible for managing the rules of the arrangement and the relationship among the participants.

▲ CAIXA Asset

(CAIXA Distribuidora de Títulos e Valores Mobiliários S.A.)

This is the investment fund management arm of our Conglomerate. The company, established in 2021, was authorized to provide services of Securities Portfolio Management by the Brazilian Securities and Exchange Commission (CVM), pursuant to Declaratory Act published in the Federal Official Gazette on August 30, 2021, and its operation was approved by Banco Central do Brasil (BACEN), as published in the Federal Official Gazette on September 27, 2021.



▲ CAIXA Loterias

(CAIXA Loterias S.A.)

Established in 2016, its purpose is to manage, with exclusivity, the services of federal lotteries in accordance with current legislation. The company is currently in a pre-operating phase.



Direct interests

▲ QUOD

Its purpose is to provide services regarding positive and negative registration data for financial institutions that offer loans, competing directly with other credit bureaus, such as Serasa, Boa Vista SCPC, etc.

During 4Q22, Quod concluded its corporate reorganization process with the entry of a new partner, LexisNexis Serviços de Análise de Risco Ltda., which has expertise in the company's field of activity.

▲ Câmara Interbancária de Pagamentos (CIP)

A partnership signed to enable the transfer of funds and other financial assets, clearing, and settlement within the scope of the SPB through participation in the CIP.

Our direct participation, which was previously an association, underwent a corporate reorganization in 2022, with the creation of CIP S.A. with the same name, concluded in December 2022, with the incorporation of CIP Associação by CIP S.A.

▲ Biape International Bank Ltd

A Partnership signed with the objective of cooperating with the development of the inter-American savings and loans market (bank in liquidation).

▲ CAIXA Imóveis S.A.

This privately held company has the purpose of operating in the real estate market, namely in the origination and processing of loans, management of real estate intermediation networks and internet solutions, management of a business web portal, and in providing architectural and engineering services and specialized technical advisory.

In 2020, an Arbitration Procedure was initiated at the São Paulo Market Arbitration Chamber, to discuss the dissolution of the Company with its controlling shareholder, among other matters.

▲ Negócios Digitais S.A.

This privately held corporation, without operations since its creation, is currently in the process of being dissolved and liquidated. With the merger of CAIXAPAR, the shares previously held by that subsidiary were transferred to our ownership.

▲ TecBan

The company was established in 1982 and is focused on providing self-service banking services through external ATMs. Its main objective is to act as a complementary network for banks in the relationship with their respective customers.

Currently, TecBan is engaged in providing services, planning, and the technology development in the banking, commercial, industrial and services areas, providing services not only to shareholder banks, but also to associated financial institutions.

▲ Galgo Sistemas de Informações S.A.

Established as a privately held corporation in July 2016, its corporate purpose is to manage computerized systems aimed at standardizing and optimizing the transfer of information between institutions that operate or provide services in the financial and capital markets.

CAIXA Seguridade

A publicly held company, listed in the Novo Mercado segment of Brasil, Bolsa e Balcão [B]3, aligned with the best market practices in governance matters.

Its procedures comply with the standards of its operating segment and its governance and management model is guided by principles of transparency, equity, accountability, and corporate responsibility, seeking to provide trust and legal certainty to CAIXA, its controllers, administrators, and others with whom it maintains an external relationship.

In this sense, to reinforce its commitment to best governance practices, we have an area responsible for improving governance processes and instruments.

As a result, the current governance and management model prioritizes, backed by the transparency of our businesses, a management philosophy that is aligned with the vision of our Strategic Plan, in which we highlight the mechanisms for accountability of managers and commitment to compliance and risk management, maximizing the generation of sustainable results for our shareholders and stakeholders.

For more information, visit: <https://www.ri.caixaseguridade.com.br/governanca-corporativa/visao-geral/>

In continuity with the strategy of focusing on the company's operations through our network, CAIXA Seguridade disclosed a Material Fact on September 13, 2022, announcing the signing of a purchase and sale agreement for equity interests linked to CNP Assurances, namely: Previsul, CNP Cap, CNP Consórcios, Holding Saúde and Odonto Empresas.

The sale of CNP Consórcios was concluded on November 16, 2022, and Odonto Empresas on December 22, 2022. The remaining companies are pending authorization from their respective regulatory bodies.

Results for CAIXA Seguridade

The company's results for 4Q22 are available in the Earnings Release and in the Management Report..

CAIXA Asset

Among strategic initiatives of CAIXA Asset, we highlight the ones aimed at improving the customer's journey, focused on delivering value, either by complementing the product portfolio by adapting it to the customer's needs, or by structuring mobilizers to the service network to improve and encourage the distribution of its products.

Based on the analysis of the external environment, we can consider as threats the large investment in marketing and the technology implemented by market competitors, as well as the entry of new customers focused on experiences, which can interfere in the loyalty with big brands.

In this scenario, one of CAIXA Assets' strategic goals is to intensify data use for making strategic decisions, and to search for innovative solutions, with emphasis on the strategic projects that seek to facilitate the execution of the company's Strategy and to promote and structure new processes and businesses.

CAIXA Asset had identified among its opportunities the growth in demand for sophisticated funds and the extension of its portfolio, enabling the reorganization of its products and offerings to customers, as well as the recognition of its products in specialized publications on investment management.

Additionally, the company has expertise in relating with customers in the Government segment and with Private Pension Plans.

To verify that its Strategy is being fulfilled and that the goals established are being met, the Management Board of CAIXA Asset periodically monitors the execution of initiatives and actions, acting promptly to address any identified risks. CAIXA Asset has a risk management policy approved by its Board of Directors, which is available on its website: www.caixa.gov.br/caixadtvm.

In building its Strategic Plan, CAIXA Asset analyzes the external and internal environment, monitors market competitiveness, its competitors, and the needs of its customers, identifying the transformation vectors, best practices, opportunities, and threats of the market in which it operates.

Strategy

The company is guided by its Strategic Planning, approved by the Board of Directors which, in addition to designing its objectives and initiatives, materializes the paradigms for fulfilling its purpose, which is to contribute to the achievement of our investors' objectives by means of sustainable investments that are affordable to all.

CAIXA Asset's 2023-2027 strategic objectives are:

- ▲ Consolidate CAIXA Asset among the most profitable asset managers in the country;
- ▲ Increase customer satisfaction through service, products, and financial education;
- ▲ Intensify the use of data in strategic decision-making processes and provide innovative solutions;
- ▲ Have robust processes and governance, and a work environment that encourages high performance.

These objectives aim, above all, to increase the amount of funds managed and the number of shareholders, to increase the

company's profitability by stabilizing average management fees and reducing costs, to improve governance and internal controls, and to expand the use of technological resources and digital solutions.

In line with the Parent Company's performance, CAIXA Asset adopts the best corporate governance standards based on the principles of transparency, corporate responsibility, equity, and accountability, aimed at complying with its Strategic Plan, the sustainability of its businesses, and protecting the rights of all stakeholders.

These principles are the foundations of CAIXA Asset's governance system, which is comprised by governance bodies and agents whose relations are governed by the company's Bylaws, Code of Ethics and Conduct, Internal Regulations of councils and committees, policies, and other internal rules.

The company's administration and its business management are in favor of resolutions being taken by an agile collegiate body, through statutory and internal councils and committees, creating synergy between its areas, thus avoiding conflicts of interests, and safeguarding the interests of CAIXA Asset.

Within this context, CAIXA Asset has a unit responsible for regulating and coordinating these collegiate bodies, for maintaining compliance in the election and investiture processes of their respective members, for advising them in their relationship with the company and, lastly, for proposing guidelines to maintain a governance model that is in line with best market practices and the company's corporate culture, ensuring the effectiveness of its decision-making processes.

The governance area seeks to materialize the principles of corporate governance through documents, policies, standards, and materials to support the decision-making process, in

addition to ensuring that each governance agent has access to the infrastructure, documentation, and information required for the performance of their duties, promoting corporate articulation and the relationship with society and stakeholders, aimed at fulfilling its defined strategic goals.

The governance area also takes actions to encourage the good performance of the company's statutory and internal collegiate bodies, preparing and disclosing documents that portray the governance model adopted by CAIXA Asset to its external audience.

CAIXA Asset is one of the largest asset managers in the market, ending 2022 with more than 2.4 million CAIXA customers in the Individual, Government, Micro and Small Companies, Corporate, and Institutional segments, with over R\$501.1 billion in 406 products under management.

Results of its Main Operating Areas

The asset volume managed by CAIXA Asset increased by 10.6%, reaching R\$501.11 billion. CAIXA Asset's business model remains focused on a long-term sustainable growth scenario.

With a market share of 6.5% at the end of 2022, CAIXA Asset maintained its ranking as the 4th largest asset managers in the country, being the 2nd largest manager in the Public Sector, RPPS, and Traditional Retail segments.

In terms of number of shareholders, a positive variation was recorded in 2022, up by 24.6% in shareholder base in relation to the end of the previous year, corresponding to an increase of 466 thousand shareholders and 2.4 million investors in investment funds managed by CAIXA Asset.

In 2022, CAIXA Asset launched 11 funds to be distributed in our network, among which we highlight: (i) funds with a protected capital strategy, enabling gains without putting the invested capital at risk; (ii) a real estate fund with a securities or shares of real estate funds strategy; and (iii) Eletrobras funds as vehicles for the public offering of Eletrobras shares, in which CAIXA Asset obtained the largest number of shareholders for a Mutual Privatization Funds (FMP), the 2nd largest volume in resources raised by FGTS funds from workers in FMP (R\$1.36 billion or 23.3% of the entire FMPs fund, being the largest manager in number of customers). CAIXA FIA Eletrobras achieved the highest funding in a share offering, with more than R\$751 million raised during the offer period.

On July 29, 2022, Fitch Ratings affirmed the "Excellent" Investment Management Quality Rating of CAIXA Asset, with a stable outlook.

CAIXA Asset's results comes mainly from asset management services through management fees of investment funds and managed portfolios. CAIXA Asset's Net Income for the 2022 fiscal year reached R\$1.103 billion, corresponding to a Return on Equity of 125% and exceeding the target that had been set for the year.

Revenue from Services totaled R\$2.014 billion in 2022, of which R\$981.3 million was during the first half of the year and R\$1.033 billion was during the second half of 2022. Despite the challenging scenario faced by the fund industry in the 4th quarter of 2022, CAIXA Asset demonstrated resilience and recorded a growth of 5.2% compared to the first and second half of 2022.

Programs, Projects, and Initiatives

In 2022, CAIXA Asset released to the service network a portfolio simulation and asset comparator tool, much awaited by service network employees. With this, we improved the journey of employees who work in the distribution of investment funds and enriched the customer experience.

The company implemented the Net Promoter Score (NPS) methodology for measuring and monitoring the level of customer satisfaction with the services provided by its service network for investment fund products.

In 2022, CAIXA Asset was recognized with the Great Place To Work (GPTW) seal. Great Place to Work is a global consulting firm that helps organizations achieve better results through a culture of trust, high performance, and innovation.

This recognition is a result of our culture of innovation, pride of belonging, respect for diversity, and impartiality at CAIXA Asset and reinforces our commitment to building an excellent work environment for our employees, adding more value to our brand and products.

CAIXA Cartões

CAIXA Cartões has the organizational purpose of "Simplifying the payment experience for all Brazilians". Based on this purpose, strategic goals and indicators were defined to provide parameters and clear direction efforts, giving the strategy more agility and adaptability, prioritizing initiatives that seek to meet real customer needs in their journey and financial freedom.

In this sense, the process of defining CAIXA Cartões' strategy involves evaluating the market, trends, and business opportunities in payments segment, considering different operating scenarios and business models that put the Conglomerate in a leading position in this sector.

Always aligned with its planning system and seeking to ensure the Customer-People-Holding vision, CAIXA Cartões uses the Objectives and Key Results (OKR) methodology to build its Strategic Goals.

Based on the defined OKRs, the company elaborated the Portfolio of Strategic Initiatives, which consolidated the main actions for the year and guided the activity and performance evaluation of CAIXA Cartões' units and teams.

As its Vision, the company's existential purpose and what it intends to offer to society was established as: "To be a relevant payments ecosystem for all Brazilians."

The company's Values reflect the ideals of attitude, behavior, and results that must be present in its relationship with employees, customers, suppliers, and partners:

- ▲ Integrity: we act as humans in all our relationships, with honesty in everything we do.
- ▲ Collaboration: we cultivate a reliable, collaborative, and equal environment that allows all of us to develop;
- ▲ Protagonism: we play a leading, proactive, and responsible role before everyone, with no distinction;
- ▲ Excellence: we conduct our business activities with excellence, and innovation is the driver of our purpose;

- ▲ Agility: we conduct our business and make our decisions with agility;
- ▲ Social and Environmental Responsibility: we are committed to creating shared value.

The Company's Business Plan establishes short-term definitions necessary for the achievement of its strategic ambitions, as a guideline for its effectiveness during the year, translating the Strategic Goals into initiatives, indicators, and targets that contribute to its fulfillment, as well as guiding its budget projections.

The strategy is revised on an annual basis, or when events occur that cause - or may cause - material changes in scenarios, increasing the ability to anticipate and strategically respond to changes identified within its performance ecosystem.

CAIXA Cartões' corporate strategy seeks to ensure the company's perpetuity and generation of sustainable results, balancing short, medium, and long-term efforts to fulfill its Strategic Goals, Mission, and Purpose.

The company seeks to operate in strategic business verticals, giving priority to the transversality needed for the essence of a mixed holding company and the systemic vision as an essential skill in the generation of added value.

Driven by the guidelines defined in its strategy and the recurring improvement of its business, CAIXA Cartões advanced in the consolidation of its operating verticals, considering the identified opportunities and structuring of its operations.



Governance

CAIXA Cartões remains engaged in applying the guidelines established in its Strategic Planning for the businesses it manages and in reinforcing and strengthening its own governance structure and framework, aligned with best practices, and committed to the principles of transparency, accountability, equity, and corporate responsibility.

In 2022, to strengthen its governance, CAIXA Cartões' installed its own Audit Committee aimed at establishing a collegiate body that is increasingly capable of independently and objectively supervising the company's business and bringing more agility to the decision-making process, with proximity and more focused actions, in addition to greater benefits with business expertise.

