

ESG Report

2023



Contents

1

Introduction

About the report.....	03
Materiality and Sustainable Development Goals (SDGs)	04
Report center.....	05
Message from the leadership	06
Main figures	08

2

About us

Bradesco Organization..	10
Strategy	14

3

Sustainability

Governance and sustainability strategy	16
Sustainable business	18
Climate agenda	26
Social, environmental and climate risks	34
Biodiversity	38

4

Environmental

Eco-efficiency	44
Operational emissions	46
Energy management.....	49
Water management	52
Waste management	53
Material management	54

5

Social

Our people	56
Client in focus	85
Suppliers	101
Community	106
Investors.....	110
Governments and regulators	110
Human rights	111

6

Governance

Corporate governance	115
Ethics, integrity and transparency	121
Privacy and information security	127
Technology and innovation	130

7

Annexes

How we relate to our stakeholders.....	138
Summary of GRI content.....	140
Summary of SASB content	152
Independent auditors' limited assurance report	157



About the report

GRI 2-3

We present Bradesco's 2023 ESG Report. This document is part of our set of annual reports and aims to provide transparency on ESG (environmental, social, and governance) issues, offering a comprehensive and integrated view of our businesses and operations. In it, we detail the results achieved during the period, our strategic priorities, voluntary commitments undertaken, and how we generate long-term value for our stakeholders.

This publication covers activities from January 1, 2023 to December 31, 2023, including relevant data generated up to its publication date, on June 7, 2024.

We invite you to learn about our strategy and key results.

Happy reading!

In case of questions or suggestions about this content, please contact us by email: sustentabilidade@bradesco.com.br

Important considerations:

1. Throughout this document, we will use the term ESG (Environmental, Social and Governance).
2. The terms "Organization" and "Bradesco" refer to the Bradesco group in its entirety, including all companies that are part of the conglomerate. The term "Bank" is used specifically to describe our financial activities, while controlled entities are referred to by their respective names.
3. We distinguish our internal team by using the term "employee", while "associate" is used for third-party service providers only.
4. All the human capital indicators disclosed in this report cover more than 75% of the FTE (total full-time equivalent employees).
5. Bradesco's senior leadership validated the content of this report, taking full responsibility for the information disclosed. **GRI 2-14**

Independent assurance

The 2023 ESG Report has been externally assured by KPMG, an independent auditing firm that verified the information disclosed in this document, as well as the process of compiling and presenting this information, and its alignment with GRI standards.

LEARN MORE in the [Independent Auditors' Limited Assurance Report](#).

Reporting Guidelines

We comply with the leading international guidelines for accountability and best practices in sustainability reporting, among which we highlight the following:



GRI Standards

The answers to the GRI are flagged throughout the content with the disclosure labels GRI xxx-x.

On page 140, under Annexes, you will find the GRI content index, with a comprehensive table of reported disclosures and complementary information.



Sustainability Accounting Standards Board

The answers are marked with "SASB XX-XX-xxxx.x", and the index is on page 152.



Task-force on Climate-related Financial Disclosures

Find out more on our [Climate Report](#).



Sustainable Development Goals

Our contribution to the SDGs is highlighted in this report.

Materiality and Sustainable Development Goals (SDGs)

GRI 2-29 • 3-1 • 3-2

As one of the main financial institutions in Brazil, with an important role in the country's economic development, we have the ability to lead the transition to a cleaner, more resilient and inclusive economy.

To effectively guide our efforts, it is extremely important that we understand both the areas we impact and those that have the potential to impact our operations and business.

Therefore, every two years, we promote engagement with representatives of our audiences to update our materiality matrix, incorporating significant matters based on their perceptions and expectations.

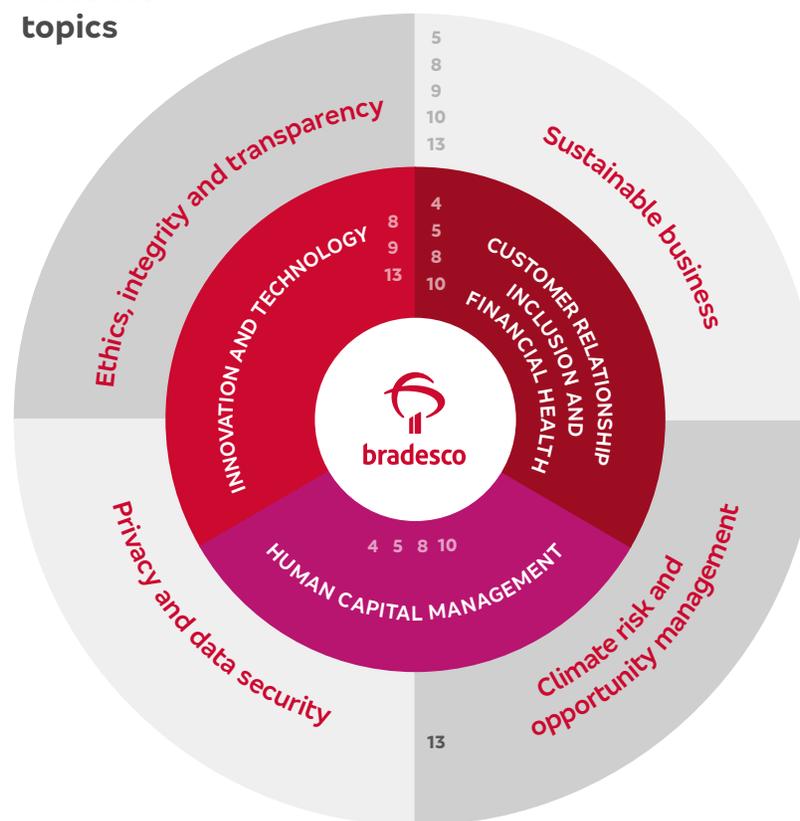
In our last review, in 2022, we adopted the dual materiality methodology to analyze sustainability aspects from three perspectives:

1 environmental and social impact materiality: analysis of impacts generated by Bradesco's activities on society and the environment.

2 financial materiality: analysis of socio-environmental risks and the significance of related financial impacts, considering different time horizons.

3 stakeholder relevance perception: consolidated assessment, scored by weight (frequency, dependence and influence).

Material topics



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

Prioritized SDGs



In line with our sustainability strategy and strengthening our commitment to create value for our stakeholders, we have prioritized six SDGs that are most closely aligned with our operations, monitoring our contribution to the global goals, as well as our progress in implementing the Principles for Responsible Banking (PRB). When prioritizing the SDGs, we considered: stakeholder consultation, a comparative sector benchmarking study, the Organization's relevance matrix and strategic pillars, the Brazilian scenario (main social and environmental issues) and reporting and performance recommendations and guidelines, among others. We also had the process verified by an independent third party (ERM Brasil Ltda.), and obtained a favorable opinion.

Report center



ESG Report

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



Integrated Annual Report

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



ESG Indicator Worksheet

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



Materiality Report

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



Economic and Financial Analysis Report

Our consolidated economic-financial performance, reported in accordance with practices applicable to institutions authorized to operate by the Central Bank of Brazil.



Climate Report (TCFD)

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



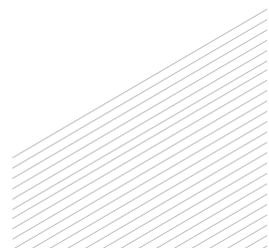
Risk Management Report – Pillar 3

Describes Bradesco’s risk management activities, detailing practices and controls over the primary risks we are exposed to, including the adequacy of our capital.

LEARN MORE



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



Message from the leadership

GRI 2-22

I am proud to work at Bradesco.

Now, as the CEO, my enthusiasm is through the roof. I am aware of the challenges ahead and I intend to live up to the responsibility bestowed upon me by the Board of Directors.

We are a bank that is acknowledged for its significant contribution to the socioeconomic development of Brazil.

Over 81 years, we have earned credentials for our work in favor of education, financial inclusion, entrepreneurship and accessibility.

Awareness about ESG challenges is a reality for present and future generations, and we recognize our role in this gear.

18 years ago, Bradesco was one of the first banks to keep track of the carbon generation of its own operations and offset 100% of its scope 1 and 2 emissions.

We have neutralized our scope 3 operational emissions since 2019, and, from 2020, we have used exclusively renewable energy in our operations.

We were the first financial institution in the country to measure and publish CO2 emissions arising from loans and corporate financing in our portfolio, following PCAF's international methodology and sectoral estimates. This way, our contribution to global efforts in mitigating global warming is relevant and in line with scientific scenarios and the goals of the Paris Climate Agreement.

The path we chose places us as one of the main players of the green transition in Brazil, engaging and supporting our clients in the climate transition and encouraging sustainable businesses.

At the end of 2023, we are proud to have already achieved 90.8% of our goal of directing BRL 250 billion to sectors and

assets with positive socio-environmental impact by 2025, with credit operations, mass ESG products and the structuring of operations with ESG labeling in the national and international market.

We believe that partnerships are key to the ESG agenda. In 2023, we raised USD 250 million from the IFC to boost Local Production Arrangements (APL) for the creative industry in the North and Northeast.

On the social agenda, as one of the largest private donors in the country, we invested BRL 1.1 billion in various projects and initiatives, contributing to socio-environmental demands and reinforcing our Sustainability strategy, aligned with the UN Sustainable Development Goals (SDGs).

In this context, Fundação Bradesco comes to light as one of our great prides, which has been providing education to children and young people throughout Brazil since



1956, through 40 owned schools operating primarily in regions of socioeconomic vulnerability, as well as educational projects such as Escola Virtual. Over 2.4 million students were benefited throughout Brazil in 2023.

We are a Bank made up of people, focused on servicing people. We are 86,000 talented people who provide services to over 71 million customers every day.

Therefore, we seek to develop and leverage team potential.

We promote professional excellence through our Corporate University, UNIBRAD, which celebrated ten years of operation. Last year, we had over 1.9 million training participations.

Our ESG strategy and performance are recognized as above the industry average.

We were selected for the 18th consecutive time for the Dow Jones Sustainability Index portfolio, included in the S&P Global Sustainability Yearbook, among the top 10% of the global banking sector in sustainable practices.

Furthermore, we were included in the B3 Corporate Sustainability Index (ISE) portfolio and recognized in the CDP climate program for the 19th time, reaching the leadership level (A-) which places us among the companies that have adopted the best practices related to the climate agenda.

We reached the end of 2023 in a more resilient position, with important achievements, lessons learned and an optimistic view about the future.

In February 2024, I announced our strategic plan and executive structure, which aim to bring leadership closer to the business, simplifying the operation and management model, providing more autonomy and agility in decision-making and a better experience to our customers.

We remain proud of our legacy so far and even more confident in our ability to generate value to our stakeholders.

Our deepest thanks go to everyone who accompanied us on this journey, our employees for their dedication and our customers and shareholders for their support.

Please take a few moments to read through this report which outlines our ESG strategy and initiatives carried out throughout 2023.

Have a good read!

MARCELO NORONHA
CEO



Main figures



Clients in focus

71.1 million
clients

7,388
service points
(branches + PAs/PAEs
+business units)

38.1 million
account holders

38,264
Bradesco
Expresso (banking
correspondents)



Our people

86.2 thousand
employees

51%
women

29%
black people

2,497
interns



Sustainability

For the 6th consecutive year we were included in S&P Global's Sustainability Yearbook, **among the top 10% of the global banking sector in terms of sustainable practices**

Since 2021, we have allocated **BRL 227 billion** to **sustainable business**, reaching 90.8% of the target set for 2025

USD 250 million raised with IFC to boost creative industry LPAs in the North and Northeast regions of Brazil



Innovation and Technology

+ 2 Billion client interactions since the launch of BIA (Bradesco Artificial Intelligence)

98% of all Bank transactions were made in digital channels



Finance

BRL 16.3 billion recurring net income

BRL 877.3 billion expanded portfolio

BRL 106.6 billion of net income in the Bradesco Seguros Group



Fundação Bradesco

BRL 894 million invested in 2023

42 thousand students benefited

2 million students benefited from the Virtual School

40 schools in 26 Brazilian states, including the Federal District

About us

We are one of the largest financial groups in Brazil, with a history of inclusion, pioneering, innovation and expansion.

RELATED SDG

4 QUALITY EDUCATION	5 GENDER EQUALITY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
10 REDUCED INEQUALITIES	17 PARTNERSHIPS FOR THE GOALS		



Bradesco Organization

GRI 2-1

In 2023, we completed 80 years of history, eight decades guided by a clear purpose.

An open-door bank. In 1943, Banco Bradesco S.A. was born. Innovative and inclusive, it set itself apart from other banks of the time by serving small business owners, public workers and people of modest means.



Purpose

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



Values

- The Client as the reason for the Organization's existence
- Ethics in all of our activities and relationships
- Transparency of information required by stakeholders
- Belief in the value and capacity of people to develop
- Respect for human dignity and diversity
- Social and environmental responsibility, with incentives for sustainable development initiatives

Timeline

1940'S

In 1943, Bradesco was founded in the city of Marília (SP).

1950'S

In 1951, it became the largest private bank in Brazil. Some key milestones over the decade included the construction of a new headquarter - the Cidade de Deus, in Osasco (SP) - and the creation of Fundação Bradesco, the largest socio-educational project in the country, with the goal of providing free quality education to underprivileged children, young people and adults.

1960'S

Upon purchasing the first computer in Latin America, in 1962, it began offering unprecedented services to customers, such as issuing daily statements. It confirms its pioneering spirit by implementing the first credit card in Brazil, in 1968.

2000'S

Implements new branches and Service Points (PAs), with the incorporation of more than 20 institutions, including several banks. It creates Bradesco Expresso, a reference in serving the low-income population. It expands its operations beyond retail, leading the Corporate (large companies), Private (clients with large assets and investment capacity) segments and serving micro, small and medium-sized companies.

1990'S

It maintains its top position among private banks in the country and moves forward in digitalization. Services such as Internet Banking and Mobile Banking gain millions of users. All Bradesco branches start to work online and self-service expands.

1980'S

Broadening its activities to the private pension, capitalization and insurance businesses, it establishes Bradesco Seguros group. It was in this decade that self-service agencies and services such as Telecompras and Telesaldo – currently Fone Fácil Bradesco – were implemented.

1970'S

Given the favorable economic outlook, it expands its operations in the credit segment and incorporated 17 other banks. In 1978, it reached the most distant areas of the country, now having 1,000 branches.

2010'S

With the acquisition of HSBC Bank Brasil S. A. – the largest in its history – it expands its account holder base, especially in strategic locations in the South, Southeast and Midwest. In the field of innovation and digital transformation, it creates Inovabra (innovation ecosystem); implements biometrics in self-service; introduces BIA (Bradesco Artificial Intelligence) to digital channels; and creates Next, Bradesco's digital bank. Committed to sustainable development, it participates in the creation of the UN Principles for Responsible Banking (PRB). Fundação Bradesco celebrates its 60th anniversary, being a reference in social inclusion through the education of children and young people.

2020'S

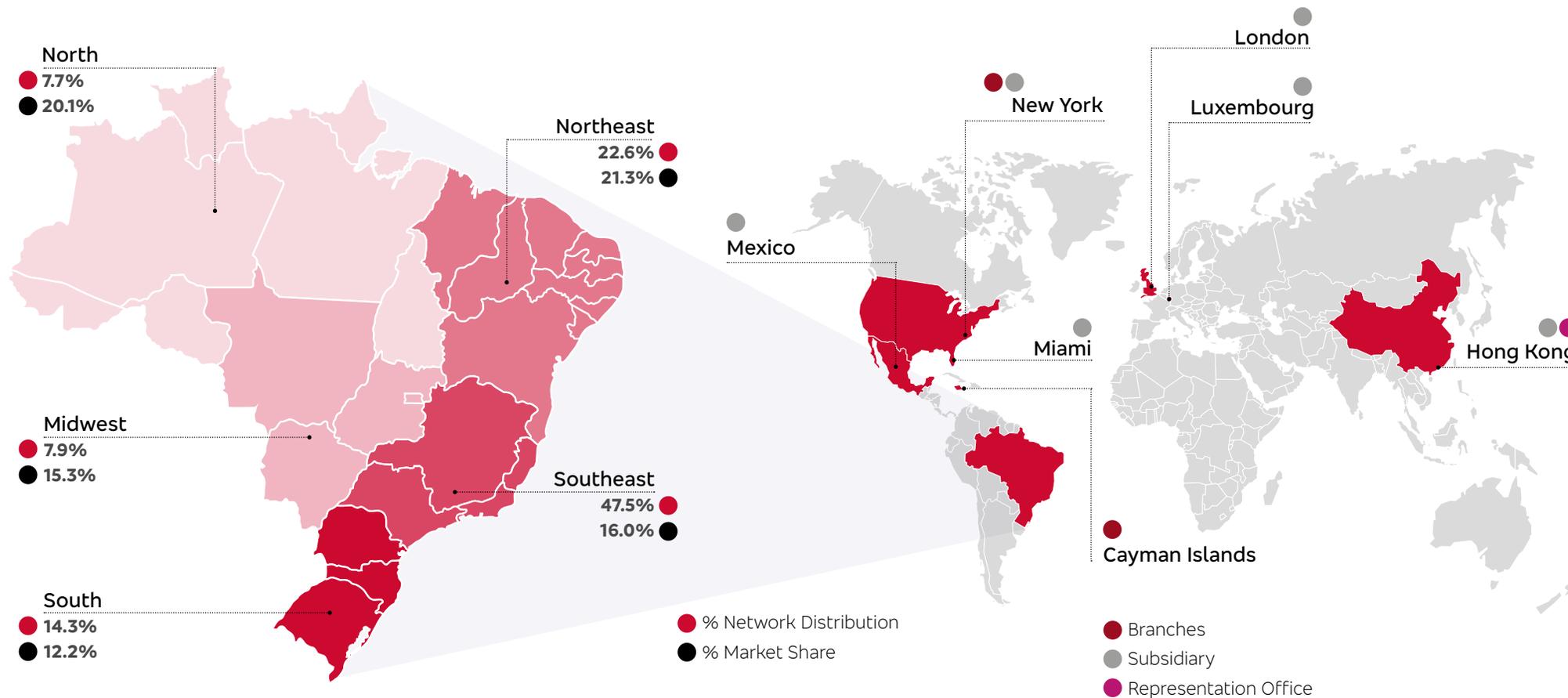
Focused on digital expansion, Digio is acquired. Strengthening its strategy with the high-income public, it acquired BAC Florida and launched My Account, a digital international account. With the aim of supporting its clients in the climate transition, it became the first Brazilian bank to commit to Net Zero.

Where we are

GRI 2-1

Next to the client, wherever he/she needs.

With national coverage and in strategic points abroad, we guarantee a physical presence integrated with digital channels, to serve all profiles in the way that is most convenient for them.



Digital and physical presence



7,388
branches/ business units/ Service Points (PAs)



38,264
Bradesco Expresso units



43,768
ATMs



2.2
million accounts opened via cell phone in 2023 and over 130 thousand for legal entities



+98%
transactions carried out through digital channels



+94%
of these transactions are concentrated on mobile and internet

Ecosystem

GRI 2-6

We are a living and constantly changing ecosystem, which offers much more than financial products.

With a widely diversified portfolio of banking and insurance products and services, our solutions are designed to meet the most diverse client profiles, depending on their moment in life and needs.

Our portfolio serves individuals and companies of all sizes – large, medium, small and micro-enterprises.



Main products and services:

Accounts and others

Investments

Loans and financing

Investment Bank and capital markets

Insurance, pensions and capitalization

Public authorities



INTERACTIVE PAGE click on **+** for more info

We offer our products and services through several brands. In addition to the traditionally recognized ones, which incorporate the Bradesco name, our group includes other innovative and specialized brands, meeting different needs. These include:



Client segmentation

Corporate

Exclusive

Corporate One

Large Corporate

Classic

Prime



COMPANIES

INDIVIDUALS

Companies and businesses

Multis & Institutional

Non-account holders

Private

Note: segmentation as of December 2023.

LEARN MORE
Find out about all our products and services [here](#).

Strategy

Our business strategy is ruled by meeting client expectations, considering their needs and moments in life, with the aim of increasing their satisfaction through an excellent experience in all interactions with the Organization.

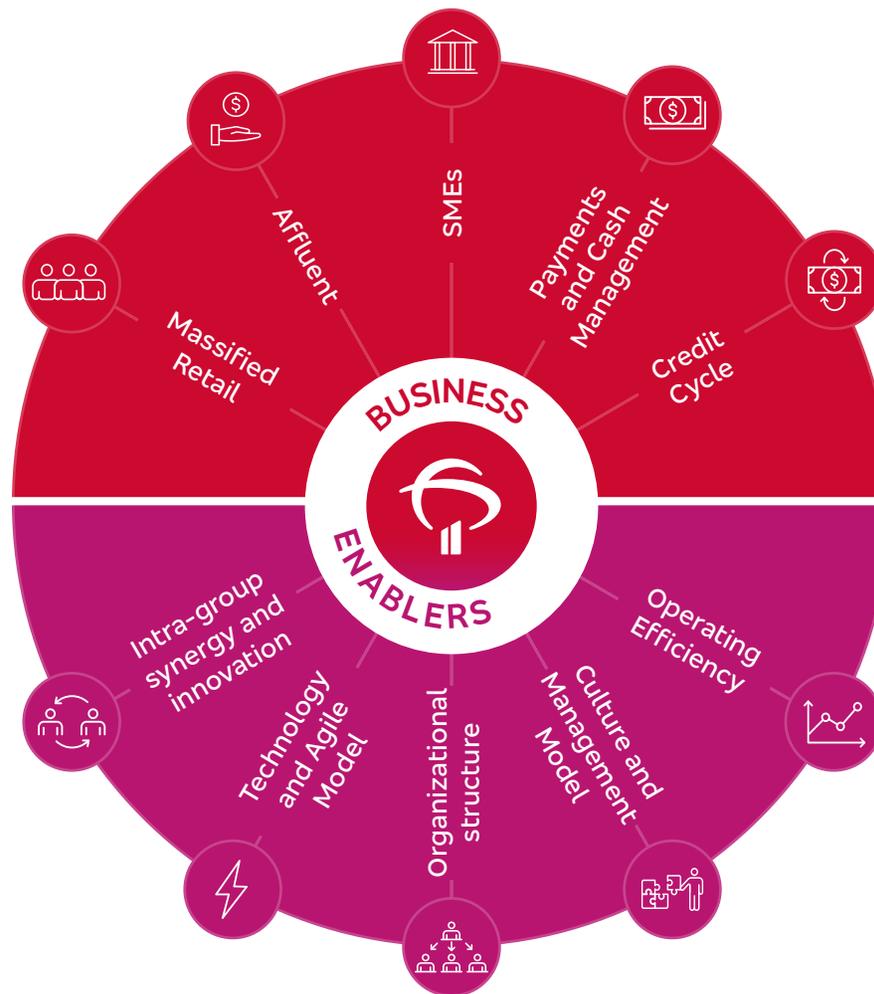
Our actions are based on four fundamental pillars that support our purpose of **creating opportunities for the fulfillment of people and the sustainable development of companies and society:**

- **Clients**
- **Digital transformation**
- **People**
- **Sustainability**

Strategic Plan

In February 2024, we released an update to Bradesco’s strategic vision, presenting a plan that reaffirms our ambition to **be a complete, profitable bank prepared to compete in the short and long term.**

With a robust and accelerated approach, we will direct our attention to ten key themes, aligning our actions with our ambitions and reinforcing our fundamental commitments.



Ambitions

- **Physical bank with adequate cost and focused on highest return clients**
- **Operational efficiency** that ensures competitiveness and returns
- **New customer experience first**
- **More effective Time to Market**
- **Efficient Digital Bank with humanized experience and AI**
- **Capture of a greater share of wallet** in the main segments
- **Transformer culture**

Sustainability

We are committed to contributing to sustainable development through our business and operations, generating long-term value for our clients, employees, suppliers, shareholders and society.

RELATED SDG

<p>4 QUALITY EDUCATION</p> 	<p>5 GENDER EQUALITY</p> 	<p>8 DECENT WORK AND ECONOMIC GROWTH</p> 	<p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p> 
<p>10 REDUCED INEQUALITIES</p> 	<p>13 CLIMATE ACTION</p> 		



Governance and sustainability strategy

GRI 2-12 • 2-22

Integrated into our strategy, sustainability is implemented and monitored transversally through a robust structure of governance that guarantees the conduction and management of ESG aspects in our operations and in our business, meeting the expectations and interests of our stakeholders.

Our sustainability governance structure

STRATEGIC	<p>Board of Directors Sets the strategy and monitors the Organization's sustainability performance in its regular meetings, as established in its bylaws.</p> <p>Sustainability and Diversity Committee Main governance body on the topic. Composed of the Board of Directors and the Executive Board, including the Chief Executive Officer. The committee meets every two months and is responsible for monitoring the evolution and implementation of the sustainability strategy.</p>		
	<p>Sustainability Commission Comprised of executive directors and directors from several departments, it meets every two months and is responsible for advising the Committee's decisions, proposing strategies and solutions that promote the implementation of the best corporate sustainability practices in the Organization's activities and businesses.</p>		
OPERATIONAL	<p>Sustainability area Responsible for developing, proposing and monitoring the implementation of the sustainability strategy, advising the Board of Directors, the Committee and the Commission in their duties.</p>	<p>Dedicated Teams These are areas within different structures in the Organization dedicated to connecting and disseminating the Sustainability Strategy through the management of climate, environmental, social and governance aspects. GRI G4 FS4</p>	<p>Working Groups Professionals from different organizational structures involved in the development of sustainability projects.</p>

Regulatory framework

The guidelines for the management of social, environmental, climate and governance aspects are established in our policies and standards, among which we highlight:

- » **Sustainability Policy:** includes the principles that govern Bradesco's corporate sustainability management
- » **Social, Environmental and Climate Responsibility Standard (PR SAC):** describes the main guidelines for Bradesco's sustainability and social, environmental and climate responsibility, in defining its strategy and conducting its business, activities and processes, highlighting the main lines of action and governance.
- » **Social, Environmental and Climate Risk Standard:** establishes the analysis scope of exposure to social, environmental and climate risks in operations with clients, suppliers, grantees and invested companies, in line with the principles of proportionality and relevance defined by the National Monetary Council.

Sustainability Strategy

Being one of the largest financial institutions in Brazil, we stress our commitment to sustainable development through our operations and by promoting businesses and initiatives that increasingly create positive impacts on society and the environment.

Our sustainability strategy takes into account local and global challenges and trends in this theme, seeking a more sustainable performance aligned with the United Nations' Sustainable Development Goals (SDGs), focusing on 3 main fronts:



Financial Citizenship

Promote education and financial inclusion to leverage socio-economic development



Climate Agenda

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



Sustainable Business

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



Sustainable Business

GRI 3-3

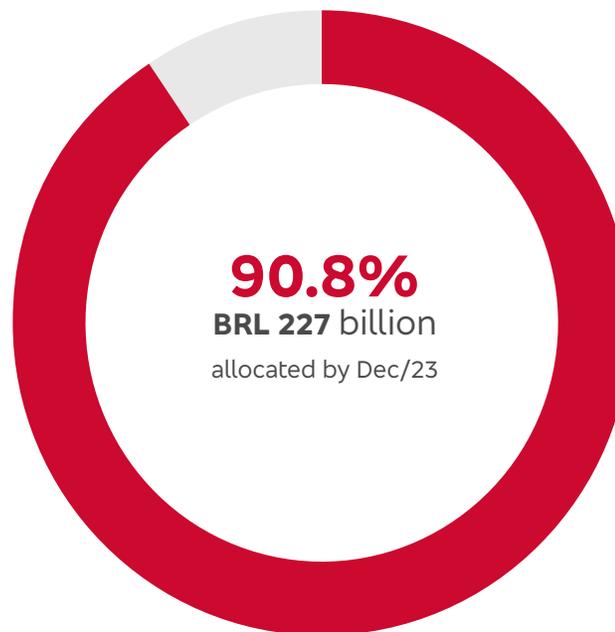
Financial institutions play a key role in promoting sustainable development, by allocating resources to activities and sectors with a positive impact, and supporting the transition to business models with a lower negative impact.

At Bradesco, we are committed to walking side by side with our clients, supporting sustainable business generation, offering guidance and encouraging engagement in relation to social, environmental and climate risks and opportunities.

To boost this commitment, we have taken on the goal of directing BRL 250 billion to sustainable businesses by 2025. We follow the taxonomy proposed by the Brazilian Federation of Banks (Febraban), considering the granting of credit for activities classified as having a positive contribution, social and environmental focus, as well as advising on the structuring of credit and debt solutions linked to ESG criteria.

With these actions, we reinforce our commitment to acting as agents of positive transformation in society, in accordance with our purpose and the voluntary commitments we have taken on.

By 2025, we will allocate BRL 250 billion to sectors and assets with a positive socio-environmental impact.



corporate credit

All loan operations with clients from selected sectors

social and environmental products

Green Loans, CDC Photovoltaic, Microcredit

investment banking

Green and Social Bonds, Advisory for companies in selected sectors

Strategic sectors



Biofuels



Education, Culture and Sports



Forest Management



Low Carbon Agriculture



Renewable Energy



Waste Management



Health and Social Security



Water and Sanitation



Transportation

Social and Environmental Products

GRI G4 FS6 • FS7 • FS8 • SASB FN-CB-240A.1

We have a continuous review process of our portfolio of products and services which includes, among other aspects, an analysis of environmental, social and governance factors. This process allows us to develop solutions suited to the needs of our clients, as well as making it possible for corporate clients to run their businesses with less social and environmental impact.

In our portfolio, we have a number of social and environmental products financed with our own resources or by BNDES transfers. Environmental products direct resources to assets or projects that contribute to the environmental and climate agenda. Social products, in turn, seek to support projects and assets with a positive social impact, in vital areas such as education, health, accessibility and financial inclusion.

BRL 2.3 billion

balance on products with environmental benefits¹

BRL 975.4 million

balance on products with social benefits²

¹ BRL 1.9 billion in own resources (CDC Kit Gas, Photovoltaics, Solar Heaters, Electric and Hybrid Vehicles, among others) and BRL 369 million in on-lendings from the BNDES (ABC, Finame and Moderagro programs, among others).

² BRL 805.4 million in own resources (Microcredit, Accessibility, Local Productive Arrangements, for example) and BRL 170 million in on-lendings from the BNDES (Moderinfra, Proirriga and Prodecoop programs, among others).

Among the multiple solutions we offer for individuals and legal entities, the following can be highlighted:



Financing for hybrid and electric vehicles

Through Bradesco Financiamentos, we offer a line focused on the acquisition of hybrid and electric vehicles. In 2023, we continued to expand our participation in this market, reaching almost BRL 628 million, an amount that represents a 318% increase compared to 2022.



Financing for solar energy

Recognizing Brazil's potential to expand its solar energy generation, we provide Photovoltaic CDC. This credit line facilitates the acquisition of solar energy equipment, both by individuals and legal entities. We ended 2023 with a production of BRL 754.2 million.



RenovAgro Program (BNDES)

The program offers differentiated interest rates for rural landowners to recover pastures and forests, in addition to enabling the adoption of production technologies that contribute to reducing greenhouse gas emissions, combining conservation practices with economic results.



LEARN MORE

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

ESG Operations

SASB FN-IB-410A.1 • FN-IB-410A.2 • FN-IB-410A.3 • GRI G4 FS4

As part of our sustainable business strategy, we develop customized credit and debt solutions to help our clients in structuring and improving ESG best practices.

We have teams dedicated to structuring these operations, both in the capital markets and for other operations, offering all the required support to identify opportunities, draw up documentation and assist in the operation's evaluation process.

Our experience encompasses the issuance of financial instruments with ESG labeling, both through loans and financing (in categories such as green, social, sustainable and sustainability-linked loans) and through issuances in the capital market (green, social, sustainable and sustainability-linked bonds).

The purpose of these operations is to finance or refinance assets that contribute to the ESG agenda or that promote tangible improvements in the social or environmental performance of our clients. In order to ensure adherence to these objectives, all our ESG operations follow the main international guides and principles and are subject to evaluation by a Second-Party Opinion (SPO).

In 2023, we participated in the structuring of 18 ESG-labeled operations through our investment bank, totaling BRL 6.1 billion, of which:

- » 5 green bonds
- » 10 sustainable bonds
- » 1 sustainability-linked bond
- » 1 social bond
- » 1 sustainability-linked bond



Structuring renewable energy projects

Through BBI, our investment bank, we advised 17 operations aimed at the generation, transmission and distribution of electricity from renewable sources, totaling BRL 3.7 billion by the end of 2023.



Structuring environmental sanitation projects

Throughout the year, we structured 11 sanitation operations for the management of sewage networks or water collection, treatment and distribution. In total, we made BRL 2.1 billion in these operations in 2023.

ESG-labeled operations in the spotlight

	Cemig Distribuição	Águas do Rio 1 e 4	Cogna Educação	Elea Digital Data Centers
Bradesco BBI	Lead Coordinator	Coordinator	Exclusive Coordinator	Lead Coordinator
Instrument	Sustainable debentures	Sustainable and Blue debentures	Social debentures	SLB debentures
Volume	BRL 2 billion	BRL 5,5 billion	BRL 500 million	BRL 570 million
Term	3 years	two issues, one with a 10.5-year term and the other with a 18.5-year term	2 years	7 years
Activity	subsidiary of the Cemig Group, one of the largest electricity distributors in Brazil in terms of network extension.	subsidiaries of Aegea Saneamento, focused on basic sanitation for Blocks 1 and 4 of the CEDAE asset auction.	one of the largest private educational organizations in the country	data center operations, aiming for high efficiency and sustainability in its operations.
Use of proceeds	execution of the Distribution Development Plan (PDD), which includes network modernization and digitalization programs, service expansion, replacement of single-phase lines with three-phase lines and energy efficiency of equipment, among others.	water supply (implementation of networks, expansion of water supply systems and improvements to the water treatment station) and sanitary sewage (improvements to the effluent treatment station, expansion of effluent collection, transport and treatment).	reimbursement of operational expenses for courses in small municipalities with medium, low or very low HDI, being the first social issue of the educational sector in the local market.	ESG targets related to water use efficiency and promotion of diversity in leadership positions, with penalties for not achieving established targets.

Funding with IFC

GRI 203-2

In the second half of 2023, we raised US\$250 million from the International Finance Corporation (IFC), for a period of three years.