We also highlight that, in the period, we prepared and disclosed the company's Annual Letter of Public Policies and Corporate Governance, referring to the 2021 fiscal year, seeking to elucidate issues related to public policies carried out by CAIXA Cartões, in support of its Parent Company and in compliance with the objectives established by current legislation and best practices.

Within this context, we highlight CAIXA Cartões' participation in the 6th evaluation cycle of the Governance Indicator (IG-SEST) among 62 state-owned companies. The Company was evaluated and certified in aspects such as boards and management, transparency, risk management, internal controls, and auditing, achieving its highest historical score.

CAIXA Cartões' certification proves the strength of its installed governance structure and commitment to encouraging the implementation of best practices to raise its level of excellence in corporate governance.

Results for CAIXA Cartões

With the launch of new products and goal of becoming a leading player in simplifying the payment experience and democratizing this market for all Brazilians, CAIXA Cartões reinforces its relevance as a strategic subsidiary for our Conglomerate.

In 2022, the evolution of the operations from the acquiring business and prepaid segment contributed with the expansion of CAIXA Cartões' market share.

Therefore, CAIXA Cartões' operations during the year were based on the following business verticals: (i) Acquiring; (ii) Prepaid; and (iii) Flagship.

Acquiring Business

CAIXA Cartões creates synergy with the products of the CAIXA Conglomerate, thus contributing with the loyalty of the customer base, offering its portfolio in the channels, according to the strategic matrix.

In April 2021, CAIXA Cartões selected Fiserv, the global leader in payments and financial services, for a strategic commercial partnership aimed at offering payment solutions (acquiring) and to achieve a relevant market share in the industry, combining a bank with the largest capillarity in the country with the world's largest financial services company, focused on technology, innovation, and a products and services portfolio that meets the needs of Brazilian companies and entrepreneurs.

The results achieved by this partnership are assessed and supervised through production monitoring systems made available to CAIXA's retail and wholesale network, in addition to periodic reports to the company's Management.

The period was marked by the launch of Azulzinha, CAIXA's card machine. The renewal of its visual identity, for a simpler brand, is aimed at creating identification with CAIXA's customers with the objective of expanding the product's market share and reinforcing the brand's popularity.

The launch was carried out through a specific campaign to stimulate card activation among customers in the Corporate segment, such as Individual Microentrepreneurs (MEI) and Micro and Small Companies (MPEs), which can be requested at any CAIXA branch.

Azulzinha accepts more than 40 national, international, and regional card flags, and vouchers, in addition to offering a free app for customers to manage their sales activities.

CAIXA Cartões offers a Value Package for Azulzinha, which includes exemption from monthly rental fees for entrepreneurs, allowing them to increase their sales, manage their businesses, and facilitate daily tasks.

In December 2022, Azulzinha reached a historic mark of R\$1.4 billion in revenues, a new record since the product was launched.

Prepaid

In the Prepaid segment, the Company signed a strategic corporate partnership with Mazi Holding Ltda., a consortium comprised by the groups VR Benefícios and Fleetcor, references in their operating segments, adding expertise and technology to the strengths of the CAIXA brand and branch.

The signing of the partnership and the formal structuring of CAIXA Pré-Pagos occurred in December 2021, and operations for the NewCo began in 2022.

Mazi Holding Ltda. subscribed to a capital increase at CAIXA Pré-Pagos, in the amount of R\$420 million, of which R\$400 million was paid to CAIXA to activate the grant granted to CAIXA Cartões (up front), and R\$20 million corresponding to the operation's initial investment.

CAIXA Cartões acquired a 75% equity interest in CAIXA Cartões Pré-Pagos, holding 50% minus one common share and 100% of the preferred shares. Mazi Holding Ltda. holds 50% plus one common share, corresponding to 25% of the total share capital of CAIXA Cartões Pré-Pagos.

The joint venture (CAIXA Pré-Pagos) will be entitled to economically explore CAIXA's desks for 20 years, extendable for the same number of years, in the specific business segment related to prepaid means of payment.

After the necessary structuring period, in May 2022, commercial activities began for the joint venture company CAIXA Pré-Pagos. We highlight that, in the second quarter of 2022, we launched the food and meal voucher benefit cards at all CAIXA's branches.

The CAIXA Alimentação (food) card is used to purchase food and other products in supermarkets, grocery stores, butcheries, and bakeries, while the CAIXA Refeição (meal) card is used to pay for meals in restaurants, snack bars, bakeries, and similar establishments. These cards can be used in the entire CAIXA Pré-Pagos/VR accredited network, which includes over 500 thousand establishments across Brazil and in the main home delivery apps.

With the CAIXA Alimentação and CAIXA Refeição cards, companies can offer their employees the benefits of the Worker's Food Program (PAT) in a safe, practical, and cheaper way.

Additionally, the commercial activities for CAIXA Pré-Pagos, from the launching of the CAIXA Alimentação and CAIXA Refeição cards, included the following deliveries:

- ▲ Launch of the CAIXA Pré-Pagos portal;
- ▲ Launch of the company portal and marketplace portal to manage benefits, aimed at HR professionals and workers who receive CAIXA Alimentação and CAIXA Refeição;
- ▲ Providing service channels to the customers of CAIXA Pré-Pagos, including interactions via WhatsApp; and
- ▲ Launch of the CAIXA Alimentação and CAIXA Refeição App on the Google Play Store and the Apple App Store.

Food and Meal Vouchers for CAIXA's Employees

In the period, we highlight the agreement between CAIXA and CAIXA Cartões to provide food and meal voucher cards to CAIXA employees, on a national scale, signed on October 31, 2022.

This product, which carries the CAIXA Cartões brand, reaches nearly 98 thousand beneficiaries. The product was structured to rollout in phases, beginning with the North, Midwest, and Southeast regions (except the state of São Paulo) in December 2022. The national footprint was achieved in February 2023, with the inclusion of beneficiaries in the Northeast, South and the state of São Paulo. As a result, like the Acquiring vertical, the year of 2022 was marked by an upward curve in results, reaching an expressive and historical record of R\$912 million in accumulated revenues for the year.

tagCAIXA

We also highlight a new product launched by CAIXA Cartões: the tagCAIXA, which enables automatic and facilitated payments at toll booths, parking lots, gas stations, car washes, and drive-thru stations of the Sem Parar network. The product is available to Individual customers, with or without an account at the Bank.

The strategic partnership was established with the pioneer and leader in vehicle identification tags in Brazil, which holds a 91% market share and 5.5 million users, the largest service network in the country with over 960 million transactions/year.

Elo Card brand

Elo is a 100% Brazilian card brand created in 2011 by the financial institutions CAIXA, Banco do Brasil and Bradesco. It acts as a settler of payment arrangements and is responsible for managing the rules of the arrangement and the relationship among the participants. Elo Serviços S.A. is engaged in providing services related to solutions and means of payment in general, including through electronic payments; equity stakes in other companies, commercial or civil, national, or foreign, a partner, shareholders or quotaholder; and licensing trademarks, expressions, domains, and patents owned by the company or sub-licensing of trademarks, domains, and patents licensed by third parties of the company.

In line with its corporate purpose as a holding company, CAIXA Cartões holds a 41.414916% stake in Elo Serviços S.A. Based on this percentage, CAIXA Cartões received R\$148,382 million as additional dividends payments in 2022.

RISK MANAGEMENT OF SUBSIDIARIES

CAIXA Seguridade

Information about CAIXA Seguridade's risk management is available at: <https://www.ri.caixaseguridade.com.br>

CAIXA Cartões

The risk management structure for CAIXA Cartões is separated from the Bank's other units, complies with legislation in force for the nature and complexity of its business, and adopts the best corporate governance practices.

Risk management is an integral part of the activities carried out by CAIXA Cartões and is perceived as a competitive advantage and the main means to preserve the Company's solvency, liquidity, and profitability.

The Company has a Risk Management and Information Security Policy that guide the Internal Controls, Compliance and Integrity Policies, the Code of Ethics and Conduct, the Integrity Program, and the Risk Appetite Statement (RAS), which are adequate for its needs.

As for strategic and contagion risks, risks identified from decisions that permeate the business verticals and the holding ecosystem are classified at different levels, according to the application of the risk management methodology and guidelines of the aforementioned Policy.

For risks to be maintained adequate with the nature, complexity, and level of exposure, as well as compatible with strategic goals, they are revised periodically by the Company, which sets the maximum risk limit it is willing to take.

There is a specific methodology for assessing and monitoring risk management, internal controls, compliance, and the integrity of the companies in which CAIXA Cartões holds equity interests through a questionnaire based on legal obligations, components, and principles of COSO ICIF, and good market practices, all of which allow us to assess the existence, functioning, and effectiveness of risk management, internal controls, compliance, and the overall integrity aspects of our equity interests.

Sources of risks and uncertainties include, but are not limited: economic, social and cultural, technological, political, regulatory and overall commercial conditions in Brazil and abroad, changes in interest rates, inflation and the value of the Real, changes in volumes and usage of means of payment by consumers, competitive conditions, eventual need for the Company's capitalization, transactions with potential strategic partnerships and direct business, needs and directions of the Parent Company, changes in the payment model in Brazil, and other associated risks.

The 2023 guidelines for CAIXA Cartões are focused on expanding its operations, with the launching of new products, consolidation, and expansion of its base, equity interests, and partnerships in the electronic payment market.

CAIXA Asset

CAIXA Asset has a risk management structure with policies, procedures, and systems to measure, monitor, and control, according to the nature and complexity of its products, processes, and levels of exposure to credit, market, liquidity, image, reputational, social, and environmental, compliance, and operational risks, and other relevant risks for the products, processes, and services involving the management of Third-Party Assets.

By observing the trends in the investment fund market, CAIXA Asset identified that the main challenges for the success of its Strategic Plan are the increased competition among fund managers, which adds pressure on management fees, and the new distribution format by investment platforms with intensive use of technology and greater product diversification.

Within this scenario, the effectiveness and achievement of strategic goals are linked to investment and development of technology projects, as well as alignment with the CAIXA Conglomerate on the use of its branches and incentives for the sales force.

Among the opportunities identified, we highlight the strength of the CAIXA brand and the capillarity of its service network, given CAIXA Asset holds exclusive rights in providing asset management services to investment vehicles in which CAIXA is the trustee and distributor.





CHAPTER 4

BUDGET, FINANCIAL AND ACCOUNTING INFORMATION: CAIXA'S BUDGET



BUDGET PLAN

As a public company, we prepare the Budget Plan under the government guidelines established in the Budget Guidelines Law (LDO). Budget is managed in alignment with the Conglomerate's strategic goals and support management and seeks to optimize the use of resources.

Throughout the year, the execution of budget allowance related to business volumes, revenues, and expenses is monitored and reported, on a quarterly basis, to our governance bodies, with the identification of possible deviations and subsidies are provided by Management on the accomplishment of goals.

The budget meets the Bank's needs for the maintenance and modernization of its operational structure, investments, technology, people, and business, in addition to being aligned with its Strategic Guidelines, Asset and Liability Management (ALM) and Risk Appetite Statement (RAS), aiming at sustainability and profitability of the Conglomerate.



PERFORMANCE ASSESSMENT AND MONITORING SYSTEM

We have a comprehensive Performance Assessment System, called Conquiste.CAIXA, through which our employees monitor daily information on goals and results for their units.

This system presents a set of indicators for all the Bank's units, segregated between the Strategic, Tactical, and Commercial modules, which represent an unfolding of the Bank's Strategic Plan, Business Plan, and Budget, also observing the limits established by its Risk Appetite Statement (RAS) and Capital Plan.

In addition, we act diligently in relation to calculation of the economic and financial results of our units, products, and services, having a specific module for calculating the contribution model, which is aimed at fostering the assessment, by the managers of the units and products, of the processing costs at the Company, contributing to the generation of results. The contribution margin is calculated according to the direct costing methodology and uses Activity-Based Costing (ABC) for the allocation of indirect costs.



FINANCIAL STATEMENTS

CAIXA's financial statements were prepared in compliance with the accounting guidelines of Law No. 4,595/1964 (National Financial Systems Law) and Law No. 6,404/1976 (Brazilian Corporation Law), the regulations issued by the National Monetary Council (CMN) Resolution No. 4,818/2020, the Central Bank of Brazil (BACEN) Resolution No. 2/2020, and the Federal Accounting Council (CFC) and follows the best accounting practices adopted in Brazil.

The consolidated financial statements include CAIXA and its subsidiaries CAIXA Loterias, CAIXA Cartões, CAIXA Seguridade, CAIXA Asset, Fundo de Investimento em Direitos Creditórios Stone III and Fundo de Investimento CAIXA Ibirapuera Renda Fixa. These financial statements were prepared considering the elimination of intercompany balances from the balance sheet accounts, revenues, expenses, and unrealized profits between the companies.

The full content of the accounting statements and the conclusions from the Independent Audit are available at: <https://ri.caixa.gov.br/informacoes-financeiras/central-de-resultados/>.

UNIT	ABBREVIATION	PURPOSE	RESPONSIBLE
Superintendence of Accounting and Taxes	SUCON	Accounting for the CAIXA Conglomerate and prepares tax planning and execution	Juliana Grigol Fonseca
National CAIXA Accounting Management	GEINC	Defines the accounting policies and implements the accounting standards.	Célio Cesário de Torres
National Account Registry and Control Management	GECOR	Manages accounting registries and consistencies, calculates accounting results and defines the accounting reconciliation strategy.	Ana Paula Fernandes de Rezende
National Analysis and Evidence Management	GEAEV	Manages financial information and statements through analysis and reporting.	Renata Luiza Pinto Morais
National Tax Management	GETRI	Defines and manages compliance with tax obligations.	Carlos Carvalho Duarte Neto
Superintendency of Controllershship	SUCTR	CAIXA Controllershship, responsible for managing the budget, assessing results for units, products, and customers, and managing costs and information.	Cilton Kos Junior
National Budget Management	GEORC	Plans and manages the budget for the Conglomerate, prepares economic-financial studies and projections, and coordinates efficiency measures.	Leonardo Alves Dias de Oliveira
National Business Performance Management	GEDEM	Models and assess performance of the CAIXA Units, in addition to measuring the economic and financial results of units, segments, products, and customers.	Itamar dos Santos Lira
National Business Performance Management	GENIC	Manages the Conglomerate's information and market intelligence, analyzes corporate results, and provides subsidies for the areas, aiming at business efficiency.	Daniel Alves Ferreira
National Data Governance Management	GEGOD	Manages the governance of data and information for the CAIXA Conglomerate.	Amanda Prado Alves
National Management of Shareholdings and the Sponsored Company	GEPAR	Manages the relationship with FUNCEF and monitors the results from the Conglomerate's equity stakes and FUNCEF.	Rafael Koifman Carneiro da Cunha

About the Report

We consider this one of our most important disclosure instruments, as it offers different audiences a clear vision of our identity, strategy, governance, and performance in the social and financial dimensions.

The information disclosed results from the mobilization of different internal units and financial data, which follow the Brazilian accounting guidelines (BR GAAP), based on our Management Report.

All non-financial data applicable for materiality resulted from a study carried out with stakeholders in 2019, in which we identified 13 guiding themes for the report, according to the identified materiality.


Materiality

Since 2019, when we prepared a new process for identifying and prioritizing the topics considered most relevant to our business, we have considered harmonizing, synthesizing, and revalidating sustainability topics based on market analyses, benchmarking of financial institutions, and assessments of sector entities and organized civil society movements. We have annually reassessed these themes and applied them in the Materiality Process held in 2019.

The topics applicable for materiality were presented from this study with stakeholders, including online consultations applied to external audiences, secondary research to compliment the evaluation of specific positionings by regulatory bodies, sector entities, and shareholders, as well as printed questionnaires with representatives of CAIXA's senior management so that the impacts could be assessed and distributed at all levels.

We also considered customers, suppliers, our internal audience, sector entities and workers' unions.

The decision on maintaining the materiality produced in 2019 was based on the analysis of the results and on the prioritizing of the topics considered most relevant to CAIXA's business, mainly due to the economic and social scenario, but also due to the significant events that occurred during the Bank's management in 2022.



**In total, we identified
13 material themes that guided
the selection and prioritization
of the contents presented
in the report:**

1. **Transparency**
2. **Social Inclusion**
3. **Innovation**
4. **Customer Relations**
5. **Customer Privacy and Information Security**
6. **Ethics, Compliance, and Anti-Corruption**
7. **Clear and Fair Information for Customers**
8. **Loans and Delinquency**
9. **Work Relationships**
10. **Diversity and Equal Opportunities**
11. **Attraction, Retention, and Employee Development**
12. **Occupational Health and Safety**
13. **Environmental Protection and Conservation**



CHAPTER 5

ANNUAL LETTER OF PUBLIC POLICIES AND CORPORATE GOVERNANCE



GENERAL IDENTIFICATION

- ▲ **Corporate Tax Code ID (CNPJ):** 00.360.305/0001-04.
- ▲ **State Registry (NIRE):** 5350000038-1.
- ▲ **Headquarters:** Brasília-DF.
- ▲ **Type of State-owned Company:** Public Company.
- ▲ **Controlling Shareholder:** Federal Government.
- ▲ **Corporate Type:** Financial institution in the form of a public company, endowed with a legal nature of private law, with its own assets and administrative autonomy, linked to the Ministry of Economy (Decree-Law 759, of August 12, 1969 - Constitution of the state-owned company CAIXA Econômica Federal).
- ▲ **Capital Structure:** Closed.
- ▲ **Business Segment:** Financial.
- ▲ **Chief Financial or Investor Relations Officer:**
Luiz Felipe Figueiredo de Andrade – Chief Financial and Investor Relations Officer – defin@caixa.gov.br.
- ▲ **Independent Auditor:** KPMG
Andre Dala Pola – +55 11 9970-08737 – apola@kpmg.com.br
- ▲ **Board Members Signing the Annual Letter of Public Policies and Corporate Governance:**
Edmundo Augusto Chamon
Eric Nilson Lopes Francisco
José Celso Pereira Cardoso Junior
Maria Rita Serrano
Rafael Ramalho Dubeux
Ricardo Magalhães Gomes
Rogério Ceron de Oliveira
- ▲ **Disclosure Date:** 30/05/2023



PUBLIC POLICIES

Public Interest Underlying the Business Activity

Since our creation, we have acted as the main public policy agent and strategic partner of the Brazilian State.

We were established as a financial institution, in the form of a public company, by Decree-Law 759, of August 12, 1969, with the purpose of:

- ▲ a) receiving in deposits, under the guarantee of the Federal Government, popular savings to encourage saving habits;
- ▲ b) granting assistance loans and financings, cooperating with public and private entities in solving social and economic problems;
- ▲ c) operating in the housing segment as a mortgage company and main agent of the National Housing Bank, aimed at facilitating and promoting home ownership, especially by the lower income classes of the population;
- ▲ d) exploring, with exclusivity, the services of the Federal Lottery of Brazil and the Federal Sports Lottery, under the terms of specific legislation;
- ▲ e) exercising the monopoly of operations for civil pledges, on a permanent and ongoing basis;
- ▲ f) providing services that adapt to the Bank's financial structure, delegated by the Federal Government or by agreement with other entities or companies.

Beyond our corporate purpose, we also have the purpose "To be the Bank for all Brazilians", and vision "To be the greatest partner for Brazilians, recognized by the capacity to transform, with efficiency and profitability, under a strategy that is based on goals

and actions that seek flexibility, competitiveness, and simplicity while maintaining principles of governance and encouraging the adoption of socio-environmental practices".

With 151.1 million customers, we are present in 99% of the country's municipalities, with 26.8 thousand service points.

We have a total of **4.3 thousand** branches and banking service points, **22.5 thousand** lotteries and CAIXA Aqui correspondents, **10** ruck agencies, and **2** boat agencies. We also offer **26.6 thousand** ATMs in banking agencies and self-service rooms, in addition to access to **24.4 thousand** Banco 24 Horas terminals.



We act as a financial and mandated institution of the Federal Government in the operationalization of various government products and program aimed at promoting public policies, and as the main operating agent for the payment of Social Benefits and Worker Programs, New FIES, INSS, FGTS, and management of the Cadastro Único system, reinforcing our position as the main executor of public income transfer policies of the Federal Government.

On the commercial front, we offer credit lines to the Public Sector that contribute with the improvement in living conditions of the population, generating jobs and income through projects such as sanitation, power generation, public lighting, pavement of roads, construction of schools, daycare centers, and hospitals, among others.

Investments made by public entities, either through resources from transfers by the Federal Government, under our guidance and technical monitoring, or through Credit lines for Public Legal Entities, operated by us, are directly reflected on the quality of life of the Brazilian population. Our mediation includes initiatives to preserve the environment, improve sanitary and public health conditions, expand public transport and urban mobility, improve safety conditions and access to community equipment, improve housing conditions and regularize land ownership, in addition to offering credit lines for investments that modernize and improve public management.

We rely on government funds and our own resources to perform our role as an agent that executes public policies. The sources of government funds are described in item 6 – Funds, in Chapter 3 of the Management Report.



Participation in the Federal Government's 2020-2023 Multi-Year Plan (PPA)

The Multi-Year Plan (PPA) is the Federal Government's main instrument for its medium-term budget planning. It defines the Federal Government's guidelines, objectives, and goals in terms of capital expenditures (such as investments) and other expenses resulting therefrom, in addition to expenses for recurring programs.

The 2020-2023 PPA, established by Law 13971/2019 and regulated by Decree 10321/2020, reflects public policies, gives direction to government actions, and defines guidelines, objectives,

goals, and programs, the latter being the set of public policies funded by budgetary and non-budgetary actions.

According to Decree 10321, of April 15, 2020, which regulates the management of the 2020-2023 PPA, the extinct Ministry of Economy is responsible, jointly with other bodies and entities of the Federal Executive Branch, for coordinating the monitoring, assessment, and revision processes of the 2020-2023 PPA by providing methodology, guidance, and technical support for its governance to achieve the objectives and targets listed in the PPA.

The monitoring of non-budgetary actions aims to follow on the execution of the plan's operational dimension, contributing to the achievement of the goals established for the programs. According to Article 8 of Decree 10321/2020, the monitoring of the 2020-2023 PPA is subsidized, among others, by information on the monitoring of non-budgetary actions contained in the 2020-2023 PPA.

In our work as an operating agent, we provide, on an annual basis, the Secretariat for Evaluation, Planning, Energy, and Lotteries (SECAP) with information on the execution of non-budgetary actions that contribute to the achievement of the public policies contained in the Multi-Year Plan, in particular the financial amounts for non-budgetary actions and the physical goal achieved in the previous fiscal year.

The information is recorded in the Integrated Planning and Budget System (SIOP) after it is validated by the SECAP team. The monitoring report on the final programs, over to its attributes, and priority multi-year investments is consolidated once a year, forwarded to the National Congress, and made available on the website of the responsible ministry.

Activities Developed in Compliance with Public Policies

We remain committed to acting as a partner institution for Brazilians, valuing efficiency, profitability, and excellence of the Bank's corporate management system.

We seek to reduce risk while fulfilling our purpose, maintaining principles to guide our employees' daily tasks so their decisions are in line with the Bank's purpose, we organize our structure in a way that is adequate for the Bank's operations, we internalize the important concepts for business management in our corporate culture, and we direct our efforts towards constructive and synergistic attitudes.

As the main operating agent of public policies, we actively contribute to eradicating poverty and improving the income distribution of the Brazilian population.

Our Conglomerate's Corporate Strategy, presented in the Strategic Institutional Plan (PEI), is prepared in line with the guidelines of the Federal Government's Multi-Year Plan.

In 2022, we aimed, as part of our strategic goals, to strengthen our actions as a Social Bank when executing public policies, providing specialized technical services, financial management, advisory services, and credit, evidencing our role as a supporter of the country's states and municipalities and as the Federal Government's agent for public policies.

We have strategic goals aimed at improving the operationalization of social benefits and FGTS payments, mainly seeking to offer beneficiaries and workers a digital journey, allowing them banking and digital inclusion.

In the 4th quarter of 2022, the accumulated Contribution Margin of Government Services reached R\$1.56 billion, in which over half of this amount originated from fees related to the operationalization of social programs.

The expressive results achieved from operating and executing payments of social benefits demonstrate that the operationalization of the social transformation program, in addition to reinforcing CAIXA as the Federal Government's main partner for the execution of public policies, is a financially profitable business.

Among the actions carried out, in June 2022, we started issuing a debit card for beneficiaries of the Auxílio Brasil program through digital savings accounts, as defined by the Ministry of Citizenship.

In addition to the operationalization and payment of ongoing programs operated by CAIXA, such as Auxílio Brasil, Salary Bonus, Unemployment Insurance, and INSS, in August 2022, we also began paying the Truck and Taxi Driver Aid.

Therefore, we maintained our role as the Federal Government's main partner in the operation of income transfer programs, benefits to workers, and INSS social security benefits, paying 103.7 million installments, which totaled R\$79.7 billion by the 4th quarter of 2022. In 2022, a total of 402.2 million installments were paid, totaling R\$308.9 billion.

Below, we highlight the main results of our work as an agent of public policies:

Cadastro Único System

We are hired by the Ministry of Development and Social Assistance, Family, and Fight against Hunger, as the operating agent for the Federal Government's Cadastro Único System for Social Programs, which is comprised of a set of information capable of identifying and characterizing families in poverty and extreme poverty.

The Cadastro Único is a tool available to all municipal and state governments, as well as to control bodies, for the registration of

socially vulnerable families, being the main gateway to various programs and public policies, such as the Bolsa Família Program. The management of the Cadastro Único is aligned with the business positioning of the government sector, which aims to act in social transformation and in implementing and executing public policies, as the main partner of the Public Power.

We have been operating the management of the Cadastro Único system for over 20 years, offering the Brazilian society a tool that has been modernized over the years, meeting the needs of its managing authority and other entities participating in the public policy management process.

In December 2022, the Cadastro Único database had consolidated data on 41.3 million registered families, with a total of 93.6 million people.

To properly operationalize the system and provide better service, we held 100 in-person training sessions with municipal operators of the Cadastro Único system nationwide.

Income Transfer Programs

We provide federal, state, and municipal governments with an agile operating model for income transfer programs, in which beneficiaries gain access to the resources made available.

Through the processing of financial and registry data, we pay installments of income transfer programs in a Poupança CAIXA Fácil or Poupança Social Digital savings account opened on behalf of the beneficiary.

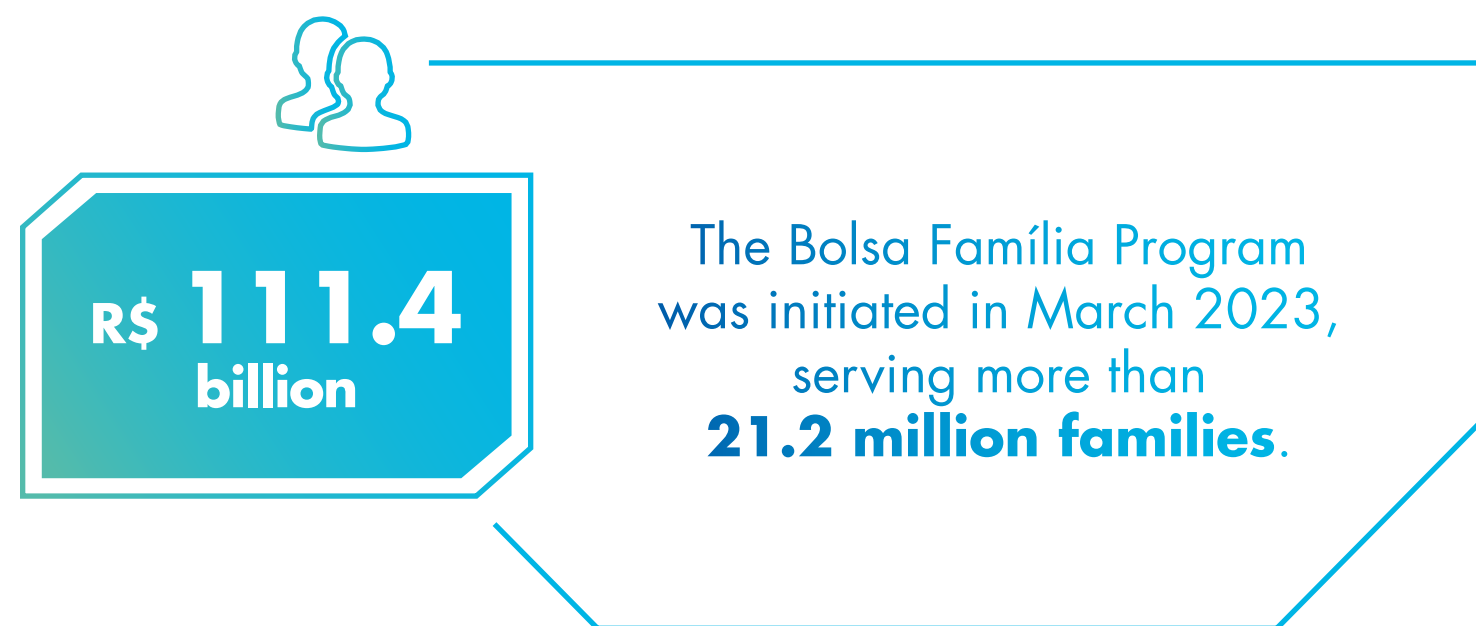
The Poupança Social Digital savings account is opened on behalf of the beneficiary when he/she does not have an account suitable for receiving the benefit, working towards the banking and digital inclusion of this audience.