The objective is to expand financial support to micro, small and medium-sized companies within the context of Local Productive Arrangements (APLs, its acronym in Portuguese), mainly operating in the creative economy, in the North and Northeast regions of Brazil. This effort aims to not only strengthen local culture, but also encourage socioeconomic development in these areas.

APLs are characterized by regional groupings of companies that share productive specialization and maintain relationships of articulation, interaction, cooperation and mutual learning.

Creative industries, important to this initiative, are based on the use of creativity, culture and intellectual property to create products with commercial value. They have a significant potential to generate jobs, in addition to promoting entrepreneurship and innovation.

This initiative reinforces the importance of strategic partnerships for socioeconomic development and represents an important opportunity to strengthen our presence in smaller companies, promoting financial inclusion.

We reiterate our ongoing commitment to supporting APLs, and thereby remain as the only private financial institution participating in the APL Permanent Working Group (GPT APL).

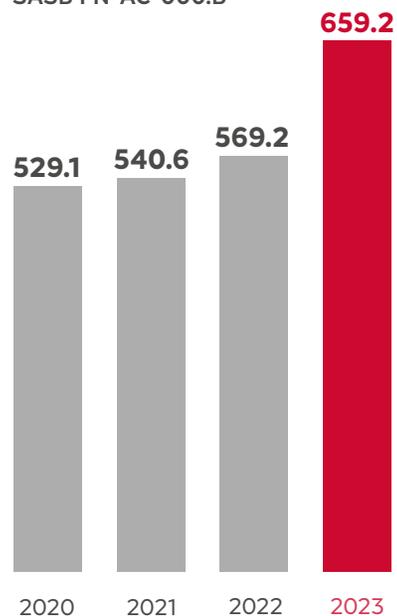
 **LEARN MORE**
in [Financial Inclusion](#).

Responsible Investments

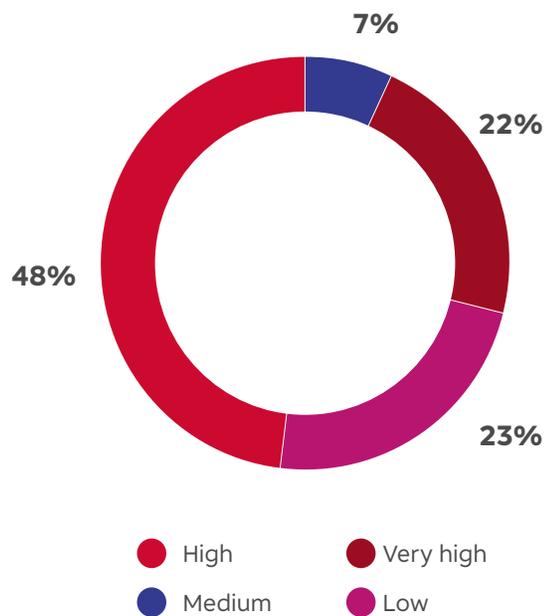
GRI G4 FS11 • SASB FN-AC-410A.2 • FN-AC-410A.3

Bradesco Asset is one of the largest private asset managers in Brazil, with over BRL 659.2 billion in assets under management. Through it, we manage a complete and diversified portfolio of funds and investments for each investor profile.

TOTAL ASSETS UNDER MANAGEMENT
SASB FN-AC-000.B



BY LIQUIDITY CLASSIFICATION CATEGORY



Volume of assets under management by segment (FIs only)

Segment	BRL million	%
EAPC	282,004.94	42.78
Corporate	98,818.76	14.99
EFPC Private Companies	55,010.67	8.35
High Income Retail	51,953.76	7.88
Retail	47,246.47	7.17
Investment Funds	27,917.73	4.23
Private	26,927.62	4.08
Middle Market	20,947.98	3.18
Insurance company	17,908.95	2.72
RPPS	12,911.73	1.96
EFPC Public Companies	6,872.68	1.04
Public Authorities	3,874.04	0.59
Capitalization	3,559.17	0.54
Foreigners	1,924.85	0.29
Others	1,338.68	0.20
Total	659,218.03	100.0

Volume of assets under management by class (FIs only)

Class	BRL million	%
Fixed Income	329,799.64	50.03
Pensions	256,115.30	38.85
Multimarkets	47,178.71	7.16
Shares	12,465.99	1.89
FIDC	9,467.25	1.44
ETF	3,286.39	0.50
Exchange rate	423.49	0.06
FII	411.39	0.06
FIP	69.87	0.01
Total	659,218.03	100.00

As part of our fiduciary duty, we observe guidelines for responsible and ethical investing. As signatories of the Principles for Responsible Investment (PRI), the Task Force on Climate-Related Financial Disclosures (TCFD), Investors for the Climate (IPC) and the Association of Investors in the Capital Market (AMEC), we rely on a process for asset analysis and management that incorporates ESG aspects transversely, assessing relevant risks and opportunities in the performance of our assets. Aspects such as legal compliance, respect for human and labor rights, impact on the environment and climate change, among others, are considered.

This process is carried out by a dedicated team, which reports directly to Bradesco's Asset Board of Directors, which, in turn, reports to the Sustainability Commission and the Sustainability and Diversity Committee.

In this sense, we rely on the [Responsible Investment Standard](#), which formalizes guidelines relating to:

- » inclusion of ESG criteria in asset analysis and management
- » engagement of investee companies
- » relationship with stakeholders
- » exercising the right to vote
- » commitment to transparency and accountability

We are committed to continuously improving analysis methodologies and processes in order to consistently integrate ESG aspects and provide our clients with increasingly greater value and security.

Our methodology attributes different weights to the aspects that are monitored and extends to all asset classes, including variable income, fixed income (private and public securities) and investment funds. This weighting differentiation reflects the particularities inherent to each sector. In 2023, we reinforced our responsible investment strategy in order to reflect the strides made in the Organization's agenda and incorporated specific guidelines for restrictions on the arms, gambling and coal and uranium exploration sectors.

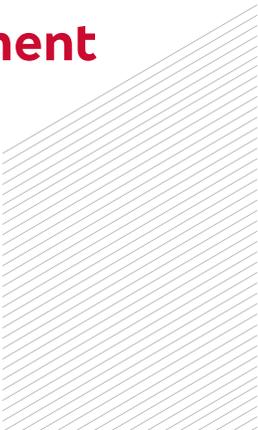
For private securities, the analyses are based on the material topics relevant to each sector, in order to identify the risks and opportunities to which companies are subjected, as shown in the table below.

Main aspects analyzed		
<p>ENVIRONMENTAL</p> <ul style="list-style-type: none"> • Management of natural resources • Waste, effluents and emissions • Climate change • Resources management • Environmental impacts from products and services, biodiversity and deforestation 	<p>SOCIAL</p> <ul style="list-style-type: none"> • Relationship with associates • Relationship with clients • Relationship with suppliers • Relationship with communities • Scandals, fines and penalties in relation to stakeholders 	<p>GOVERNANCE</p> <ul style="list-style-type: none"> • ESG integration with the strategy • Transparency and management • Ownership and voting • Board of Directors • Conduct and conflict of Interest

For public bonds, our analysis covers regulatory quality, public policies for the adequate provision of basic services to the population, environmental conservation and the reduction of social inequality, in addition to governance issues.

99.93% of assets under our management have incorporated ESG analysis

LEARN MORE
 >> check out the historical series in our [ESG Indicators Worksheet](#).



Annually, we assess ESG aspects of invested assets or with investment potential through an internally developed questionnaire. Our ESG analyses are based on their assessment in a wide range of sources, including public data, consultancies, rating agencies and information platforms.

We carry out a screening approach, which incorporates internal ESG analysis data into the strategies of each fund and portfolio, enabling each fund to have its own ESG investment objective.

When assets are selected, we take into account material criteria for the sectors, aiming to reduce fund's exposure to ESG risks while capturing potential opportunities.

In the case of ESG funds, we prioritize assets that are best prepared to face sustainability challenges and that have projects related to the topic. The analysis of ESG risks and opportunities supports managers when allocating resources, in addition to being an argument to propose improvements to investors' choices, which will bring benefits to all stakeholders.

For variable income funds, the screening includes, for example, a comparison between the fund's ESG rating and the benchmark index, a Best in Class methodology, or even an engagement strategy for companies with potential to improve their

ESG performance, allowing an assessment of the ESG risk of companies making up the portfolio to support decision-making on resource allocation.

We currently have several funds with ESG objectives, both in variable and fixed income, totaling a Net Equity of BRL 629.1 million under management. Furthermore, we have USD 518.47 million under management in Funds that promote environmental and/or social features, according to art. 8 of the Sustainable Finance Disclosure Regulation (SFDR).

Assets under management employing environmental, social and governance (ESG) integration and screening

GRI FS11 • SASB FN-AC-410A.1

Asset Class	ESG Integration/ Screening	
	BRL Billion	%
Shares	14.10	99.98
RF Credits	149.97	99.70
FIDC	12.73	100.00
Government bonds	371.42	100.00
Repo	110.55	100.00
Total	658.77	99.93

ESG BRAM Funds - IS ANBIMA	PL (BRL million)	Strategy
ESG Master Pension Stock Investment Fund	10.4	Their sustainable investment objective is to capture returns from investments in companies with a high level of sustainability and corporate governance, through the creation of a theoretical investment portfolio. Based on the assets listed on B3, issuers that have an ESG rating equivalent to or higher than the sectoral ESG rating (Best in Class) and according to the quartile quality selection criteria defined by Bradesco Asset are selected. In addition, the portfolio may have assets that demonstrate clear ESG commitments, as long as they do not contribute to potential damage to the fund, and that the manager and the company commit to establishing engagement commitments.
Bradesco IS Corporate Sustainability Equity Investment Fund	15.7	
BRAM IS Corporate Sustainability Equity Investment Fund 2	7.6	
Bradesco H SRI Equity Investment Fund	5.5	
BRAM Equity green BDR Level I IS equity investment fund	12.6	The Fund aims to invest in funds with well-defined and measurable ESG strategies in local and international markets, in addition to restricting some controversial sectors.
SRI 20 Long Term Private Credit Performance Fixed Income Investment Fund	121.8	
Private Credit Master ESG Pension Fixed Income Investment Fund	13.8	
Private Credit Sustainability Fixed Income Investment Fund	127.6	The sustainable investment objective is to capture returns through investments in companies with an ESG rating equal to or higher than the sectoral ESG rating (Best in Class), so as not to cause harm to their objective.

Participation in shareholders' meeting (proxy voting)

GRI FS12 • SASB FN-AC-410A.3

We adhere to the Self-Regulation Code for Investment Funds of the Brazilian Association of Financial and Capital Market Entities (Anbima), through which all institutions responsible for managing Investment Funds need to adopt a Voting Policy, ensuring the right to vote in shareholders' meetings of investment funds and of companies issuing securities that are part of the funds' portfolios, safeguarding the interests of clients.

According to our policy, to exercise voting at meetings, funds must have over 5% of the share capital or hold more than 10% of their equity in a single fund. Calls for shareholders' meetings are reviewed by our analysts and portfolio managers and submitted for approval by an internal Proxy Voting commission. Although the Voting Rights Policy does not have proper guideline for environmental and social issues, our team maps the agendas of the general meetings of investee companies, and if there are relevant environmental

and social issues, there is an indication and emphasis on the decisions as to periodic participation and voting guidance.

Throughout 2023, we took part in 117 meetings.

Sector	Meetings	Participation in Meetings (%)
Banks	9	7.69%
Capital Goods and Services	5	4.27%
Consumption	3	2.56%
Education	1	0.85%
Energy	6	5.13%
Property/real estate	16	13.68%
Logistics, transport and infrastructure	9	7.69%
Mining and steel	8	6.84%
Health	9	7.69%
Financial services	14	11.97%
Technology, Media and Telecom	8	6.84%
Public utilities	19	16.24%
Retail	10	8.55%
Overall Total	117	100%

Note: Funds submitted to Anbima's IS seal.

Engagement and training in sustainable business

GRI 2-29 • GRI G4 FS4 • FS5 • FS10

In order to ensure that sustainable business strategy is internalized within the Organization, we continuously engage our clients and employees - especially our sales teams.

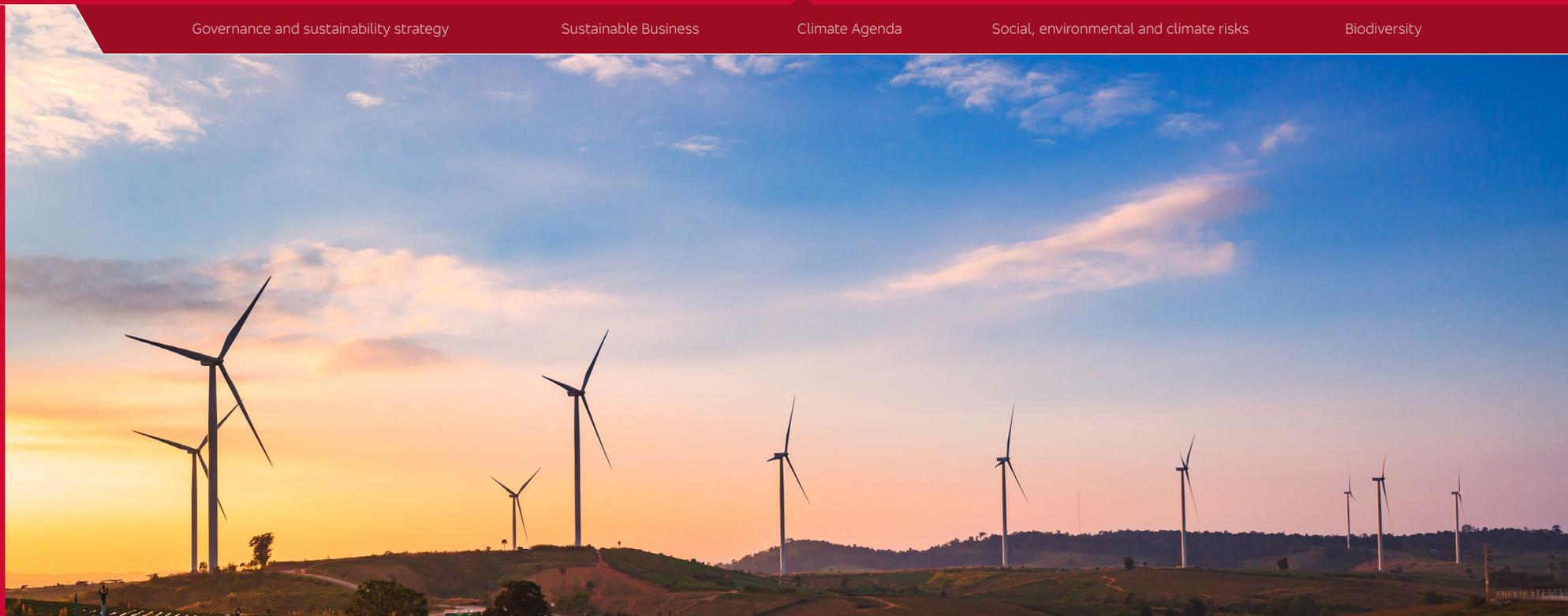
In 2023, we engaged 860 relationship managers in the Wholesale segment in sustainable business and the potential risks and opportunities related to environmental, social and climate issues. We also held a number of sector events in line with our Net Zero commitment and the challenges and opportunities of the climate agenda. Committed to engaging our clients in the opportunities and risks of the ESG agenda, we met with 174 of them throughout 2023.

We have implemented training related to the ESG agenda

specifically for Bradesco Asset's internal public, dealing with Governance (process and standard), Carbon Pricing and Invested Emissions. Over the course of 2023, 222 employees took part in at least one of these trainings. We also held discussions with our analysts on the materiality of ESG aspects for the sectors and/or Companies and trained them in the Personal Investment Policy and Abusive Practices in the Capital Market. Also, during the year, we directly engaged 35 companies in our investment portfolio, aiming to encourage the adoption of the best ESG practices, focusing on critical issues to mitigate risks and exploit opportunities. We also held a webinar with Bradesco Asset clients on ESG investment opportunities.

Commitments and partnerships

- We are signatories to Investors for Climate (IPC), an ERM NINT initiative with support from the Climate and Society Institute (ICS) to engage national investors in contributing to the targets set in the Paris Agreement. The initiative operates through advocacy and market development, technical and strategic support for participants, dialogue forums and dissemination of the climate agenda. In 2023, we engaged together with IPC four clients in taking part in the climate agenda: Eletrobras, BRF, Vale and Petrobras
- We hosted the PRI “Progression Pathways” workshop, which brought together several entities in the sector. The meeting was given by the PRI chairman, David Smith, with the aim of discussing responsible investment practices, addressing the agenda's main challenges and opportunities.



Climate Agenda

GRI 3-3

As a financial institution, we recognize our role in encouraging the allocation of capital to business models that contribute to the reduction of greenhouse gas (GHG) emissions, stimulating a low-carbon economy in the production chains of all the economic sectors we support, enhancing our commitment to the climate transition.

At Bradesco, we drive sustainable businesses that include new models and solutions for reducing greenhouse gas emissions. We manage physical and transition risks in an integrated manner, with robust governance, which has the

Board of Directors as its highest reporting and decision-making body.

As signatories to the Partnership for Carbon Accounting Financials (PCAF), Net Zero Banking Alliance (NZBA) and Principles for Responsible Banking (PRB), we are committed to measuring our financed emissions and acting in accordance with the Paris Agreement, limiting the increase in global temperature to up to 1.5°C, by making our credit portfolio NetZero by 2050.

Climate governance

Our climate governance is integrated into sustainability and social, environmental and climate risk management structures.

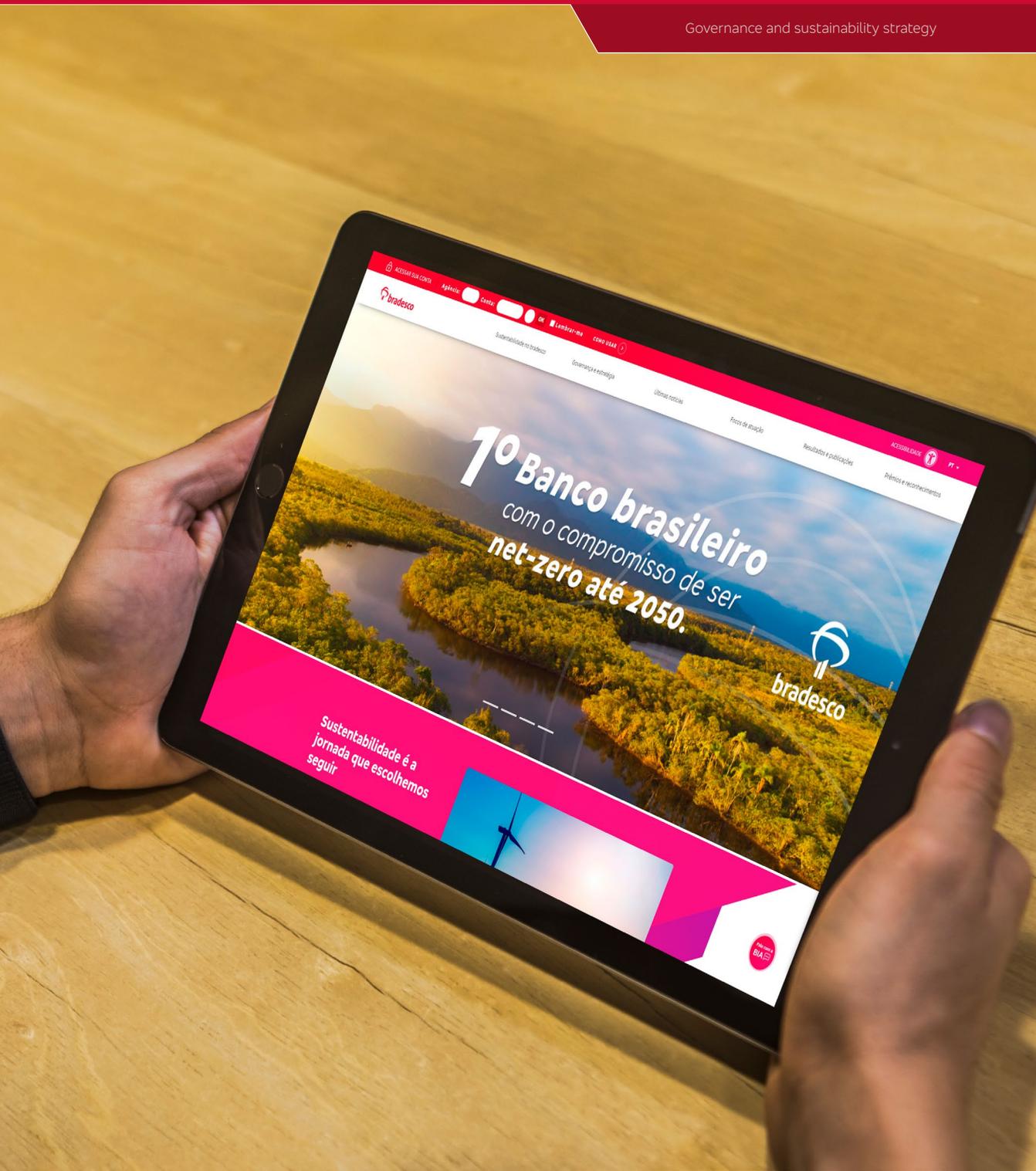


In the variable compensation process for executives and in the evaluation of their respective departments, ESG aspects (environmental - which includes climate change, social and governance) and performance in the main sustainability indexes and ratings are taken into account.

LEARN MORE



Find out more information about Executive compensation in [Corporate Governance](#).



Climate strategy

The climate agenda is part of Bradesco's sustainability strategy and integrated risk management, structured around four pillars, integrating the assessment of risks and opportunities and providing support for decision-making and corporate strategy guidelines with a focus on business resilience.



Reducing and mitigating greenhouse gas emissions in our operations and managing the exposure of our operational structures to climate risks



Integrating assessments on current and future climate risks and opportunities into the decision-making and management processes of our businesses



Offering financial solutions that support consumption and production patterns with lower carbon generation and are more resilient to climate impacts



Promoting the engagement and awareness on the topic among our target audience, such as employees, partners and suppliers, clients and civil society entities

Our journey on the climate agenda

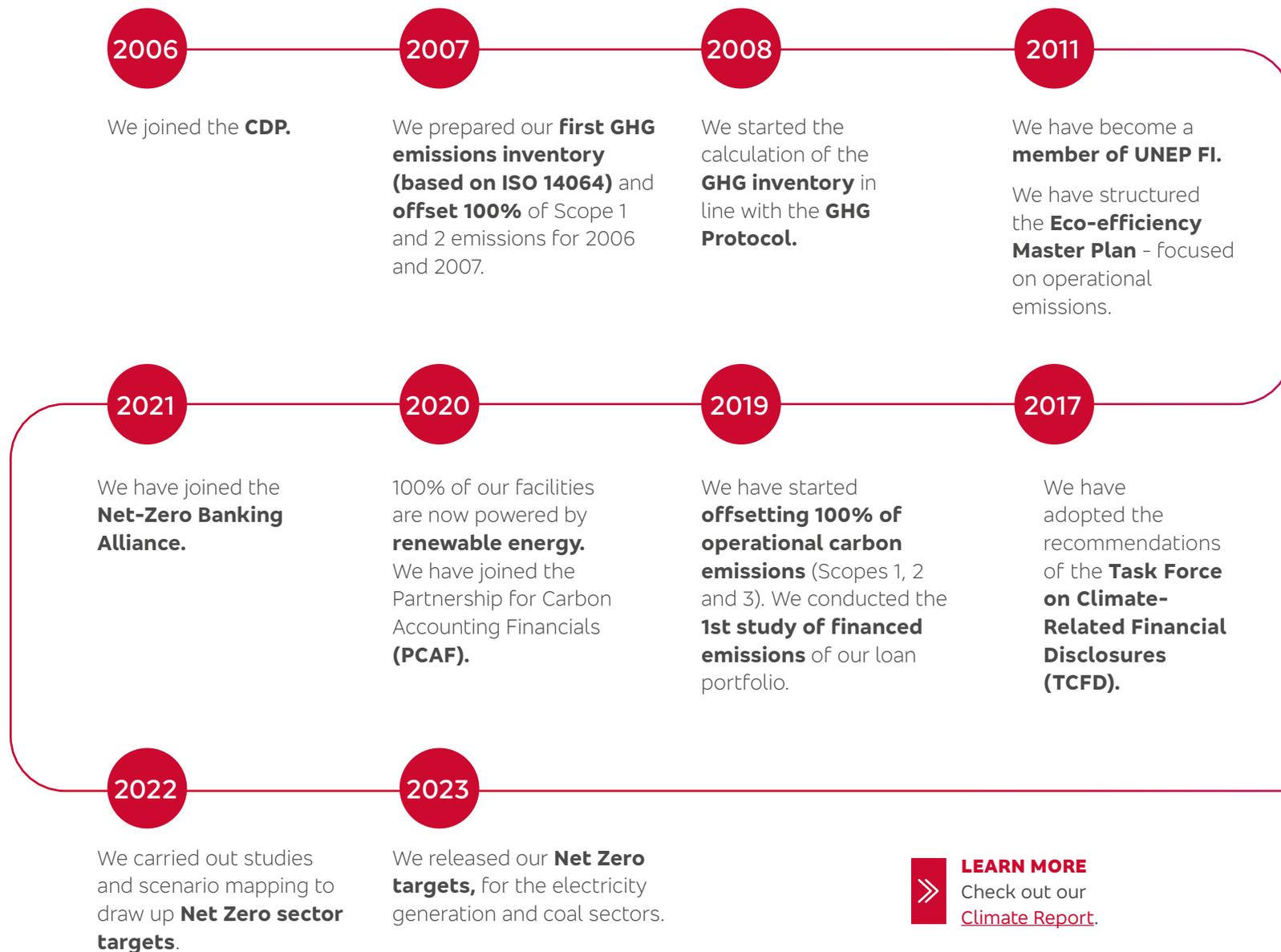
Over the last 15 years, we have made several public commitments related to combating climate change, including setting policies, action plans and measuring performance.

We have continuously advanced in managing climate risks and opportunities, initially focusing on managing our operations and, in recent years, focusing on transforming our business to support the development of a low-carbon economy with our clients.

Having understood the relevance of deepening our knowledge of the sectors we finance, we were the country's first bank to measure and publish the CO₂e emissions related to our credit portfolio, following the methodology of the Partnership for Carbon Accounting Financials (PCAF). This leading role allowed us to become the first Brazilian bank to join the Net Zero Banking Alliance (NZBA), committing to a carbon-neutral credit portfolio by 2050, in line with scientific scenarios and the goals of the Paris Agreement.

During the course of 2023, we carried out several studies mapping greenhouse gas emissions scenarios, evaluating sectoral decarbonization curves and identifying climate transition opportunities, in an effort to advance businesses and initiatives that contribute to a low-carbon economy.

Within this context and in compliance with NZBA requirements, in 2023 we drew up and published targets for the electricity generation and coal sectors. At the beginning of 2024, we published the respective transition plans.



LEARN MORE
Check out our [Climate Report](#).

Climate agenda in business

Climate risks and opportunities may influence the financial sector's business strategy, requiring initiatives aimed at a low-carbon economy, with actions to reduce climate change impacts.

As signatories of the Net Zero Banking Alliance (NZBA), we have committed, under the Paris Agreement, to align our portfolios with 1.5°C and net zero trajectories by 2050.

The Alliance governs our actions and our transition business. With it, and following a medium and long-term approach, we are committed to setting decarbonization targets, directing investments towards less carbon-intensive solutions and activities, and supporting our clients' investment needs.

Partnerships

To bolster the climate agenda, we actively participate in national and international discussions and working groups, in particular the working groups on the financial front of the United Nations Environment Program (UNEP FI), the Glasgow Financial Alliance for Net Zero (GFANZ), the Brazilian Business Council for Sustainable Development (CEBDS) and Febraban.

Carbon pricing

We implement internal carbon pricing as an analytical tool to internalize the costs associated with greenhouse gas emissions. The tool aims to encourage the reduction of these emissions, reflecting them in the costs of investments, operations, contracts, products and services, thus, helping us to assess risks and opportunities associated with a mandatory pricing scenario, as well as subsidizing voluntary mitigation strategies.

- **Corporate investments:** since 2019, we have adopted projects to internalize carbon pricing. Since 2020, we have established an internal price for carbon, incorporated into cost analyses in significant investments in projects and corporate acquisitions. In 2021, we standardized this practice influencing projects that contribute to carbon reduction and negatively influencing those that increase the emission levels of our operational structure.
- **Asset management:** we analyze the sensitivity of invested companies to carbon pricing, considering the effects of taxation on greenhouse gas emissions and the emissions trading system. Our analysts and managers use advanced tools to evaluate various climate and carbon pricing scenarios, allowing an analysis of possible impacts on portfolios, adjusted to the bank's guidelines and TCFD recommendations.

LEARN MORE



in [Sustainable Business](#) and
in [Climate Risks](#).

Metrics and targets

We establish and track metrics related to potential climate impacts caused by our operations and businesses.

We have improved our inventories and established operational and financed emissions reduction targets that are meant to decarbonize loan portfolios on carbon-intensive sectors, in accordance with the requirements of the commitment made with the Net-Zero Banking Alliance (NZBA).

Operational emissions

We prepare our emissions inventory on an annual basis, following the guidelines of the ABNT ISO 14,064-1 Standard and the specifications of the Brazilian GHG Protocol Program.

Through the Operational Eco-Efficiency Master Plan, we establish targets and monitor the aspects that make up our

inventory, including, but not limited to waste generation, energy and fuel consumption.

For the current cycle (2022-2030), we have set targets for reducing our operational greenhouse gas emissions in line with the methodology of the Science Based Targets Initiative - SBTi.

Our commitment is to reduce 50% of these emissions by 2030, which represents an annual target of -4.6%, subdivided among the various sources of emissions that make up scopes 1, 2 and 3 of our inventory, using 2019 as the base year.

The remaining direct and indirect emissions generated by our operations are offset through the acquisition of carbon credits.

>> LEARN MORE
in the chapter [Operational Emissions](#).

Financed emissions

SASB FN-IN-410C.4 • FN-AC-410B.3 • FN-CB-410B.4 • FN-AC-410B.4

Financed emissions represent the indirect climate impact generated by our business and guide our portfolio decarbonization strategy. We began measuring emissions from our loans in 2019 and, since 2020, we have used the standard published by the Partnership for Carbon Accounting Financials (PCAF) to calculate emissions from the bank's corporate credit portfolio¹ and investments managed by Bradesco Asset, referring to the fixed and variable income portfolios.

Throughout 2023, our emissions calculation process underwent significant improvements as a result of integrating technologies for capturing internal data, assessing the compatibility of financial data and GHG emissions inventories¹ and applying the new PCAF emissions factor database².

The new methodological process had an impact on the coverage of the loan portfolio, the issues calculated and the quality score in relation to the figures published in the previous year.

>> LEARN MORE
about the calculation of financed emissions in our [Climate Report](#).

¹ We had the support of the startup DEEP ESG to capture the data and carry out the calculations.

² Emission factors used exclusively for the Power Generation sector were taken from the first version of the PCAF emission factor database, as they best represent the profile of the Brazilian energy matrix.

TOTAL FINANCED EMISSIONS SASB FN-CB-410B.1 • FN-AC-410B.1 • FN-AC-410B.2 • FN-CB-410B.3 • FN-IN-410C.1 • FN-IN-410C.3

	Banco Bradesco		Bradesco Asset	
	2021	2022	2021	2022
Covered amount ¹ (BRL billion)	387.73	406.05	93.39	125.53
Absolute emissions - Scopes 1 and 2 (MtCO ₂ e)	10.15	10.64	1.67	2.10
Emission intensity (MtCO ₂ e/BRL billion)	0.03	0.03	0.02	0.02
Portfolio coverage	95%	94%	100%	100%
PCAF Score	3.81	3.86	1.98	2.25

¹ Amounts relating to endorsements and guarantees are deducted from the analysis.

Note: Due to the disclosure period for our clients' emissions inventories, the emissions results presented take into account the previous year's portfolio, thus ensuring greater consistency in the figures disclosed and alignment with market practices.

SECTORAL INVESTMENT EMISSIONS - BRADESCO ASSET SASB FN-CB-410B.2 • FN-IN-410C.2

Sector/Year	Total balance covered (BRL billion)		Scope 1 and 2 Emissions (MtCO ₂ e)		Emission Intensity (MtCO ₂ e/BRL)		Score PCAF	
	2021	2022	2021	2022	2021	2022	2021	2022
Agriculture	0.14	0.16	0.01	0.01	0.10	0.06	1.01	1.02
Aluminum	0.14	0.09	0.02	0.01	0.16	0.16	1.00	1.00
Iron and Steel	0.59	0.36	0.12	0.06	0.20	0.16	1.72	1.01
Power Generation	5.64	7.40	0.32	0.15	0.06	0.02	1.67	1.79
Real Estate	1.23	1.02	0.00	0.00	0.00	0.00	3.18	2.91
Oil and Gas	3.47	2.08	0.31	0.17	0.09	0.08	1.29	1.28
Transport	1.57	1.91	0.05	0.04	0.03	0.02	2.50	4.33
Others	80.62	112.50	0.83	1.66	0.00	0.00	2.01	2.27
Total	93.39	125.53	1.67	2.10	0.02	0.02	1.98	2.25

Note: there was no exposure of Bradesco Asset to the coal and cement sectors in 2021 and 2022.

Note 2: Due to the disclosure period for our clients' emissions inventories, the emissions results presented take into account the previous year's portfolio, thus ensuring greater consistency in the figures disclosed and alignment with market practices.

SECTORAL EMISSIONS OF CORPORATE LOANS - BANK SASB FN-CB-410B.2 • FN-IN-410C.2

Sector/Year	Total balance covered (BRL billion)		Scope 1 and 2 Emissions (MtCO ₂ e)		Emission Intensity (MtCO ₂ e/BRL)		Score PCAF	
	2021	2022	2021	2022	2021	2022	2021	2022
Agriculture	5.20	5.13	0.90	0.89	0.17	0.17	4.60	4.80
Aluminum	3.01	3.41	0.42	0.47	0.14	0.14	2.83	2.99
Coal	0.01	0.02	0.00	0.00	0.20	0.20	5.00	5.00
Cement	1.95	2.03	0.17	0.18	0.09	0.09	4.33	4.32
Real Estate	22.24	24.95	0.04	0.04	0.00	0.00	4.50	4.62
Iron and Steel	7.04	5.66	0.85	0.57	0.12	0.10	3.00	2.97
Power Generation	7.93	8.79	0.14	0.12	0.02	0.01	3.36	3.32
Oil and Gas	6.53	7.22	0.89	0.74	0.14	0.10	2.26	1.76
Transport ⁵	32.93	33.21	0.56	0.80	0.02	0.02	4.56	4.68
Others	300.17	315.65	6.19	6.82	0.02	0.02	3.75	3.79
Total	387.73	406.05	10.15	10.64	0.03	0.03	3.81	3.86

⁵ Includes vehicle and auto parts manufacturing.

Note: Due to the disclosure period for our clients' emissions inventories, the emissions results presented take into account the previous year's portfolio, thus ensuring greater consistency in the figures disclosed and alignment with market practices.

Following the requirements established by the Net Zero Banking Alliance (NZBA) commitment, we released, in early 2023, our first round of targets for the coal and power generation sectors and, at the beginning of 2024, we published the corresponding transition plan. Still in 2024, we will release our second round of sectoral targets. In the journey to establish these targets, we identified major challenges regarding data quality and availability, selection of methodology for calculating the physical intensity of portfolios, suitability of the decarbonization scenarios available to Brazilian sectoral contexts, among other sectors with no published targets.

It is worth noting that these decarbonization paths and emission measurement methodologies are constantly evolving. Therefore, we understand that our targets may be updated, so that they remain aligned with the most recent advances inherent to the target-setting process.

Decarbonization goals

	Scope	Metric	Baseline 2021	2030 Target	Reference scenario
Power generation	Direct emissions (Scopes 1 and 2)	Emission intensity (kgCO ₂ e/MWh)	56	23 (-59%)	Intergovernmental Panel on Climate Change (IPCC SSP 1-1.9 Brazil)
Coal	Direct and indirect emissions (Scopes 1, 2 and 3)	Absolute emissions (tCO ₂ e)	7.4 thousand	0 (-100%)	-

Note: The baseline will be reviewed in the target progress report following NZBA guidelines.

Social, environmental and climate risks in business

GRI 2-23 • 2-24 • GRI G4 FS1 • FS2 • FS3 • SASB FN-CB-410A.2

As a financial institution, our exposure to social, environmental and climate risks is mostly indirect, arising from our business relationships with the supply chain and clients through financing and investment activities.

Our governance structure is adjusted to the guidelines of the National Monetary Council and the relevant resolutions of the Central Bank, ensuring that these risks are properly identified, measured, monitored, mitigated and reported.

Annually, our executive risk committees, responsible for supporting Senior Management in their duties related to the topic, review and improve social, environmental and climate risk management processes.

This management is supported by our Social, Environmental and Climate Risk Standard, which in turn is in accordance with the Sustainability and Social, Environmental and Climate Responsibility Policies (PRSAC).

According to the scope and criteria of the standard, our credit assessment for clients in sectors with significant socio-environmental impact and high credit exposure follows some steps:



Update of assessed clients:

We monitor variations in our exposure and clients entry and exit from our portfolio in order to update the scope of clients subject to social, environmental and climate risk assessment.



ESG Methodology:

Applied to clients, it addresses environmental, social and governance (ESG) aspects e.g. impact on biodiversity and traditional communities, violation of human rights (slave-like labor, child labor, sexual exploitation, etc.), legal compliance, climate risk inherent to the sector, occupational health and safety and corporate responsibility.



Sector checklists:

Applied in the project financing process, documents required for risk assessment are requested for each sector involved, such as licenses and environmental studies.



Research and analysis:

Additionally, we analyze environmental studies, media research and databases, such as the "Dirty List" (List of Employers who have subjected workers to conditions analogous to slavery), the list of embargoes by the Brazilian Institute for the Environment and Renewable Natural Resources (IBAMA), the Chico Mendes Institute for Biodiversity Conservation (ICMbio), and public lists of contaminated areas.



Classification:

Based on the results after applying methodologies and analyzing documents and research, we classify the client or project according to its risk level: minimum, low, moderate, high or very high.

Implementation of the project and business financing policy

Assessment of projects/ businesses	2020	2021	2022	2023
Total number of projects/ businesses	1,924	3,207	3,070	2,563
Total number of projects/ businesses evaluated	1,924	3,207	3,070	2,563
Percentage of total projects/ businesses valuated (%)	100	100	100	100
Number of projects/transactions approved with caveats	426	571	412	528
Percentage of projects/ transactions approved with caveats (%)	22	18	13	21
Number of projects/transactions approved	1,443	2,540	2,591	1,986
Percentage of projects/ transactions approved (%)	75	79	84	77
Number of projects/transactions not approved	55	96	67	49
Percentage of projects/ transactions not approved (%)	3	3	2	2

Equator Principles

As signatories to the Equator Principles, we are committed to ensuring that the projects we finance or advise on, whether new or expansions, are carried out in a socially responsible manner and reflect best environmental, social and climate management practices, in accordance with the International Finance Corporation (IFC) Performance Standards and the Health, Safety and Environment Guidelines of the World Bank.

Projects that fall under the Equator Principles are subject to our routine monitoring. Depending on the category and risks identified, such projects may require the hiring of independent consultants, field visits, document checks, meetings with the client, as well as the preparation

of action plans for the prevention, control, mitigation and compensation of the socio-environmental damage inherent in the projects, which are monitored on a regular basis. Specific socio-environmental clauses are also included, providing for the prerogative of early expiry of the contract if non-compliance with any risk mitigation clause is identified.

In 2023, 23 projects made up the monitoring portfolio, among which 13 were under the Equator Principles. Of this total, 10 projects were classified as Project finance.

Project finance under the Equator Principles

Number of projects / businesses reviewed	10
Percentage of total projects/transactions reviewed in relation to total projects/ transactions	100
Number of projects/businesses that reached financial close	10
Number of projects/transactions rejected	0

We analyze real estate guarantees, regardless of the type of credit, in which social, environmental and climate aspects are addressed, including: illegal deforestation, environmental liabilities, overlap with protected areas and traditional peoples and communities, exposure to physical climate risks, among other topics. Learn about our procedures for managing social, environmental and climate risks in the supply chain in the [Suppliers](#) chapter.

We also work to ensure that all processes for identifying environmental, social and climate risks within the scope defined by the Organization are carried out in line with internal sector guidelines, which include measures to prevent and restrict business and relationships in the most sensitive economic sectors due to their potential social, environmental or climate impacts. We also have standard contractual clauses that allow contracts to expire early in the event of non-compliance with ESG commitments and regulations.

We also have an alert system, based on internal and public media and databases, to monitor the involvement of clients or potential clients in social, environmental or climate-related incidents, such as embargoes, contaminated areas or labor analogous to slavery. This system is used to support business and relationship decision-making.

We periodically calculate operational and asset losses linked to social, environmental and climatic events, in addition to identifying, analyzing and classifying suppliers considered critical in these aspects.

Adherence of social, environmental and climate risk management activities to internal commitments, legislation and standards is periodically evaluated in internal audit and compliance processes, in addition to the periodic monitoring performed by the Central Bank of Brazil.

GRI G4 FS9

Client engagement

GRI G4 FS10

In order to efficiently manage social, environmental and climate risk, we rely on the awareness and engagement of clients, which involves a series of demands related to the topic, such as the requirement for information and documents that attest to the practices and commitments assumed by them, as well as their agreement with the criteria and aspects observed in our standards.

In 2023, we analyzed 722 clients and 320 projects, providing evidence on the compliance of financed activities with legislation and our commitments and policies.

Moreover, we invested in renewing our adherence to the Equator Principles, CDP Supply Chain, training our staff and hiring consultants to help with our internal processes.

Climate Risks

GRI 3-3 • 201-2

With the consolidation of the climate risk agenda, which is gaining more and more prominence in the sector, the rules for risk management have also been improved.

These rules were determined with a focus on dealing with the possibility of losses and emphasize the need to integrate climate risks with credit, market, liquidity and operational risks, the Risk Appetite Statement (RAS), business continuity management and the stress testing program. Additionally, standards for reporting information to the Central Bank and transparency in communications on these topics were also determined.

In order to comply with regulatory demands and TCFD recommendations, we initiated a project to integrate climate risks into our risk management structure, creating a specialized administration team for this purpose.

We made strides in identifying relevant risks for the Organization and developing a methodology to evaluate their impacts.

Accordingly, we submitted the main sectors of our credit portfolio to an assessment of their respective degree of exposure to physical (acute and chronic) and transitional (regulatory, market, technological and reputational) risks.

We monitor all credit operations carried out with legal entities in sectors with relevant exposure to climate risks and rural credit for individuals on a monthly basis. This allows us to observe the evolution of business concentration in these sectors and adjust our strategy to our risk appetite.

After classifying the level of climate risk of each sector, we direct efforts to quantifying potential impacts of the sectors most susceptible to physical and transitional risks, using advanced models made available by the Network for Greening the Financial System (NGFS). We then subject these sectors to quantitative analyses based on three scenarios in the period from 2025 to 2050: Net Zero, Divergent Net Zero, and Current Policies.

The first two scenarios are aligned with the 1.5°C limit and estimate net-zero emissions by 2050, but they differ in terms of the orderly or disorderly paths of initiatives and policies to reach the goal of restricting temperature gains. The third, based on a more pessimistic perspective, considers that only current policies will be maintained, resulting in high physical risks and a temperature increase of more than 2°C.

Based on these scenarios, the financial statements of companies in our portfolio were analyzed to simulate possible impacts on variables such as credit ratings. It is worth noting that we have revised our credit rating standard to include the possibility of changing client classifications based on their exposure to applicable social, environmental or climate risks, creating the basis for deepening the integration of these factors into already established risk management processes.

Since 2022, we have implemented prospective stress testing for climate, environmental and social risks, using narratives about global climate issues and their effects on macroeconomic variables such as exchange rate, interest rates and GDP. With each test, we add details to the narrative, making the process increasingly relevant for the integration of climate risk management into the operation.

Biodiversity

Climate and biodiversity are deeply intertwined, and there is growing awareness that climate change, along with other events caused by human actions in natural systems, are contributing to biodiversity loss.

The financial system can contribute directly and/or indirectly to the preservation of Brazilian biomes by financing companies and their respective production chains, as well as through its social work, supporting businesses, projects and initiatives in favor of biodiversity.

Biodiversity in business

Since 2004, we have been signatories to the Equator Principles and have incorporated biodiversity aspects into the analysis processes for granting funding to projects.

Biodiversity in asset management

At Bradesco Asset, the investment process is supported by a comprehensive analysis that incorporates macroeconomic and financial aspects and ESG factors, including biodiversity, deforestation, compliance with environmental and forestry legislation, as well as the environmental impacts of products and services, according to each sector's materiality. The incorporation of biodiversity management in this analysis is designed to adequately measure the risks and opportunities associated with the assets by understanding the main biodiversity preservation and restoration programs implemented by the investee companies, deforestation risk, both in operations and in the

value chain of these companies, analysis of their compliance with legal requirements and the Forest Code.

Finally, Bradesco Asset conducts, whenever necessary, engagement processes with companies or sectors relevant to its portfolios, regardless of asset class, with the aim of understanding the opportunities, strategic planning, risks and goals of these companies in relation to biodiversity and the environmental impacts of products and services.

LEARN MORE



in [Responsible Investment](#) and [Social, environmental and climate risks](#).

Partnerships

Over the years, we have supported projects and initiatives by different partners to support forest conservation and reforestation in the Amazon and the Atlantic Forest, which are crucial to protecting biodiversity.

LEARN MORE



in Partnerships with the [SOS Mata Atlântica Foundation](#) and the [Sustainable Amazon Foundation](#).

Bradesco at CTBio

Institutionally, to understand and implement the agenda, we participate in the Brazilian Business Council for Sustainable Development (CEBDS) in the Thematic Chamber on Biodiversity and Biotechnology (CTBio). One of CTBio's objectives is to support the negotiations of the Convention on Biological Diversity (CBD) and the construction of the new framework, engaging the Brazilian business sector and society in this process.

In 2023, we also joined the CTBio pilot project, which aims to assess possible business interfaces with nature and the preliminary analysis of potential impacts and dependencies.

One of the expected results is the creation of a sector heatmap based on the credit exposure of the pilot participants.

The project is estimated to last 18 months and follows the Locate, Evaluate, Assess and Prepare (LEAP) methodology - stages considered essential for assessing the materiality of the topic in the portfolios.

Operations in the Amazon

Since 1965, with the opening of our first branch in the Amazon, we have significantly expanded our operations in the region, and now are present in all its municipalities. There are 370 branches and business units, 405 banking service points and 3,628 Bradesco Expresso points, our network of banking correspondents. This robust infrastructure, combined with our digital services, guarantees inclusive access to financial services even in the most remote locations in the country.

In the Amazon, our team has 5,427 employees. We also have three platforms focused on agribusiness, equipped with specialized managers and agronomists, providing financial solutions for our clients adapted to the Amazonian context.

Furthermore, we support local development by stimulating entrepreneurship, which was reflected in the hiring of 55 regional suppliers during 2023.

Our contribution to education in the Amazon includes 11 Fundação Bradesco physical schools, a virtual school and several professional courses, offering quality and free education. In 2023, we benefited more than 9,229 students, reaffirming our commitment to the region's educational and economic progress.



Floating branch

SASB FN-CB-240A.3

Since 2009, Bradesco has operated a service point on the Voyager V vessel. Through this landmark initiative in the State of Amazonas, we travel 1,600 kilometers for seven days along the Solimões River, between Manaus and Tabatinga, serving ten municipalities and two communities – a population over 250 thousand people, who live in regions with difficult mobility, far from large centers and who previously lacked access to financial services. Considering the region covered by the boat, by the end of 2023 we had

1,857 active clients, served by the boat and the Bradesco Expresso network, who carried out more than 229 thousand transactions in their current accounts, including transfers, pix, withdrawals, payments, and others.



Learn more about our work in the Amazon by accessing our [video](#).

Socio-environmental products in the Amazon

We support clients in the region by offering a portfolio of socio-environmental products, contributing to a more sustainable economic development.

Microcredit

We provide information, training and access to credit to promote local development and entrepreneurship. In the last four years, we have disbursed more than BRL 400 million in microcredit in the states of the Legal Amazon. In 2023, this amount was BRL 99.84 million.

We also offer Oriented Productive Microcredit (MPO), a financial solution that supports the expansion of the productive activities of micro-entrepreneurs and self-employed people, allowing both individuals and legal entities to invest in their businesses and contribute to the economic vitality of their communities.

Photovoltaic products

In the North region, which is characterized by being home to a great number of isolated locations in Brazil, we are committed to meeting the growing demand for cleaner and more renewable energy alternatives, specially solar energy.

In 2023, BRL 101.92 million were allocated to financing photovoltaic projects. The total directed over the last four years was BRL 457 million.

National Family Farming Strengthening Program (Pronaf)

We encourage income generation for families with agricultural or non-agricultural activities and services, in rural establishments and community areas in the region.

During the year, BRL 239.30 million were disbursed, totaling over BRL 402 million allocated over the last four years.

Sustainable Amazon Foundation (Fundação Amazônia Sustentável)

We have been a partner of Sustainable Amazon Foundation (Fundação Amazônia Sustentável – FAS), for 16 years, supporting conservation and entrepreneurship projects, as well as bringing education and financial inclusion to riverside communities.

In 2023, we supported two projects in partnership with FAS, focusing on financial inclusion and protection of biodiversity and traditional communities in the region.

Guardians of the RainForest (Guardiões da Floresta)

We are the financial institution responsible for transferring payments to the Guardians of the Rainforest, a pioneering initiative of the Government of Amazonas which, since 2007, through the State Plan for Climate Change, has established the Payment for Environmental Services (PSA) policy in the state. In partnership with the FAS, it aims to encourage forest conservation and improve life quality of population living in state Conservation Units (CUs).

In 2023, the program was expanded to 28 Conservation Units, compared to 16 in the previous year, benefiting 8,207 families.

Strengthening the Pirarucu Chain in Protected Areas of the Amazon

The pirarucu fish (*Arapaima gigas*) is one of the most emblematic species of the Amazon, considered the largest freshwater scaled fish in the world. In addition to its ecological importance, the pirarucu has great economic, social and cultural value for riverside populations that depend on fishing as a source of income and food.

The project to strengthen the pirarucu chain in protected areas of the Amazon, completed in 2023, benefited 369 people, improving sales profitability by training and enhancing traditional techniques of handlers and adding more value to the final product.

A new phase of the project is being developed, which aims to continue the qualification of this type of production, but now from a new perspective, focusing on improving production infrastructures and training leaders in business management and financial education, in addition to other fronts already practiced in the previous cycle.

Internal engagement

GRI 2-29

In order to engage our team and keep them up to date on our strategy for operating in the Amazon, we provide a series of content created in partnership with Embrapa on the importance of the biome and sustainable cultures, in addition to translating, in a simple way, our client's needs, to prosper in their business.

In addition, we provide a series of e-books about the Amazon, which are available to all employees.

Amazon Workshop

In 2023, on World Environment Day, we held a workshop in Manaus/AM, which brought together members of Bradesco's Senior Leadership with commercial teams from the Amazon, to share opportunities arising from the consonance between sustainability and the businesses we develop in the biome. At this event, we addressed the strategic importance of the region so that we can fulfill our commitments in Sustainable Business and the climate agenda. We emphasized the potential we have to contribute to the prosperity of our clients, through our reach, diversity of products and services and partnerships, by encouraging the appreciation of local socio-biodiversity, and keeping the forest standing.

Private Social Investment (ISP) and volunteering in the Amazon biome

In 2023, we allocated BRL 3.7 million in social donations and BRL 6.5 million in sponsorships to contribute to the sustainable development of the region.

Through social and environmental actions, we engaged 1,063 Bradesco volunteers in the region, benefiting over 23,000 people over the course of 2023.

On World Environment Day, we brought together volunteers from Manaus/AM and the region, in partnership with the Sustainable Amazon Foundation (FAS), in an initiative to raise awareness and plant seedlings in an Agroforestry System (SAF) area in the Tumbira Community.

Bradesco volunteers in action in the Tumbira community, Amazon



Amazon Plan

GRI 2-29

Launched in 2020, the Amazon Plan is a joint initiative between Bradesco and two other major private banks, aimed at directing investments to the Amazon region, focusing on projects that promote sustainable development, forest protection and reduce deforestation.

In 2023, the plan completed three years, and an article summarizing the achievements and challenges along this trajectory was published. For this new cycle, three strategic objectives were defined, in order to ensure greater robustness and focus on deliveries: **forest conservation, promotion of the bioeconomy and access to connectivity.**



LEARN MORE

read the full article [here](#).

Forest conservation

This front supports forest conservation by curbing illegal deforestation in the meat industry. In 2023, we engaged our clients to commit to tracking their supply chains, aiming to achieve zero illegal deforestation by 2025.

Inspired by the plan, Febraban created a self-regulation to prevent illegal deforestation, applicable to all banks that adhere to the banking regulation system, serving as a standard for risk management and bank credit policies.

Promotion of Bioeconomy

In a partnership with the Certi Foundation, we support Jornada Amazônia Platform, aiming to promote the competitiveness of the standing forest through support for innovation in bioeconomy.

The platform includes the entrepreneurial journey, which consists of a series of programs to support the structuring and prosperity of businesses with a positive impact and that value keeping the forest standing. It starts with the Gênese program, which stimulates the entrepreneurial spirit of Amazonian talents, followed by SinapseBio, which encourages the creation of new companies. The subsequent program, Sinergia, aims to develop and expand already established businesses, enhancing their positive environmental impact.

Furthermore, the platform has a front dedicated to venture capital, Sinergia Investimentos, focused on attracting industries from sectors such as beverages and food, cosmetics, and others, to support with investment, knowledge and connections, in a microcorporate venture capital (CVC) approach. In the first edition, eight startups were selected.

GÊNESE

- More than **5 thousand** talents mobilized
- More than **500** people trained
- **56%** female participation

SINAPSEBIO

- More than **600** suitable proposals
- **71** proposals selected
- **91.5%** of participants are from the Legal Amazon (among the selected proposals)

SINERGIA

- **127** businesses registered
- **22** business selected
- **77.27%** of selected businesses headquartered in the legal Amazon



LEARN MORE

in [Amazon Journey](#) (available only in Portuguese).

Access to Connectivity

We established a partnership with Instituto Conexão Povos da Floresta to overcome connectivity challenges that affect various aspects of the lives of people living in the Amazon, including education, health, banking services and productive inclusion, with focus on supporting traditional and remote communities.

The project, which is supported by the Amazon Plan and several other organizations, aims to provide fast internet to more than 4.5 thousand indigenous, quilombola and riverside communities by 2025.

In 2023, the project served 400 communities, benefiting around 40 thousand people with the distribution of connection kits, as well as training for network installation and maintenance. For locations without access to electricity, photovoltaic generators were provided.

Environmental

We have become increasingly eco-efficient, contributing to reducing the direct and indirect impacts of our operations and facilities on the environment.

RELATED SDG

<p>4 QUALITY EDUCATION</p>	<p>5 GENDER EQUALITY</p>	<p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>
<p>10 REDUCED INEQUALITIES</p>	<p>13 CLIMATE ACTION</p>		



Eco-efficiency

Our Operational Eco-Efficiency Master Plan (PDEO) is the guideline for environmental management in all the Organization's activities. For the current cycle, from 2022 to 2030, we have established targets and initiatives to reduce resource consumption, such as water and energy, in addition to reducing the use of paper, waste generation and Greenhouse Gas (GHG) emissions.

In order to support the implementation of the PDEO, we implemented an Environmental Management System (EMS). In administrative buildings, the EMS is certified by ISO 14001, while, for branches, we developed Bradesco Environmental Management System, a specific standard based on the same ISO and verified by external auditors.

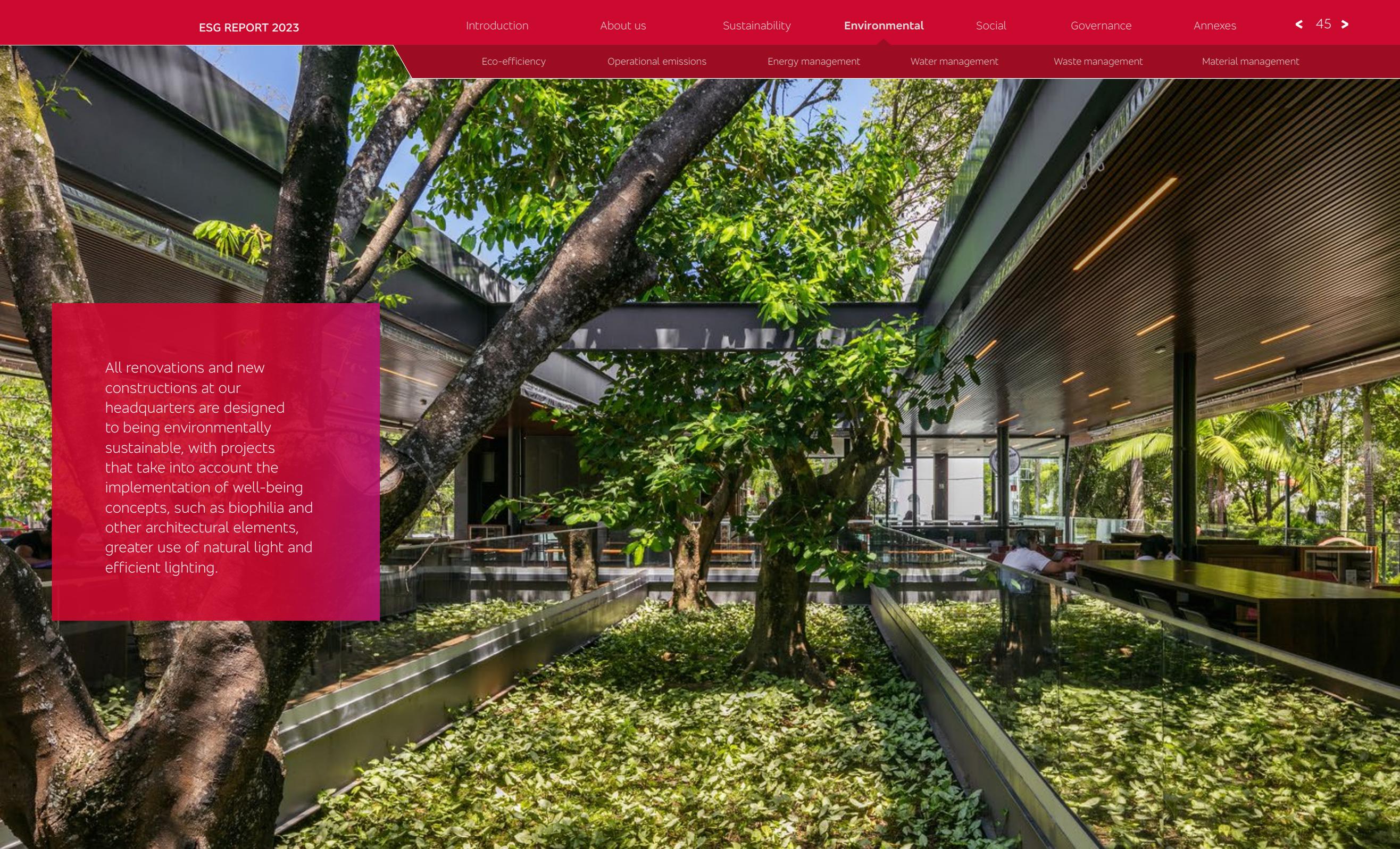
In 2023, we implemented and certified the EMS in 100% of our facilities, based on the number of employees. This certification is carried out on an annual basis and includes an environmental impact assessment.

The most diverse areas of the Organization are involved in the implementation of projects and initiatives to reduce its environmental impacts. They are also the ones who provide the data to update our performance indicators.

Operational Eco-Efficiency Master Plan Annual Targets

	Compared to base year (2019)		Compared to previous year (2022)	
	Accomplished		Accomplished	
 Greenhouse gas emission ¹ (tCO ₂ e)	-18.4%	-41.4%	-4.6%	-15.7%
 Energy consumption (Gwh)	-29.0%	-29.9%	-2.5%	-3.6%
 Waste disposal in landfills (t)	-35.0%	-45.3%	-4.6%	-8.3%
 Water consumption (m ³)	-25.0%	-26.5%	-1.5%	-1.9%

¹Our commitment is to reduce 50% of our operational emissions by 2030, which represents an annual target of -4.6%, subdivided between the diverse sources of emissions that make up scopes 1,2 and 3 of our inventory.



All renovations and new constructions at our headquarters are designed to be environmentally sustainable, with projects that take into account the implementation of well-being concepts, such as biophilia and other architectural elements, greater use of natural light and efficient lighting.

Operational emissions

GRI 305-1 • 305-2 • 305-3

Through the annual greenhouse gas inventory, we monitor the evolution of our operational emissions since 2006, following the guidelines of the ABNT ISO 14064-1 Standard, and, as of 2008, including the specifications of the Brazilian GHG Protocol Program.

Since the drafting of our first inventory, we have offset both direct emissions and those arising from energy purchase. In 2020, we achieved carbon neutrality in our operations, expanding compensation to also cover indirect emissions, which, in 2023, accounted for 88.13% of total emissions.

Carbon credits were selected based on criteria for project evaluation, which included elements such as the activity that originates the credit, the period of emission, location, socio-environmental

aspects of the projects and credit registered on public reference platforms such as Verra and CDM.

The following projects are prioritized:

- renewable energy
- energy efficiency
- fuel to renewable alternatives swaps
- waste and effluent treatment
- agriculture, forestry and land use
- reforestation and forest preservation

In 2023, we allocated BRL 1.5 million to the acquisition of REDD+ and renewable energy credits.

CDP

We have been completing the CDP's Climate Change questionnaire on an annual basis since 2006, providing a detailed understanding of our practices.

In 2023, we were given an A- score, equivalent to the "Leadership" level, and were recognized among those who implemented the best practices related to the agenda. Our performance is above the financial sector average (B) and higher than the performance of those rated in South America (B) and rest of the world (C).

From 2022 onwards, we also started reporting the information requested in the Forests questionnaire, and since then, we have evolved in the results of these assessments, reaching score B (Management of forest-related issues) in 2023.

CDP Supplier Engagement GRI 2-29

In 2008, we took on the role of publicizing the Supply Chain Leadership Collaboration (SCLC) initiative. Every year, our strategic suppliers are invited to complete the CDP Supply Chain survey. We also hold an event to encourage them to manage and disclose their greenhouse gas (GHG) emissions, in a movement to raise awareness about the risks and opportunities arising from climate change.

In 2023, 64% of our invited suppliers completed the Climate Change questionnaire, a 12% increase compared to the previous year, and we were given an A- (Leadership) score in the CDP Supplier Engagement Rating assessment.

2023 Inventory Results

Scope 1 category with the largest contribution was fugitive emissions, accounting for 86.79% of the total.

We have been working on replacing air conditioning units that used HCFC22 (R-22) as refrigerant gas, with others that are fueled by gases with a lower environmental impact.

In addition to replacing HCFC22, we continue to study the technological alternatives available in Latin America to reduce fugitive emissions during the maintenance of these equipment, and refrigerant gas alternatives with a lower GHG emission factor.

Direct (scope 1) greenhouse gas emissions in tCO₂e

GRI 305-1

Category	2021	2022	2023
Power: heat or steam generation	336	547	535
Transportation of materials: products: waste: employees and passengers	791	1,693	1,595
Fugitive emissions	13,070	11,987	14,410
TOTAL GROSS EMISSIONS	14,197	14,226	16,540

Power: heat or steam generation	39	56	64
Transportation of materials: products: waste: employees and passengers	144	194	221
TOTAL BIOGENIC EMISSIONS	183	251	285

Scope 1 – target and performance

Scope 1 emissions (tCO ₂ e)	14,197	14,226	16,540
Performance compared to previous year (%)	4.13	0.20	6.26
Reduction target to the base year (%)	-0.24	-13.75	-18.40
Performed compared to base year (%)	37.39	37.67	60.06

Note: Scope 1 emissions base year (2019): 10,333.76 tCO₂e / Scope 2 emissions base year (2019): 38,462 tCO₂e / Scope 3 emissions base year (2019): 189,157.97tCO₂e

Indirect (scope 2) greenhouse gas emissions in tCO₂e

GRI 305-2

Category	2021	2022	2023
Power Acquisition - Location based	49,637	16,223	13,933
Power Acquisition - Market based	23	-	-

We neutralized our scope 2 emissions, due to the strategy adopted in 2020, of using only energy from renewable sources in our facilities.

This strategy includes the distributed generation of photovoltaic energy, through hiring of solar farms, to supply the consumption of 378¹ branches, in four Brazilian states.

By the end of 2023, we had eight farms implemented and in operation. By 2024, we plan to implement five more solar farms.

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

¹ Reduction compared to 2022 due to the branch deactivation strategy.

Other indirect (scope 3) greenhouse gas emissions in tCO₂e

GRI 305-3

Category	2021	2022	2023
Transportation and distribution (outsourced fleet – upstream)	53,410	86,119	48,022
Waste generated in operations	3,722	4,923	4,532
Business travel	2,620	6,098	11,953
Employee commuting (home–work)	42,515	53,918	58,278
TOTAL GROSS EMISSIONS	102,267	151,058	122,785
Transportation and distribution (outsourced fleet – upstream)	8,164	10,410	8,561
Waste generated in operations	NA	580	46
Business travel	1,424	1,884	2,693
Employee commuting (home–work)	6,751	11,106	12,526
TOTAL BIOGENIC EMISSIONS	16,339	23,980	23,826

Scope 3 – target and performance

Scope 3 emissions (tCO ₂ e)	122,785
Performance compared to previous year (%)	-18.7
Reduction target to the base year (%)	-18.4
Performed compared to base year (%)	-35.1

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

In 2023, emissions from employee commuting were the most representative, accounting for 47.4%, followed by upstream transport and distribution (involving the transport of cargo, packages, relief and valuables), accounting for 39.1% of Scope 3 emissions.

To reduce scope 3 emissions, we have efficiency projects to optimize distribution and collection routes, in addition to the increasing digitalization process - consequently reducing the demand for forms and packages transportation - and the incentive for our clients to use digital products and services, thus reducing the amount of withdrawals, and consequently the demand for cash distribution. In 2023, we reduced the number of value transport shipments by 25% and avoided the use of more than 1503 thousand plastic bags.

Reduction of emissions as a direct result of initiatives

GRI 305-5

Reduction by scope (tCO₂e)

Scope 1	98
Scope 3	39,205
TOTAL REDUCTION	39,303

Organization's emission intensity

GRI 305-4

Indicator	Unit	
By revenue	tCO ₂ e/BRLMM	0.40
By net income	tCO ₂ e/BRLMM	9.21
<i>Per capita</i>	tCO ₂ e/employ.	1.62
<i>Per capita</i> (FTE)	tCO ₂ e/FTE	1.68

Energy management

GRI 302-1

Since 2020, 100% of our operations have been supplied by energy from renewable sources, through Free Energy Market projects, distributed generation (photovoltaic plants) and acquisition of renewable energy certificates (I-REC).

In 2018, we implemented the Energy Efficiency Master Plan (EEMP), which foresees actions to increase energy efficiency in our buildings, through monitoring and automation (BMS), in a six-year cycle (2018-2023).

Through the EEMP, we implemented a project to optimize the temperature of technical environments at all branches to reduce energy consumption in air conditioning equipment. Additionally, we have continued to replace light bulbs with the LED model, totaling 1,772 branches in 2023 and we ran a telemetry project in branches to measure energy consumption in real time. In 2024, we will build the new Energy Efficiency Master Plan, effective from 2025 to 2030, establishing targets and initiatives for the period.

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

Consumed Energy (GJ) - stationary

GRI 302-1

Origin	2021	2022	2023
RENEWABLE SOURCES			
National Interconnected System (SIN)	-	-	-
Wind	-	-	-
Hydroelectric	-	-	-
Solar	-	-	-
Distributed generation (solar panels)	21,406	20,357	30,684
Free contract market	-	-	472,658
I-REC	1,391,467	1,342,961	811,320
TOTAL RENEWABLE	1,412,873	1,363,318	1,314,662
NON-RENEWABLE SOURCES			
National Interconnected System (SIN)	-	-	-
Nuclear	-	-	-
Thermal	-	-	-
Generators (diesel) ¹	5,077	8,095	8,045
TOTAL NON-RENEWABLE	5,077	8,095	8,045
TOTAL ENERGY CONSUMED	1,417,950	1,371,413	1,322,707

Note: The amounts are collected from the consumption accounts through a computerized tool. Based on consumption, the energy generated in solar farms is deducted. For the remainder, the corresponding I-RECs are acquired.