▲ Bolsa Família

This income transfer program replaces the Auxílio Brasil program as of 2023.

It is destined for families in situations of poverty or extreme poverty across the country, aiming to achieve the following goals:

- ▲ fight hunger by directly transferring income to beneficiary families;
- ▲ contribute to interrupting the poverty repetition cycle among generations; and
- ▲ promote the development and social protection of families, particularly for impoverished children, adolescents, and youth.

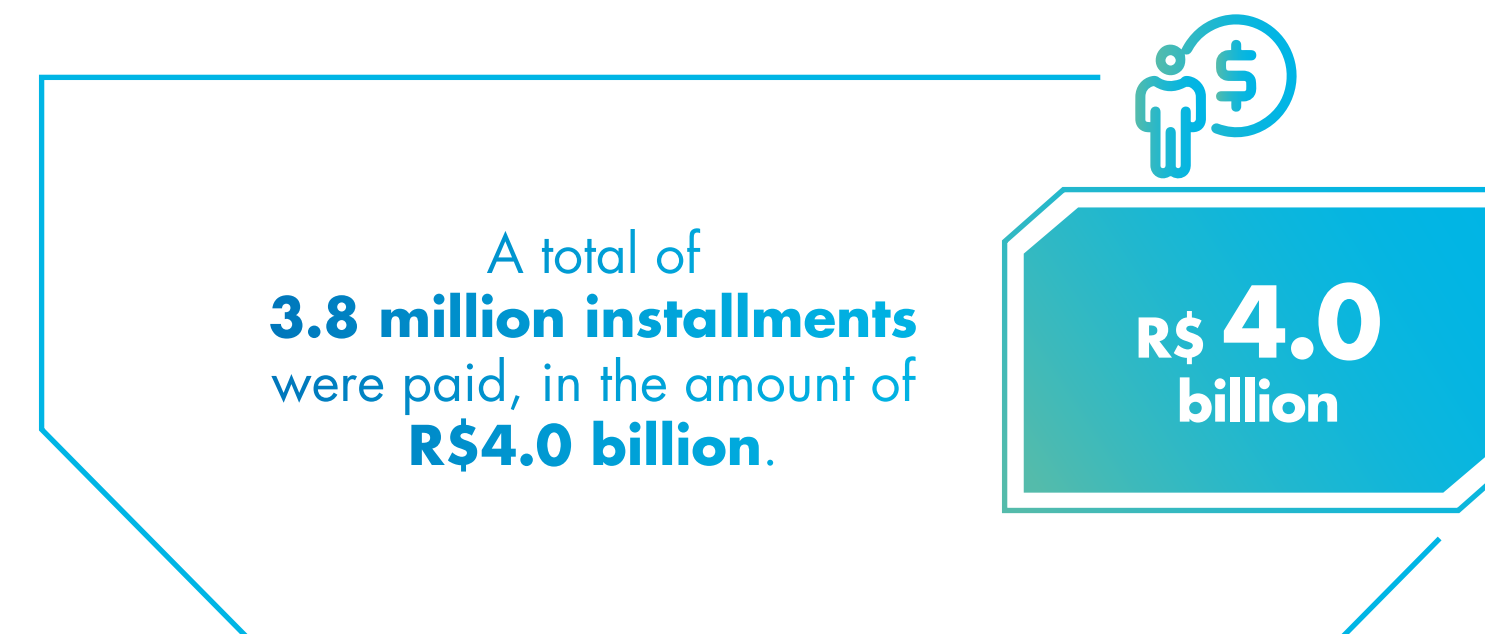


In February 2023, CAIXA and the Ministry of Development and Social Assistance, Family, and Fight against Hunger (MDS) signed a protocol of intentions to expand assistance to indigenous peoples in the states of Amazonas and Roraima.

We expect 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.

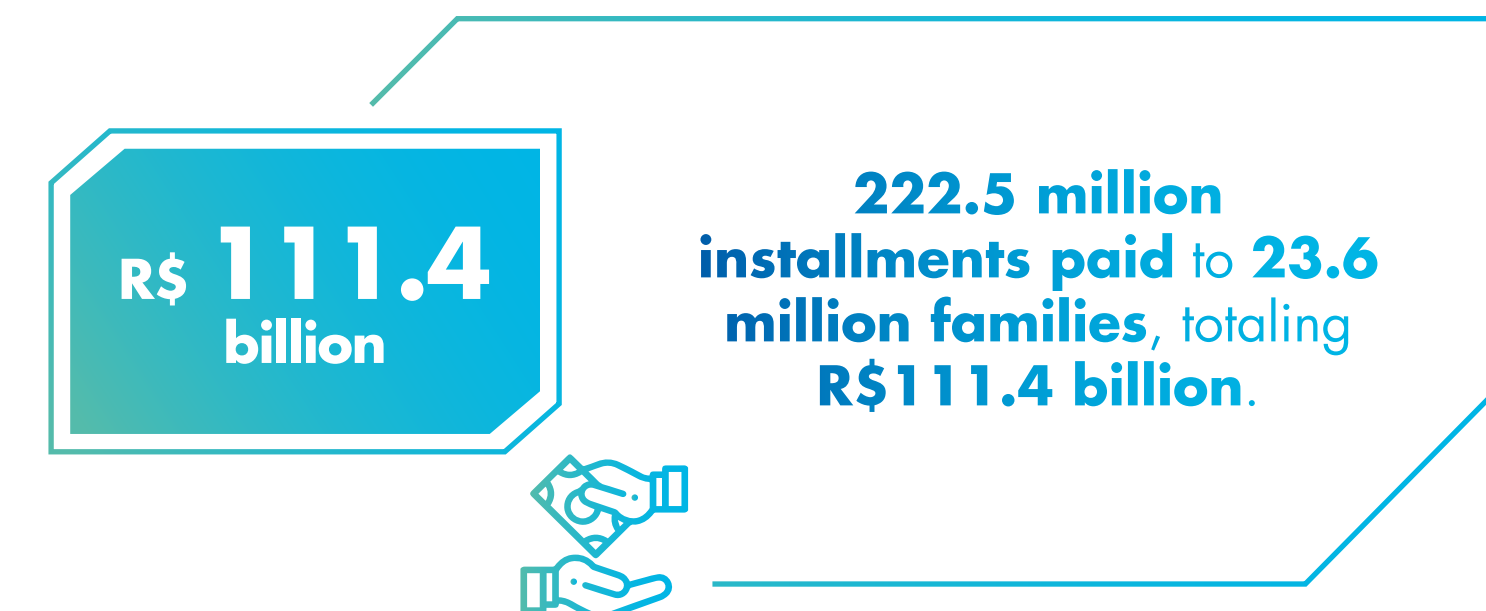
▲ Emergency Aid

We also made the residual payment for installments of the three editions of the Emergency Aid Program. The objective of the Program was to face the international public health emergency caused by the COVID-19 coronavirus.



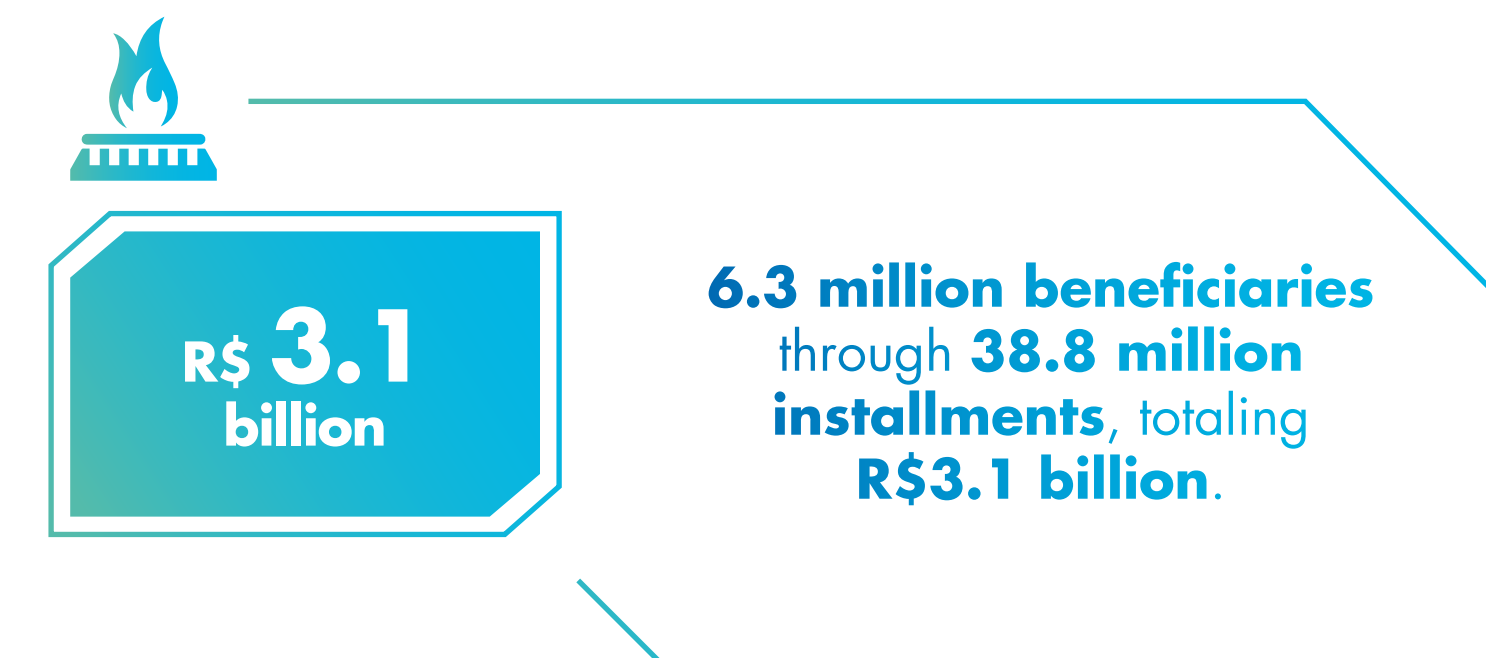
▲ Auxílio Brasil

An income transfer program aimed at families in situations of poverty or extreme poverty across the country to help them overcome their situation of social vulnerability.



▲ Gas Aid

We carried out payments for the Gas Aid, established by Law 14237/2021, which is aimed at mitigating the economic impact of the rise in Liquefied Petroleum Gas (LPG) in the budget of low-income families. This benefit grants a bimonthly financial aid equivalent to the price of a half cylinder of LPG, payable to low-income families that meet the legal criteria.



Regional Income Transfer Programs

We maintained our important role in executing public policies with state and municipal governments.



7.8 million payments to **2.7 million beneficiaries**, totaling **R\$1.2 billion**, distributed to the vulnerable population in Brazil.

R\$ 1.2 billion



Worker's Benefits

We operationalize the payment of worker and social security INSS benefits, such as the Salary Bonus Program, Unemployment Insurance, Truck and Taxi Driver Aid, and the Emergency Benefit to Preserve Employment and Income.

Salary Bonus

Established by Law 7998/1990, the Salary Bonus is a benefit equivalent to one minimum monthly salary, paid according to the annual schedule established by the Deliberative Council of the Worker Support Fund (CODEFAT), to workers who meet the legal requirements.

R\$ 20.4 billion

We paid **23.1 million** installments of the Salary Bonus, in a total amount of **R\$ 20.4 billion**.

Unemployment Insurance

This benefit, guaranteed by the Brazilian constitution, offers cash assistance, during a pre-defined period, to workers dismissed without just cause, as well as to professional fishermen during the closed fishing season (when recreational or commercial fishing activities are prohibited or controlled), and to workers rescued from conditions analogous to slavery.

We paid **R\$40.5 billion** for the Social Insurance benefit.



Truck and Taxi Driver Aid

In 2022, we also acted as the paying agent for the Truck and Taxi Driver Aid, established by Constitutional Amendment 123/22, of July 14, 2022.

We paid **2.3 million** installments of the Truck Driver Aid, totaling **R\$ 2.3 billion**. We paid **1.8 million** installments for Taxi Driver Aid until December 2022, reaching **R\$1.8 billion**.

Emergency Benefit to Preserve Employment and Income (BEm)

We also made the residual payment of installments for the Emergency Benefit to Preserve Employment and Income (BEm), which was established by Provisional Measure 1045, of April 27, 2021, aimed at preserving employment and income, guaranteeing the continuity of work activities, and reducing social impacts caused by the coronavirus. We pay, above all, installments from administrative or court requests directed to the public entity that manages the program.

We distributed a total of **R\$410.5 thousand** in benefits



Payment of Social Security Benefits Managed by the INSS

We act as the paying agent for social security and assistance benefits managed by the National Institute of Social Security (INSS), serving 6.3 million Brazilians and ranking second among the banks approved for operating these payments.