¹ Our generators are only activated in cases of contingency.

Consumed Energy (GJ) - mobile

GRI 302-1

Origin	2021	2022	2023
RENEWABLE SOURCES			
Own vehicle fleet – ethanol	956	1,286	1,836
TOTAL RENEWABLE	956	1,286	1,836
NON-RENEWABLE SOURCES			
Own vehicle fleet – gasoline	6,103	7,541	6,774
Own vehicle fleet – diesel	75	102	69
Own air fleet – jet kerosene	6,415	17,167	16,438
TOTAL NON-RENEWABLE	12,593	24,810	23,281
TOTAL ENERGY CONSUMED	13,549	26,096	25,117

The increase in mobile energy consumption is related to the resumption of in-person activities. Therefore, our own fleet undergoes rigorous maintenance to ensure lower fuel consumption.

In 2023, we completed the replacement of 100% of the executive fleet with hybrid models. **GRI 302-4**

In 2023, we achieved a 30% reduction in the Organization's electricity consumption compared to the base year 2019. Compared to the previous year, we observed a 3.5% decrease.

Consumed Energy within the organization (GJ) – target vs. performed

2019	1,875,997
2020	1,590,343
2021	1,412,873
2022	1,363,317
2023	1,314,662
Target 2023/2019 (%)	-29
Performed 2023/2019 (%)	-30

Organization's energy intensity

GRI 302-3

	Unidade	2023
Indicator by revenue	GJ/BRL MM	3.77
Indicator by net income	GJ/BRL MM	86.94
Indicator <i>per capita</i>	GJ/empty	15.25
Indicator <i>per capita</i> (FTE)	GJ/FTE	15.81

**LEARN MORE**

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

Energy consumption outside the organization (GJ)

GRI 302-2

Source of consumption	2021	2022	2023
TRANSPORTATION AND DISTRIBUTION (UPSTREAM)			
Cash transportation	199,211	142,785	164,147
Assistance transportation	470,365	1,038,441	472,153
Packaging transportation	126,131	96,890	90,891
Cargo transportation	38,233	23,664	34,404
Mail transportation	NA	NA	471
BUSINESS TRAVEL			
Air Travel	8,936	43,199	105,528
Kms reimbursement	30,919	41,607	66,261
Taxi	17,069	28,258	31,597
EMPLOYEE COMMUTING (HOME-WORK)			
Employee commuting	761,384	972,749	974,187
Charter	0,00	8,375	6,422
WORK FROM HOME			
Home office	52,031	36,356	15,692
TOTAL	1,704,269	2,432,324	1,961,753

To monitor energy consumed outside the Organization, we use the data collected to prepare Scope 3 of our annual greenhouse gas emission inventory.



LEARN MORE

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



Solar energy production farm in Quixeré, Ceará, inaugurated by Bradesco in 2023

Water management

GRI 303-1 • 303-2

Due to the nature of our business, the Organization produces low hydric impact. Nevertheless, we have a corporate strategy focused on the efficiency of natural resource management, by establishing targets for reducing consumption and reusing water.

As part of the Master Plan for Operational Eco-efficiency, we monitor water consumption monthly using systematized tools.

We have various engagement strategies with our stakeholders to raise awareness and expand the reach of our water consumption reduction targets.

For the internal audience, we have information campaigns on good practices for conscious water consumption, including in their homes, considering the adoption of remote work.

For corporate clients, through the management of socio-environmental risks in projects, we monitor them by using a checklist, proposed action plan and carrying out due diligence.

Suppliers are engaged on the topic through the Bradesco +Sustainable Supplier Program.

Furthermore, we support the Federal Brazilian Waters Program, which aims to promote the preservation and restoration of springs in critical water basins in the national territory.

In 2023, we implemented 225 ecological urinals, which do not use water, and we estimate a reduction in consumption of 6,500m³ with this initiative.

At our headquarters, we use reused water produced in our Sewage Treatment Station (WWTPs). The treated water is used for garden irrigation and toilet flushing.

Our water consumption is mostly linked to the consumption of our employees and associates. By June 2022, all our administrative areas were working remotely, due to the pandemic. During 2023, however, we adopted the hybrid working model, resulting in a 2% increase in our consumption compared to 2022. In relation to the base year, 2019, however, we recorded a 27% reduction.

Total water consumption (m³)

GRI 303-3 • 303-4 • 303-5

Origin	2021	2022	2023
NEW WATER			
Underground water	166,632	156,073	133,266
Rainwater	0	6,300	0
Concessionaires	933,409	907,516	957,399
TOTAL NEW WATER	1,100,041	1,069,889	1,090,665
REUSED WATER			
Recycled water – reused	66,000	62,685	66,000
TOTAL WATER REUSED	66,000	62,685	66,000
TOTAL WATER CONSUMED	1,166,041	1,132,574	1,156,665
WATER DISCHARGED	1,034,041	1,007,204	1,024,655

Note: Information is collected using hydrometers for both wells and WWTPs. In the case of water purchased through concessionaires, consumption data is obtained through accounts entered in a systematized tool.

WATER CONSUMPTION (M³) – TARGET VS. PERFORMED

2023	Target 2023/2019	Performed
1,090,665 ¹	-25%	-27%

¹ Our water consumption reduction target does not include reused water.



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

Waste management

GRI 306-1 • 306-2

We evolved in our waste management through the Solid and Technological Waste Management Plan, which made it possible to map the waste generated by our operations.

The plan includes an annual target to reduce waste sent to landfill, which encourages selective collection and recycling of our waste.

In 2023, our target was to reduce this disposal by 35%, compared to the base year (2019), and we achieved a reduction of 45%. In relation to 2022, our target was to reduce 4.6% and we reduced 8%.

We have selective collection in all our administrative buildings in Brazil and in more than 300 branches in São Paulo region, where we have also implemented the Aterro Zero program, enabling all

waste generated by our operations to be reused in the form of recycling, composting or Residue Derived Fuel (RDF). In 2024, we plan to expand this Program to five more administrative buildings distributed throughout the country.

We recycle technological waste components (ATMs, cabins and electronic equipment), which account for 98% of the total recycled amount. Additionally, we also manage waste from construction work that takes place on our premises, ensuring adequate disposal.

For 2024, our target is to reduce our waste disposal to landfill by 47% compared to the base year (2019) and by 4% compared to 2023.

Total non-hazardous waste generated, by destination (t)

GRI 306-4 • 306-5

Destination	2021	2022	2023
Recycling	8,275	7,349	3,531
Composting	40	10	0
RDF- energy recovery	754	927	1,075
Landfill	3,080	3,840	3,518
TOTAL WASTE GENERATED	12,149	12,126	8,124

Note: All waste generated by our operations are “non-hazardous” and destined for treatment and final disposal outside our facilities. Common and recyclable waste from administrative buildings and Cidade de Deus are weighed and reported in a systematized tool. Technological waste is sent to a partner for de-characterization and disposal, and the quantity is reported through a Waste Disposal Certificate. Based on the weighing at branches located in administrative buildings, a weight ratio per employee could be obtained that allows us to estimate the waste of the entire branchnetwork.

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

Material management

GRI 301-1

The materials used in our infrastructure are approved based on research for sustainable raw materials that do not have a significant impact on the environment.

Examples include modular ceilings, a raw material that does not harm the environment and contributes to energy efficiency when using air conditioning; laminate coating and furniture that possess FSC certification, visual PVC made communication, metal or glass, which are recyclable, and metal siding, which can be reused.

Supporting the goal of reducing the generation of waste, we control the consumption of plastic and paper

To reduce paper consumption, our main initiative is the growing and gradual migration of processes to the cloud. In addition to facilitating transactions through digital channels, reducing the need for client to travel, the initiative contributes to reducing fuel consumption related to logistics and its respective greenhouse gas emissions.

To reduce the consumption of plastics, we implemented throughout the Organization, replacing common disposable cups with biodegradable cups.

Materials used (T)

GRI 301-3

Product/Material	2021	2022	2023
RENEWABLE			
Paper	1,054.78	1,317.40	1,134.04
Certified wood	1.62	0.15	0.08
NON-RENEWABLE			
PVC	197.39	197.30	173.20
Metal	0.12	0.13	0.59

Recycled material used in the production of cards

GRI 301-2

Product/Material	2023	
	QUANTITY (T)	%
Plastic	0.01	0.01

LEARN MORE

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

Social

We are a bank made of people, to serve people. We seek to develop and train our employees so that they are able to serve with excellence and generate value for all our stakeholders, whether clients, shareholders, suppliers or society.

RELATED SDG



Bradesco employees at the Collab coworking space, in Cidade de Deus, Bradesco's headquarters in Osasco/SP

Our people

The foundation of our business is our people, it is through them and for them that we have been working towards sustainable development. That's why we strive to attract, develop and retain diverse talents for each line of our business, reflecting the plurality of our clients and users.

We value skills and potential for achievement, providing opportunities in a healthy, safe and ethical environment that is aligned with Bradesco's purpose.

We share our principles and relationship policy in our Code of Ethical Conduct, a practical guide for personal and professional conduct during the work day. The document is kept up to date and is available to all employees once they are hired.

Our Human Resources structure includes areas that are at the forefront of people management, health and well-being, diversity, equity and inclusion, human capital development, in addition to covering research, innovation and data analysis.

Applying the best practices of People Analytics, engineers and business intelligence specialists collect, organize and analyze data from our staff, with a focus on supporting decision-making in management processes, streamlining resources and achieving the best results through data analysis tools and methodologies.



Employee profile

GRI 2-7

We are a team of over 85 thousand employees focused on maintaining a resilient, sustainable institution that generates value.

51% are women

49% are men

29% black

5% are people with disabilities

North 3,341



Northeast 12,307



Midwest 4,365



Southeast 54,995



South 10,584



Midwest	Northeast	North	Southeast	South
Full-time: 3,575	Full-time: 9,683	Full-time: 2,512	Full-time: 47,776	Full-time: 8,831
1,946	5,362	1,378	22,806	4,512
1,629	4,321	1,134	24,970	4,319
Part-time: 790	Part-time: 2,624	Part-time: 829	Part-time: 7,219	Part-time: 1,753
375	1,334	392	3,090	763
415	1,290	437	4,129	990

Total number of workers who are not employees and whose work is controlled by the organization

GRI 2-8

Third-party professionals working for the Organization - associates 68,829

Interns 2,497

Note: "Non-employee": includes people assigned by the companies that have been contracted to provide the services outlined in the contracts (service providers), business partners (bank correspondents, business formalizers, policyholders), regulators, bailiffs and the integration agent IEL - Instituto Euvaldo Lodi.

Associate: "non-employee" allocated within the Organization's facilities to provide a specific contracted service. Examples of their activities include: consultants, system developers, security guards, cleaning/maintenance professionals, auctioneers, occupational physicians, etc.

Members of the Board of Directors and Statutory Board, foreigners, expatriates and third-party associates are not included in the total number of employees.



Attraction and retention

We value professional development and building a sound and long-lasting career in our Organization. We recognize the value of plurality and diversity, and we seek to provide a safe and healthy work environment to ensure the attraction and retention of talent, their engagement and satisfaction, which are reflected in the way we operate and serve clients.

Attraction

To join our team, we are looking for people who believe in our core culture traits and in the potential for development aligned with each person's personal goals.

For this purpose, we have signed partnerships with student movements and participate in career fairs at universities, to boost and enhance protagonism and entrepreneurship.

We hold lectures, organize personalized in-person and online tours, and thus present the Bradesco brand alongside other companies in the Organization, such as Bradesco Seguros and Ágora.

In 2023, we impacted around 29,000 people through the 30 events we held, aimed at students and people interested in the Organization, even before the selection process began. The objective is for them to learn more about our history, strategy, and understand, in practice, how each of our sectors operates.

We would also like to highlight the several affirmative actions maintained by Bradesco, which are crucial to the constant evolution of gender representation, representation of people with disabilities, LGBTI+, ethnic-racial representation, and much more in our team.

Candidates can apply for jobs they may be interested in through the Work with Us institutional page, LinkedIn or partner portals. Through digital experiences, we reduce the candidate's commute time to the future workplace with an online onboarding process and facilitate the sharing of additional data to managers and evaluators.

We have signed specialized partnerships for this process, such as the Company- School Integration Center (Centro de Integração Empresa Escola – CIEE), the Vocational Social Education (ESPRO), Faculdade Zumbi dos Palmares, Fundação Bradesco, Laboratoria, and Cia de Talentos.

In 2023, the selection process was carried out entirely online, and in total, more than 900 thousand talents applied, approximately 630 thousand were evaluated in the initial stage and 6,163 were hired.

In addition to investing in an attractive value proposition for new talent, we value the development and construction of a sound career within the Organization, promoting internal recruitment, which, in 2023, was responsible for filling 67.3% of vacancies.

People Analytics

We guide our people management through data (data driven) using tools and the application of business knowledge. We have information, indicators and insights about employees, which support our leaders in making the best decision.

As a practical example, in 2023, the Climate Survey Comments Classification Model was developed. Using artificial intelligence, we analyzed a set of texts and identified the main topics or themes present, grouping them into categories. In addition to providing agility in understanding the various insights raised in the survey, this data facilitated the assimilation of the organizational climate results for each facility and the eventual creation of action plans related, for instance, to talent retention.

In addition, another example was the possibility of improving people management through indicators. In the process, we identified more than 180 indicators that were worked on in a panel, in which leaders can include and monitor goals and results, in addition to sharing action plans in an accurate and timely manner.

Recurrent monitoring of the status of these indicators has provided better strategic targeting of investments and expenses in human capital.

Apprentices and interns

Implemented at the Organization since 2004, the Young Apprentice Program aims to identify young talents aged 16 and over and provide their personal and professional development through the opportunity to have their first work experience at the Organization. We offer a workload distributed between theoretical classes, under the guidance of a Qualifying Entity in technical-professional training, and practical activities, on Bradesco's premises. The course is made up of modules with topics related to the areas of Administration, Customer Service, Human Resources and Finance.

Also, our Internship Program focuses on students pursuing higher education degree, with the aim of developing skills specific to professional activity and curricular contextualization.

Hiring

GRI 401-1

	2023	
	No.	Rate (%)
TOTAL	6,163	7.15
BY GENDER		
Female	3,049	3.54
Male	3,114	3.61
BY AGE GROUP		
Under 30 years old	4,613	5.35
Between 30 and 50 years old	1,516	1.76
Over 50 years old	34	0.04
BY REGION		
Midwest	401	0.47
Northeast	742	0.86
North	318	0.37
Southeast	3,912	4.54
South	790	0.92

Internal movements by gender

	2023	
	Nº	Rate (%)
Men	6,113	48.14
Women	6,585	51.86
TOTAL	12,698	100.00

Note: Employees from abroad, expatriates and third-party associated are not included.

Employees and apprentices in the national territory who left the company

GRI 401-1

	2023	
	No.	Rate (%)
TOTAL	8,947	10.38
BY GENDER		
Female	4,317	5.01
Male	4,630	5.37
BY AGE GROUP		
Under 30 years old	2,724	3.16
Between 30 and 50 years old	5,178	6.01
Over 50 years old	1,045	1.21
BY REGION		
Midwest	508	0.59
Northeast	895	1.04
North	387	0.45
Southeast	5,984	6.94
South	1,173	1.36

Turnover in the national territory

GRI 401-1

	2023	
	No.	Rate (%)
TOTAL	7,555	8.76
BY GENDER		
Female	3,716	4.31
Male	3,839	4.45
BY AGE GROUP		
Under 30 years old	3,669	4.25
Between 30 and 50 years old	3,347	3.88
Over 50 years old	539	0.63
BY REGION		
Midwest	455	0.53
Northeast	819	0.95
North	353	0.41
Southeast	4,948	5.74
South	981	1.14

Note: for turnover, the formula proposed by GRI was employed, in which the sum of employees hired and dismissed in the period is divided by 2, and the result is divided by the total number of employees at the end of the period.

LEARN MORE

» follow the historical series in our [ESG Indicators Worksheet](#).

Compensation and benefits

GRI 3-3 • 201-3 • 401-2

For us, people are the priority. In their performance and potential for achievement, we recognize the foundation for sustaining our business.

We are not only committed to our employees' well-being, but also to recognizing their work by offering fair wages and a benefits package that guarantees them security and comfort in meeting basic needs.

Among the benefits, the following stand out:

Main Life Insurance: fully funded by the Organization, it is offered to all employees, apprentices and managers, with uniform capital and funeral assistance, extended to spouse, children, parents and in-laws.

Vida Viva Bradesco Employee Life Insurance: exclusive product for employees, differentiated by the customized contracting of insured capital, coverage and assistance according to their needs and stage in life.

Meal tickets and supermarket vouchers: offered to all employees upon their hiring, and amounts are made available monthly. It is possible to flexibilize the credits among the modalities, according to one's needs.

Health and dental plan: the employees and their dependents receive a health and dental plan that includes hospitalization in a private room, which is fully funded by the Organization.

Supplementary pension plan: supplementary pension plan, in which the Organization invests 5% of the participant's basic compensation, including the 13th salary.

Partnerships: allow our employees to purchase products and services with special conditions. We consider partnerships with teaching institutions a priority in order to encourage the expansion of knowledge and professional repertoire, through accelerated courses, undergraduate courses, MBAs, postgraduate degrees and master's degrees, all with special discounts.

Medications: partnerships with pharmacies for exclusive discounts linked to the Bradesco health plan for employees and dependents.

Vaccination Campaign: Annually, throughout the country, we offer flu vaccination to all employees, free of charge, and to their dependents, at a reduced rate. In 2023, we immunized 54,487 employees, 12,380 dependents and 203 family members. Thus, we obtained a percentage of 57.6% of vaccinated employees. For 2024, we plan to immunize 61% of the workforce.

Pregnant Women Program: includes employees and dependents on the health plan. It offers complementary prenatal care focused on the development from pregnancy to the postpartum period. In 2023, we provided 2,196 appointments in the program, in which 465 pregnant women participated.

Extended maternity/paternity leave: All employees are entitled to parental leave. In addition to the time established by law, employees can opt for an additional sixty 60 days, totaling 180 days of paid maternity leave (Programa Empresa Cidadã), while fathers can opt for an extended leave of 15 days, totaling 20 days of paid paternity leave. The right also extends to cases of adoption and same-sex couples. Maternity leave may be extended if the mother and/or the newborn needs to be hospitalized.

Maternity and Paternity Support Program: support from psychologists and social workers for employees who are returning to work after the maternity/paternity leave period.

Breastfeeding: to continue breastfeeding after returning to work, we offer equipped and structured rooms in administrative centers for extracting and storing milk in ideal conditions.

Daycare or babysitter assistance: available for employees with children up to the age of 5 years and 11 months, or children with disabilities, who require permanent care, with no age limit.

Family leave: employees are granted paid leave of two days a year to take their child or dependent under 14 to the doctor. For hospitalization of spouse, child, parent, paid leave of one day is provided.

Maternity/paternity leave

GRI 401-3

Total employees who were entitled to maternity/ paternity leave	Men	41,958
	Women	43,634
Total employees who took maternity/paternity leave in the current year	Men	1,842
	Women	2,090
Total employees who took maternity/paternity leave in the current year, and whose leave ends in the current year	Men	1,758
	Women	1,131
Total employees who took maternity/paternity leave in the current year, and whose leave ends in the following year	Men	84
	Women	959
Total employees expected to return in the current year	Men	1,812
	Women	2,184
Total employees who returned to work in the reporting period after the end of maternity/ paternity leave	Men	1,803
	Women	2,169
Total employees who did NOT return to work in the reporting period after the end of maternity/paternity leave	Men	9
	Women	15
Total employees who returned to work after maternity/ paternity leave and still were employed 12 months after returning to work	Men	1,630
	Women	2,547
Return rate	Men	99.50%
	Women	99.31%
Retention rate	Men	90.61%
	Women	87.14%

Working hours benefits

Remote Work: maintaining our commitment to contributing to the quality of life of our employees, we implemented Bradesco Telework, in compliance with the provisions set out in law and collective labor agreement, in the hybrid modality, which provides for the payment of allowances according to pre-defined criteria.

In order to ensure that the modality is beneficial for everyone, we provide training for employees and managers on good home office practices.

Flexible Hours: encouraging an increasing balance between our employees' personal and professional lives, we have adopted flexible working hours, which provides the benefit of starting later and/or leaving earlier, as agreed with the manager.

Part-time job: we also have employees with reduced working hours, six hours and four hours, according to their contract (examples: teller, clerk, service operator, etc.)

Employee unionization

GRI 2-30 • 402-1

All of our employees are represented by a union, covered by collective bargaining agreements, and have freedom of association. By the end of 2023, a total of 42.3% of our employees were associated with the sector's union.

We maintain an open communication channel with Labor Union Entities and our employees. In the face of significant operational changes that have a substantial impact on employees, we generally notify the parties involved within a minimum period of four weeks.

Employees impacted by Collective Bargaining Agreements (ACT) are invited in advance by the respective Labor Union Entity to take part in a deliberative meeting where the details specified in the proposal are presented and discussed, for approval or rejection of the agreement.

LEARN MORE

» follow the historical series in our [ESG Indicators Worksheet](#).

Development and training

GRI 3-3 • 404-2

We constantly invest in the development and training of our teams, because we believe they are essential for the success of our business. We focus on offering enriching and innovative experiences, in addition to developing technical and behavioral skills.

Average training hours by functional category and by gender

GRI 404-1

	Men	Women	Total by functional category
Board of Executive Officers + Board of Directors	32	43	33
Superintendence	43	59	46
Management	38	42	39
Coordination/Supervision	27	30	28
Administrative	39	38	38
Operational	32	29	30
Apprentice	27	30	29
Intern	37	37	37
TOTAL AVERAGE	36	35	35

Average hours spent on training per FTE = 37.5 h.

LEARN MORE

» follow the historical series in our [ESG Indicators Worksheet](#).

IN 2023, WE HAD



more than 1.9 million participation in training at UNIBRAD, with an average of 22 content consumed per user.



More than BRL 160 million invested in development and training.



BRL 1,234.95 per employee, as the average amount invested in development.

UNIBRAD

In 2023, Bradesco Corporate University (Unibrad) celebrated ten years of activity, with the mission of promoting education for professional excellence and social mobility, in addition to becoming a reference in skills and leadership training, strengthening the value of our brand and social commitment for the perpetuity of our business.

In 2023, we had more than 450 thousand accesses to the Unibrad Portal, and users completed more than 800 courses on financial education.

Within Unibrad structure, we have ten Corporate Education Schools, responsible for developing learning solutions for the Organization, focused on the corporate skills necessary to meet our organizational strategic pillars.

In 2023, we incorporated the Risk Management Community into our structure, with the aim of reinforcing our risk culture. Through it, we trained 87,163 employees in risk prevention, identification, mitigation, monitoring and control, developing the technical and behavioral skills necessary to operate business structures.

Our goal was to train 85% of employees in at least three learning solutions during 2023. We exceeded this goal, registering 92% of employees trained by Unibrad in at least three different solutions.

For 2024, our goal is to train 90% of staff in at least three solutions.



Training at Unibrad
(Bradesco Corporate University)

Unibrad 10 Years



92%

of the staff was trained in at least three learning solutions in 2023, exceeding the target of 85% established for the year.



4,500

asynchronous learning solutions, in partnership with the Descola platform



1,160 courses

in the synchronous virtual model.

Corporate education schools

- Citizenship & Sustainability
- Digital
- Operational Excellence
- People
- Organizational Identity
- Business Intelligence
- Leadership
- Negotiations
- Customer Relationship
- SSO - Risk Management

Courses on a variety of subjects, such as:

- Emotional intelligence
- Complex Problem Solving
- Lifelong Learning
- Agile Mindset
- Circular Economy
- Collaborative Economy
- Thinking Environment
- Risk Management Concepts

And provision of mandatory courses in EAD format, such as:

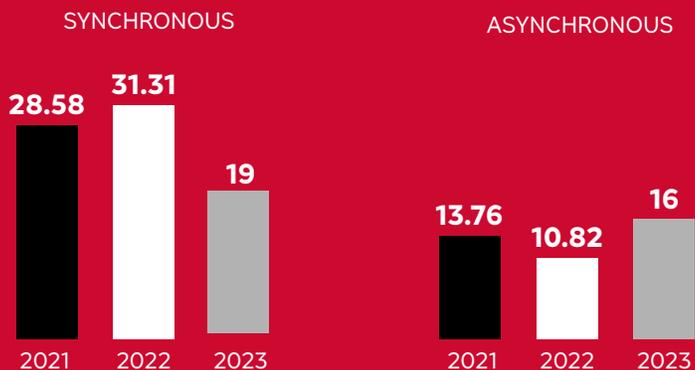
- Operational Risk Concepts
- Ethics and Integrity
- Relationship with Clients and Users
- Information and Cyber Security

Citizenship and sustainability

The Citizenship and Sustainability Learning Path is a structured learning mode that includes face-to-face and distance learning. Its goal is to integrate the vision of business continuity into the culture by incorporating the economic, environmental and social aspects

In 2023, we recorded 87,089 participations in solutions under the Sustainability pillar.

AVERAGE HOURS BY TYPE OF TRAINING



STRUCTURE



9 regional campuses that provide coverage to employees throughout the national territory



Portal

Unibrad Digital with more than 450 thousand accesses in 2023



EAD

through our portals and partners



27 thousand

titles available in our virtual library



54 classrooms

Our programs

Bradesco Jornada Bra Integration

Program: designed to help newly hired professionals feel like part of the Organization. The program presents Bradesco's history and culture, accelerating adaptation and integration into the team.

Bradesco Language Program: online English course available to all employees, interns and apprentices, in partnership with EF English Live, covering from basic to advanced levels, with live classes, native teachers, daily activities, resources and support tools. A total of 37,232 employees enrolled in 2023.

Investment Academy: financial advisory specialization program, aimed at relationship managers, platform managers and investment specialists. Focuses on developing technical, behavioral and commercial skills through case discussion, work presentation, interpretation of national and international macroeconomic scenarios, investment products, consultative sales, corporate etiquette, negotiation skills and humanization in the world of investments.

At the Academy, we also work on a specific pillar for interns, and in 2023, 143 participants. During the training period, these young people seek CEA professional certification (Anbima) and follow the specific development path (Behavioral, Certification, Scenario and Commercial), with periodic adaptations, until becoming effective as investment specialists is possible.

Professional Certification Programs:

offer preparatory content for certification or renewal of Anbima certification, covering CPA10, CPA20, CEA, CGA, CGE, CFG, CFP, and others.

Top Leadership Development

Program: aims to boost the development of Leadership, for an action more focused on management practices and the role of the leader in developing people for current and future performance.

Employee Support

GRI 404-2

We also provide support solutions for employees in the context of employability and end-of-career management.

- **Lifelong Learning – Learn new things all the time:** focusing on the importance of acquiring new knowledge throughout life, the solution presents methodologies for professionals to learn how to learn.
- **Adaptability Workshop:** addresses topics that can be considered during these transition moments, such as why we avoid change, how we can adapt quickly and explore potential risks, in addition to reinforcing the benefits of change.
- **Lecture “Mental Health – Transforming Senses”:** addresses the pillars of emotional health and its relevance during our journey, seeking to awaken reflections on changing cycles, mourning and its phases and new forms of relationships.

Analytical Vocation Program

Bearing in mind the 1,249 employees and 168 leaders who are part of the Analytical Vocation community, the Program aims to provide a specific development environment and ensure retention, engagement and productivity, considering the external and internal factors professionals face throughout their journeys.

The program is structured around four pillars, ranging from the attraction and development of young professionals, with theoretical and practical training, access to technical tracks, to their career in areas such as Data Science, Data Engineer, Business Intelligence, Governance and Data Quality, and finally, acknowledgement of these professionals, with financial compensation.



LEARN MORE

in [Technology and innovation](#).

Performance Assessment

GRI 3-3 • 404-3

We have a team that is focused on managing performance, skills and succession issues in order to better understand our employees and assist in their individual training and that of their teams by applying various processes based on detailed analysis of their performance and skills.

Together with their leaders, we establish actions aimed at improving these professionals, as well as succession planning, defining learning solutions, feedback and Individual Development Plans (PDI).

The behavioral and competency assessment process is available annually to all our employees, interns and apprentices. Through it, each professional carries out their self-assessment and is evaluated by their leader, providing feedback focused on their development, recognition and alignment of expectations.

The Performance Assessment process is carried out in two dimensions:

- **Quantitative:** based on the definition of goals, considers indicators related to sustainable financial income and operations. Employees participate in defining their annual performance metrics, taking on a lead role related to their personal challenges and objectives and that of the Organization.
- **Qualitative:** which evaluates the leader's perception of their employee in three criteria: punctuality in complying with deadlines, the quality presented in deliveries, and the effort and commitment put forth to achieve objectives.

In top leadership processes, 360-degree assessment is carried out, which incorporates leadership perception, self-assessment, perception of direct teams and peers. For other leaders, the 90-degree assessment is applied.

The behaviors that make up the skills assessment, as well as the performance indicators that we establish for this process, are aligned with corporate strategic objectives. These objectives are directly linked to the organizational values and principles, outlined in our Code of Ethical Conduct. Furthermore, we provide the areas with the correlation and cascade of corporate strategic objectives compared to the operational indicators, so as to ensure further adherence and clarity in the definition of the performance indicators.

In 2023, considering eligible employees, 94.5% completed their Performance Assessments; and 95%, Skill Assessments.

LEARN MORE

» Follow the historical series in our [ESG Indicators Worksheet](#).

Extraordinary Performance Award (PDE)

We give awards to employees who work in the sales structure of the branch network and who have exceeded the generally expected performance. Of the total eligible audience in 2023, 49.5% were women and 50.5% were men.

Aligned with the principles of our Institutional Customer and User Relationship Policy, mandatory training in "Ethics" and "User and Customer Relationship" is one of the eligibility requirements for the Award.

Our internal rules also provide for impacts on the calculation of the variable incentive, if the eligible employee has been subject to any disciplinary action.

Employee experience

We monitor the satisfaction and engagement of our employees through various surveys, in which everyone is invited to participate voluntarily.

In 2023, we conducted organizational climate surveys, carried out by institutes specializing in the subject, with a guarantee of confidentiality and non-identification of respondents.

We listen to our people, analyze data, verify perceptions and create action plans to increasingly improve our results in aspects such as work environment and experience, purpose, happiness, stress, benefits, compensation, trust, professional development, ethics, citizenship and corporate social responsibility.

Our objective is to understand in depth our organizational culture and internal audience, which is why the questions can be answered in a self-declared way, also including indicators of gender, sexual orientation, age group, education, race and people with disabilities.

In 2023, based on one of the surveys applicable to 100% of our employees, we recorded a satisfaction rate of 81%.

Engagement (%)

By gender

Men	81.1
Women	80.5

By leadership position

Leader	82.9
Non-leader	79.8

By age group

18 to 22 years old	85.1
23 to 26 years old	80.3
27 to 32 years old	77.9
33 to 39 years old	78.7
40 to 49 years old	82.1
50 to 64 years old	87.5

LEARN MORE
 >> Follow the historical series in our [ESG Indicators Worksheet](#).



Our care for people is expressed in the Organization's Human Resources Management Policy and has been recognized by several indices and awards.

- Bloomberg Gender Equality Index 2023 – Bloomberg
- LinkedIn 2023 Top Companies Brazil– LinkedIn
- Top Employers 2023 Certification – Top Employers Institute
- Best Companies in Diversity Practices and Actions – Business Initiative for Racial Equality, in Partnership with TV Cultura LITA
- Latam Inclusive Tech Awards – Laboratoria
- Healthy Management – GPTW
- IDIVERSA Index – B3
- Best Internship Programs – CIEE
- Career of Dreams – Cia de Talentos
- Best Financial Companies to Work For – GPTW
- Best Companies to Work for – Barueri and Region – GPTW
- Incredible Places to Work – FIA Employee Experience (FEEx)
- Think Work Flash Innovations – Think Work
- Business Racial Equity Index – IERE
- Brazil's Most Attractive Employers – Universum
- World's Best Employers – Forbes
- Mental Health in Companies Yearbook 2023 – Instituto PhilosOrg. and ESG Integrity portal

Diversity, equity and inclusion

GRI 3-3

As one of the largest employers in Brazil, we recognize our responsibility to value diversity and drive equity and inclusion in our Organization and in society as a whole.

Features plurality is essential to broaden perspectives in decision-making, enhancing our value generation.

That's why we have specific guidelines in our Diversity, Equity and Inclusion Policy, our Code of Ethical Conduct and our Human Resources Management Policy.

Our diversity work is based on five main pillars: gender, ethnic-racial, people with disabilities, LGBTI+ and intergenerational.

Reflecting our purpose, we have joined voluntary commitments, both national and international, which guide our actions and make it possible to share practices with other companies.

PwD



Ethnic-racial



LGBTI+



Gender



Diversity at Bradesco in 2023

GRI 405-1 • SASB FN-AC-330A.1 • FN-IB-330A.1

GENDER



PWDS



LGBTI+



LEARN MORE

Follow the historical series in our [ESG Indicators Worksheet](#).

Note: Foreign employees, expatriates and third-party associates are not included.

53%

Women in management positions, in revenue-generating roles

Women hold:

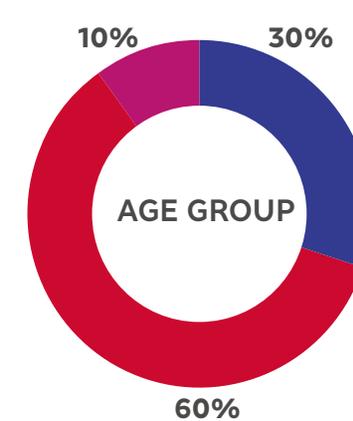
38.48% of management positions

39.30% of junior management

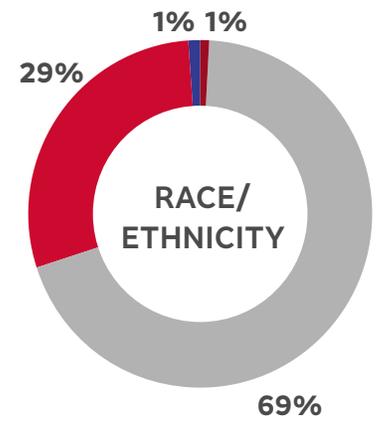
16.62% of high management

33%

of women in Stem (Science, Technology, Engineering and Mathematics) positions



- Under 30 years old
- Between 30 and 50
- Over 50 years



- White
- Black
- Asian
- Indigenous
- Not reported

Diversity, equity and inclusion governance

We have established a robust diversity, equity and inclusion governance, which helps the topic remain strategic for our company and more integrated into our daily work.

Every employee, regardless of their role in the Organization, can participate in the Affinity Group (AG) and improve their skills through specific training tracks, made up of meetings with experts, videos, podcasts and more.

Each group is coordinated by a person who has the identity marker of the theme represented by the AG and who sits on the Diversity, Equity and Inclusion Working Group (WG). The WG, in turn, is made up of professionals from various areas and of different seniorities, favoring the multidisciplinary approach necessary for these discussions.

The strategic decisions and targets defined for each prioritized front are discussed by the Sustainability and Diversity Committee and implemented by a management dedicated to the theme.



Gender equity

More than half of our staff is made up of women, totaling 43,634 employees. We continually invest to stimulate their professional growth and for them to increasingly hold leadership positions. Our goal is to have between 45% and 55% women on staff by 2024.

- In 2023, the **Women Up Front Affinity Group** held several meetings, addressing topics such as women’s protection laws, financial well-being, mental health and motherhood.
- We maintain the **Women’s Leadership Program**, an important tool to stimulate and enhance female protagonism. There are 13 workshops that address the role, achievements and contributions of women in society, in a constantly changing scenario in the job market. In 2023, we had two classes, totaling 67 participants. For leaders trained in previous classes, in 2023, we launched the Female Mentoring Program, which aims to use the wealth of knowledge transfer and experience sharing to develop female employees and promote gender equality within the Organization. Currently, there are 34 mentees and 27 mentors.

- In six years of partnership with **Laboratoria**, our training and development of women in programming languages used globally has already graduated more than 3,500 students, of which 80 were hired and became part of the Bradesco team.
- We carry out **Wonder TI**, a voluntary program carried out by female IT managers to encourage a journey of self-knowledge among women working in IT areas. The program covered more than 300 women, with behavioral exchanges and analyses, involving style, motivational anchors and personal brand building.
- For all audiences, it is worth highlighting the partnership and sponsorship of the Vasselo Goldoni Institute, with which we conduct a collaborative mentoring program called **Nós por Elas** (We For Them), aimed at developing women in their careers or businesses.

Violence against women IS OUR BUSINESS

Beyond providing a safe working environment free from discriminatory barriers, we are attentive to the health, safety and well-being aspects of our employees, wherever they are, going beyond the Organization's borders.

Therefore, in 2019, we joined the Business Coalition to End Violence Against Women and Girls, and since then the topic has been frequently addressed in our corporate education solutions and in meetings of the Gender Affinity Group.

As part of the Viva Bem Program, we have an exclusive line to provide assistance for situations involving violence against women that offers trained professionals to respond to complaints from employees or their families. The channel offers psychological,

social and legal support, among other types of assistance. If needed, care can be provided at home, in hospitals or at police stations.

The knowledge and awareness path "Violence IS OUR BUSINESS", consisting of a booklet, video, podcasts and other content on the subject, provides information and promotes the assistance provided by the Organization. The course was adapted and made available to all our audiences through the Unibrad Portal. The initiative ranked first in the Diversity category, and second in the overall category of the Think Work Flash Innovations award.

In addition to publishing an Open Letter Against Harassment, formally undertaking a commitment against all types of harassment, we have made available the Harassment IS OUR

BUSINESS course, which reinforces the relevance and seriousness of the topic, indicating corporate channels for dealing with situations of this nature. In 2023, the course became mandatory for all employees.

The Organization received a tribute from Maria da Penha, for our contribution to the Defense of Women's Rights and for our support in opening the first unit of the Maria da Penha Institute, in Recife/PE, which was considered a great acknowledgement.



LEARN MORE

in our [Human Capital Report](#).

Targets for 2025

- Maintain between **45%** and **55%** of women in management positions in revenue-generating roles;
- More than **35%** of women in management and junior management positions;
- Between **15%** and **22%** of women in senior leadership;
- Between **30%** and **40%** of women in STEM positions.

In 2023, we were once again recognized in the Latam Inclusive Tech Awards, organized by Laboratoria, as one of the companies with the greatest incorporation of female talents. We are among the 10 best companies in Latin America in the Bloomberg Financial Services Gender-Equality Index (BFGEI) ranking, and as a further reflection of our care on the topic, we continue to be one of the Best Companies for Women to Work for, according to a survey conducted by Great Place to Work.

Furthermore, in 2023, we won the unprecedented Women in Leadership award, from WILL (Women in Leadership in Latin America), in partnership with Valor Econômico, O Globo, Época Negócios and Marie Claire, and with the support of the Ipsos Institute.



LEARN MORE

in our [Human Capital Report](#).

Employees, apprentices and interns, by gender (%)

GRI 405-1

	Men	Women
Board of Executive Officers + Board of Directors	0.15	0.02
Superintendence	0.20	0.05
Management	8.10	4.12
Coordination/Supervision	3.57	3.22
Administrative	23.60	25.96
Operational	11.94	15.75
Apprentice	0.14	0.35
Intern	1.44	1.39
TOTAL	49.14	50.86

Ratio of base salary between women and men

GRI 405-2

Board of Executive Officers + Board of Directors	0.76
Board of Executive Officers + Board of Directors (base salary + other monetary incentives)	0.74
Superintendence	0.99
Superintendence (base salary + other monetary incentives)	1.04
Management	0.92
Management (base salary + other monetary incentives)	0.90
Coordination/Supervision	0.92
Administrative	0.89
Operational	0.97
Apprentice	1.01
Intern	1.00

Note: employees from abroad, expatriates and third-party associates are not considered.



LEARN MORE

Follow the historical series in our [ESG Indicators Worksheet](#).

Ethnic-racial

- We were pioneers in creating programs dedicated to hiring young black people. Since 2005, we have been partners with Zumbi dos Palmares University in one of the most robust and continual social inclusion and professional training programs of the private sector, the **Bradesco-Zumbi dos Palmares Training Program**. Through it, we hire interns and rely on Unibrad to develop organizational skills. The program also helps migrants and refugees get hired to work in relevant business areas. Since its creation, the program has enabled the hiring of around 470 young people.
- We improve career acceleration for young black men and women through **online mentoring**. The program is in its 7th Edition and has already benefited more than 500 young people in social vulnerability situations.
- We have developed **two booklets on Racial Literacy** that address the origins of racial inequality, racism, blackness, whiteness, and other themes.

- In 2023, we carry out an **exclusive selection process for people of indigenous origin**, aiming at the inclusion of this ethnic-racial group.
- We sponsor, host and participate in events on a regular basis that promote racial diversity, such as: Afro Presença, International Forum for Business Racial Equity, Raça Negra Trophy and Conscience Race and Walk.
- The AfroBra Affinity Group held meetings in 2023, and in the Black Consciousness month, we had a chat between the Social Risk Management consultant and pioneer in corporate diversity, Jorgete Lemos, and the Executive Director of Information Technology at Bradesco, a black man who is often the spokesperson for the racial agenda in the Organization.

Once again, our practices were highlighted and we were recognized in the Ethnic-Racial ranking, organized by Great Place to Work. Additionally, we were recognized as Best Companies in Diversity Practices and Actions, ranking first in the intersectionality category; and we featured, once again, in the Corporate Racial Equity Index, in the Ascension category.

Employees, apprentices and interns, by color/ethnicity (%)

GRI 405-1

	White	Black	Asian ¹	Indigenous	Not Reported
Board of Executive Officers + Board of Directors	0.13	0.01	0.00	0.00	0.02
Superintendence	0.23	0.01	0.01	0.00	0.00
Management	9.11	2.85	0.23	0.02	0.02
Coordination/Supervision	4.70	1.94	0.10	0.01	0.05
Administrative	35.42	13.08	0.76	0.07	0.24
Operational	17.20	10.00	0.19	0.05	0.25
Apprentice	0.27	0.21	0.00	0.00	0.00
Intern	1.87	0.91	0.02	0.00	0.02
TOTAL	68.93	29.01	1.31	0.15	0.60

¹ Although we have representatives on the Board of Directors and Board of Executive Officers, for reasons of standardizing decimal places, these numbers are not shown in the table.

Note: employees from abroad, expatriates and third-party associates are not included.



LEARN MORE

in our [Human Capital Report](#) and follow the historical series in our [ESG Indicators Worksheet](#).

We closed 2023 with **72.9% white, 24.9% black, 1.7% asian and 0.1% indigenous people in management positions.**

Targets for 2025

Keeping over 25% black people in our total workforce

Between 20% and 30% of black people in management positions

Between 35% and 45% of new hires represented by black people

People with disabilities

- For over 11 years, we have been running the **Bradesco Program for the Training of Persons with Disabilities**, an initiative conducted in partnership with the Fundação Bradesco. The campaign promotes inclusion, equal opportunities, economic emancipation, as well as inclusion and permanence in the labor market for professionals with disabilities. Since the beginning of the program, we have had around 400 hires.
- In 2023, we renewed our partnership with Specialisterne to conduct the **neurodiversity project**, which offers professional training and employability for people with autism spectrum disorder, as well as lectures on the topic for employees. The project provides professionals with autism and the teams they work in with specialized psychological support.
- We also organize **mentorships on entrepreneurship** to leverage businesses for families with people with disabilities. The project is conducted in partnership with the

Social Association for Equality of Differences (ASID), and includes the participation of volunteer employees as mentors and lectures given by Somar Affinity Group.

- We provide **Libras** (Sign Language) interpreters to support meetings and various events on the Organization's most relevant topics at the time. We offer in-person and online training in the language, such as the Libras summer course, which gave several employees an initial learning experience.
- Focused on the inclusion of people with disabilities, the **Somar Affinity Group** held several meetings in 2023, addressing topics such as ADHD, autism and National Day of the Struggle of People with Disabilities. In celebration of that day, there was a live with Pedro Janot, one of the biggest names in the Brazilian business sector and a wheelchair user. In the chat, he shared his experience in transforming challenges into opportunities.

Employees, apprentices and interns with disabilities (%)

GRI 405-1

Functional category	2023
Board of Executive Officers + Board of Directors	0.00
Superintendence	0.00
Management	0.13
Coordination/Supervision	0.33
Administrative	1.09
Operational	3.16
Apprentice	0.00
Intern	0.01
TOTAL	4.71
Gender	
Men	2.26
Women	2.45
TOTAL	2.71

Note: includes employees, apprentices, trainees and statutory employees - Bank and Affiliates, except abroad.

LEARN MORE
 >> Follow the historical series in our [ESG Indicators Worksheet](#).

LGBTI+

- We are official supporters of **TransCarreiras**. Through a two-month trail, in the first quarter of 2023, trans people from various ethnicities, age groups and regions of Brazil were trained in the development of behavioral skills focused on the job market. At the end of the learning path, the participants were granted a scholarship allowing them to take an undergraduate course of their own choice, at Faculdade Descomplica. In the third quarter of 2023, the first employee coming from the project was hired by the Organization.
- We make the online course **“Inclusion and Career of the LGBTI+ Community in the Labor Market”** available to all employees, a learning and awareness tool to improve and encourage constructive dialogue on the topic.
- In 2023, we provided specific training in **inclusive recruitment**, with a focus on trans people, for the Recruitment and Selection team. Throughout 2023, we had the first hires after training, adding efforts to the Data Intelligence and Bradesco Seguros teams.
- We sponsored and participated in the **Divers/A Fair**, an event that aims to promote professional connections and the insertion of young LGBTI+ people into the labor market. In addition to being present at the event, with a stand, we participated in a panel on the panorama of investment in diversity and inclusion of LGBTI+ professionals in the corporate environment.
- We support the **OUTStand** movement, made up of companies in the financial market that encourage and engage in reflections on the inclusion of the LGBTI+ population in their work environments, promoting awareness.
- The **DiversiBrad** Affinity Group held a number of meetings during the year, which covered the topics: personal finances, investments and mental health. Furthermore, on the AG, news and content tips are shared to expand knowledge on the subject, as well as special editions of its meetings during LGBTI+ Pride month. The events, of an inspirational and educational nature, address the conquest of community rights, also featuring poetry and drag art shows. In 2023, the date was celebrated at the meeting “Between Us, respect comes first”, led by specialist Maitê Schneider, a partner in many of our corporate projects aimed at the community.

In the 2023 organizational climate survey, 5.2% of respondents declared themselves as belonging to the LGBTI+ community.

Intergenerational

One of our main cultural traits in Human Resources is that we value the training and experience developed by our professionals throughout their corporate career.

Recognizing this as an increasingly relevant and urgent matter, in 2023, the Intergenerational front was formally included in corporate governance for Diversity, Equity and Inclusion. The focus of this front is employee longevity.

And so we inaugurated LongeviBra, a corporate Affinity Group that stimulates dialogues on valuing experience and intergenerationality.

This is the beginning of a journey that aims to embrace the issue in its various dimensions, building and investing in a sustainable future, in which prejudices of any nature, including ageism, give way to respect.



LEARN MORE

Follow the historical series in our [ESG Indicators Worksheet](#).

Employees, apprentices and interns, by age group (%)

GRI 405-1

	Under 30 years old	Between 30 and 50 years old	Over 50 years old
Board of Executive Officers + Board of Directors	0.00	0.05	0.11
Superintendence	0.00	0.18	0.07
Management	0.46	9.74	2.03
Coordination/Supervision	1.34	3.84	1.60
Administrative	9.84	35.81	3.91
Operational	15.64	10.00	2.05
Apprentice	0.49	0.00	0.00
Intern	2.73	0.11	0.00
TOTAL	30.50	59.73	9.77

Note: employees from abroad, expatriates and third-party associates are not included.

Diversity, equity & inclusion training

In order to keep our staff aligned with respect and trained in diversity, equity and inclusion, we provide various customized content. Solutions such as “Unconscious Biases”, “Growing in Differences” and “Diversity in favor of relationships”, for example, provide its participants with the opportunity to reflect on the issues.

With a view to a more inclusive leadership, we developed and made available the “Leading Diversity” solution, in which we address fundamental concepts and practices, enabling spaces for sharing experiences.

Altogether, in 2023, we had 3,982 participations in the available training.

Social responsibility

GRI 2-23

Our Corporate Social Responsibility Management System is designed to continuously contribute to the quality of relations and conditions in the workplace for our employees and workers, by dealing with complaints registered on the Organization's Corporate Complaints Channel, and monitoring aspects related to Occupational Health and Safety, as well as property conditions that impact on the working environment within the certified scope of the Management System, with reference to the Code of Ethical Conduct, the Organization's Human Resources Management Policy, as well as other policies, internal rules and legislation applicable to our activities.

The requirements of our system are aligned with Human Rights, Children's Rights and Fundamental Labor Rights. Our suppliers located on the Organization's premises - formalize their understanding and commitment to these requirements by

signing the Declaration of Conformity and Commitment.

Through this system, we manage deviations, such as harassment and discrimination, by receiving and handling complaints recorded through the Organization's Corporate Whistleblowing Channel. This channel is available to all employees, associates and other stakeholders, with the privilege of anonymity and guarantee of confidentiality and non-retaliation.

Complaints related to moral and sexual harassment, discrimination, inappropriate behavior, misconduct, occupational health and safety, labor requirements and professional growth are handled by a group of experts in people management who analyze the characteristics of the complaint and the results of the potential, competency and performance assessments.

After this stage, the complaint is forwarded to the area responsible for applying the appropriate measures. This area, within a predefined period, reports the findings from the assessment and the solution put in place, as well as follow-up actions.

Based on the assessment of the complaint, the person reported may receive structured feedback, development actions, specific training, career reorientation and application of disciplinary measures in accordance with the Bradesco Organization's Corporate Consequences Policy and Consequences Standard, which may even culminate in dismissal, depending on the degree of impact of the fact.

Regarding service providers, complaints received are forwarded to contract managers, who are responsible for evaluating and seeking a solution with the contracted company.

Whistleblowers can monitor the status of the negotiations through the protocol number generated when the complaint was logged. On a quarterly basis, we present a consolidated report of cases to the Integrity and Ethical Conduct Committee. Annually, we subject the Corporate Social Responsibility Management System to a validation audit, which is conducted by an independent certifying body accredited for this purpose.



LEARN MORE

in our [Human Capital Report](#) and
in [Corporate Whistleblowing Channels](#).

Complaints, cases of discrimination and the corrective measures taken

GRI 406-1

Total number of complaints	17
Ethnic-racial	8
Gender	2
Religion	1
Political opinion	0
Social origin	0
Others	6
Number of complaints analyzed	17
Valid	3
Partially valid	3
Invalid	9
Inconclusive	1
Under evaluation	1
Number of complaints resolved (correction plan implemented, results assessed, case closed)	16
Warning	1
Feedback and Reorientation	6
Dismissal	1
Workplace transfer	0
Others ¹	8

Complaints related to human rights and the corrective measures taken

GRI 406-1

Total number of complaints	1,617
Number of complaints analyzed	1,617
Valid	252
Partially valid	431
Invalid	655
Inconclusive	202
Under evaluation	77
Number of complaints resolved (correction plan implemented, results assessed, case closed)	1,540
Warning	71
Feedback and Reorientation	574
Dismissal	205
Workplace transfer	27
Others ¹	663

¹ "Others" refers to development conversation actions and cases classified as invalid, inconclusive or still under analysis.

Note: the cases reported in the table "Complaints, cases of discrimination and corrective measures taken" are included in this table.

Occupational health and safety

GRI 3-3 • 403-1 • 403-2 • 403-3 • 403-8

Our Occupational Health and Safety Management System is based on the guidelines of the International Labor Organization (ILO) and the Regulatory Standards for the Consolidation of Labor Laws (CLT)¹ and covers all Bradesco activities and facilities, in an effort to assure the health and safety of all managers, employees, associates and interns.

We are certified by the OHSAS 18,001 Standard and the Corporate Social Responsibility Management System, undergoing annual internal and external audits – the latter carried out by an accredited and independent certifying body.

System covers 33% of our staff. All employees covered by the system can be interviewed in internal and external audits, as follows:

a) Internal Audit - carried out on a documentary basis, once a year, with local checks when critical situations are identified, considering previous notes or deviations that occurred in the interval between audits, in accordance

with the Corporate Social Responsibility Management System Procedures Manual - SGRSC.

b) External Audit - carried out once a year, by an accredited and independent certifying body, in accordance with the SGRSC Procedures Manual.

Occupational health

Our Specialized Service in Safety Engineering and Occupational Medicine (Serviço Especializado em Engenharia de Segurança e em Medicina do Trabalho, or SESMT) is composed of a multidisciplinary technical team with engineers, occupational physicians, safety technicians, nurses, nursing technicians and analysts. In order to support our employees throughout Brazil, we rely on our own technical team and/or outsourced companies that are specialized in occupational safety and health, providing services in person or remotely.

We also have an Occupational Health Medical Control Program (PCMSO), which promotes annual occupational medical examinations to monitor and prevent

pathologies, in accordance with NR-7 guidelines.

SESMT works together with a network of specialized clinics that are technically approved for occupational care.

To respond to medical emergencies for employees and associates, we have ambulances in the administrative buildings.

Our team also has the support of medical consultancy to monitor critical cases of hospitalization, second medical opinions, technical support for decision-making in the event that coverage by the health plan is denied, geriatrics program, and others.

To guarantee privacy, we provide clauses related to Confidentiality and compliance with the General Data Protection Law - LGPD in our contracts for the provision of Occupational Health Services. In addition, we maintain a medical documentation custody service, in a specific location with restricted access.

In 2023, our Bradesco Occupational Safety

Technicians and partners from specialized companies carried out 5,035 visits to workplaces (Branches, Departments, PABs, PAs and Related Companies), in which working conditions (NR-17) and health and comfort (NR-24) were assessed.

Every two years, through our Risk Management Program (PGR), we identify hazards in the workplace and evaluate occupational risks, determining the need to adopt prevention measures and prepare an action plan, when necessary, in accordance with Regulatory Standard NR-1.

¹NR-4 (Specialized Safety Engineering and Occupational Medicine Services); NR-5 (Internal Accident Prevention Committee); NR-7 (Occupational Health Medical Control Program); NR-9 (Assessment and Control of Occupational Exposures to Physical, Chemical and Biological Agents) and NR-17 (Ergonomics).

Accidents at work

GRI 403-9

Description

Number of worked hours (million)		173.65
Deaths resulting from accidents at work	Total	3 ¹
	Rate	0.02
Accidents at work with serious consequences (except deaths)	Total	0
	Rate	0
Mandatory reporting accidents at work	Total	161
	Rate	0.93

Main types of accidents at work

Typical - occurs during the exercise of work, causing bodily injury; and Commute - occurs when the employee commutes to work

¹ Deaths resulting from commuting accidents.

Occupational disease

GRI 403-10

For all employees²

Deaths due to occupational diseases	0
Mandatory reporting occupational diseases	13

Main types of occupational diseases³ ICD M, ICD G and ICD F

² We do not have records on workers who are not employees but whose work and/or workplace is controlled by the Organization.

³ ICD: International Classification of Diseases; 10th edition (ICD-10): ICD F - Mental and behavioral disorders; ICD M - Diseases of the musculoskeletal system and connective tissue; ICD R - Abnormal symptoms, signs and findings of clinical and laboratory examinations, not elsewhere classified; ICD S - Injuries, poisonings and some other consequences of external causes.

We adhere to the guidelines of Regulatory Standard NR-7 (Medical Control and Occupational Health Program), Law No. 8.213/91 (Social Security Benefit Plans and other measures) and Resolution of the Federal Council of Medicine (CFM) No. 2.183/2018 (Specific Standards for Physicians who assist workers).

ABSENTEEISM RATE

2023

4.55%

LEARN MORE
Follow the historical series in our [ESG Indicators Worksheet](#).

Prevention and mitigation

GRI 403-5 • 403-7

Focusing on the occupational health of our employees, we promote several actions related to their well-being during the workday:

- **Electronic time clock:** since the 1990s, we have been electronically monitoring our employees' working hours, and periodically reminding them of the established rules, aiming to achieve a balance between their personal and professional lives. Communications are made by email, directing them to the standard that formalizes these rules. Furthermore, managers are warned and reoriented when their employees exceed the limits agreed in the employment contract.
- **Ergonomic Work Analysis Program (NR-17):** to provide employees with more comfort and improved conditions to perform their tasks, we identify and adapt the furniture, according to biomechanical requirements and characteristics of the work organization.
- **Postural orientation:** periodically, trained professionals visit the areas and provide guidance to employees on the appropriate adjustment of workstations and the application of exercises to maintain a healthy posture.
- **Audiological assessment:** we condition the use of headsets throughout the workday to defined criteria and an initial and sequential (annual) audiological evaluation to track their auditory health.
- **Internal Rehabilitation Program:** we adapt work activities, as recommended by the occupational physician, based on the identification of restrictions and limits of the employee, preventing pathologies or symptoms from being aggravated during medical treatment.
- **Guidance** on other health-related topics, such as repetitive strain injuries, stress, chemical dependency (smoking, drugs and alcoholism), obesity, sexually transmitted diseases, in addition to special vaccination campaigns.

Training

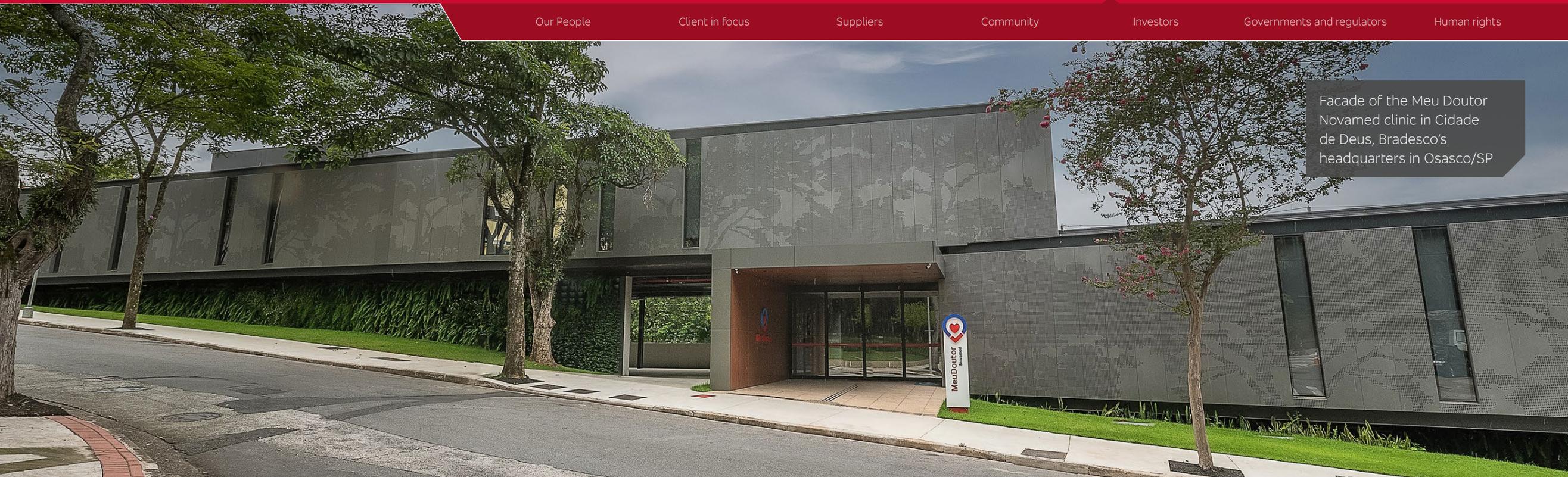
GRI 403-4 • 403-5

We have an Internal Commission for Accident Prevention (CIPA) at each of the administrative centers, which is made up of representatives elected through secret vote and those appointed by Bradesco. Its composition is renewed annually. On premises where no CIPA has been constituted, the branches must assign at least one qualified employee to comply with the legislation. Both designees and representatives undergo mandatory specific training.

CIPA observes and reports risk conditions in the workplace, and requests the adoption of measures to reduce or eliminate them. The Commission meets monthly, positioning the area responsible institutionally on needs for adoptions and improvements in the work environment. When a serious risk situation is identified, CIPA possesses the autonomy to immediately stop activities on site.

CIPA's responsibilities also include conducting initiatives to train employees in occupational health and safety. Those include:

- **Fire Brigade Training:** held annually, it provides training to employees and associates to act in preventing, vacating and fighting fires, as well as first aid.
- **Area Vacating Simulation:** aim to train and exercise employees to deal with emergencies. These simulations are accompanied by specialized companies and supported by the SESMT technical team. In certain locations, we carry out simulations of chemical spillages and rescuing victims.
- **Occupational Safety Instruction (IST):** material with content related to safety and accident prevention in the workplace, available on the corporate portal.
- **Emergency Response Plan (PAE):** accessible to all employees on the corporate portal, provides guidance on the actions to be taken in the event of accidents and emergencies.
- **Internal Workplace Accident Prevention Week (SIPAT):** each year, we promote Sipat Digital, a week with activities dedicated to the theme of accident prevention. The program focuses on disseminating the concept of comprehensive health through practical applications to change behavior, in addition to reinforcing safety precautions at work, encouraging quality of life and creating a more collaborative and healthy work environment.



Facade of the Meu Doutor Novamed clinic in Cidade de Deus, Bradesco's headquarters in Osasco/SP

Health Promotion

GRI 403-3 • 403-6 • 403-7

Our employees and their dependents have a health plan at their disposal, which offers broad coverage, including:

- Medical appointments;
- Urgent, emergency and elective surgeries (including all types of transplants);
- Obstetric care;
- Hospital admissions, with standard hospitalization in a private room, fully paid for by the Organization, with no limit on the length of stay, including in the Intensive Care Unit (ICU);

- Outpatient care;
- Exams;
- Therapies;
- Psychiatry;
- Ambulance transport;
- Family planning;
- AIDS treatment (with reimbursement for medications prescribed to treat the disease);
- Non-traditional treatments, such as dialysis, acupuncture, homeopathy, physiotherapy, nutrition, psychotherapy and speech therapy;
- Others.

We have corporate medical outpatient units with:

- Emergency clinical care;
- Collection of laboratory tests;
- Consultations with specialists, exempt from co-participation: family physician, cardiologist, gynecologist, endocrinologist; dermatologist, ophthalmologist, orthopedist, pediatrician, physiotherapist, among many other specialties.

Viva Bem Program (Live Well Program)

We foster disease prevention and health promotion through the adoption of healthy habits, attitudes and behaviors, which are the focuses of Bradesco's Viva Bem Health and Well-being and Quality of Life Program. All employees have access to the program and its initiatives, which are divided into three pillars:



In balance



Healthy



On the move

Pillar 1: In Balance

Encompasses initiatives aimed at promoting mental health and prevention, addressing topics such as self-awareness, behaviors, attitudes and lifestyles in personal, professional, family and social contexts. See some examples of the pillar's initiatives:

- Lig Viva Bem**
 a voluntary and free guidance and counseling service for our employees and their family members, available 24/7. All channel calls are treated confidentially and the service is provided by specialized professionals, who provide emotional, social, legal support, financial guidance, among others. In 2023, 291,887 services were carried out.
- Lives on Health and Quality of Life**
 Virtual meetings to talk to employees about depression, anxiety, healthy eating and physical exercise. The themes are chosen according to the demand of different channels

and leaders, in addition to being an initiative focused on prevention, health promotion and quality of life. In 2023, 83 events were held, which were attended by 30,983 employees.

- Management Practices Program**

In virtual meetings aimed at the Organization's leaders, we take the opportunity to address the practices of healthy and respectful leadership, including topics such as self-care, healthy eating, sleep quality, preventive exams, time and stress management, physical and emotional health, support network and Viva Bem channels for support.



LEARN MORE

in our [Human Capital Report](#).

Mental Health Program

A landmark program launched in 2022, it reinforces the importance of self-knowledge, self-care and the simple habits that we can adopt to prioritize our health and well-being. The Program focuses on welcoming employees, enabling the creation of a preventive culture in mental health and comprehensive care of body and mind, connected to the nutritional program and the practice of physical activities, with the Vem Pra Pista program.

We also provide content on psychological safety at work, management practices, self-awareness, self-care, re-shape, self-knowledge and balance. Furthermore, we hold periodic virtual meetings with expert participants, who address mental health topics, providing moments of interaction and reflection, through general guidance on behaviors, signs and symptoms of mental illness.

In 2023, 29,531 employees participated in the lectures and 1,213 employees accessed the asynchronous content available. We also reinforce the psychosocial support channels available to employees and their families, confidentially and free of charge, in addition to offering active contacts for support and welcome employees who are returning from parental or psychiatric leave.

Pillar 2: Healthy

In our Program, we reinforce the awareness that health goes beyond the absence of diseases, encompassing good nutrition, hydration, sleep quality, blood pressure, blood glucose and lipid profile monitoring, in addition to vaccination campaigns and special programs for comprehensive health. Some initiatives are highlighted below:

- **Nutritional support program**

To encourage healthy eating and habits that promote well-being, we offer up to four free consultations with a nutritionist for employees and their family members. In 2023, 3,000 consultations with a nutritionist were carried out.

- **Vocational rehabilitation program**

We provide employees who are in the process of rehabilitation through Social Security with support when returning to work, with a social interview, medical evaluation and follow-up with a multidisciplinary team.

- **Cancer prevention actions**

From October to December, including Pink October and Blue November, we offer employees and their dependents in the health plan an exemption from co-participation in carrying out tests related to the early detection of breast and prostate cancer. We also carry out online campaigns and lectures with medical experts to promote awareness.

- **Medical support and Telemedicine Channels**

The Viva Bem medical team monitors and accompanies our employees through active telephone contact. Telemedicine channels are also offered through the Saúde Digital application, from Bradesco Saúde, with video consultations available 24/7 with a specialist doctor.

Pillar 3: On the move

We promote quality of life, encouraging the practice of physical activities through initiatives such as:

- **Partnerships**

Discounts and advantages in beauty salons and gyms throughout Brazil, contributing to improving the self-esteem and well-being of our employees.

- **Vem pra Pista (Come to the track)**

At our headquarters, we have a large tree-lined space with swimming pools, a sports square with multi-sports courts, bicycle parking and an athletics track to be used by employees and their family members. Physical educators lead functional training, rhythm, yoga, pilates, water aerobics, running and stretching classes. The activity schedule takes into account the seasons, thus ensuring exercise throughout the period. We also offer online yoga and pilates classes through a sports consultancy. In 2023, we had 67 thousand accesses to the Cidade de Deus sports complex, of which 3,096 accesses were related to participation in classes.



Bradesco employees in a mixed volleyball tournament, promoted by the Viva Bem Program

Client in focus

GRI 2-6

For us, clients come first. That's why, throughout our 81 years of legacy, we've kept abreast of their changing behavior and profile. Increasingly digital, clients are more autonomous and demanding, prioritizing practical and, above all, customized solutions.

We merge the clients' voice with the use of data intelligence through metrics that guide our decision-making. As a result, we develop and improve solutions that become increasingly relevant to the client.

Client Experience

With a data-driven mentality and working in cloud architecture, we have multidisciplinary professionals focused on promoting the best experience for clients, regardless of the interaction channel, both in financial and non-financial services.

We also cross-reference internal and market data, which generate insights and roadmaps, specifying what is most relevant for our clients.

Thus, we apply this information to an "end-to-end" creation process associated with agile methodology, to provide more intuitive and personalized journeys.

We have expanded our operations in various segments involving the client, their routine and their tastes, seeking to promote the integration of these elements into the financial services we offer via digital channels and platforms.

Digital platforms

We currently provide 17 major Digital Platforms with management structures with remote service, via telephone, WhatsApp, chat or video conference, that serve clients in the Exclusive and Prime segments with a digital profile. In 2023, we had more than 1.2 million clients, 852,895

Exclusive, 96,635 legal entities and 244,829 Prime. We also have the Bradesco Private Bank Digital Branch, which serves 23,376 accounts¹ in the segment.

Invest+ Bradesco App

It allows clients to consolidate their investments in the Bank, Ágora, Bradesco Vida e Previdência and other institutions, in addition to B3. In the app, it is possible to have an organized view through positions, graphs, asset classes that make up the portfolios, profitability and appreciation, in addition to access to Ágora content, to invest more and more.