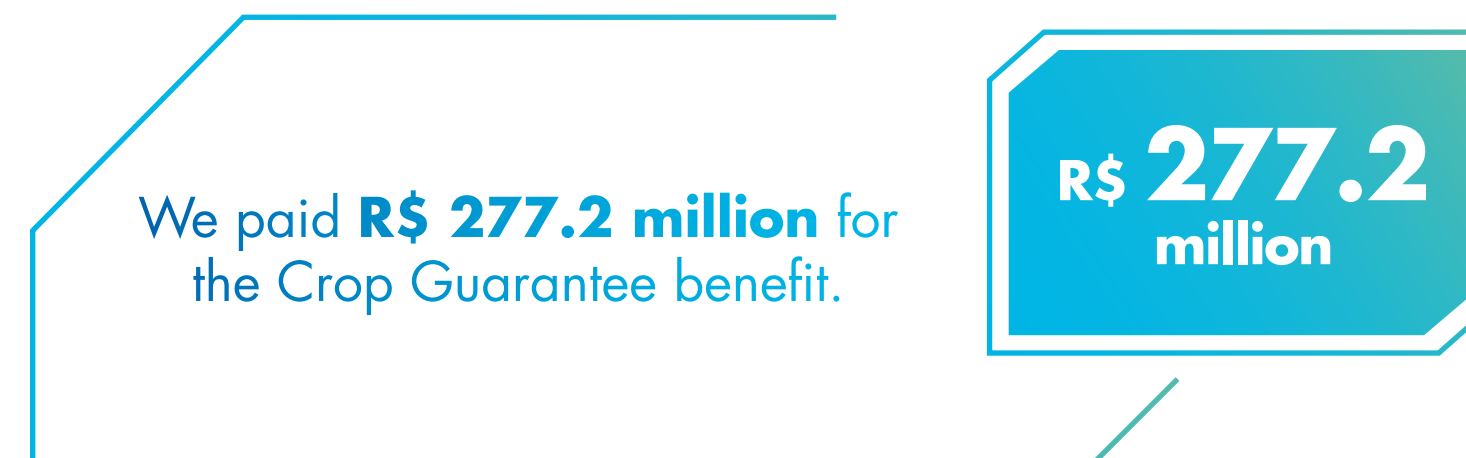
Athlete Scholarships, Crop Guarantee, and Chapéu de Palha Benefits

In addition to the worker's benefits mentioned, we also carried out the payment operations for the Athlete Scholarships, Crop Guarantee, and Chapéu de Palha benefits.

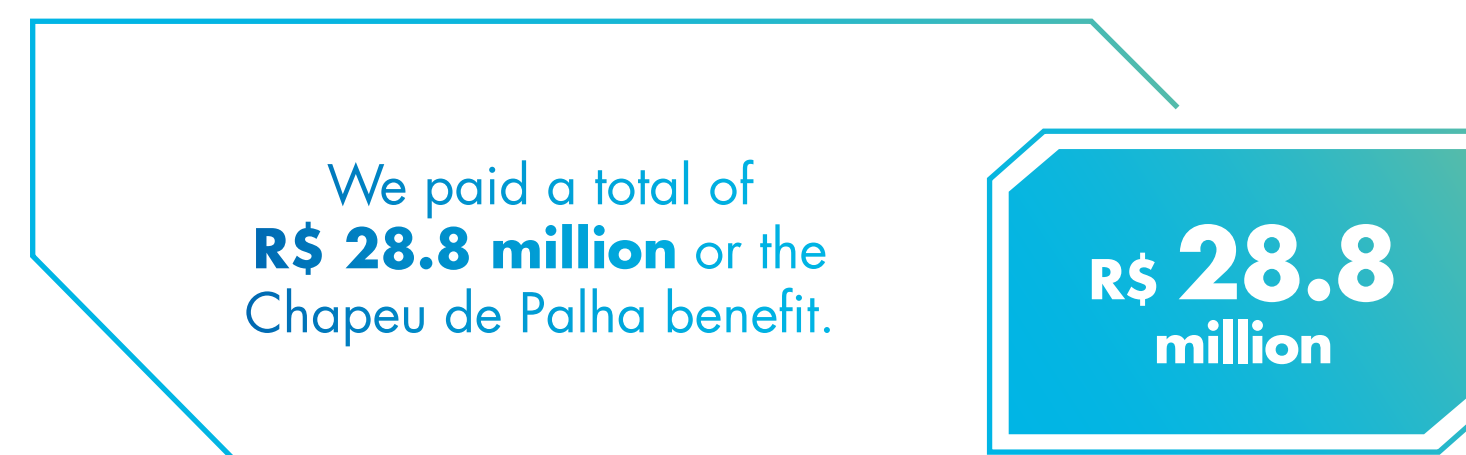
The Athlete Scholarship aims to guarantee financial support to high-performance athletes so they can dedicate themselves to sports training and competitions that allow the development of their careers. The benefit is intended for performance athletes of Olympic and Paralympic sports, and sports linked to the International Olympic and Paralympic Committees.



Created in 2002, the Crop Guarantee benefit guarantees minimum conditions of survival for family farming in municipalities that are systematically subject to crop loss due to drought or excess water proven, as required by regulation, to be comprised by at least 50% (fifty percent) of the total production of corn, beans, rice, cassava, or cotton.



We also remain as the paying agent of the Chapéu de Palha benefit, established by the State Government of Pernambuco, aimed at combating the effects of unemployment from off-season sugarcane and irrigated fruit crop, in addition to adverse conditions for artisanal fishing. The benefit is paid during four months of the year, in the amounts set out in State Law 16057/2017.



Regional, Territorial, and Urban Development

Urban Mobility

The Pró-Transporte Program is aimed at supporting public and private sectors in implementing infrastructure systems for urban public transportation and urban mobility, according to local and regional characteristics and prioritizing collective and non-motorized modes of transportation, in line with the National Urban Mobility Policy and the Social and Environmental Policy of the FGTS, promoting the improvement of urban mobility, universal accessibility, quality of life, and access to basic services and social facilities in Brazilian cities. In 2022, a total of R\$165 million was contracted in the Pró-Transporte Program.



Basic Sanitation

The Sanitation for All Program was created to improve the health conditions and quality of life of the urban and rural population. To achieve this, we offer financing lines for public or private sector investments aimed at promoting basic sanitation actions integrated with other sectoral policies. In addition, the Program is also aimed at promoting actions that: increase the coverage or production capacity of water supply, sewage systems or adequate treatment and disposal capacity, sanitation in areas occupied by low-income population with precarious or lack of minimum sanitary and environmental conditions, increase efficiency of public service suppliers of water, sewage, urban cleaning and solid waste management, improve the environmental conditions associated with the management of rainwater, increase coverage and production capacity for the collection, transport, treatment and final disposal of urban solid waste, achieve recovery targets and control losses in the water supply system, recover springs for public water supply, and design projects for investments foreseen in the Program.

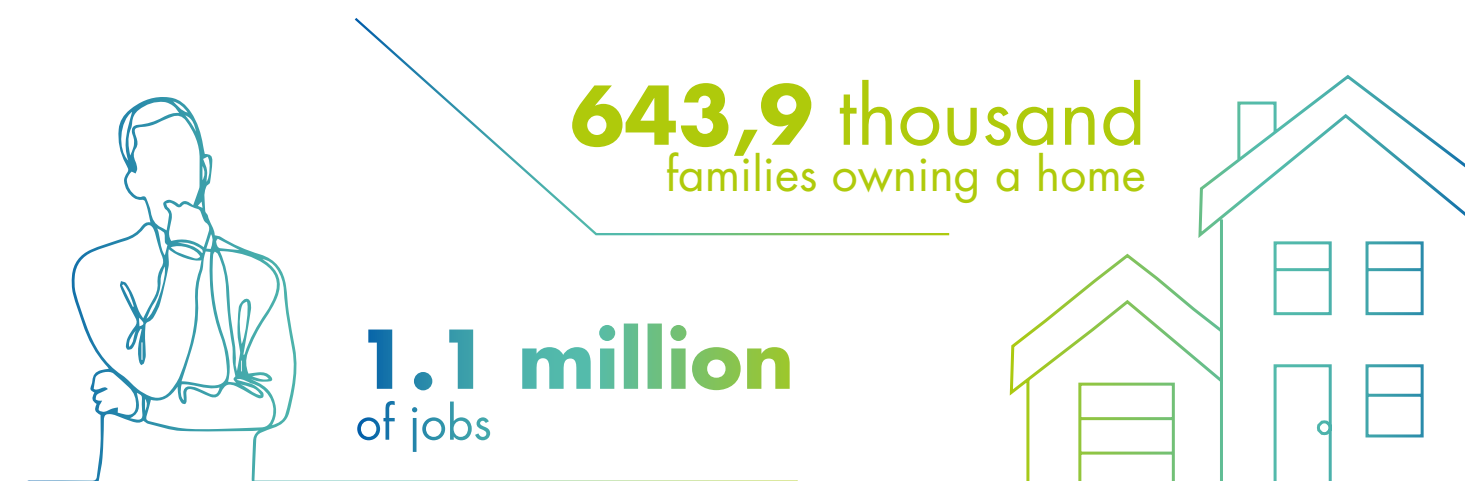
A total of
R\$ 461 million was hired for
the Sanitation for All Program in
2022.



Projects in the infrastructure area include long-term strategic actions to promote social transformation and contribute to the country's progress. In 2023, CAIXA initiated studies aimed at expanding its partnership with states and municipalities to develop projects in this segment.

Access to Housing

We are the Mortgage Bank. We materialize the homeownership dream in the country, with a market share of over 66%, and balances of R\$637.9 billion and 6.4 million in active mortgage contracts. In 2022, a total of R\$161.7 billion was granted in loans through SBPE and FGTS funds, impacting the economy by generating over 1.1 million jobs and helping more than 643.9 thousand families make their dreams of owning a home come true.



The production of residential properties, in partnership with states, municipalities, the private segment, and organized civil society aims to generate employment and income through civil construction and social inclusion through access to dignified housing. The initiative boosts the economy and impacts investments in water supply, sewage collection and treatment, drainage, and promotion of quality of life, contributing to the country's development.

These programs aim to provide the low-income population with access to adequate and regularized housing, as well as access to public services, reducing social inequality and promoting planned urban occupation. Thus, we contribute to reducing the housing deficit and the environmental impacts caused by irregular occupations in areas of risk and environmental preservation.

In 2022, within the scope of the Social Housing Program, we had R\$70.5 billion in loans, including subsidies, which is equivalent to 382.7 thousand new housing units benefiting more than 1.5 million people. CAIXA is increasingly fundamental for implementing the Social Housing Program as we were responsible for investing 99.9% of FGTS funds intended for housing.



For the civil construction sector, we granted R\$36.3 billion in loans to construction companies in 2022. This volume of funding contributes to the development of all regions of Brazil: a total of 7.5 thousand real estate developments are currently under construction across the country.

The portfolio of CAIXA's Social Interest Housing, aimed at families with a monthly income of up to R\$1,800.00, includes operations with resources from the Housing Lease Fund (FAR), the Social Development Fund (FDS) and the National Rural Housing Program (PNHR).

▲ Housing Lease Fund (FAR)

Since the beginning of its execution, the FAR, aimed at providing resources for housing programs, was responsible for loans granted to 3,600 developments, distributed in the 27 states of Brazil, including the Federal District. Of this amount, 3,403 have already been completed, representing 94.53% of the total granted loans. We highlight that the 3,600 developments are made of up to 1,218,460 housing units. In 2022, a total of 16,594 units were delivered within the scope of the FAR.

▲ Social Development Fund (FDS)

The Minha Casa, Minha Vida Program – Entities (PMCMV-E) aims to meet the housing needs of the low-income population in urban areas, guaranteeing access to dignified housing with minimum standards of sustainability, safety, and livability, through resources from the Federal Government's General Budget (OGU) deposited in the Social Development Fund (FDS).

Until 2022, the FDS has invested R\$3.7 billion towards the construction of 73,228 housing units, of which 31,095 have been completed. In 2022, we disbursed R\$59.7 million for projects contracted under the PMCMV-E, with the conclusion of 2,996 Housing Units (UH).

▲ National Rural Housing Program (PNHR)

The PNHR was created to facilitate access to dignified housing in rural areas, serving rural workers, family farmers, and equivalents (quilombola communities, indigenous peoples, PNRA/INCRA settlers, extractive workers, and artisanal fishermen), through transactions involving the transfer of funds from the Federal Government's General Budget (OGU) or mortgage loans with the use of FGTS funds.

Funds used for constructions in progress and to resume constructions since the beginning of the PNHR totaled R\$5.06 billion, with transfers totaling R\$15.5 million until the year 2022. Since the beginning of the Program, we contracted 191,764 housing units with resources from the OGU. Of this amount, 169,280 were concluded, 2,381 delivered in 2022.

The information refers to the execution of initiatives by CAIXA, as a Financial Agent. More details on the FAR, FDS, and PNHR can be found in Chapter 3 of the Management Report.

▲ Other Housing Promotion Products and Services

In March 2022, we began to offer a new credit line with FGTS funds for renovations or adaptations of own homes, within the scope of using FGTS funds by families with disabled members (PwD):

- ▲ Financing of up to R\$50 thousand, limited to 80% of the submitted construction budget;
- ▲ Interest rates start at 4.25% p.a.;
- ▲ Maturity of 240 to 360 months;
- ▲ Gross monthly income of up to R\$3,000.

As of April 12, 2022, new financing conditions began for families with monthly income from R\$2,000.01 to R\$ 2,400. We reduced interest rates by 0.5% on mortgages and increased subsidies for the purchase and construction of homes, thus expanding purchasing power for families.

For Corporate customers, we began to offer, in April 2022, a new credit line for the purchase, construction, or renovation of commercial properties, headquarters, commercial suites, and warehouses, among others.

We encouraged the development of housing units for companies through the Apoio à Produção and the Plano Empresarial CAIXA (PEC) products, reducing interest on these products under the Poupança CAIXA modality during the first half of 2022, to 3%+Savings rate. The PEC was reformulated in May 2022, and all product conditions were reviewed, from construction/grace period/amortization deadlines to the percentages financed, as well as the possibility of financing housing units during the construction phase of the project.

On July 20, 2022, we launched new conditions for the social housing program with FGTS funds, in which mortgage rates start at TR+4.25% p.a., and we increased family income eligibility to R\$8,000 (rates until December 31, 2022).

In 2022, other changes were implemented to offer better social housing conditions with FGTS Funds:

- ▲ Increase in supplementary subsidies for families with income of up to R\$4,400 (until December 31, 2022). The granting of subsidies to purchase real estate was carried out according to family income, payment capacity, and populational peculiarities of each region; and
- ▲ Changes in the population cut-off factor, reflect the increases in subsidies and purchasing power for families with monthly income up to R\$4,400 to request mortgage loans until December 31, 2022.

For workers with FGTS accounts eligible for the Special Housing Credit Program for the FGTS Holder – Pró-Cotista, the reductions, in effect until December 31, 2022, were as follows:

- ▲ From TR+8.66% p.a. to TR+7.66% p.a. – for purchase, sale, or investment values less than or equal to R\$350 thousand;
- ▲ From TR+8.66% p.a. to TR+8.16% p.a. – for purchase, sale, or investment values higher than R\$350 thousand and limited to R\$1.5 million.

The relaunching of the Minha Casa, Minha Vida (MCMV) program will boost the access of families in urban and rural areas to housing, associated with economic growth, generation of jobs and income, and increase in housing standards and quality of life of the population for the years to come.

Social and Urban Development Through Housing

The Casa Azul + CAIXA Certificate is an Environmental, Social, and Governance (ESG) instrument intended for housing developments that adopt efficient and sustainable solutions in the design, construction, use, and maintenance of housing projects. Adherence is voluntary and new projects under analysis or that have already been analyzed and contracted are eligible for the certificate.

The Casa Azul + Certificate was the first sustainability rating system developed for the reality of the Brazilian housing construction sector. Since its inception, the Casa Azul + CAIXA Certificate has undergone a restructuring, in which innovations promoted in the civil construction industry were incorporated into its criteria, such as the use of new technologies, management to reduce carbon emissions, generation of renewable energy, and sustainable mobility solution, among others.



In 2022, the Casa Azul + CAIXA Certificate certified 143 developments, and the improvement in the process was aimed at bringing more transparency and governance through the revision of criteria and categories.

Entrepreneurship and Microcredit

CAIXA's microcredit lines created incentives for the formalization of work, entrepreneurship, financial inclusion, and citizenship, promoting access to credit for small entrepreneurs under the guidelines of the National Program for Oriented Productive Microcredit (PNMPO).

The PNMPO, established within the scope of the Ministry of Labor, aims to provide support and finance the productive activities of entrepreneurs. The Program is included in the context of the microcredit massification project in Brazil, aimed at promoting banking inclusion in Brazilian society and democratizing credit in the country.



In 2022, we injected R\$3 billion into Brazilian entrepreneurial economy through microcredit lines, reaching nearly 4 million formal and informal entrepreneurs.

We also highlight that, differently from other banks, we operationalized the SIM Digital Program, which made microcredit lines feasible for MEI customers with difficulties in accessing credit at other financial institutions. Through SIM Digital, we signed over 40 thousand contracts with MEI customers in 2022.



Social Entrepreneurship

The term social entrepreneurship refers to innovative actions and initiatives driven at solving social problems. The objective is to impact and socially transform the community.

By understanding our important role in the social development of Brazil, we seek to promote social development and social entrepreneurship nationwide, particularly those aimed at the most vulnerable communities, which are the base of a social pyramid, as well as businesses aimed at transversal niches of society, such as women and rural communities.

To encourage women entrepreneurs, in August 2022, we launched the CAIXA Pra Elas program, an initiative aimed at all women in Brazil, providing information on how to combat violence, guidance on financial education, entrepreneurship, and formalization as a Microentrepreneur Individual (MEI), in addition to offering banking products and services designed for women.



To extend protection for women, we established partnerships with companies that have the same objective of promoting guidelines for fighting violence against women. The CAIXA Pra Elas project was presented to several companies from different sectors, seeking to attract awareness of its importance for society.



Student Financing Fund (FIES)

We are the only operating agent of the new Student Financing Fund (New FIES), aimed at students selected by the Ministry of Education (MEC), covering all FIES student loans since January 2018, reinforcing our role as the main executing agent of the Federal Government's public policies and positively impacting the levels of training and professional qualification of the Brazilian population.

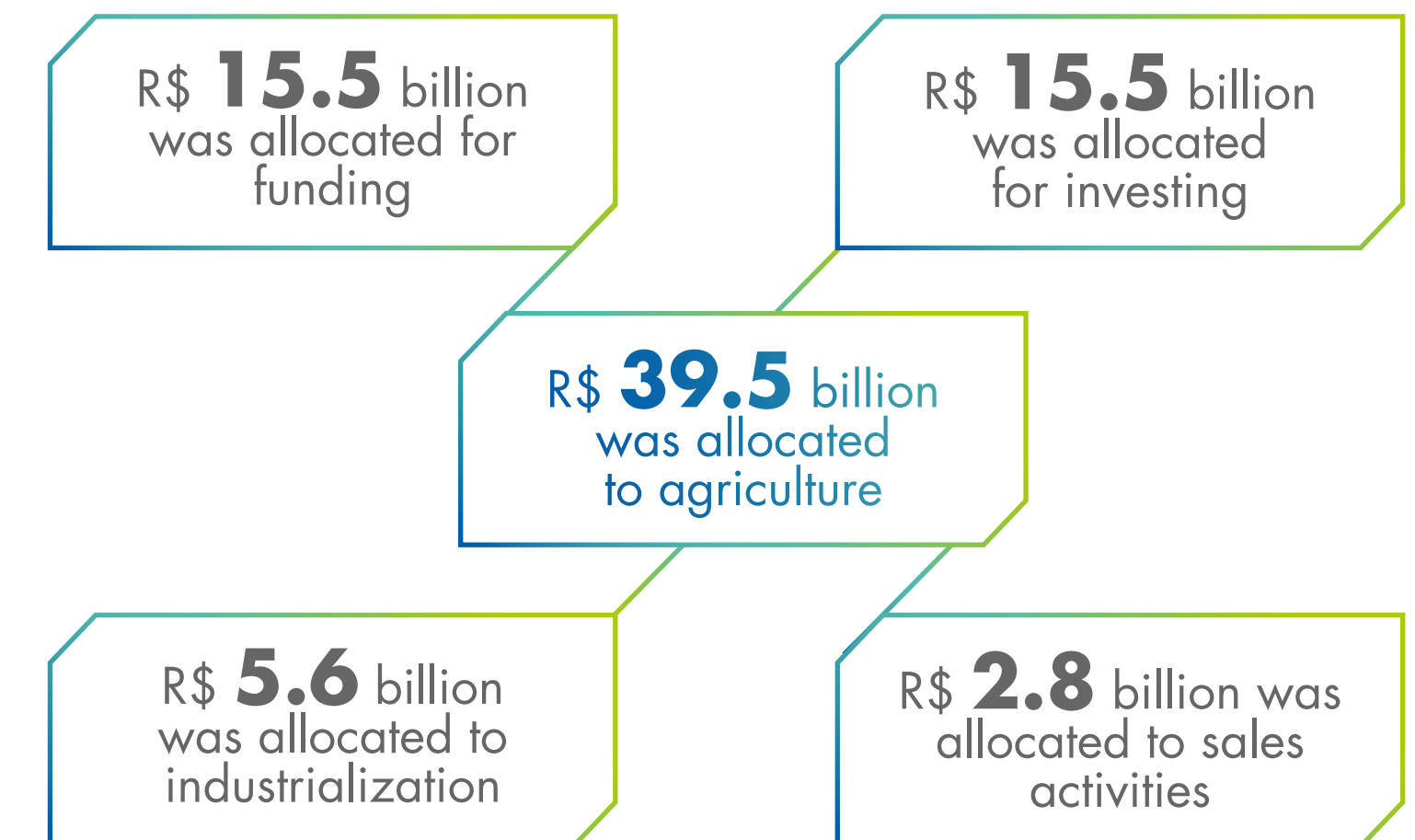
The New FIES ended 2022 with a total of 315 thousand students, with 50.8 thousand new contracts signed, in addition to the transferring of educational fees to 817 higher education institutions, totaling R\$2.9 billion in transfers made.

The Fostering of Agribusiness

We are one of the biggest supporters of agribusiness in Brazil, currently the 2nd largest financial institution in the sector, with a complete portfolio for all customers, from family farmers to large agriculture industries.

We are engaged in serving producers who, until now, were excluded from the credit system. An example of this is our product Carreta Agro CAIXA. Since October 2020, Carreta has traveled through strategic regions for Brazilian agribusiness, with teams from CAIXA serving the city's farmers, eventually going to even more distant farms. In addition, aiming at increasing our capillarity in areas with a greater vocation for agribusiness, in 2022, we consolidated our presence in all regions of Brazil, with the opening of 100 branches specialized in agribusiness.

In 2022, CAIXA granted R\$39.5 billion in agribusiness loans. Of this amount, R\$15.5 billion was allocated for funding, R\$15.5 billion for investment, R\$5.6 billion for industrialization, and R\$2.8 billion for sales.



Social, Environmental, and Climate Responsibility

In line with expectations from the market and population regarding environmental, social, and climate issues, we take action in developing projects to strengthen the Bank on these fronts.

Detailed information is available in Chapter 3 of the Management Report.

CAIXA's Social and Environmental Fund

Through this Fund, we carry out private social investment, that is, we apply our resources to initiatives, projects, and structured programs that promote a positive social and/or environmental impact.

In 2022, we supported actions for the protection and conservation of natural resources through the following projects:

- ▲ Ecological Restoration Project of the Araguaia Biodiversity Corridor;
- ▲ Professionalization Project of the Production Chain of the Jabuticaba fruit: "Do Pé ao Pote" (From Tree to Table);
- ▲ Conservation and Restoration Network Project for Chapada do Araripe;
- ▲ Earth and Forest Project; and
- ▲ Caatinga Orchards Project.

More information is provided in Chapter 3 of the Management Report.



Transfer of Lottery Funds to Legal Beneficiaries

CAIXA is responsible for administrating and operating the Federal Lotteries, among which we highlight the sale of lottery games, payment of prizes, and transfers to legal beneficiaries, according to the percentages defined in Law 13756/ 2018.

The social transfer of Loterias CAIXA's core activity, in addition to engaging millions of lottery players in their dreams, is an important source of funds to promote the social development of Brazil.

In 2022, Loterias CAIXA made its largest transfer to legal beneficiaries: R\$10.9 billion was allocated to priority areas in the country, such as health, education, safety, sports, and culture, among others.



The transfer of products related to Federal Lotteries to legal beneficiaries is an activity carried out exclusively by CAIXA. Thus, our operations for the Federal Lotteries follow best market practices, with transparency, credibility, and constant improvement of its governance.

Social Transfers in 2022

Segment	Destination	Total (in thousand)
Sports	Special Secretariat of Sports	R\$ 560.1
	Soccer Clubs	R\$ 78.6
	Brazilian Olympic Committee (COB)	R\$ 397.6
	Brazilian Paralympic Committee (CPB)	R\$ 221.0
	Brazilian Committee of Clubs (CBC)	R\$ 102.6
	Brazilian Committee of Paralympic Clubs (CBCP)	R\$ 15.6
	National Clubs Confederation (Fenaclubes)	R\$ 2.6
	State Sports Secretariats	R\$ 223.0
	Brazilian School Sport Confederation (CBDE)	R\$ 49.1
	Brazilian University Sports Confederation (CBDU)	R\$ 24.5
	SUBTOTAL	R\$ 1,674.2
Education	Prescribed premiums transferred to the Student Financing Fund (FIES)	R\$ 409.1
Culture	National Culture Fund (FNC)	R\$ 656.0
Safety	National Penitentiary Fund (FUNPEN)	R\$ 231.1
	National Public Security Fund (FNSP)	R\$ 2,113.3
	SUBTOTAL	R\$ 2,344.5
Security	Social Security	R\$ 3,919.9
Health	National Health Fund (FNS)	R\$ 9.1
Other	National Child and Adolescent Support Fund (FNDCA)	R\$ 2.6
	Special APAE Contest	R\$ 0.7
	Special Red Cross Contest Special Brazilian	R\$ 0.5
	Fenapestalozzi Contest	R\$ 0.9
	SUBTOTAL	R\$ 4.6
Taxes	Income tax on premiums paid	R\$ 1,874.3
	Total Transfers	R\$ 10,891.8

Source: Loterias CAIXA – CAIXA Econômica Federal.