¹ Nov/23 Database.

My account

100% digital international account

Opened through the Bradesco app for individuals, My Account is an account with fee exemption² for both opening and for card issuance. The benefits include:

- Withdrawals and purchases in 195 countries
- Automatic conversion to 180 currencies (Visa);
- Transfer between Bradesco accounts and My Account at any time/day
- Quotation based on commercial dollars
- Customizable card with contactless payment
- Virtual card for online purchases

Around 130 thousand accounts opened in 5 months

² The product contracting rules are available on the Bradesco app.

Check out some of the improvements developed during the year:

Bradesco App

- With a focus on strengthening security, we expanded the use of facial biometrics, also improving the clients' experience. The new measure was adopted by 83% of clients.
- We included the "Remember branch and account" functionality, offering the client with more autonomy, more customization in the login and more security.
- We now offer recurrent Pix scheduling.
- We have developed a new card invoice, presenting entries in real time, with a PDF version and improved usability.
- We have developed a new loan menu, which simplifies the credit contracting process for the client. By informing the required amount, the client receives the best offers - reduced rates, better terms, more suitable product -, with a simplified comparison. To conclude,

all they need to do is choose the best option and complete the journey in a few steps, all without leaving the Bradesco app.

Net Empresa App

- We have developed a new communication space within the Net Empresa app. In addition to reinforcing corporate customer self-service, the new feature presents itself as a showcase of personalized communications and offers, with the possibility of a hiring journey directly in the app.

Internet Banking

- We have improved the platform, such as the return of Pix transfers and the movement of investment funds after hours. For Net Empresa, we provided Pix key blocking and the ASAAS receipt platform.

New Partnerships

- In 2023, Amazon Brasil launched its first credit card in partnership with Bradesco

and Mastercard. The new credit card has zero annual fees, offers clients a robust rewards program and extended installment payments of up to 15 times on Amazon.com.br.

Global Solutions

- Available to Corporate clients, the solution manages the cash flow of various financial transactions, allowing the client to monitor current accounts held at different banks simultaneously.

BIA

- We reinforce BIA's functionalities on an ongoing basis, especially in terms of security. In 2023, BIA acted as a concierge for the client, warning in cases of suspected credit card fraud and Pix transactions, and speeding up the manifestation and handling of these cases.
- New features were also implemented, such as notification of CDB and LCI expiration dates, the creation of Pix via WhatsApp and the clarification of doubts about Open Finance.

Features

- With the personal credit journey with investment guarantee, clients can use CDB investments to take out credit.
- Boleto Híbrido (Hybrid Bill) allows clients to receive payments via both barcode and QR Code

Bradesco Shop

- A marketplace that meets clients' needs beyond the financial universe and that promotes the offering of the best solutions based on data intelligence.

LEARN MORE
 find out about other solutions we deliver to our clients in [Financial Citizenship](#).

Accessibility

GRI G4 FS14

24 years ago, we began implementing various solutions to ensure that people with disabilities have autonomy when accessing our financial services and products. Among these initiatives, the launch of accessible ATMs, the creation of an exclusive SAC for people with hearing impairment and the development of inclusive marketing campaigns stand out. We were also pioneers in providing services in Libras in our branches, even before the practice became a legal requirement.

Our projects are designed and developed to meet accessibility guidelines. We follow accessibility concepts and good practices, such as inclusive design, WCAG, Emag, ABNT standards and universal design, in accordance with aspects provided for by Law 13,146. Furthermore, we constantly update our people and maintain a team dedicated to carrying out tests and workshops with a focus on making platforms increasingly accessible to all audiences, regardless of their needs.

Supported by technological innovations, we remain dedicated to the topic, developing initiatives that strengthen ties with communities, promote empowerment and reduce obstacles to access to information, financial and digital inclusion.

We reinforce our historic commitment to accessibility through testing improvements and constant updates focused on client needs. For us, accessibility is synonymous with respect and inclusion.



LEARN MORE

in [Financial Citizenship](#).



Key accessibility initiatives



Fone fácil (Easy Phone)

Our visually impaired clients can count on Electronic Service via Voice Control, 24 hours a day. The tool is also accessible to people with hearing and speech impairments via 0800 722 0099.



Customer Service Center

We use Telecommunications Devices for the Deaf, which facilitated service to clients with hearing and speech impairments through a special keyboard and display.



Self-service

All Bradesco ATMs comply with the ABNT 15250 standard, offering audio description and Libras for selected services.



60+ audience

We listen to all audiences, including those over 60 years old, in order to develop solutions that are understood by all clients. In this way, we present targeted technological resources, such as the customized app for INSS benefit account consultations and transactions. Yet another measure is the transformation of communications via physical and digital channels to reinforce the clarity of information. Along this path, we created the website bradescoaposentados.com.br, which has financial and non-financial solutions, such as online courses, health, well-being, culture and leisure tips. This concern takes us to another front considered to be of extreme importance, which is the issue of security, a very delicate point especially for this audience. Our challenge is to make clients feel safe in self-service on digital channels. To this end, we carry out often communication actions about security and fraud prevention measures. These measures bring clients closer to Bradesco digital channels and generate more comfort, both in terms of adhesion and in their financial routine.



Bank statements

For visually impaired account holders, we provide monthly consolidated bank statement in Braille or in a large-sized font, making it easier for them to monitor financial transactions.



Institutional website

The bank's website is designed to be accessible, with content designed for non-literate and hearing-impaired audiences, including translation into Libras and service in that language from Monday to Friday, from 8am to 8pm.



Cards

Embossed credit or debit cards are available for people with visual impairments, accompanied by a kit in Braille or enlarged font, promoting autonomy in accessing information.



Client satisfaction

GRI 3-3

We have built our path by being a bank with open doors for everyone, and we continue with the purpose of improving our products and services every day.

We carry out research and studies to understand Brazilian consumer behavior, and therefore, we are committed to promoting the best customer experience.

The NPS System, a method acclaimed for its use and results, has become our main tool to understand the level of recommendation and customer loyalty in their relationship with Bradesco and to guide our action plans. After the recommendation survey, we connect with the client, contacting them and gaining a deeper understanding of their desires and needs.

This approach has brought gains since its implementation. In 2023, we achieved the best performance in Bank Relationship NPS (Total - Individuals), with an increase of 10 p.p. The products of main interest to clients contributed to this result: current accounts, credit cards and loans.

Some actions were crucial to increase current account NPS, including: improvements in the fluidity of transaction journeys on the App, such as Pix and security key validation on cell phones, which provided more agility, ease and prioritized security.

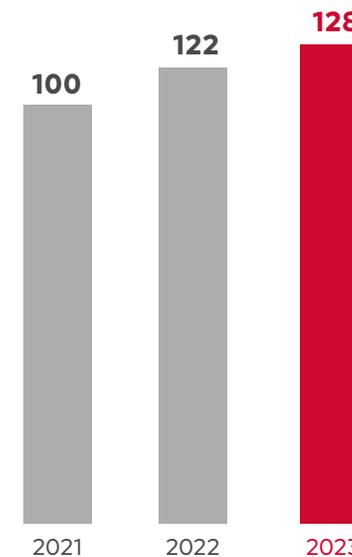
More agility, practicality and autonomy were also the pillars that supported the growth in Credit Card NPS, for which actions related to digital payment were developed in order to facilitate, for example, paying invoices in installments.

Implementations carried out in the application contributed to the evolution in loan contracting, which became faster and more practical, and provided an increase in the NPS of Credit products. One of the implementations offers a hiring simulator, allowing a personalized and transparent offer focused on the specific needs of each client.

These results are a reflection of our “listening, learning and acting” working model and strengthen our commitment to our clients.



INDIVIDUALS NPS GROWTH (BASE 100)



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

The Net Promoter System is based on three pillars:



Listening (Inner Loop)

Moment dedicated to interacting with clients who respond to surveys, actively listening to their voice.



Learning (Huddle)

Holding discussions about the information from the Inner Loop in multidisciplinary groups. At this stage, the objectives are as follows:

- Identify, discuss and understand recurring problems pointed out by clients;
- Identify and share best practices, encouraging the engagement of the areas involved;
- Develop solutions that can be quickly implemented on a daily basis;
- Prioritize and escalate structural issues.



Acting (Outer Loop)

Step to act in a coordinated manner along with the entire Organization in a concerted effort to align, propose and implement solutions based on the voice of the client, thereby promoting transformative experiences.



CONTINUOUS IMPROVEMENT

Since the implementation of the Net Promoter System, we have acted to understand the real desires of our clients. In 2023, we increased the number of calls to clients by seven times, so that through active listening, we could deeply understand their pain and the reasons for their satisfaction.

Acknowledgments

In 2023, we had important nominations and were finalists in the CCWS - Customer Centricity World Series, in three categories:

- Best CX Strategy
- Business Change or Transformation
- Solution of the Year

The CCWS is the world's largest award dedicated to customer experience. Conducted by Arcet Global, the award process is carried out in an independent and robust manner, with a scoring model endorsed by the University of Chester - Chester Business School and certified by the Customer Institute, with experienced experts as judges.

Being among the finalists is a great honor and demonstrates the soundness of the client voice-based solutions that we are developing.

Diligence in the user and customer relationship

GRI G4 FS15 • SASB FN-AC-270A.3

We improve our processes and procedures in an ongoing basis, ensuring respect for the client's needs, interests, objectives, profile, and especially, free choice. In order to ensure that the principles of ethics, responsibility, transparency and diligence are incorporated into this relationship, we have established the Customer and User Relationship Policy and Standard, which, in addition to its focus on compliance and the legitimacy of our products and services, defines mechanisms for controlling and mitigating risks. Our employees are trained on the conduct we expect from them in this interaction, helping them manage potential conflicts of interests.

In 2023, 84,873 employees were trained in at least one of the solutions related to the topic.

For the correct development, structuring and sale of financial products and services, we rely on the Institutional Customer and User Relationship Policy and the Institutional Customer and User Relationship Standard, available in the Normative System for all staff and managers. Together, they describe corporate guidelines and establish rules, procedures and responsibilities in managing this topic. To ensure compliance, in addition to the training provided, we maintain monitoring and follow-up processes.

Prioritizing our clients' satisfaction, we provide adequate and transparent information about our products and services. Our advertising campaigns follow the guidelines of the Executive Council of Standard Norms (Cenp), which provides guidance on representative entities at the national level, such as:

- Brazilian Association of Advertisers (ABA)
- Brazilian Association of Publicity Agencies (ABAP)
- National Federation of Advertising Agencies (FENAPRO)
- National Association of Newspapers (ANJ)
- National Association of Magazine Editors (ANER)
- Brazilian Association of Radio and Television Broadcasters (ABERT)
- Brazilian Association of Subscription Telecommunications (ABTA)
- Billboard Center

When advertising our products, we apply the respective Susep code or the ANS or Anbima label, because these have been assessed by a regulatory agency before being sold. Furthermore, we always ask clients to read the supplementary materials we make available, where they can access more detailed and relevant information about our products. One example includes the product slides, monthly reports and regulations available on the App and Internet Banking for all those interested in our Investment Funds. Another example is the benefits guide, with information on the safe use of cards, which clients can access through Internet Banking. **GRI 417-1**

In 2023, we did not identify cases or reports related to non-compliance with laws and/or voluntary codes regarding information and labeling of products and services, nor marketing communication, including advertising, promotion and sponsorship. **GRI 417-2 • 417-3 • SASB FN-AC-270A.2 • FN-CF-270A.5 • FN-IB-510B.3**

LEARN MORE
 in our [Institutional Customer and User Relationship Policy](#).

Ombudsman

GRI 2-25 • SASB FN-CF-270A.4

Since the creation of Alô Bradesco, in 1985, a pioneering customer service channel, to the early structuring of the Ombudsman in 2005, even before regulatory requirements, we have continually strengthened our internal processes and the development of human capital. Our objective is to ensure that our values are effectively practiced, reflecting positively on relationships with clients and users.

The Ombudsman acts as the main mediator channel with clients, monitoring and analyzing complaints from the beginning to identifying improvements, correcting weaknesses and strengthening relationships. The governance of complaints involves monitoring both internal channels (Branches and Transaction Center, SAC/Alô Bradesco, Fale Conosco, 0800 and Letters) and external channels (Reclame Aqui, Consumidor.gov.br, Press, Procon and Bacen).

Our service model ensures an effective and personalized complaint resolution, allowing the same analyst responsible for the first contact to monitor the entire resolution, thereby ensuring agility and quality in the process.

We monitor our performance in rankings of complaints and market indicators, identifying the main events and

impacts, and we promote discussions in multi-area groups about their various causes, in addition to having artificial intelligence tools and algorithms capable of predicting and mapping profiles, enabling a preventive approach for the implementation of projects and improvements in products, services and customer service, focusing on the best customer experience and eradicating the sources of complaints.

Finally, we hold periodic executive meetings, including with the Audit Committee, to learn about the scenario of complaints from clients and users and to monitor the improvements implemented.

In 2023, we managed to resolve 84% of complaints within five working days.

This commitment to excellence has led us to be recognized by the Brazilian Association of Ombudsmen (ABO) and the Brazilian Association of Business and Customer Relations (ABRAREC) as one of the top ten ombudsman offices in Brazil in all economic sectors for 12 consecutive years, according to the Consumidor Moderno magazine. We are the only bank to be recognized in all editions by the Brazil Ombudsman Award.

COMPLAINT MECHANISM SASB FN-CF-270A.4 • FN-IN-270A.2

Bradesco Organization

0800 Ombudsman	66,679
Consumer Protection Institute (Procon)	83,984
Central Bank of Brazil (Bacen)	69,394
Superintendence of Private Insurance (Susep)	-
National Regulatory Agency for Private Health Insurance and Plans (ANS)	-
Letter/Press	2,966

**TOTAL COMPLAINTS SUBMITTED IN FORMAL
CONSUMER PROTECTION FORUMS 223,023**

LEARN MORE

» follow the historical series in the [ESG Indicators Worksheet](#).

Financial Citizenship

GRI 3-3 • 203-2

Promoting Financial Citizenship is one of our objectives as an Organization. Therefore, in addition to maintaining a portfolio of products and services compatible with the variety of profiles, needs and financial capacity of our clients, we want to contribute to the development of their financial health and support them to consciously manage their resources. To this end, we maintain an action program supported by four integrated pillars:



FINANCIAL EDUCATION

Supporting the financial health of Brazilians, through personalized, consultative and instructive service, contributing to their ability to make conscious decisions and better manage their finances, so that they become more resilient and prepared to achieve their goals and withstand the financial challenges of life.



FINANCIAL INCLUSION

Providing financial products and services to all Brazilians in order to encourage growth in all regions of the country.



CONSUMER PROTECTION

Ensuring protection for clients and non-clients, including those with potential vulnerabilities, by providing information and service channels in a safe environment.



PARTICIPATION

Strengthening our relationship with regulators, clients and society, with ongoing, open dialogs to implement improvement processes based on the perception of this information.



Financial Citizenship Governance

To maintain proper governance and transversal action relating to these pillars, we have a robust management structure, in which various strategic areas of the Organization participate, supported by policies and standards:

STRATEGIC

User and Customer Relationship Committee

Defines and deliberates on actions and results related to conduct with the client, including initiatives aimed at Financial Citizenship. Composed mainly of members of the Board of Executive Officers, it meets quarterly.

TACTIC

Financial Citizenship Commission

Implements strategies and goals that ensure the promotion of Financial Citizenship, as well as monitors the results and effectiveness of initiatives that promote financial inclusion and education, consumer protection and their engagement and awareness, aiming for their financial health.

OPERATIONAL

Working Group

Through weekly meetings, the group made up of professionals from different areas of the Organization monitors the management of the topic and the results of implemented actions.

Financial Citizenship Area

A team dedicated to the corporate management of the topic, works to support and engage the areas involved in fronts and initiatives focused on Financial Citizenship. Centralizes the definition, follow-up, analysis and monitoring of indicators, proposing action plans, objectives and goals.

We were the first Brazilian bank to sign the Commitment to Financial Education and Health (PRB) and we work in a working group with another 28 signatory banks, with the objective of defining common metrics to measure financial inclusion and health, in addition to discussing paths to positively impacting in various contexts.

To enhance this agenda and strengthen our governance, we promote the acculturation of our employees through training and communications in the Organization's internal channels.

 **LEARN MORE**
in [Acculturation](#).

We consider the presence of criteria related to Financial Citizenship to be essential in all phases of customer relationship. Therefore, they are included both in the process of developing new products and services and are also considered in commercial actions. Furthermore, we provide effective service channels for the protection and participation of our clients and users, providing a safe and reliable business environment, with significant social and economic benefits.

 **LEARN MORE**
in [Ombudsman](#).

Financial Inclusion

GRI 203-2 • GRI G4 FS13

We were born as an open-door bank to serve all client profiles in the Brazilian territory. Reaffirming our purpose, over more than 80 years of history, we have taken the lead in financial inclusion, by enabling access for everyone, especially the groups subserved by the system, considering their plurality and the geographic differences of our country.

People with a monthly income of up to two minimum wages and/or who live in municipalities with low human development (HDI_m), according to the Atlas Brasil¹ ranking, are considered to be underserved.

We monitor the number of accounts opened by people with this profile on an annual basis, as an indicator of the contribution that our financial inclusion initiatives bring to these groups. This number accounts for an average of 8% of total account openings in the organization, and in 2023 it accounted for 457,572 new accounts.

In addition to the product portfolio, we also offer solutions to facilitate people's access to the banking system, credit and financial information: through Bradesco Expresso and service points (PAs), we are present in all regions of the country - including in small municipalities or remote cities, where the supply of banking services is still low. In 2023, we registered 115 branches or business units, 705 PAs and 2,957 Bradesco Expresso units in 1,591 cities where there is no other financial institution (bank branch, service point or credit union).

We make access to the banking system more democratic also with innovation and technological evolution. We reach the most diverse audiences with our free and accessible platforms and digital media, which provide diverse financial services:

Digio – Digital bank created in 2016, it offers a 100% digital and free account, in addition to products and benefit programs such as DigioClub, DigioCashback and Descontinho, for purchases in partner

stores and websites. It aims to offer everything the client needs in a single place, with efficiency and simplicity, investing in technology and innovation.

In 2023, it registered a total of seven million accounts, with a 38% growth compared to the same period in 2022, and a total revenue of BRL 6.2 billion.

Digio is considered excellent by clients in the app stores (iOS and Android) and on Reclame Aqui, with an 8.2 rating index and RA1000 seal.

Next – Created in 2017 as a digital platform aimed at the hyperconnected generation, it seeks to simplify people's lives, offer solutions to facilitate financial management and be a partner for clients to achieve their dreams and goals. Its portfolio includes financial and non-financial services, such as current accounts, cards, investments, loans, insurance, benefits in partnership with more than 35 brands in the Mimos hub, integration with digital wallets, and others.

By the end of 2023, it recorded 4.6 billion transactions processed - a 26% growth compared to the previous year. This result and the evolution in all Client Satisfaction Indicators reflect the focus on activation and increasing client engagement.

LEARN MORE



Find out about our financial inclusion actions among riverside residents in [Operation in the Amazon](#).

¹ Source: Ranking prepared by Atlas do Desenvolvimento Humano no Brasil - Atlas Brasil. Pnud Brasil, Ipea e FJP, 2022. Available at: <http://www.atlasbrasil.org.br/ranking>

Bradesco Expresso

We are expanding to an island model within our correspondent base, with a standard structure and a person dedicated to the business in partner establishments. By the end of 2023 we had approximately 200 points and we intend to expand this model next year. With this initiative, our correspondents have access to a differentiated identity, standardization of service and a larger portfolio of products, leading to an increase in their revenue.

In December 2023, we started the pilot project of our new platform, which integrates all our products into a single environment, accessible with a single password.

We will expand access to our product portfolio for our correspondents and provide even more training, with uniform and standard content, so that everyone has access to the same learning experience.

The year 2024 started with some products, such as current account, credit card, personal credit limit,

special check and life insurance. As early as January, we made FGTS advance payment and personal credit available, and throughout the year, we will add another 14 products, including products for non-account holders. The Organization intends to have 22 products within the platform through APIs by the end of the year.

Therefore, we continue to expand our presence in a variety of locations, reaching the most remote markets and establishing robust partnerships, to promote more equitable distribution.

During 2023, we supported several emblematic financial inclusion situations, promoting local development. In one of them, a supermarket located in a riverside region of the Amazon increased its revenue by 10x by becoming a Bradesco banking correspondent. This contributed to an increase in the hiring of people in the region and boosted the local economy..

Inclusion of youth and children

We offer tailor-made, age-appropriate solutions for the inclusion of children and youths, ensuring access and financial education.

Click Conta (Click Account)

Aimed at children and teenagers up to 17 years old, it was designed to be the first contact of this audience with the banking system. It offers services such as programmed allowance, daily movement limit and an exclusive card. In 2023, more than 113 thousand accounts were opened.

NextJoy

Developed in partnership with Disney, it is an 100% digital account, designed to unite parents and children - from 0 to 17 years old - on the topic of financial education, in which allowance can be programmed and expenses can be monitored. In addition to exclusive treats, a debit card and features such as payments, cell phone recharge, pix, among other financial solutions, on the App, children can access educational trails created by pedagogues, with tips on how to take care of money, and complete missions, balancing achievements with responsibilities. In 2023, we implemented new interfaces, gift cards, new benefit partners and expanded actions to activate and use functionalities, contributing to a 31% increase in the number of accounts and more than 87 million transactions carried out.

Ágora Kids and Ágora Universitário

Our investment house, Ágora, also offers programs aimed at children and young people. Ágora Kids is made exclusively for Ágora clients up to 17 years old and offers a financial education path through booklets. Aimed at young people who are studying for an undergraduate degree, Ágora Universitário offers, in addition to accessible investment products starting at BRL 1.00, the possibility for young people to sign up for the Ágora Challenge, a competition that involves managing a portfolio of investments in simulated scenarios. In 2023, the Ágora Challenge brought together 600 students from 32 public and private universities in 22 Brazilian states.

Conta Universitária Bradesco (Bradesco University Account)

Developed for university students, the account can be opened without any proof of income, with a different fee. It offers exclusive banking and non-banking products and services, including university credit for monthly installment payments and online courses that count as supplementary hours. In 2023, over 307 thousand accounts were opened. On the exclusive portal, 33 thousand clients accessed the courses through the exclusive portal.

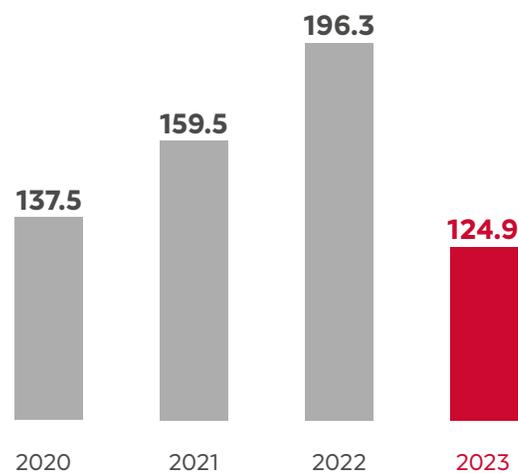
Financial inclusion for micro and small-sized enterprises

SASB FN-CB-240a.4

We are committed to supporting individual micro entrepreneurs (MEI), addressing the key challenges to their development and growth. By offering affordable financial solutions tailored to their needs, we have been able to expand our client base and strengthen our position in this market.

Find out about some of our solutions aimed at the development of micro and small entrepreneurs:

NEW MEI ACCOUNTS (THOUSANDS)



MEI Platform

Provider of financial and non-financial services for individual micro-entrepreneurs. In 2023, 25,345 people registered to access solutions, training and content for the development of their businesses, contributing to a total of 1.1 million accesses. The platform is responsive so that all entrepreneurs can consume and access their products and services, via the internet or smart phone.

Local Productive Arrangements (LPAs):

SASB FN-CB-240A.1

Our portfolio includes solutions targeted at small and medium-sized enterprises operating within the context of Local Productive Groups (APLs, in Portuguese), clusters of companies and enterprises located in the same territory, and which feature productive expertise and possess some linkage and governance. We are the only private bank in this niche, and our work covers over 75 thousand companies, from 252 sectors, in 1,026 municipalities. In 2023, we attracted more than eight thousand new companies.

Earmarked Productive Microcredit (MPO)

Focused on micro and small-sized entrepreneurs with annual revenues of up to BRL 360 thousand, the MPO contributes to the generation of work and income, as it enables entrepreneurs to boost their productive activities, directing resources towards the acquisition of goods, equipment, expansion of the business or as working capital. We also work on transferring microcredit via Interbank Micro-credit Deposit to Credit Cooperatives in the Southern Region of Brazil and to Development Banks in the Northeast and Amazon. Including only our productive microcredit lines, our portfolio was BRL 0.9 billion in December 2023.

» **LEARN MORE**
in [Sustainable Business](#).

Boas práticas no relacionamento com CPV

Guia de Boas Práticas de Relacionamento com os Vulneráveis

2023

FEBRABAN FEDERAÇÃO
BRASILEIRA
DE BANCOS

- Compartilhar informações

Potentially vulnerable clients

GRI G4 FS14

We work under the concept of the Potentially Vulnerable Client (CPV, in Portuguese), which seeks to refine client services by observing the degrees of potential difficulties in understanding and self-managing the financial portfolio of each of them.

To achieve this, we have trained our employees with a specific course to provide personalized service to this client profile. It includes tips for properly assisting them, clearly presenting the characteristics of the products and services being offered in order to ensure that the client is fully aware of what they are acquiring. Our branch managers are supported by a management tool to properly monitor identified CPVs.

Given the need to offer services that are suitable to the needs of this audience, our Ombudsman maintains a distinct path, with a conclusive opinion within a shorter period of time in the 1st Instance complaints channels, Ombudsman (0800), Procon, Central Bank, Letter, Press, Reclame Aqui and Consumidor.gov.br. In 2023, more than

53 thousand complaints were registered by potentially vulnerable clients with “high” and “very high” degrees of vulnerability.

Our service was scored 3.8 in December/2023, which demonstrates an improvement in client satisfaction, when compared to the result from January/2023 (score 3.22). Regarding satisfaction with the solution given to complaints registered in this channel, we reached a 3.43 score in December/2023, which also demonstrates an evolution in clients’ perception, compared to January/2023 (score 2.94)¹.

Additionally, we held 24 specific forums aimed at implementing improvements in the handling of complaints registered by these clients on our service channels.

¹ Data obtained from the Ombudsman Satisfaction Survey, in which the service and the solution given to the complaint are evaluated, with scores ranging from 1 (very dissatisfied) to 5 (very satisfied).

Financial education

GRI G4 FS16 • SASB FN-CB-240A.4

Bearing in mind the impact we can have on our clients' quality of life, we develop education and information solutions that contribute to their autonomy and financial balance. We also consider these impacts both when creating, developing or redefining products and services and when training our professionals, allowing them to develop a perspective of guidance, inclusion and financial adequacy in their interactions with clients.

In 2023, there were over two million accesses to the content we provide, with a focus on promoting financial education.

Financial Education Portal

Available to the general public, the Portal provides users with tips and content on the best practices for budget control and contracting products and services. In 2023, there were 1.1 million hits.

Unibrad Portal

We provide articles and news, podcasts, e-books and courses on financial education. In 2023, the page had more than 450 thousand hits.

Momento Investidor

Podcast where issues related to economy and the world of investments are discussed in an accessible way. In 2023, 220 thousand accesses were recorded.

Enef Week

We participated in the action organized by the Brazilian Financial Education Forum, which promotes financial education for the general public, through videos and posts on social networks and radio.

Unibrad Conexão Program

It brings together online mentoring projects and in-person activities, with the aim of training young black people, families with people with disabilities, migrants and refugees, indigenous communities and public school students in financial education and socio-emotional skills. Since its implementation, the program has benefited more than 750 people, with the participation of more than 250 volunteers.

Ágora Academy

Committed to financial education and democratizing market access, we developed the platform in partnership with the largest business schools in the country. It offers more than 100 training courses, financial certifications, postgraduate courses and MBAs, 58 of which are free.

Ágora Content

Free and quality information and content to support clients in their decision-making when investing. Ágora Play promotes four daily live streams throughout the trading session. Ágora Cast publishes two podcasts daily, i.e. Morning Call and Fechamento de Mercado, as well as special content, such as the weekly Café com Mercado, the Tirando do Papel trail, Ágora Recebe, Fala com o Gestor, and others. At Ágora Insights, the client has the widest coverage of companies listed on the stock exchange, through reports, recommendations and analyses. In 2023, the Ágora Academy platform and the channels together had more than 293 thousand views.



LEARN MORE

in [Bradesco Volunteering Program](#).

Financial support and guidance initiatives

Throughout the year, we have promoted financial support and guidance activities for financial reorganization:

Personalized communication

For clients with expiring or expired contracts, through notifications, we present solutions so that they can reorganize themselves financially. In 2023, we served 2.2 million clients through financial reorganization services and products and the extension of around 2.8 million contracts.

Financial reorganization

With Financial Reorganization personal loans, 300,000 individual clients grouped several debts into a single contract, organizing their budget.

Desenrola Program

We participate in the Desenrola Program, launched by the Federal Government, with special conditions and increased discounts for paying off or repaying overdue amounts, contributing to the regularization of individuals' financial debts. In 2023, 200 thousand clients could renegotiate their outstanding debts. A total of BRL 1.9 billion were renegotiated.

We also offer affordable alternatives for our clients to maintain control over their finances, enabling them to create an emergency fund and an investment routine to achieve their goals.

Financial manager

During the journey through our relationship channels, we promote financial organization through personalized information and a complete view of the financial situation. Since 2021, we have recorded 110.3 million accesses to our financial manager - available to Individual clients as "Meus Bancos", on the Bradesco App, and to Corporate clients as "Bancos da Empresa", on the Net Empresa App.

Investment products

We offer products with daily liquidity, which allow our clients to start investing small amounts. This is the case of the traditional Poupança (Savings Account), which allows applications from BRL 0.01, and CDB Fácil (Bank Deposit Certificate), for investments starting at BRL 100.00. In 2023, approximately 27.3 million clients had these products.

Invest fácil

A simplified and accessible way for clients to follow, among the stock portfolios recommended by our analysts, the one that best matches their profile and objectives. These portfolios are reflected in the five investment funds in Ágora index shares: top 10, dividends, bold, small caps and diversification, which allow investments starting from BRL 1.00.

PrevJovem Bradesco

A private pension contracted for children or young people up to 24 years of age, with contributions starting at BRL 50 per month and various funding options that can be used to implement future projects. By the end of 2023 we had 21,169 proposals and 20,282 participants.

In addition to these initiatives, we have a partnership with Febraban, supporting the development of projects and new financial education features made available on the portal meubolsoemdia.com.br (available only in Portuguese).

Acculturation

We conduct training and engagement activities involving financial health for operators working at call centers, in addition to providing service protocols to promote more hospitality and guidance to our clients.

We also provide cultural training for our employees through communications in the Organization's internal channels. In 2023, we had more than 36 thousand participations in at least one of the 30 learning solutions focused on financial education.

For partner companies and institutions supported by Bradesco, we provide a portfolio of lectures on financial well-being, given by our specialists. The topics covered are: personal finances, women's finances, conscious credit, getting out of debt and investing to achieve. In 2023, we recorded more than five thousand participations.

Suppliers

GRI 2-6 • 2-23 • 2-24 • 2-29

Suppliers are essential partners to accomplishing our goals and delivering the best solutions to clients, always with quality and efficiency.

In 2023, 7,172 suppliers were registered in our base. During the year, 1,696 new suppliers were approved, of which 1,772 ended the year with active contracts.

To become our supplier, applicants need to go through an approval process, through which we evaluate the companies' compliance from a registration, commercial, economic-financial and environmental and social (E&S) point of view. The E&S issues that are examined include labor practices, prohibition on slave-like or child labor, environmental risks and negative media.

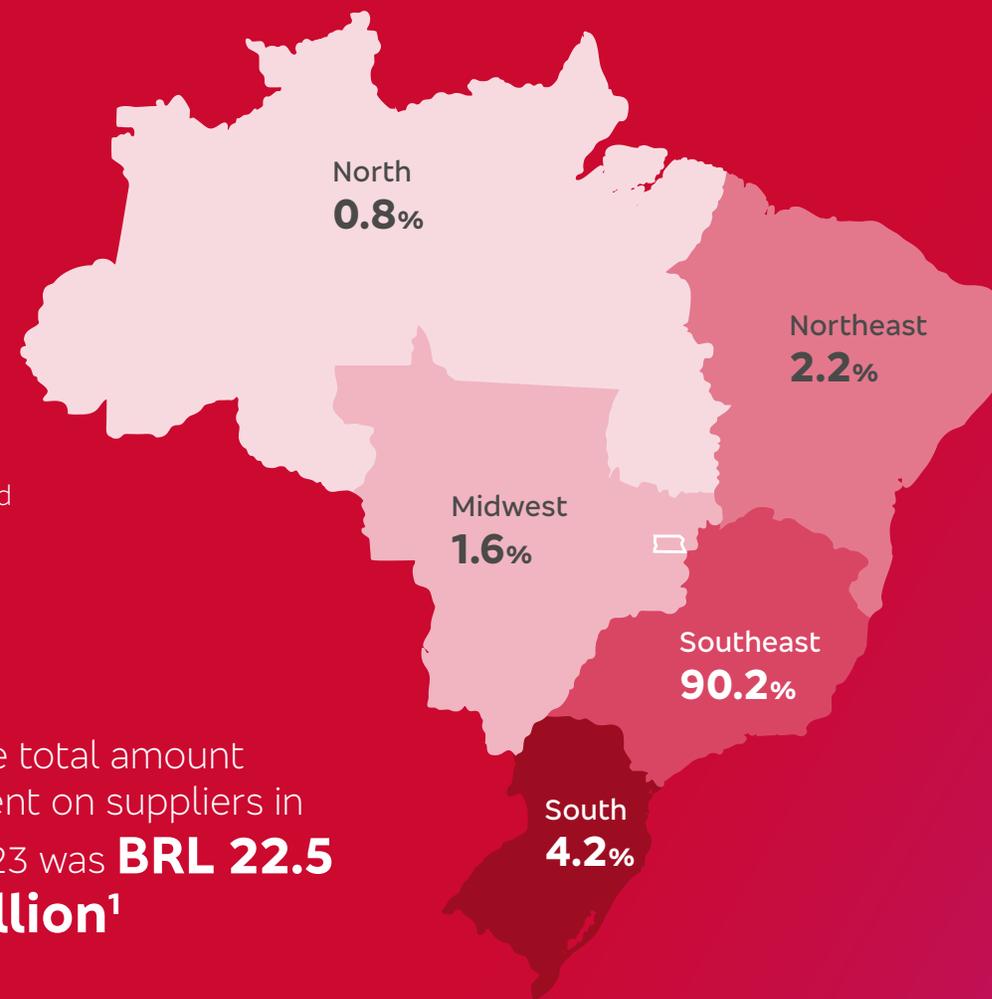
Once approved, our supplier is committed to our Code of Ethical Conduct and other policies and standards. All of our contracts contain clauses on forced and child labor, anti-corruption and other social and environmental matters.

Spending with local suppliers

GRI 204-1

We prioritize partnerships with local suppliers or those close to our facilities, to boost the economy of the various locations do business in and enhance the development of smaller suppliers.

In 2023, we maintained partnerships with suppliers throughout Brazil, distributed according to the concentration of our administrative centers and branch network and the local availability of products and service providers.



The total amount spent on suppliers in 2023 was **BRL 22.5 billion¹**

¹Total of the Bradesco Organization - Banco Bradesco and Grupo Bradesco Seguros, including units abroad.

Note: The distribution of percentages on the map of Brazil considers only Banco Bradesco (BRL 19.2 billion). Other information related to Grupo Bradesco Seguros' suppliers is available on its [sustainability website](#) (available only in Portuguese).

Note 2: The sum of percentages in the total map is 99%, because 1% of the expenditures were made by our subsidiaries abroad.

Monitoring and developing

In order to mitigate risks, we periodically monitor our base of registered companies. The surveys include restrictions such as slave and child labor, embargoed and contaminated areas, among others. If any prohibitive restriction is identified, the supplier is blocked from future contracts.

We also have a supplier financial analysis process in which the balance sheet for the last three years, public certificates and commercial information are analyzed.

Through this analysis, we generate a report, in which suppliers are classified into different levels, from low to very high risk. In cases where there are high or very high risk classifications, we communicate with the respective contract managers for alignment. In 2023, 337 financial analyses were performed.

We also monitor how much our suppliers depend on Bradesco financially. This assessment is carried out for 100% of our active contract base.

“I am a Multiplier Supplier” Challenge

The relationship with our suppliers is supported by recommendations contained in a series of internal standards, policies and programs, with emphasis on our Purchasing Policy, Code of Ethical Conduct for Purchasing Professionals and Bradesco’s Most Sustainable Supplier (FSBRA), which is the Bradesco Environmental and Social Responsibility program in the Supply Chain.

The environmental, social and climate supplier evaluation is guided by the bank’s Social, Environmental and Climate Risk Standard. Thus, those who fall within this scope are integrated into the program. With a focus on promoting the socio-environmental development of our suppliers, we carry out audits of a consultative nature, based on three pillars:

1 Social Responsibility

It covers various topics such as occupational health and safety, discrimination and harassment, diversity and inclusion, relationships and compliance with established union agreements, health and well-being, employability of minorities, equitable remuneration, in addition to

the existence of policies, standards and commitments related to these topics, especially those referring to human rights. The complaint mechanisms available are also verified, as well as mitigating actions, corrective measures and improvement plans implemented, and the involvement and commitment of management and senior management in the analyses and action plans. It also assesses the existence of regularized indigenous, immigrant or refugee employees.

2 Environment

Assessment that includes verification of all documentation related to licensing (operation, when applicable, and operating license) and environmental management and control system, including policies, standards, processes and reported results. In particular, we verify the existence of a solid waste management plan and a greenhouse gas emissions management program, including the preparation of the annual emissions inventory and reporting to the CDP.

3 Governance

Assesses topics such as ethics, anti-corruption, information security and

business continuity and supply chain management, including the assessment of how our suppliers are keeping track of their own suppliers.

After the audits, the supplier draws up an action plan for each opportunity for improvement and non-compliance identified. This plan is evaluated and monitored periodically by the auditor.

New suppliers that were hired based on social and environmental criteria

GRI 308-1 • 414-1

	2023
Total of new suppliers that were considered for contracts	1,696
Total of new suppliers approved based on social and environmental criteria	1,696
Percentage of new suppliers that were hired based on social and environmental criteria	100

LEARN MORE
 >> access the historical series in the [ESG Indicators Worksheet](#).

In 2023, we audited 100% of critical suppliers on environmental and social issues, totaling 90 companies that belong to the sectors of civil works, printing of materials, clothing, timber chain, visual communication, infrastructure equipment manufacturing, card manufacturing, equipment manufacturing information technology and transport, surveillance, back-up, agency and aircraft and vehicle maintenance services. In the audit checklist for the Call Center sector, critical from a social point of view, we added exclusive questions.

In addition to the critical categories, we audited at least one supplier from each category in 2023, totaling 82 in-person audits and 318 remote or self-audits.

With a focus on developing and implementing best ESG practices, we encourage our suppliers to also adhere to voluntary commitments, adjusted to those we have made.

Every year, we review the program, increasing the number of relevant aspects verified in the audit. In the meantime, we have observed a growing social and environmental compliance of our suppliers

Suppliers with potential and actual negative impacts

GRI 308-2 • 414-2

	Labor suppliers	Other suppliers
Social Impacts		
Number of evaluated suppliers with regard to social impacts in the reporting period	1,824	1,696
Number of suppliers identified as causing actual and potentially negative social impacts	25	0
Number of suppliers identified as having caused actual and potentially negative social impacts and with whom improvements were agreed on as a result of the evaluation	9	0
Number of suppliers identified as having social impacts and with whom relations were discontinued as a result of the evaluation	0	0
% of suppliers identified as having negative social impacts and with whom improvements were agreed upon as a result of the evaluation performed	36	0
% of suppliers identified as having social impacts and with whom relations were discontinued as a result of the evaluation	0	0
Environmental impacts		
Number of evaluated suppliers with regard to environmental impacts in the reporting period		1,696
Number of suppliers identified as causing negative environmental impacts		12
Significant, actual and potential negative environmental impacts identified in the supply chain		Embargoed area and contaminated land
Number of suppliers identified as having caused actual and potentially negative environmental impacts and with whom improvements were agreed on as a result of the evaluation		12
% of suppliers identified as having caused actual and potentially negative environmental impacts and with whom improvements were agreed on as a result of the evaluation		100
Number of suppliers identified as having actual and potentially significant negative environmental impacts and with whom relations were terminated as a result of the evaluation		0
% of suppliers identified as having actual and potentially significant negative environmental impacts and with whom relations were terminated as a result of the evaluation		0



LEARN MORE

access the historical series in the [ESG Indicators Worksheet](#).

In order to avoid working with suppliers who use forced or slave labor, we also monitor the Ministry of Labor's Dirty List of Employers, published and updated by the Ministry of Labor and Social Security. Within the scope of audits of the FSBRA Program, we also verify respect for human rights, observing whether the supplier has an employment contract with its employees and the respective proof of payment, in addition to observing whether there is the right to join unions and class associations. If any occurrence is identified, we have guidelines to apply preventive or restrictive measures, in accordance with internal governance. **GRI 407-1**

The protection of children and adolescents rights is also verified in the audit process. In the case of a Young Apprentice, we analyze whether there is a supporting document related to an educational institution, in accordance with current legislation. **GRI 408-1**

Finally, we evaluate the compliance of our suppliers with Regulatory Standards aimed at Occupational Health and Safety and whether there are reporting channels available to contractors. **GRI 409-1**

We identified that 5% of our suppliers present greater risk potential because they belong to critical categories from an environmental and social point of view. Depending on the assessment results, we implement mitigation or remediation processes for all of them. In 2023, no case of human rights violations was identified. Therefore, no remediation measures needed to be taken.



Suppliers who could present significant human rights risks

GRI 407-1 • 408-1 • 409-1

Child labor	90
Forced labor or slave-like labor	90
Young workers exposed to dangerous labor	90
Freedom of association and collective bargaining	90



LEARN MORE

access the historical series in the [ESG Indicators Worksheet](#).

Supplier engagement

GRI 2-29

We have several initiatives to engage our suppliers and encourage them to continually improve their management of ESG aspects.

“I am a Multiplier Supplier” Challenge

This is an incentive for our suppliers to develop their supply chain and implement good supplier management and engagement practices. On the Bradesco Suppliers website, we provide a series of tips to help in this process. Also considering the engagement in the FSBRA Audit Program, the best practices identified are recognized at the Bradesco Supplier Meeting.

Suppliers’ workshops

In 2023, we held five online workshops, focusing on the development of our suppliers, covering the following topics:

- Bradesco Most Sustainable Supplier Program;
- Climate Change;
- Business Integrity with Perpetuity;
- Best Practices in Racial Diversity, Equity and Inclusion;
- Financial education.

A total of 926 professionals participated in the workshops, representing 435 companies.

Booklet

Publicly available on our Suppliers website, the Socio and Environmental Responsibility in the Supply Chain Booklet is another tool for providing information about sustainability. The document addresses several relevant topics, such as concepts of socio-environmental responsibility, labor legislation, preventing and combating slave and child labor, monitoring the supply chain, social inclusion, human rights and valuing diversity.

LEARN MORE
 >> in our page [Bradesco Suppliers](#)
 (available only in Portuguese).



21st Bradesco Suppliers' Meeting

Bradesco suppliers' meeting

Every year, we hold a meeting to share the Organization's values, promote knowledge on various topics related to sustainable development and human rights, and encourage social and environmental responsibility activities. A theme related to sustainability is brought up at each annual meeting: Ethics and Integrity in Times of Crises, in 2020; Diversity and Inclusion, in 2021; Transformation in the Supply Chain, in 2022.

Historically, these meetings took place at the end of each year. However, the meeting that was supposed to take place at the end of 2023 was transferred to the first four months of 2024, due to a strategic change.

Community

Our presence in all Brazilian municipalities means that we interact with all social classes and regions, with the most diverse economic profiles and the most varied needs. And it is for this audience that we seek to generate positive value through several fronts.

In the chapter on Financial Citizenship, we described the actions most aligned with our day-to-day business.

Below, we present the main social, sporting and cultural initiatives we support to enhance development in the communities we operate in.



LEARN MORE
in [Financial Citizenship](#).

Private Social Investment

GRI 203-2

As one of the largest private donors in the country, we allocate resources to a number of projects and initiatives to contribute to environmental and social demands, in line with our purpose.

Our approach to Private Social Investment (ISP) is strictly guided by our donation and sponsorship policies and standards, in addition to being guided by the Corporate Strategy, the sustainability strategic pillars (Financial Citizenship, Climate Agenda and Sustainable Business) and the Sustainable Development Goals (SDGs) prioritized by Bradesco.

In 2023, we allocated BRL 1.1 billion to private social investment, of which BRL 112.6 million came from our own resources, BRL 894.5 million through Bradesco Foundation and BRL 124.2 million through incentivized donations and sponsorships.



LEARN MORE
access the historical series in the [ESG Indicators Worksheet](#).

Organization's Environmental and Social Investment (BRL million)

OWN RESOURCES

Social donations	21.1
Sponsorship	91.5
TOTAL	112.6

BRADESCO FOUNDATION

Amount invested	885.7
Bradesco Sports and Education ¹	8.8
TOTAL	894.5

INITIATIVES - INCENTIVE LAW

Culture - Rouanet	78.0
Sports	3.9
Statute for Children and Adolescents (ECA)	16.2
Health - Pronon and Pronas	10.0
Elderly	16.2
TOTAL	124.2

TOTAL ENVIRONMENTAL AND SOCIAL INVESTMENT 1,131.3

¹ Program supported by Fundação Bradesco

Major projects supported in 2023

- **Favela 3D (Digital, Dignified and Developed):** Partnership with the Gerando Falcões Institute for systemic transformation in vulnerable territories in Brazil, to improve the quality of life of residents by means of urban, educational, social and economic development interventions. In 2023, the partnership benefited 1,135 families.
- **Education Program:** Partnership with foster care institutions in Curitiba/PR and the metropolitan region of Paraná, to foster the psychosocial development of socially vulnerable children and teenagers. In 2023, the program benefited 400 children and teenagers.
- **Company-School Integration Project:** Cultural and sporting activities offered at the Recreational Association of Atlântica Bradesco Employees (ARFAB) for over a thousand children during Fundação Bradesco's after-school hours in Rio de Janeiro/RJ.
- **AACD - Association for Assistance to Disabled Children:** for 26 years, we have supported the institution through donations and sponsorships, which is recognized for its comprehensive and

excellent care for the rehabilitation of people with physical disabilities and orthopedic patients. The partnership, since 1998, has enabled the construction of 10 new units and contributed to more than 354,000 services.

- **Longevity Project:** brings together several initiatives, including the Viva a Longevidade Portal, with over 500 thousand views; the podcast and videocast "Start Now", with nine new episodes; the International Longevity Forum – now in its 11th edition, sponsored by Bradesco Seguros and organized by the International Longevity Center Brazil (ILC-BR). In 2023, we had the resumption of the Longevity Forum, reaching its 16th edition.
- **Bradesco Seguros Cultural Circuit:** sponsorship and support for projects in the areas of music, dance, visual arts, theater, literature and exhibitions, as well as other artistic manifestations, in various regions of Brazil. Furthermore, in 2023, 23 shows were sponsored in 14 cities.

Partnership with SOS Mata Atlântica Foundation

Partners since 1989, we have contributed to the planting of 34 million native trees in an area equivalent to 17 thousand hectares and impacting 1,350 municipalities in nine Brazilian states: BA, CE, MG, MS, PR, RJ, RS, SC and SP. This amount represents more than 80% of all forest restoration carried out by the institution.

Atlas dos Remanescentes Florestais da Mata Atlântica (Atlas of Forest Remnants in the Atlantic Rain Forest)

We annually sponsor the main initiative for the surveillance of the native Atlantic Rain Forest vegetation in the country, mapping the biome via satellite with the aim of keeping the data up to date, which is crucial for the development of new studies and strategies to ensure the protection of the biome, in addition to contributing with environmental management and the improvement of legislation and public policies aimed at conservation and recovery.

Bradesco Foundation

GRI 203-2

The largest private social investment project in the country, since 1956, it has invested in education as a foundation for the full development of children and young people throughout the national territory, by promoting free education and excellence on several fronts. Its schools are located primarily in regions where there is marked socio-economic vulnerability, contributing to the development of the region through the transformational impact on students' lives and the surrounding communities. Fundação Bradesco follows each of its Basic Education students for approximately 13 years, supporting them with all the necessary items to guarantee equal learning in all regions of Brazil.



40 own schools

in the 26 Brazilian states, including the Federal District



BRL 9.5 billion

invested in the last 10 years (updated amounts)



BRL 894.5 million

invested in 2023



+ de 42 thousand

students (children, young and adults) served in 2023



LEARN MORE

in [Fundação Bradesco](#)



Virtual School

E-learning portal dedicated to offering free and 100% online courses in different areas of interest, such as personal and professional development, learning methodologies, business and innovation, productivity, programming and information technology. In 2023, around two million users completed at least one of the courses available on the portal.



LEARN MORE

in [Virtual School](#) (available only in Portuguese).



Bradesco Sports and Education Program

We encourage sport as an activity that supports the development of children and young people through the Bradesco Sports and Education Program. For over 30 years, we have been teaching girls' volleyball and basketball at our Training Center for girls aged 8 to 18, providing guidance on citizenship, health and developing potential talent. The Center's aim is to guarantee the right of access to sport through daily activities, guided by physical education teachers, coaches and technical trainers, and through participation in internal and external sporting events. This is done at Bradesco Foundation schools, municipal Sports Centers, Unified Educational Centers (CEUs), state and private schools and at our Sports Development Center, all located in the municipality of Osasco/SP, with around 1,850 girls served.

Additionally, the program fosters our athletes' protagonism and empowerment within the community, opening up new avenues for each of them to realize their unique potential.



LEARN MORE

in [Bradesco Sports and Education](#) (available only in Portuguese).

Volunteering

GRI 203-2

Since 2007, through the Bradesco Volunteer Program, we have encouraged the exercise of citizenship, developing our own actions and supporting the initiatives of our employees and interns throughout Brazil. All activities developed are related to the Bradesco Organization's purpose and the UN Sustainable Development Goals (SDGs), generating benefits to the community and actively contributing to the development of skills and abilities among volunteers.

In 2023, over 12,000 employees and trainees took part in volunteering initiatives, tallying over 50,000 hours of dedication, 19,174 of which were during working hours.

To further strengthen the agenda and our connection with other sectors, we are a member of the Management Committee of the Brazilian Council for Corporate Volunteering (CBVE). The Council is a network of companies, institutes and foundations whose aim is to promote corporate volunteering, providing a space for collective construction and dialog for society's benefit.

Check out key corporate initiatives:

Online mentoring:

developed in partnership with the Joule Institute, is focused on the employability and entrepreneurship of socially vulnerable young black people. The initiative began in 2021 and has already developed seven groups, engaging more than 500 volunteers and benefiting 509 young people in 200 cities in all Brazilian regions. After the mentoring, 94% of the young people reported greater clarity about their personal goals and 92% of them felt more confident about applying for jobs.

Sustainable Business:

in partnership with Junior Achievement Brasil (JA Brasil), Bradesco volunteers took concepts related to sustainable development to 394 young people from public schools in Belém/PA, Manaus/AM, Osasco/SP and

São Paulo/SP. The meetings touched on topics such as sustainable entrepreneurship, circular economy and conscious consumption, introducing new possibilities for entrepreneurship in a more sustainable way. Among the young participants, 96% were introduced to concepts of sustainability and sustainable business for the first time. Junior Achievement is a pioneer in the development of entrepreneurship programs for children and young people in Latin America.

MAIS Volunteers:

a social and environmental competition among teams to develop actions in line with the Sustainable Development Goals (SDGs) prioritized by Bradesco. The 2023 edition lasted three months and engaged almost two thousand volunteers, distributed in 83 teams in all

Brazilian regions. A total of 1,375 socio-environmental activities were carried out, benefiting 10,674 people from 108 institutions.

National Blood Donation Campaign:

developed in partnership with the Viva Bem Program and the São Paulo Blood Bank, encourages blood donations all over Brazil. In 2023, we held the 10th edition of the campaign and, since its implementation, we have registered over 3,000 donors, who have contributed to at least 12,000 people.

Viva a Mata Atlântica!

Bradesco employees and their families participated in activities at the SOS Mata Atlântica Forest Experiments Center, in the city of Itu, in the countryside of São Paulo. The initiative aims to engage and provide

knowledge about the biome and the importance of environmental conservation through theoretical and practical activities. Throughout 2023, three actions were carried out, in partnership with Fundação SOS Mata Atlântica. With this project, we won the 2023 Aplauda Award, in the "Highlight in Sustainability" category.

LEARN MORE

in our [Bradesco Volunteering Portal](#) (available only in Portuguese).



Investors

GRI 2-29

To ensure proximity to the market, our investor relationships are built in a clear, complete and objective manner, keeping this audience informed about our perspectives, targets, strategies and performance, in a timely and transparent manner. This information is presented at encounters, meetings and conference calls, in addition to being available on our Investor Relations website.

In 2023, we interacted with more than 1,500 national and international investors from 1,109 funds through conference calls. We participated in 20 national and international conferences and held 14 Non Deal Roadshows (NDRs).

Governments and regulators

GRI 2-29 • 207-3

As a private financial institution headquartered in Brazil, we are part of the National Financial System (SFN), which is regulated by regulatory bodies like the National Monetary Council (CMN), the National Council of Private Insurance (CNSP) and the National Complementary Pension Council (CNPC).

We maintain a relationship with a set of supervisory entities in the SFN, which supervise compliance with the standards created by normative bodies. Among them are the Central Bank of Brazil (BCB), the Securities and Exchange Commission (CVM), the Superintendence of Private Insurance (Susep) and the National Superintendence of Complementary Pension (Previc).

We also highlight our link with the Brazilian Federation of Banks (Febraban), the main entity representing the Brazilian banking sector. With the entity, we maintain our

commitment to strengthening the financial system and its relations with society, contributing to the economic, social and sustainable development of the country. We also contribute to regulatory discussions and improvements to legislation, aiming to adopt best practices and constantly evolve the topic.

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

 **LEARN MORE**
in [Ethics](#).

Relationship with institutions

GRI 2-28

We have reinforced our role as transformers and promoters of social and economic development by working through sector-related institutions. This relationship allows us to dialogue with various audiences, participate in the development of self-regulation policies, structure joint actions with other institutions and positively influence society.

In 2023, our financial contribution to these institutions was BRL 50,239,284.27. The five most significant were:

- **The Brazilian Federation of Banks (Febraban):** BRL 31,683,768.96
<http://portal.febraban.org.br>
- **National Federation of Supplementary Health (FenaSaúde):**
BRL 5,439,578.17
<https://fenasaude.org.br/>
- **Brazilian Association of Credit Card and Services Companies (ABECS):**
BRL 4,081,447.11
www.abecs.org.br

- **National Federation of Private Pension and Life (FenaPrevi):**
BRL 3,008,742.67
<https://fenaprevi.org.br/>
- **Brazilian Association of Real Estate Financing and Savings Banks (Abecip):**
BRL 1,226,466.08
www.abecip.org.br/institucional-about-us/a-abecip

Contributions (BRL Million)

	2023
Lobbying, representing interests or similar	0.0
Local, regional or national political campaigns/ candidates	0.0
Trade associations or tax-exempt groups (such as think tanks)	50.2
Total contributions and other expenses	50.2

LEARN MORE
follow the history series in the [ESG Indicators Worksheet](#).

Human Rights

GRI 2-23 • GRI G4 FS1

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

LEARN MORE
access our policy [here](#).

The topic is also addressed jointly and integrated with other internal policies and standards, such as the Organization's Code of Ethical Conduct, the Sustainability Policy, the Social, Environmental and Climate Responsibility Standard, the Social, Environmental and Climate Risk Standard, the Diversity, Equity and Inclusion Policy and the Human Resources Management Policy, among others, reinforcing and establishing specific human

rights guidelines to prevent the risks which we are exposed to in relationships with our employees, clients, suppliers, partners and society.

In this sense, we have established due diligence processes to proactively and systematically identify possible impacts on Human Rights and manage the identified risks, developing mitigation and, when necessary, remediation measures.

In addition, our whistleblowing channels are also available to receive complaints regarding possible violations of human rights.

Our action is also reinforced by adhering to voluntary commitments focused on the topic.

LEARN MORE
in [Corporate Whistleblowing Channels](#) and in [Diversity, Equity and Inclusion](#).

Our People

As part of the Corporate Social Responsibility Management System, we have a structured process to deal with complaints made by our employees, associates and other stakeholders through the whistleblowing channels.

» **LEARN MORE**
in [Social Responsibility](#).

Suppliers

Through Bradesco's Most Sustainable Supplier program, we seek to identify, evaluate, monitor and mitigate the Environmental and Social (E&S) risks inherent to the services and products supplied to the Organization, encouraging respect for the ethical principles of integrity and sustainability, with an emphasis on human rights and E&S management.

» **LEARN MORE**
in [Suppliers](#).

Clients and business partners

Part of our scope of action for managing environmental, social and climate risks is monitoring for possible breaches of human rights, especially when granting financing.

In the contracts of banking correspondents linked to joint ventures (JVs), we provide for specific clauses to fight child and slave-like labor, in addition to respect for the environment, among others. Even though there is autonomy of action in the JVs, since these professionals are subordinate to the retailer's code of ethics, we distribute our Code of Ethics for knowledge and improvement of quality and working conditions. We conduct periodic visits for monitoring, and in the event a possible misconduct is identified, we submit it for evaluation by the senior management committees of partner companies, so that the appropriate measures can be taken.

» **LEARN MORE**
in [Social, Environmental and Climate Risks](#).

Asset Management

We adopt measures to prevent risks and potential impacts on ESG aspects in investments. Our Responsible Investment Policy provides for guidelines for evaluating these aspects, including respect for Human and Labor Rights.

» **LEARN MORE**
in [Responsible Investments](#).

Monitoring of environmental and social portfolios with human rights clauses (BRL million)

	No.	Amount financed
CLASSIFICATION		
Falling under the Equator Principles	A	5
	B	8
Not falling under the Equator Principles	10	5,023.5
TOTAL	23	10,917.1

Note: In 2023, 23 projects were monitored, including Human Rights assessment, and as no incident of violation was identified, no remediation measures were applied.

» **LEARN MORE**
follow the historical series in the [ESG Indicators Worksheet](#).

Studies of human rights cases

Case 1: Support for affected local communities

Among the projects analyzed in 2023, it is worth highlighting the case of a wind complex located in the northeast region of the country, which falls under the Equator Principles and is monitored annually by an independent consultancy. The analysis was based on IFC performance standards, including the evaluation of aspects related to the well-being of communities located in areas affected by the project, which are subjected to the stroboscopic effect and impacts arising from vehicle circulation on the access roads that cross the communities towards the project, such as emission of particulate materials, risks of accidents, and others. In the last report prepared by an independent consultancy, compliance with E&S obligations was verified.

Case 2: Impact on fishing activities and support for resettled communities

Also part of our monitoring portfolio is a port located in the southeast region of the country, falling under the Equator Principles, with relevant socio-environmental impacts, such as: resettlement of affected communities, land regularization and interference in fishing activities in the region. Environmental and social monitoring of the project is carried out on an annual basis, including on-site audits, in order to verify compliance with the Equator Principles and IFC performance standards, which encompass the aforementioned impacts and other impacts caused by the project implementation and operation. In the last monitoring campaign, the environmental and social obligations set out in the contract were found to be partially met, and it was necessary to readjust the action plan.

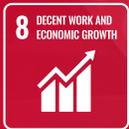
Case 3: Impact on indigenous communities and archaeological sites

Annually, we carry out environmental and social monitoring of a hydroelectric plant, located in the north region of the country, which falls under the Equator Principles due to its E&S impacts, among which we highlight: resettlement of communities, impacts on indigenous peoples and archaeological, historical and cultural heritage. These and other impacts are managed through a basic environmental plan and action plan to meet the Equator Principles and IFC performance standards. Through the last audit carried out by an independent consultancy, compliance with the socio-environmental obligations set out in the contract was verified.

Governance

With a solid and appropriate structure, since our foundation, we have adopted the best corporate governance practices on the market.

RELATED SDG



Corporate Governance

As a publicly traded private company with shares listed at Level 1 of Corporate Governance of B3 (Brazilian Exchange & OTC), our principles have been governed by the guidelines of the Brazilian Code of Corporate Governance.

Our shares are also traded on the New York Stock Exchange (NYSE), through American Depositary Receipts (ADRs), which are subject to the guidelines of the Securities and Exchange Commission (SEC). We are also traded on the Madrid Stock Exchange in Spain (Latibex).

The strength of our governance and the ethics that permeate all our decisions and practices attest to our commitment to generating value for shareholders, investors, employees, clients and society as a whole.

In February 2024, our CEO released a strategic plan to the market, with initiatives and targets to increase the bank's profitability, return and competitiveness. He also introduced a new framework to accelerate decision making and increase customer centricity. All this to make our bank more agile, modern, competitive and profitable.

Governance structure

In compliance with legislation, based on best market practices and incorporating environmental, social and governance (ESG) aspects, our corporate governance is made up of a set of principles, policies and regulations that govern our management

process, to align and protect the interests of our employees, managers and shareholders, as well as promote our values and culture.



Sculpture–logo at the Bradesco Prime branch at Av. Faria Lima x Av. Juscelino Kubistchek

GRI 2-9 • 2-11

SHAREHOLDERS' MEETING

Responsibilities: it is the top governance body, responsible for making decisions on our business and electing members of the Board of Directors. Its meetings may be ordinary or extraordinary, always called at least one month in advance.

FISCAL COUNCIL

Responsibilities: it is responsible for supervising the actions taken by the managers, providing an opinion on the management's annual report and on the proposals related to the modification of the capital stock, investment plans or capital budgets and dividend distribution, in addition to reporting fraud, errors or crimes to the management bodies and analyzing the financial statements on a quarterly basis.

Election: by shareholders, two of which are elected by minority shareholders, with a single one-year term of office.

Composition: five effective members and five alternates.

BOARD OF DIRECTORS

Responsibilities: determine the corporate strategy and review business plans and policies, in addition to overseeing and monitoring the Board of Executive Officers, electing and dismissing its members. It meets ordinarily twelve times a year and, extraordinarily, when necessary. Its president is an external member, with no executive role in the Organization.

Election: by the Shareholders' Meeting, with a two-year term of office and re-election permitted.

Composition: 11 members, four of whom are independent (36%).

INTERNAL AUDIT

Responsibilities: evaluates processes in order to contribute to risk mitigation and the effectiveness of Internal Controls, in compliance with Internal and External Policies, Standards and Regulations. It operates autonomously and independently with statutory and non-statutory committees. It is governed by standards of the Institute of Internal Auditors (IIA) and by national and international best practices. It covers audit/inspection services (assessments in the context of products and services, projects, information technology, routines and/or business), Specific Examinations (facts or situations stemming from demands, situations, complaints, etc.), Monitoring (measurements of risk indicators) and Consultancy (advisory and related services) within the scope of the Bradesco Organization and, when applicable, third parties/suppliers.

COMMITTEES

Audit – monitoring the accounting practices adopted when preparing the financial statements and the effectiveness of the independent audit.

Remuneration – conduct of the compensation policy for the Management.

Risks – management of risks and capital.
Integrity and Ethical Conduct – promotion and compliance with the Codes of Ethical Conduct and Corporate Policies.

Appointment and Succession – conduct of succession policy and appointment of the Management.

Sustainability and Diversity – assessment of the ESG performance, definition of initiatives and strategies to take action

Strategic – support for strategic management.

BOARD OF EXECUTIVE OFFICERS

Responsibilities: outlining and monitoring the execution of the strategic orientation established by the Board of Directors.

Election: appointed by the Board of Directors for a two-year term, re-election permitted, and the positions of chairman of the Board of Directors and Chief Executive Officer cannot be held by the same person.

Composition: one Chief Executive Officer, six Executive Vice-Presidents and twelve Executive Officers.

EXECUTIVE COMMITTEES

They assist in the activities of the Board of Executive Officers, all governed by their own regulations.

COMPOSITION OF THE BOARD OF DIRECTORS

GRI 2-9

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

(M) Committee member (C) Coordinator (I)Independent

Risk and capital governance

GRI 2-13

Our risk and capital management structure complies with the rules issued by the National Monetary Council (CMN) and the Brazilian Central Bank (BCB), and is in line with best management practices.

It is made up of committees, commissions and areas that support the decision-making of our Senior Management, understood as the Board of Directors, the Chief Executive Officer (CEO), the Chief Risk Officer (CRO) and the Executive Board.

The basic guidelines for action are reviewed at least once a year by the Board of Directors and made available to all employees on the Corporate Portal.

We also have Executive Committees for: Risk Monitoring; Risk Management; and PLDFT/Sanctions and Information Security/Cyber. We also have the Products, Services and Partnerships Executive Committee and the Executive Committees of the business areas which, among their duties, suggest the limits of exposure to their respective risks and draw up mitigation plans to be submitted for assessment by the Risks Committee and the Board of Directors.



LEARN MORE

About the composition of other bodies in [Committees](#).

Evaluation and succession

GRI 2-18

The Board of Directors undergoes annual assessments, both as an entity and for each of its members individually. In 2020, the evaluation began to be carried out by each member in relation to themselves, their peers and the Board. Since 2021, this evaluation process has been conducted by an independent firm.

Evaluations are carried out throughout the year, through questionnaires and individual interviews with managers and members of Committees reporting to the Board of Directors. The outcome of the Board's evaluation is presented to the entire collegiate at the end of each annual cycle.

The individual evaluation, in turn, is carried out by the other members under strict confidentiality. Each member only receives their results, in order to ensure the effectiveness of the survey.

The methodology adopted considers aspects such as: experience, diversity of skills, leadership and communication styles among the Board members, structuring, agenda, number of meetings, time spent on topics covered in the meetings, flow of information and tools employed, quality of discussions and types of decision-making.

The evaluation process makes it possible to identify the body's strengths and areas for improvement, as well as the actions to be implemented, providing feedback and submitting the names of candidates for a possible re-election process, among other measures.

LEARN MORE
 in [Annual Evaluation of the Board of Directors](#).

Our Bylaws establish a unified two-year term for board members, allowing current members to be re-elected until they reach 80 years old. Therefore, elections take place every two years, at an Ordinary Shareholders' Meeting, in accordance with our Bylaws and following the guidelines of our Management Appointment and Succession Policy.

This policy also provides that the process for appointing board members and managers must respect the availability of time and aspects of diversity, such as gender, ethnicity, skin color, age, marital status, sexual orientation, religious choice, physical condition or socioeconomic class, in addition to experience and technical and behavioral skills. **GRI 2-10**

LEARN MORE
 in the [Policy on Nomination and Succession of Bradesco Organization's Administrators](#) and the [Bradesco Organization's Nomination and Succession Committee Charter](#).

DIVERSITY OF THE BOARD OF DIRECTORS

GRI 2-9 • 405-1

TOTAL MEMBERS	11
Independent members (%)	36
GENDER (%)	
Men	82
Women	18
AGE GROUP (%)	
Under 30 years old	0
Between 30 and 50 years old	0
Under 50 years old	100
SKIN COLOR (%)	
Asian	9
Black	0
Indigenous	0
White	91

Training and engagement

GRI 2-17

Our governance structure enables Board members to be aware of and aligned with the interests of our stakeholders, integrating environmental, social and economic aspects into their decision-making, especially when related to the supervision of impacts and the Organization's strategic planning. Our Board of Executive Officers is responsible for safeguarding Bradesco's perpetuity and promoting our organizational culture, reinforcing our values and principles and respecting the corporate governance and sustainability guidelines that have been established in our policies.

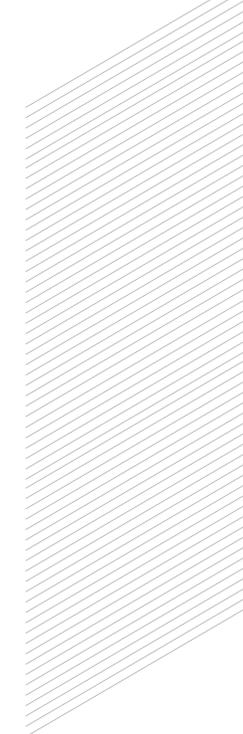
The Board reviews our Risk Appetite Statement on an annual basis, or whenever necessary, and monitors the results through Senior Management forums and business and control areas. Thus, it oversees due diligence on the impacts of our activities on the economy, the environment and society.