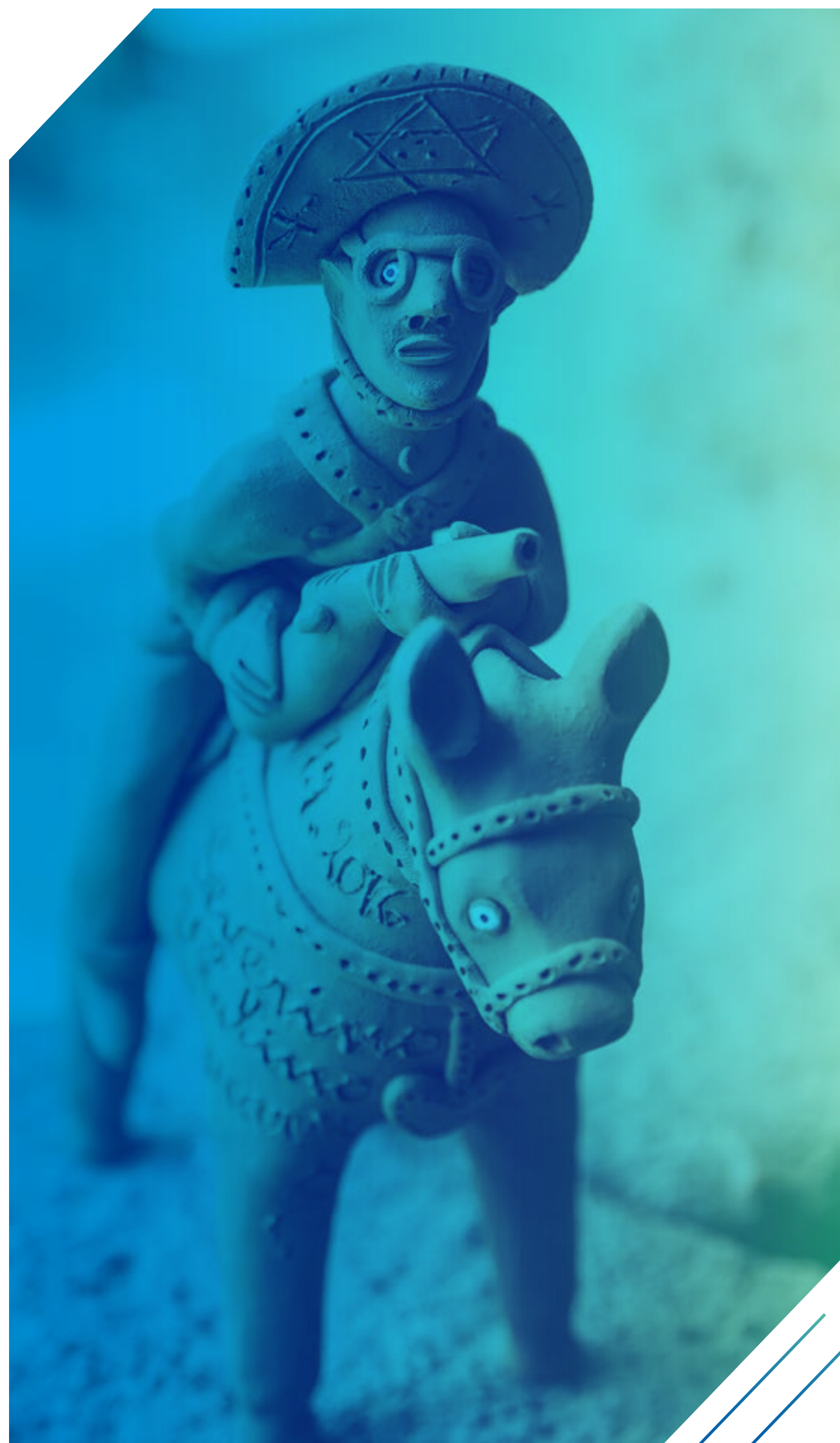


Culture and Sports

CAIXA invests in the promotion of sport and the dissemination of culture to encourage the promotion of citizenship. 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 for 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, in addition to popular culture events and cultural projects, which are expected to reach different regions.

We will prioritize investments in culture, repositioning the Bank in this sector, and generating jobs and income. To achieve this, we plan to launch, still in 2023, a public call notice to select the projects that will occupy our cultural spaces. In addition to supporting Brazilian culture, CAIXA establishes a permanent direct communication channel with customers to deliver additional benefits to society.



Government Funds

We manage government funds and programs, with specific purposes, to meet the many needs of the Federal Government, and the governments of the states, the Federal District, and municipalities. The funds and programs carry out actions in important segments, ensuring the social allocation of resources provided by law, contributing to the improvement of the population's living conditions, reducing negative externalities, and generating jobs and income.

We highlight our actions as operator of the Worker's Severance Fund (FGTS), which was created to protect workers from being dismissed without just cause, by opening an account linked to their employment contract. The funds from the FGTS are allocated to financing projects in the housing, sanitation, infrastructure, and health sectors nationwide, bringing direct and indirect benefits to the entire Brazilian population.

Item 2 – Management Results and Performance in Chapter 3 of the Management Report provides full details on the Bank's list of activities, products sold, revenues, and profits.

Aimed at strengthening CAIXA's performance as a public company and consolidating us as the main strategic partner of the Federal Government, the Bank's new management is committed to expanding CAIXA's potential in managing social programs, contributing to the promotion of citizenship and the country's development.

CORPORATE GOVERNANCE

Our corporate governance aims to guide, monitor, and encourage the Institution in optimizing its performance and protecting the rights of all interested parties, based on the principles that are guided and aligned with business goals, with a view on maximizing economic and social results.

The principles that guide CAIXA's corporate governance are:

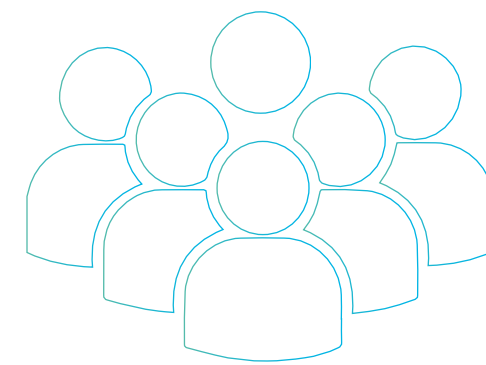
Transparency: provide relevant information, that is of interest, to all interested parties, and not just information imposed by laws or regulations;

Corporate Responsibility: ensure the economic and financial feasibility of CAIXA, reducing negative externalities for its business and operations while increasing the positive factors, considering its business model and different levels of short, medium, and long-term capital;

Equity: treatment of all interested parties fairly and equally, considering rights, duties, needs, interests, and expectations;

Accountability: governance agents are responsible for accounting for their actions in a clear, concise, understandable, and timely manner, fully taking on the consequences of acts and omissions, and acting with diligence and responsibility within the scope of their roles.

CAIXA is comprised of the Shareholders' assembly, Board of Directors, Executive Board, Fiscal Council, and Advisory Committees to the Board of Directors. Our Executive Board is comprised of the Presidency, Vice Presidency and Executive Directors, which are distributed among the Management Board, Board of Directors, Third-Party Asset Management Board, and the Government Funds and Lotteries Board.



The assumptions, governance instruments, and additional details on the governance structure are provided in item 1 – CAIXA's Governance and Strategy of Chapter 3 of the Management Report.

Internal Controls and Risk Management Structure

We have a dedicated structure, the Risk Vice Presidency, which is aimed at conducting internal controls, compliance, integrity, and carrying out the risk management strategy. The risk structure includes the following mandates:

- ▲ CAIXA's internal controls, integrity, credit risks, and corporate risks; and
- ▲ Verifying that corporate structure, processes, products, and services adhere to laws, regulations, internal policies, guidelines, and other applicable standards.

We have a Risk Management Policy, approved by the Board of Directors and published on [CAIXA's governance website](#). The guidelines contained in the Policy cover the risk management for the following risks: credit, credit recovery, market recovery, variations in interest rate (IRRBB), liquidity, operational, social, environmental and climate, reputational, strategy, actuarial, contagion, third-party, model, integrity, and all other relevant risks, in an ongoing and integrated manner, aiming to maintain exposure to these risks at levels that are considered acceptable by the Bank's management to ensure CAIXA's solvency, liquidity, and sustainability.

We have an external and independent Whistleblower Channel for receiving complaints on corruption, money laundering, threats, harassment, discrimination, and other illicit acts related to CAIXA's activities through actions or omissions by employees or CAIXA's statutory directors. The channel can be accessed through our website (www.caixa.gov.br), on the Canal de Denúncias option.

Regarding the controls adopted to ensure the preparation of financial statements, CAIXA's accounting records and controls, and its governance protocols for validating the accounting records follow principles and practices according to international accounting

standards. The process established for approving the financial statements includes the assessment of information by the Independent Audit, as well as an appreciation of the matter by the Fiscal Council, Executive Board, and Board of Directors.

More information is provided in Chapter 3 – Risks, Opportunities, and Expectations of the Management Report.



Risk Factors

In 2022, we identified 92 relevant suppliers. The identification of CAIXA's relevant suppliers is carried out through methodologies that analyze their relevance for the continuity of CAIXA's business and must also include, at least, the following assumptions: the level of CAIXA's dependency on a third party to support its processes, products, and services; the level of relevance of processes, products, and services supported by a third party to achieve CAIXA's business goals; and the estimated financial loss resulting from operational risk if there is an interruption of the service provided by a third party.

In terms of our relationship with customers, we adopt social, environmental, and climate risk assessment criteria, proportional to the level of exposure, for borrowers who carry out activities that potentially cause pollution or who use natural resources that are subject to environmental licensing. Once the loan has been granted, these customers must comply with social and environmental clauses and conditions, and they begin to be monitored within the scope of CAIXA's loan portfolio.

Still, concerning to the customer base, we do not engage with customers on the slave labor list and with environmental embargoes. When CAIXA identifies one of these customers in its databases, compliance measures are adopted with the customer, in addition to the bodies responsible for investigation and inspection.

Furthermore, we have extraordinary early termination contractual clauses for cases of non-compliance with laws and regulations, including those relating to slave labor, child labor, and occupational health and safety.

As for social, environmental, and climate risk factors, we address risk events in processes and procedures according to the relevance and proportionality to which CAIXA is exposed. To mitigate the risk factors to which CAIXA is exposed, we have specific guidelines, to be followed by CAIXA's units, provided in the Risk and Capital Management Policy.

The violation of human rights is classified as a social risk event, according to CMN Resolution 4943/2021. Thus, for prevention purposes, we have rules that discipline the matter. Among them is CAIXA's Institutional Policy, which provides that all violations of fundamental rights and guarantees, acts that harm common interests, and acts of discriminatory nature are strictly disapproved. We also have the following rules that guide the conduct of employees to mitigate social risk: Personnel Policy for the CAIXA Conglomerate; Code of Conduct for Employees and Managers; and Policy for Combating and Preventing Sexual and Moral Harassment and Discrimination, available at [CAIXA's governance website](#).

Regarding the granting of credit, it is forbidden to provide loans to a borrower who is constantly on the Ministry of Economy's list of employers who subject their workers to degrading forms of work or keep them in conditions analogous to slave labor; and to borrowers whose directors have been convicted of child labor, slave labor, crime against the environment, moral or sexual harassment, or racism.

Furthermore, we have been a signatory, since 2009, to the Equator Principles, in which social aspects such as work and employment conditions, the health and safety of affected communities, and acquisition of land and involuntary resettlement are evaluated for qualifying projects, in addition to specific aspects aimed at indigenous peoples.

More information on risk factors is provided in Chapter 3 – Risks, Opportunities, and Expectations of the Management Report.

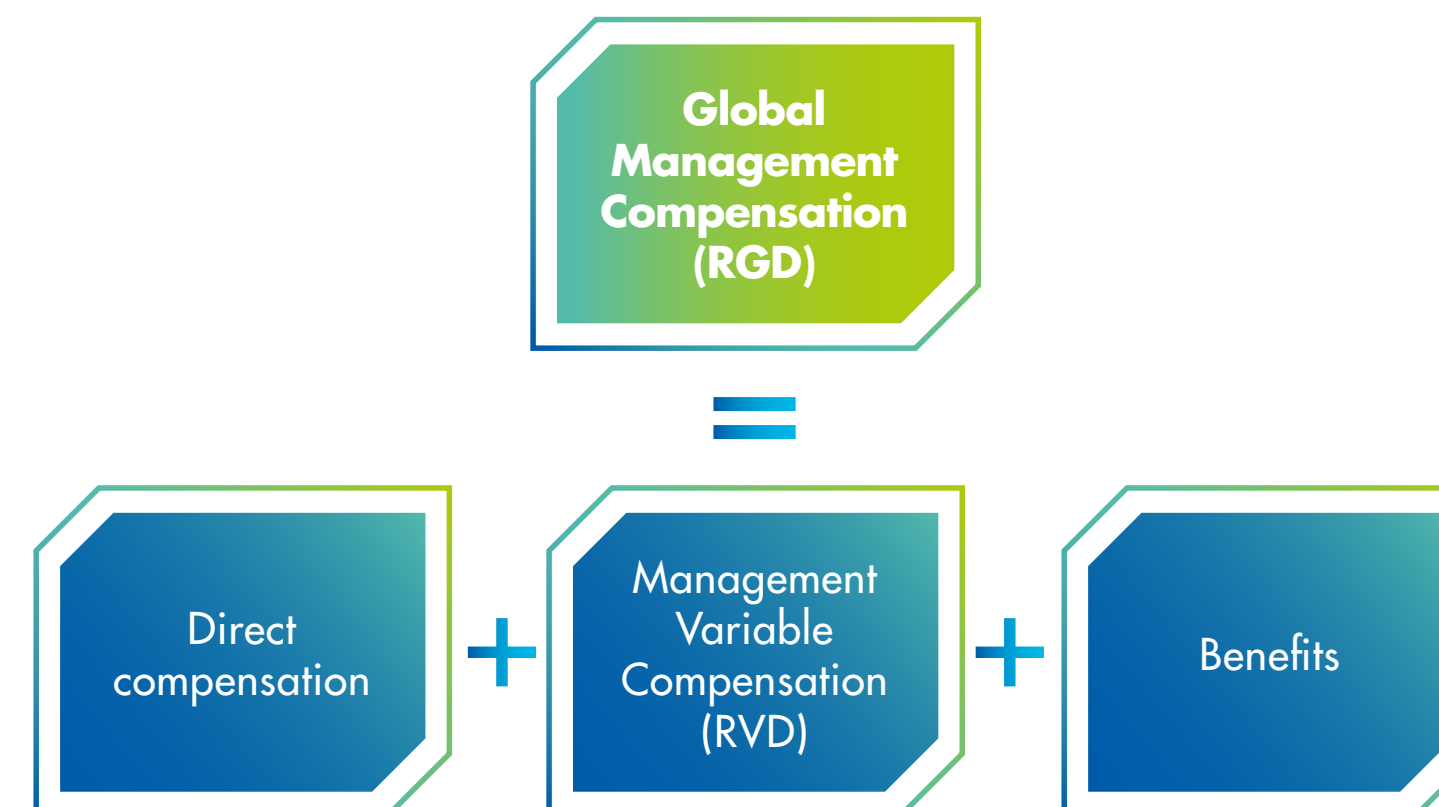
Economic and Financial Data

CAIXA's budget and financial accounting information for the 2022 fiscal year is available in Chapter 4 of the Management Report.

Management Compensation

The amount for Global Management Compensation (RGD) of the Board Members and members of the Audit, Independent Risk, and People, Eligibility, Succession, and Remuneration Committees is set annually by the Shareholders' Meeting and published on the transparency portal of CAIXA's website (www.caixa.gov.br).

The RGD is comprised of Fixed Compensation, Variable Compensation (RVD), and Benefits under the guidelines provided in current legislation, by the controlling bodies, and the good corporate governance practices adopted in the public and private sectors, as illustrated below:



The **Fixed Compensation** consists of a monthly salary and a Christmas bonus; the individual compensation amounts for Directors, Board Members, and Committee Members are set according to the level of responsibility and degree of trust involved in the activities performed, seeking values that are compatible with market practices for these roles.

The **Variable Compensation** aligns the performance of the Directors with the Bank's goals, in which their performance and efforts are linked to the achievement of short, medium, and long-term results defined in CAIXA's strategic plan. The Variable Remuneration is paid annually, divided into four installments, based on individual performance evaluations, the results of the units under the Director's management, and the Bank's overall performance, according to the rules, goals, and indicators provided in the RVD Program, approved annually by the Office for Coordination and Governance of State-owned Companies (SEST);

The **Benefits** comprised in the RGD are a set of products, services, advantages, and rights offered by CAIXA, aiming to promote the quality of life of our Directors and the strengthening of their bond with the Bank. Namely:

- ▲ Meal Allowance;
- ▲ Housing Allowance, when a change of domicile is needed for the position;
- ▲ Vacations;
- ▲ FGTS;
- ▲ Supplementary Private Pension;
- ▲ Health Insurance or Health Care Reimbursement.

It is important to emphasize that management compensation has indicators to encourage the ongoing improvement of corporate performance and behaviors that weigh exposure to risk, contributing to keep CAIXA financially sustainable.

In this sense, the Variable Remuneration Program for CAIXA's management is approved annually to recognize the performance of its directors in the search for better corporate results by adopting a meritocratic variable compensation remuneration program directly linked to the Bank's strategic planning.

Based on the Strategic Goals, SEST's annual guidelines, and the provisions of CMN Resolution 3921/2010, we structure the Variable Compensation Program for CAIXA's directors, safeguarding convergence between the Bank's strategic elements and compliance with the guidelines established by the Controlling Shareholder.

The compensation for the Bank's Management, Board of Directors, and Committees are made available at: <https://www.caixa.gov.br/sobre-a-caixa/governanca-corporativa/comite-remuneracao/Paginas/default.aspx>, under "Documentos", and "Remuneração de Dirigentes CAIXA", after internal audit and acknowledgment by governance bodies.



Corporate Governance Practices

We follow good corporate governance practices, particularly the codes listed below, in which we highlight, in a non-exhaustive manner, the practices adopted by CAIXA:

- ▲ The basic governance framework applicable to public companies and other entities under the jurisdiction of the Federal Audit Court (3rd Edition, 2020);
 - ▲ We adopt the conceptual governance model and management axes: according to the Court, governance is the guiding function, and management is the performing function;
 - ▲ Based on the Brazilian Institute of Corporate Governance (IBGC), the TCU recommends to public companies and other entities under its jurisdiction that practices such as transparency and the stakeholder relationship policy, among others, should be carried out by governance areas. Therefore, this was used as a reference for what CAIXA currently calls its governance system and the separation of roles between the different areas.
- ▲ Code of Best Corporate Governance Practices – Brazilian Institute of Corporate Governance (IBGC – 5th Edition):
 - ▲ Each governance agent, before taking on one or more roles in the governance system, must carefully observe the rights, duties, and responsibilities associated with the role to act with independence, diligence, and proactivity. Our directors, senior management, collegiate members, and other managers have skills that are compatible with their areas of expertise, positions, or function performed, as provided in the Institutional Policy published on (CAIXA's governance website);

- ▲ In our Senior Management's collegiate structure, we established advisory committees to the Board of Directors (Advisory Committees), which are collegiate bodies that report to CAIXA's Board of Directors, with independence concerning to other bodies, and whose purpose is to advise the Board of Directors on matters related to the scope of its attributions, adopting the practices recommended by the IBGC;
- ▲ We adopt, as guidelines for our corporate governance, the Corporate Governance principles indicated by the IBGC: Transparency, Corporate Responsibility, Equity, and Accountability.

In terms of recognition awards for improvements in our governance, we highlight that, in 2022, we maintained our level 1 rating on the SEST Governance Index (IG-SEST), which is an instrument developed by SEST aimed at the ongoing monitoring and assessment of compliance with the requirements of Law 13303/2016, regulated by Decree 8945, of December 27, 2016, and the established in the Resolutions of the Interministerial Committee on Corporate Governance and Management of Equity Interests of the Federal Government (CGPAR), created by Decree 6021/2007, which seeks to implement best market practices and the highest level of excellence for corporate governance in state-owned companies.

More information on our corporate governance practices is provided in item 1 – CAIXA's Governance and Strategy of Chapter 3 of the Management Report.

Governance Highlights for 2022

▲ CAIXA's Institutional Policy

We published CAIXA's new Institutional Policy, covering the guidelines for corporate governance, strategy, social, environmental, and climate responsibility, communication, and institutional relationship, adapted to the new regulatory requirements of CMN Resolution 4945/2021, which establishes the Social, Environmental, and Climate Responsibility Policy (PRSAC) and actions aimed at its effectiveness.

▲ Creation of CAIXA's Sustainability Committee

To strengthen CAIXA's governance structure concerning to social, environmental, and climate responsibility, we created a Sustainability Committee, in line with best market practices and CMN Resolution 4945/2021. The purpose of the Committee is to advise the Board of Directors on issues related to sustainability and social, environmental, and climate responsibility for the Prudential Conglomerate, in addition to issuing opinions, preferably on matters within its scope, recommending or not their approval.



Among the main responsibilities of the Sustainability Committee, we highlight its duty to propose recommendations to the Board of Directors on the revision, when necessary, of the Social, Environmental, and Climate Responsibility Policy (PRSAC); evaluate the level of adherence to the actions implemented for the PRSAC; and monitor the evolution of the sustainability theme, seeking to identify opportunities and risks, and advise the Board of Directors on incorporating the theme into the strategy and practices to be adopted by CAIXA and other companies of its Prudential Conglomerate.

▲ Strengthening of the Control and Governance Structure

To enhance and reinforce the processes for investigating reports filed at the company, an independent firm, with a 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 investigating the facts.

We also reviewed the Internal Regulations of the Fiscal Council, the Independent Risk, and Capital Committee, and the Audit Committee, reinforcing that these collegiate bodies are performing in line with the best practices adopted by Brazilian companies, as well as with the recommendations issued by entities specialized in corporate governance.

▲ Governance Training

We developed three learning paths and knowledge certifications on corporate governance at Universidade CAIXA, aimed at assisting in the training of our governance agents. This training path is offered to employees through three different verticals: Market and Government, CAIXA, and Strategy.



Universidade CAIXA (UC), recognized nationally and internationally for its performance, is responsible for providing corporate education and aims to strengthen its strategic skills to improve the professional trajectory of the Bank's employees, adding value to the business and offering learning experiences that improve peoples' performances.

▲ Organizational Structure

To reconcile our social vocation with the generation of results, improve governance standards and become a reference company in sustainability, we adapted CAIXA's organizational structure. We highlight the following changes:

- ▲ Migration of Internal Affairs and related units, which was previously subordinated to the Presidency, now reports to the Board of Directors, strengthening its ethics management duties and preventing irregularities, thus reinforcing the autonomy and equitability of its performance;
- ▲ Expansion of the structure dedicated to integrating our efforts in the Sustainability theme, which is now a unit under our Senior Management, aimed at strengthening and expanding the work carried out in this area for all its dimensions, highlighting entrepreneurship as a tool for social transformation. The expansion and creation of this structure fostered the growth of CAIXA's operating model by promoting integrated sustainability management, strengthening the corporate culture in this area, and disseminating concepts of innovation in sustainability solutions at the entire Bank.

Evaluation and Monitoring of the Management of Self-managed Operators of Health Care Benefit Plans (CGPAR Resolution 36/2022)

According to the provisions of CGPAR Resolution 36/2022, a Technical Report on the health care benefit (base year 2021) was prepared within the scope defined in article 3 of said Resolution, which was referred to the Board of Directors, the Audit Committee, and the Fiscal Council.

As provided in Annex II of the Technical-Actuarial Report on information regarding the funding of the health care benefit, in which we highlight that the Board of Directors analyzed and approved the health care benefit target plan defined for 2022, determining that the matter would be monitored by the Board of Directors itself and the Audit Committee.

The approved target plan comprises three indicators, namely:

- ▲ Timing of prior authorization from Saúde CAIXA: aims at the quality of services provided to beneficiaries and compliance with the rules set by the National Supplementary Health Agency (ANS);
- ▲ Satisfaction of the Saúde CAIXA user: aims to measure the quality of services and level of satisfaction of the beneficiary with Saúde CAIXA;
- ▲ Cost management of Saúde CAIXA: aims the plan's sustainability and at the mitigation of financial risks to CAIXA and the beneficiaries of Saúde CAIXA.

The assessment of the three indicators permeates the service pillars, maintaining the beneficiary as the core pillar for services, while complying with the rules set by the ANS, class associations, and other health regulatory bodies, in addition to the financial pillar, which is based on the principle of Saúde CAIXA's financial balance and sustainability.

We surpassed the targets set for the 2022 fiscal year.





MANAGEMENT'S COMMENTS

CAIXA has always contributed to the sustainable development of Brazil, generating value for customers and society.

Present in the daily lives of the population, as an operational arm of public policies for the State's development, CAIXA has contemporary corporate management – guided by the principles of transparency, corporate responsibility, equity, and accountability – in conducting its business and in its relationship with stakeholders.

Of the results achieved by CAIXA in 2022, we highlight the payment of 402.2 million installments for social programs, employee benefits, and INSS benefits, through its physical and digital service channels and partner network, totaling R\$308.9 billion in benefits paid.

In February 2022, CAIXA began paying a Salary Bonus, in accordance with Resolution 934 of the Deliberative Council Worker Support Fund (CODEFAT), issued on January 7, 2022. We distributed 23.1 million benefit payments to 22.5 million beneficiaries, in a total amount of R\$20.4 billion.

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

CAIXA acts as a representative of the Federal Government in the execution of transfer agreements from the Federal Government's Budget, allowing states and municipalities nationwide 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.

Infrastructure operations amounted to R\$99.3 billion at the end of 2022, up by 5.7% concerning to the previous year. Due to its great relevance and leading role, as well as its deep connection to national economic development, these operations are within the scope of CAIXA's strategic operations.

CAIXA is the bank that supports Brazilians in conquering their dream of owning a 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%. 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 default rate at 1.7%.

Regarding to the corporate segment, CAIXA is focused on micro, and small companies and its operations are granted through resources from the National Support Program for Micro and Small Companies (PRONAMPE) and Guarantee Fund for Micro and Small Companies (FAMPE).

In 2022, a total of 108.8 thousand contracts were signed, totaling 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 granted volume. According to FAMPE, 57.4 thousand contracts were signed in 2022, granting R\$3.8 billion. Since 2020, when contracts were initiated, CAIXA has supported 151 thousand companies.

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

In agribusiness, the portfolio reached the mark of R\$44.1 billion at the end of 2022, up by 167.5% over 2021. In 2022, CAIXA carried out R\$39.4 billion in agribusiness loans, 150.2% higher than in 2021. Of this amount, R\$15.5 billion was allocated for funding, R\$15.5 billion for investment, R\$5.6 billion for industrialization, and R\$2.8 billion for sales.

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 agencies to these locations, all of which are prepared to perform the same services as a physical agency.

In 12-month period, we highlight the increases in income from mortgage loans (+37.8%), loans to individuals (+39.9%), corporate loans (+76.2%), sanitation and infrastructure (+47.9%), and agribusiness loans (+321.6%).

CAIXA's total funding reached R\$1.2 trillion at the end of 2022, up by 11.3% over 2021, with savings representing R\$360.7 billion, down by 1.2% in the last 12 months. CAIXA remains the leader in this segment, increasing its market share from 35.4% to 36.1% at the end of 2022.

Since the launch of the CAIXA Energia Renovável credit line in December 2021, R\$165.5 million has been allocated to provide savings on electricity bills and to contribute to sustainability by using clean and renewable energy.

To be able to receive and apply resources in accordance with its financial availability and under the principles of social and environmental responsibility, the Social and Environmental Fund (FSA CAIXA) was established, on April 13, 2010. Since 2010, FSA CAIXA has allocated more than R\$296 million to 213 projects in thematic areas such as human development, social and economic



promotion, cities, communities, housing, biodiversity, solid waste, green economy, and environmental restoration and preservation. The thematic areas, which are the pillars for the actions and allocation of resources to support projects with funds from the CAIXA Social and Environmental Fund, are defined by the Social and Environmental Responsibility Committee and approved by the Management Board.

Loterias CAIXA are an important source of funds to promote social development in Brazil. In 2022, Loterias CAIXA collected a total of R\$23.2 billion, of which 10.9% were transferred to the Federal Government's social programs in social security, sports, culture, public security, education, and health areas, in addition to being returned to society through income tax payments.

Despite the challenges faced in 2022, CAIXA remained safe and solid, actively participating in the development of the national economy, and implementing policies aimed at reducing social and regional inequalities in Brazil, as demonstrated in its numbers and through its leading social role, which is to support the country's development.

The new management is committed to expanding CAIXA's potential in managing social programs and contributing to the promotion of citizenship and the country's development, aimed at strengthening CAIXA's performance as a public company and consolidating it as the Federal Government's main strategic partner.

Conclusion

This Annual Letter of Public Policies and Corporate Governance fulfills its purpose by explicitly explaining CAIXA's commitments to achieving the objectives of the public policies, in compliance with the collective interest or the imperative of national security that justified its creation, defining the funds to be used for this purpose, as well as the economic and financial impacts of achieving these goals, pursuant to the governance objectives established by Law 13303, of June 30, 2016, and its Regulatory Decree 8945, of December 27, 2016.

We highlight that CAIXA's current CEO assumed her duties on January 12, 2023, and that the Board of Directors of CAIXA Econômica Federal, which approves and subscribes to this Annual Letter of Public Policies and Corporate Governance, is comprised of Members who took office in 2019, 2021, 2022, and 2023, as informed on our website: <https://www.caixa.gov.br/sobre-a-caixa/governanca-corporativa/conselho-administracao/Paginas/default.aspx>, under the menu "Informações dos Conselheiros". We also highlight that this document was prepared based on the information for 2022, which is available in the Bank's controls and reports.

The Board of Directors of CAIXA

CAIXA