The business and control areas maintain control processes and an alert system that facilitates communication and action on events that require Senior Management to discuss, authorize exceptions or adapt measures, supporting their assessment of the cohesion of results to the appetite for established risks. **GRI 2-12**

The Board holds biannual meetings to exclusively monitor sustainability performance and participates in the Sustainability and Diversity Committee, which meets every two months. On these occasions, they debate at length on issues that could have an impact on business, society and the environment, approving proposals and action plans aimed at implementing initiatives related to these impacts, such as climate change, financial inclusion and mitigation of social and environmental risks.

In 2023, the issues discussed in these forums included topics related to the climate agenda, diversity, financial citizenship, sustainable business, operations in the Amazon, and others.

In addition to internal forums, our managers annually participate in national and international events, which address interfaces and trends. In 2023, we recorded 27 participations in courses, conferences and events. We highlight the Brazilian Corporate Governance Congress, which addressed the theme: Connecting Stakeholders, and the webinar Climate Change: Challenges and Opportunities, dealing especially with the role of financial institutions in this scenario.



Remuneration

GRI 2-19 • 2-20

The Board of Directors, the Chief Executive Officer and the officers are compensated in accordance with our Management' Remuneration Policy. No management or non-management member of the Organization is compensated for the duties they perform on committees.

To carry out individual evaluation of the managers, performance indicators for the areas and for the manager are considered according to their duties. The areas' indicators include those focused on the management of ESG aspects and Bradesco's performance in the main sustainability indices and ratings.

Even with the establishment of targets and goals by area, for the purpose of remunerating the Board of Directors, Chief Executive Officer and Statutory Board, the overall performance of the Organization prevails, as a way of promoting collegial management and an environment favorable to teamwork.

The overall amount of compensation is proposed to the Board of Directors by the Remuneration Committee. The Board, in turn, decides annually on the submission of a proposal to the Shareholders' Meeting for approval of the total amount.

The Board then approves the fixed remuneration of managers, and the Remuneration Committee proposes variable compensation, through which decision-making is linked to long-term performance. In it, 50% of the amount is paid in cash to the manager when the results are measured, and the remaining 50%, in class B preferred shares issued by BBD and/or Bradesco preferred shares, which are unavailable for one year from its acquisition. After this period, they are made available in three equal, annual and successive installments, depending on the Organization's results.

Senior management remuneration (%)

GRI 2-19

Distributed

Fixed pay	42.46
Variable pay	56.23
Retirement benefits	1.31

Proportion of total annual compensation

GRI 2-21

Ratio between the highest compensation and the average compensation at the Organization	197.88
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Note: Considering permanent part-time and full-time employees, from the bank and related companies.

LEARN MORE
 >> follow the historical series in our [ESG Indicators Worksheet](#).

To determine global performance, we consider the results of indicators such as:

- Return On Equity – Adjusted (ROAE)
- Return on Equity
- Global Customer Satisfaction Index
- Basel Index – Level I
- Operational Efficiency Index (IEO)
- Social and environmental dimensions (including the climate agenda) of market indices
- Coverage Index

Ethics, integrity and transparency

GRI 2-23 • 2-24 • 3-3 • GRI G4 FS1

Ethics and integrity are hallmarks present in our daily lives, guiding our principles and culture. The personal and professional conduct of managers, employees, interns and apprentices from all the Organization's companies are guided by our Code of Ethical Conduct, which also covers third parties and suppliers of goods and services operating on our behalf.

In 2023, we released an update to our Code of Ethical Conduct and launched a playful version of the document.

This document expresses the behaviors that are expected and those that are not tolerated by Bradesco, covering issues of transparency, conflicts of interest, privileged information, valuing people, environmental and social responsibility, activities involving political parties and the exercise of leadership, in addition to guidelines that underpin the relationship with our stakeholders, including government officials and politically exposed persons.

We also have the Sectoral Code of Ethical Conduct of the Bradesco Seguros Group, purchasing professional, auditors and inspectors and the financial and capital market professional of the Bradesco Organization.

Furthermore, we have established a set of standards, processes and procedures for managing and carrying out each commitment addressed in the Code of Ethical Conduct, listed in detail in the document.

Our Integrity and Ethical Conduct Committee is responsible for proposing actions involving the promotion and compliance with our Ethical, Corporate and Sectoral Codes of Conduct, and rules of conduct related to integrity, anti-corruption and competitive issues, and to ensure they are complied with. It reports to the Board of Directors and is advised by the Ethical Conduct Committee, which establishes actions to prevent and handle identified problems and their root causes, with the aim of ensuring compliance with the Codes of Ethical Conduct.

Dedicated teams are responsible for operationalizing management and acculturation processes regarding the Codes, their developments and related topics, such as Anti-Corruption, Conflict of Interest, Integrity, Valuing People and Competition.



Cover of the playful version of Bradesco Organization's Ethical Conduct Code



LEARN MORE

in [Code of Conduct](#).

Integrity and Competition Compliance Programs

Our Integrity and Competition Compliance Programs aim to prevent, detect and address possible behaviors and acts that fail to comply with the provisions of Anti-Corruption Law (No. 12,846/2013), Competition Defense Law (No. 12,529/2011) and other Laws, infra-legal regulations and recommendations from Regulatory or Self-Regulatory Bodies and Codes of Ethical Conduct applicable to our activities.

Extending to all our areas, including the units located abroad, the programs are shaped by the corporate Anti-Corruption and Competition policies and standards, and by documents on handling complaints, donations and sponsorships, donations to candidates and political parties and accounting practices, among other policies, standards and procedures.

In 2023, we updated the standards and parameters of the Compliance Program, based on ISO 37000 and ISO 37001 standards.

Pillars of the Integrity Program

Prevention of Corruption Risk

Preparation and communication of clear and objective policies and standards, in addition to ongoing training, workshops and lectures for all managers, employees, interns, apprentices and associates.

Monitoring and Detection of Inappropriate Conduct

Monitoring of risks and controls related to anti-corruption and the rapid identification of conduct that does not adhere to the Code of Ethical Conduct, through a Compliance report, control adherence test, indicators, internal and external audits and the management of whistleblowing channels.

Senior Management's Response

Diligence in the complaints received, in the notes made by internal and external audit, internal control and compliance professionals and by regulatory and supervisory bodies. Application of disciplinary measures; continuous improvement of the Integrity Program; and, reporting to the Integrity and Ethical Conduct and Audit Committees, Board of Directors, regulators and supervisors.

Pillars of the Competition Compliance Program

Organization Commitment: insertion of the Competition Compliance theme as a fundamental value of our corporate culture and periodic evaluation of the financial and human resources allocated to the program.

Competition Risk Analysis: identification, monitoring and classification of risks related to anti-competitive conduct.

Mitigation of Competition Risks: applying communication and training for managers, employees, interns, apprentices and associates; developing and implementing controls to mitigate competition risks; addressing reports of anti-competitive conduct and protection for whistleblowers; monitoring through indicators; executing Action Plans to mitigate risks identified by internal and external audits; and applying disciplinary measures.

Review of the Competition Compliance Program: ongoing updating of the Program, bearing in mind the buoyancy of the market and business relations, by means of following market news, new competition norms, and national and international jurisprudence.

Corporate whistleblowing channels

GRI 2-26 • SASB FN-AC-510A.2 • FN-CB-510A.2 • FN-IB-510A.2

We have a channel for receiving reports involving: harassment of any kind, discrimination, occupational health and safety, labor requirements and professional growth, ethical deviations, integrity and anti-competitive conduct.

Confidentiality and anonymity are guaranteed to protect whistleblowers in good faith, as well as the possibility of checking on the progress of the official report through the protocol number that is generated at the time the complaint is logged.

Employees and associates may also choose to file complaints directly with their immediate manager or with the respective Board of Executive Officers. All complaints are handled individually, according to the guidelines contained in the Organization's Code of Ethical Conduct and Human Resources Management Policy.

Available channels



Corporate Portal



Bradesco Investor Relations website



Institutional Website



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



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

Nature of the reports

Conduct/Behavior	75
Improper professional behavior	706
Customer/user service	9
Psychological harassment	713
Sexual harassment	71
Discrimination	14
Corruption	0
TOTAL	1,588

Note: in 2023, there were two reports filed about Money Laundering, involving clients, and two about Conflicts of Interest, which are classified as "Conduct/Behavior".

Throughout the year, training and communications were carried out encouraging the use of the Corporate Whistleblowing Channel when signs of non-compliance with the Code of Ethical Conduct were identified. The initiative contributed to a 52% increase in complaints compared to 2022 (1044), reflecting our commitment not to condone any type of action or omission that violates the principles of ethical conduct or does not respect the highest standards of integrity.

LEARN MORE

Follow the historical series in our [ESG Indicators Worksheet](#).

Result of the analysis

Pending	197
Non-valid	696
Partly-valid	434
Valid	261
TOTAL	1,588

Note: for the reports investigated and considered valid; even partially, when applicable, measures were applied. Such cases are considered non-compliance with the Organization's Code of Conduct, Policies and Standards.

Measures adopted

Warning	29
Reorientation	225
Dismissal	82
TOTAL	336

Note: a single report may have one or more people involved

Compliance with laws and regulations

GRI 2-27 • SASB FN-CB-510A.1 • FN-AC-510A.1 • FN-CF-270A.5 • FN-IB-510A.1

We ensure compliance with laws and regulations, in the preventive, extrajudicial and judicial spheres. We work in all our companies to evaluate issues that may cause process variations in certain segments so that they are able to implement preventive actions to mitigate risks. This information is discussed in committee meetings in order to define the best strategy and is reported monthly through a report to the Board of Executive Officers.

In 2023, we had no significant incidents of non-compliance with laws and regulations. We consider significant incidents of non-compliance or payment of fines to be those that generate significant negative impacts on the Bank's financial results and those that may cause damage to the institution's image and reputation.



LEARN MORE

in [Corporate Anti-Corruption Policy](#) and [Business Competition Policy](#).

Conflicts of interest

GRI 2-15

The internal regulations of the Board of Directors and the Board of Executive Officers stipulate that the manager needs to intervene in any corporate transaction in which they have interests that conflict with those of the Company or of any company within Bradesco Organization.

Our Code of Ethical Conduct recommends that when confronting any conflict of interest, the conflicted manager, employee, intern, apprentice or associate needs to inform the fact in a timely manner to their immediate superior and to peers who may be involved and withdraw themselves, including physically, from discussions and deliberations in relation to the specific topic.

We fully comply with all the regulatory grounds defined by the regulatory comply and additionally we have internal controls and regulations, as well as several corporate documents that establish our governance rules in order to minimize potential sources of conflict of interests.

Statement on critical issues

GRI 2-16

According to the severity and relevance of a situation or complaint logged on the Corporate Whistleblowing Channel or via other means, the evidence, conclusions and recommendations are reported to the Board of Executive Officers and the Integrity and Ethical Conduct Committee, which is linked to the Board of Directors.

When potential signs of wrongdoing are identified (CMN Resolution No. 4,859/2020), the case is submitted to the Integrity and Ethical Conduct Committee. Biannual reports are prepared, including the number of reports received, the nature of the incident, the relevant areas, the average time to deal with the situation and the measures adopted. The reports are approved by the Integrity and Ethical Conduct Committee and the Board of Directors.

No critical concerns were identified that needed to be reported to Senior Management in the period covered by this report.

Anti-money laundering and terrorist financing (AMLTF)

We have an area dedicated exclusively to the issue, which is committed to promoting the AMLTF culture, engaging and training employees, partners and service providers, creating policies, standards and procedures aimed at mitigating the risk of misusing our structure and/or products and services.

We are responsible for maintaining detection systems, internal risk assessment, as well as continuous improvements in processes and controls, seeking the best national and international practices on the subject. The area advises the AMLTF Executive Committee, which assesses the effectiveness of the work. Suspicious or atypical cases are reported to the Financial Intelligence Unit in compliance with any regulatory and/or legal requirements.

Tax strategy

GRI 207-1 • 207-2 • 207-3

Our Ethics and Tax Practice Standard defines principles and guidelines on tax practices that should be followed to remain compliant with the prevailing laws in the countries where we operate, observing the principles of integrity, transparency and prevention of tax evasion.

In Brazil, the profits of all our units, including those located in tax havens, are taxed at the full Brazilian rate.

The rule also determines that the planning and structuring of business should be geared towards complying with the legislation and the respective business conditions, aiming to protect the credibility and image of the Organization with respect to socio-environmental responsibility and our relations with governments, relevant authorities, clients and shareholders.

Changes in legislation, operations and business that may have relevant tax impacts, meaning those that exceed 1% of Bradesco's shareholders' equity or that have strategic relevance for the Organization, are assessed and discussed in the Executive Tax Committee. This

committee reports to our CEO and is made up of all the Vice-Presidents, in addition to the Executive Officers of the finance areas. They meet bimonthly, or whenever deemed necessary.

We maintain a dedicated team, reporting directly to Senior Management, responsible for organizing, supervising and applying the Ethics and Tax Practice Standard, which includes monitoring compliance verification of tax events, administrative and judicial defenses.

Compliance of procedures is verified through internal and external audit (conducted by an independent third party). The assurance of the 2023 tax information disclosed is available in our Economic and Financial Analysis Report for the fourth quarter of 2023.

We follow current tax laws and take part in debates on public policies through sectoral institutions such as the Brazilian Federation of Banks (FEBRABAN), Brazilian Financial and Capital Markets Association (ANBIMA), Brazilian Association of Publicly-Held Companies (ABRASCA) and Applied

Tax Studies Group (GETAP), always in a united effort with the other participants that make up the Brazilian market.

Any questions, opinions or concerns from our stakeholders are addressed internally to be handled and monitored by the responsible areas, as required.

LEARN MORE

in

[Ethics and Tax Practice Standard.](#)

[Economic and Financial Analysis Report for the 4th quarter of 2023.](#)

[Codes of Ethical Conduct.](#)

Donations to candidates or political parties

GRI 415-1 • 2-23

We prohibit any type of corporate contribution to candidates or political parties, whether in the form of financial donations or any other type. Although donations by Individuals are allowed, we recommend that all those serving in statutory roles refrain from making them. The suggestion extends to dependents of these managers. These prohibitions, as well as other cases of donations, can be found in our Corporate Policy on Donations and Sponsorships and follow the precepts of current legislation (Laws No. 9,504/1997 and No. 9,096/1995) and the Direct Action for the Declaration of Unconstitutionality No. 4,650 (STF/2015).

Training and raising awareness

GRI 2-24 • 2-29 • GRI G4 FS4

We encourage a culture of ethics and integrity through campaigns, events, training, communications and webseries that include the participation of managers, employees, interns and apprentices. This is extended to suppliers, service providers, bank correspondents in the country, business partners, and controlled companies.

All our employees have access to the Policies and Standards, and they are communicated of each update. We also offer mandatory training, available on the Integra RH digital platform, in addition to periodic internal publications that are aimed at acculturation and reinforcement of expected conduct.

In order to comply with the requirements of Anti-Corruption Law No. 12,846/2013 and Decree No. 11,129/2022, we offer the Bradesco Integrity Program booklet and a mandatory training trail for all employees. We also provide the Brazilian Federation of Banks (Febraban) Anti-Corruption IV – Corruption Prevention course and the Special Integrity Web Series, which is

recorded by our executives. This content focuses on disseminating good practices for preventing and combating corruption, helping to identify illegal practices and mitigating the risk of sanctions for non-compliance with current anti-corruption legislation.

In 2023, we published 447 publications on internal communication channels, accessible to all managers, employees, interns and apprentices of the Organization, with the aim of fostering an ethical culture and integrity. We also held our Integrity Week, which had 9,948 participants and involved the leadership, with the theme: “Compliance - generating value over time”.

In an effort to curtail disrespect for Human Rights, we also promote awareness-raising initiatives, such as videos on ethics and harassment, an e-learning platform on the Corporate Social Responsibility Management System, and the dissemination of whistleblowing channels throughout our Organization.

Suppliers and business partners

During the approval process, our suppliers are made aware of our policies and standards and commit to adhering to them. With each new contract formalized, they are reminded of this commitment, by agreeing to specific clauses.

On the Bradesco Suppliers website, our communication channel with suppliers and open to the public, we disclose the Corporate Anti-Corruption Policy, the Corporate Competition Policy, the Code of Ethical Conduct of the Bradesco Organization, in addition to the video and text about the Bradesco Integrity Program, among other corporate policies related to the topic.

Our business partners also undertake in contract to adhere to the guidelines of our Code of Conduct, receiving a copy of the document as an integral part of the commercial agreement.

Number and percentage of trained employees

GRI 2-24

Training	Total	%
Ethics	86,197	97.7
Corruption prevention	85,775	97.2
Relationship with clients and users	84,873	96.2
Money laundering prevention	86,033	97.5
Compliance	85,805	97.2
Harassment	86,109	97.6

Note: Numbers consider employees, apprentices, interns and statutory bodies.

LEARN MORE

» follow the historical series in our [ESG Indicators Worksheet](#).

Privacy and information security

GRI 3-3 • SASB FN-EX-550A.3

Our processes follow digital evolution to ensure data security and privacy for our clients.

As digital solutions scale up and become increasingly intertwined with our daily lives, concerns over privacy and security breaches also grow. This is why we have strict controls over processes, procedures, standards and policies that adhere to the principles of confidentiality, integrity and availability of information.

We seek to ensure greater security in the financial solutions we offer, while monitoring digital evolution at national and international levels, maintaining synergy between the areas of corporate security, risks, technology and business.

We apply the best practices related to the privacy and protection of personal data, following security frameworks, complying with internal standards, regulators and legislation, in particular the guidelines of the Central Bank of Brazil (BCB) and the National Data Protection Authority (ANPD).

Management of privacy and information security

Board of directors

Risk governance committees (risk management, risk monitoring, risk committee and COGIRAC) Discuss, identify, propose and analyze Information Security Solutions for the Organization's products, processes and services, within the scope of computerized routines and systems that result in corporate impact, based on prior assessment by the Corporate Security Department.

Corporate Security Commission Direct and define strategies related to support, processes and compliance on Corporate Security.

Executive committee of AMLTF/ sanctions and information/ cyber security Within the scope of the Bradesco Organization, ensure the direction and strategic definitions related to support, processes and compliance pertaining to Corporate Security, as well as ensuring that processes and procedures linked to "the prevention of money laundering and financing of terrorism" are followed.

Information Security

Responsible for protecting assets, ensuring legal compliance and continuity of the Organization's operations. It manages risks, identifying and managing cyber threats, information leaks and privacy violations. It also advises the business areas, ensuring the security and usability of the solutions offered to the client, in addition to promoting a culture of protection and awareness for the entire workforce.

Information security and cyber risk

SASB FN-CB-230A.2 • FN-CF-230A.3

At Bradesco, we manage Information Security and Cyber Risk based on the [Corporate Policy for Information and Cyber Security](#) and the [Privacy Directive](#). These documents guide the safe use of internal systems and the appropriate processing of personal data to preserve the integrity, availability and confidentiality of data, as well as the privacy of clients, employees, associates and information assets.

We have a set of controls, which include policies, standards, processes and IT solutions that are constantly reviewed to ensure the protection of information. This structure allows us to be aligned with the best market practices and frameworks, essential for the effective management of cyber risk and the quick and effective response to incidents.

Cybersecurity is a key point in the ongoing update of our security framework, especially in the current digital context, strengthening the protection of the Organization's data and promoting organizational resilience through effective mechanisms for identifying, detecting and responding to threats, as well as recovery procedures in cases of cyber attacks.

Our information and cyber security plan, which also includes the assessment of third-party partners, is evaluated by the Risk Committee, which analyzes operational losses and the effectiveness of the controls adopted. Our cyber attack

prevention process is certified by ISO 27001, which covers broad areas of security and IR management, with regular tests to identify and handle vulnerabilities and/or any non-compliance.

We promote the engagement of our employees through our "Information and Cyber Security Awareness and Education Program" and we also make educational solutions available to the external audience, such as the Bradesco Segurança website, which provides guidance and tips on the prevention of scams and fraud, seeking to improve security barriers for users.

We have SOC 2 Type II Assurance, on controls relevant to the security of the IT environment, in a pre-defined scope. SOC 2 Assurance, through an independent external audit, evaluates implemented internal controls, based on current systems and processes, considering five trust service principles - security, availability, processing integrity, confidentiality and privacy.



Annually, we carry out technological infrastructure contingency exercises for Disaster Recovery environments, simulating catastrophe occurrences, such as natural and technological disasters, and their impact proportions. Likewise, we periodically carry out cyber attack simulation tests, through vulnerability tests in our infrastructure and applications, anticipating the visibility of possible weaknesses in the environments and making it possible to carry out the necessary corrections in advance.

Privacy and personal data protection

Ensuring the protection of personal data and the privacy of our clients and users is one of our priorities, and this care also extends to third parties, such as suppliers and business partners.

We comply with legislation and regulations on the subject, adopt the best international practices, and whenever applicable, we allow the client to change their data processing permissions.

We adopt the privacy by design/by default concept to ensure that all new product and service projects are developed with the guarantee of privacy and data protection. Furthermore, we make ongoing privacy risk assessments and maintain an updated inventory of personal data processing in our lines of business.

With the General Data Protection Law (LGPD), we improved our processes and

controls, developing a broad privacy program. The initiative is managed by a dedicated area, and we have a data protection officer (DPO), supported by Senior Management and the Champions of Privacy program, through which the Bank's branches are actively engaged on the topic.

We invest in the education and awareness of our employees, with an extensive program, which includes continuous communication actions, technical lectures, training and audiovisual material, in partnership with Unibrad.

In addition to our policies and standards, we have complementary documents, such as guides, which are constantly updated and disseminated to all employees and partners.

On our websites and applications, we make the Bradesco Organization's Privacy Policy available to our clients and the society as a

whole, with information on data protection, privacy and treatments carried out, in addition to specific Privacy Notices.

At the "[Bradesco Segurança](#)" website (available only in Portuguese), we identify our DPO and the means to contact him/her, in addition to providing relevant information, such as answers to frequently asked questions. Compliance with the rights of data subjects is facilitated through our digital and service channels, such as SAC, branch network and the Electronic Form - Talk to the DPO. In 2023, we processed more than 292 thousand requests through these channels.

In 2023, our Ombudsman's Office did not identify manifestations related to violations of client privacy and leakage, theft or loss of client data. No related cases were identified, nor did we receive any complaints from a regulatory body regarding the issue.

However, as a result of the incident that occurred in May 2022, restricted to Bradesco Financiamentos, which may have allowed the unauthorized viewing of data from vehicle financing contracts, we had a lawsuit filed. **GRI 418-1 • SASB FN-CB-230A.1 • FN-CF-230A.1**

We adopt a series of measures to prevent security incidents, and if an incident is identified, all measures will be taken for its rapid resolution, including, when applicable, communication to the holders involved and regulatory bodies.



LEARN MORE

in [Corporate Whistleblowing Channels](#).



Aerial view of the CTI (Information Technology Center) building in Cidade de Deus, Bradesco's headquarters in Osasco/SP

Technology and innovation

GRI 3-3

In order to offer our clients with the best experience, we follow technological advances, anticipating trends and customizing our actions to offer an increasingly exclusive and assertive service. Therefore, at Bradesco, technology and business go hand in hand in creating simple, agile and efficient solutions.

Digital transformation

We seek a lean management model to maintain efficiency and effective planning, thus optimizing deliveries and avoiding waste.

We use agile methodologies, focusing on greater added value in solutions for our clients, motivating our team to suggest improvements, share knowledge and experiences on a daily basis, in multidisciplinary groups.

To support the organizational transformation agenda we began at the end of 2023, we intend to hire 3 to 4 thousand IT professionals, focusing on the internalization of outsourced services, with a view for greater efficiency in the area.

Digital Strategy

Our digital strategy is based on three pillars that complement each other to serve various client profiles:



DIGITAL ACCELERATION

with an intensive use of artificial intelligence (AI), data and analytics



DIGITAL PLATFORMS

that complement traditional banking solutions



OPEN FINANCE

which yields new partnerships, new ecosystems and business models



Digital acceleration

To stay connected to our clients, we seek to understand their behavior. We also remain attentive to social and technological trends that strengthen our digital core. In this way, we continually monitor changes in the financial sector and direct our strategy based on technology and innovation.

Cloud computing

We have consistently made progress in the adoption of cloud computing architecture, which allows us much more dynamism and agility in delivering solutions (time to market), in addition to promoting growth and sustainable consumption of our IT ecosystem.

We have a multicloud strategy to use the best tools, platforms and accelerators available. With the use of analytics and AI, we achieve efficiency gains, improve the control environment and improve the client's experience.

APIs

The Application Programming Interface (API) is a reality in the development of banking innovations, which allows the creation and expansion of solutions on digital platforms in a quick, simple and practical way.

We currently have 43 APIs distributed on partner websites, offering services such as registering bill payments, debt renegotiation, credit simulation, and others.

- **Developer Portal:** Bradesco Developers is a portal that connects developers to our APIs to simplify journeys, build solutions and optimize the experience for clients and partners. This portal presents our catalog of APIs with their functionalities, documentation, code examples, test environments and support channel. By the end of 2023 we had more than three thousand partners consuming the 19 APIs available on the Portal.
- **New journeys and solutions with partners:** we promote more fluid experiences between different channels, including non-financial services, with a continually growing partner base. With APIs, we enable

new journeys with partners for Pix operations and acquisitions via marketplaces.

Some examples include:

- In real estate credit operations, we use APIs for 100% digital contracting of residential properties and digitalization of processes carried out through real estate partners, on platforms with coverage throughout the country.
- E-Agro, digital platform for rural producers, offers the best products, services and solutions for clients and non-clients, in a 100% digital journey, with partnerships and artificial intelligence to enhance Brazilian agribusiness.
- Payment and receipt APIs totaled more than 5,000 users, exceeding 470 million transactions in 2023.

Data intelligence

We have evolved rapidly in data analytics, with a robust infrastructure combined with cutting-edge analytical tools and the growing use of artificial intelligence. We are developing a data-driven culture, in which decision-making is increasingly guided by analysis and smart interpretation of data. We seek efficiency at each stage of the life cycle of our products and services, evaluating the results generated along the value chain in each segment and in all processes, with teams grouped by business units. We also use data analysis combined with machine learning to improve customer experience and engage them in our products and services.

Highlights from 2023:

- **Generative AI Governance:** in 2023, we established a framework for the organization, allowing to scale Generative AI solutions, ensuring good practices, Responsible AI, security and risk assessment and mitigation.
- **Sensitive Personal Data Monitoring:** establishment of action plans with the business to mitigate data leak risks.
- **Development of new use cases:** implementation of new solutions for the business and support areas with a focus on efficiency gains, improving the customer experience, improving controls and generating sustainable results.

CRM 2.0

The program is aimed at improving our knowledge on clients and enabling increasingly better interaction, offering solutions that are more contextualized and suited to their moment in life.

Currently, 80% of our channels are integrated into this ecosystem, improving our personalization capacity, and consequently the digital experience.

BRAIN – Bradesco Business Intelligence

BRAIN was created in 2019 to enable faster, more accurate and efficient responses and deliveries, through the use of data and intelligence patterns in business analysis and client profiles, especially when offering credits, loans and financing.

Integrated into the CRM 2.0 project, BRAIN is present in the personalization of products and services and in the construction of a differentiated relationship between the client and the Bank.

CRM Platform 360° VIEW OF THE CLIENT

The Customer Centric strategy aims to hyper-personalize product and service offers, offer relevant solutions and assist the client in organizing and managing finances, at the right time.

In 2023, we increased this personalization across 125% more channels, with an increase in the number of clients ten times greater than in the previous year and a 38% increase in sales results via active interactions.

The use of customer behavioral data in personalized offers and communication at the right time for them has resulted in an increase of up to nine times in conversion, confirming the trend that, in order to be present, you need to be relevant in the client's life.

Artificial intelligence

We were pioneers in the use of artificial intelligence in the Brazilian financial market. Its use ranges from customer service and IT security actions to algorithmic tools capable of predicting and mapping profiles.

Launched in 2016, BIA (Bradesco Artificial Intelligence) is constantly improved and is increasingly closer to clients, operating in branches, Fone Fácil, Bradesco app, Ágora and WhatsApp.

In addition to answering questions about products and services, BIA carries out transactions, checks balances and other data, sends investment notifications, among other services. In 2023, we improved the security warnings sent by BIA about suspicious credit card and Pix transactions and included Pix functionalities via WhatsApp, client support on Open Finance, investment recommendations and notice about maturity dates for CBD and LCI applications. Since its implementation, BIA has had 2.2 billion interactions and currently has an 88% success rate in understanding client demands, resolving them satisfactorily as early as in the first interaction.

In our internal context, BIA's applicability expands to the most diverse operations, answering employees' questions based on internal regulations and the mapping of global cybersecurity threats, for example.

- **Personalization in Open Finance:** we use Artificial Intelligence in various data analysis tools and in Open Finance to process information and generate relevant recommendations for our clients.
- **Generative AI:** also in 2023, we explored Generative AI, seeking to transform our financial services. In this sense, revolutionary technology comes to optimize time and work in operational processes, making them more intelligent and automated. The news are already underway in various segments of the Bank, such as customer service, legal and ombudsman services. The result translates into more efficiency in the daily life, inspiring professionals to innovate, with a focus on the client's digital journey.

In November 2023, a new BIA Agências solution using Generative AI was launched, which is assisting managers in servicing clients for Credit Recovery and Personal Credit. In total, 70% of pilot participants consider that the solution has improved the experience.



Digital platforms

We develop digital solutions and products that cover all our client profiles, so that they always have Bradesco at their hands, anytime, anywhere, guaranteeing fluid, agile, secure and highly available experiences.

In total, 98% of transactions in 2023 were carried out through digital channels. During the period, our App remained in the position of preferred channel, registering a 33% growth in financial transactions for individuals and companies, compared to 2022.



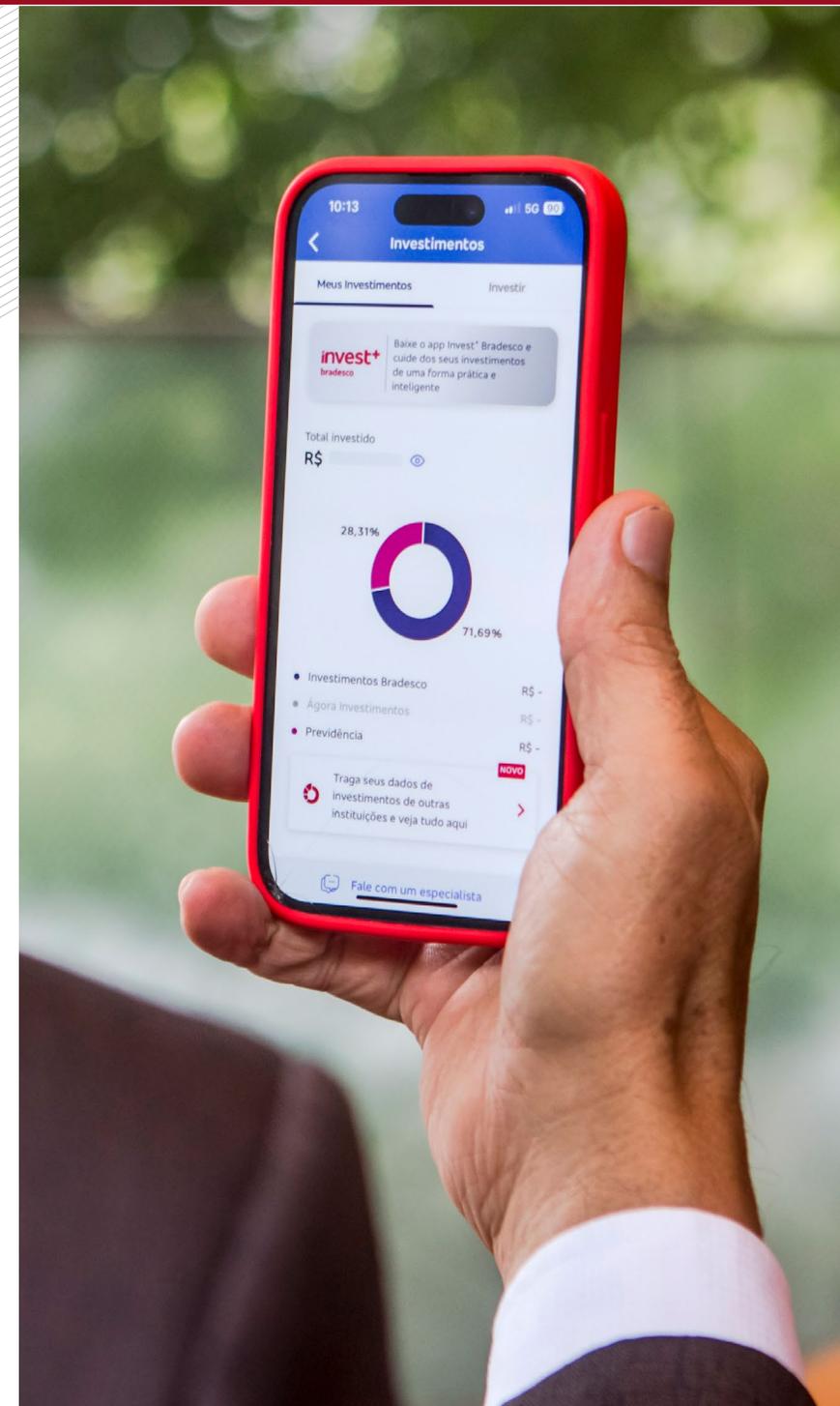
LEARN MORE
in [Client in focus](#).



Open Finance

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

To make clients' life easier through a unique and fluid experience, we developed a financial manager that consolidates shared information – from Bradesco and other institutions – into the Bradesco App. Thus, clients benefit from a complete view of their financial life in a single place. Our financial manager also generates personalized and educational insights that help the client with their financial control.



Digital transformation journey



DIGITAL MINDSET

- Multidisciplinary teams
- Data experts
- Investments and training
- Experimentation
- Culture of innovation



TIME-TO-MARKET NEW BUSINESS AND SCALABILITY

- Acceleration of cloud use
- Multicloud strategy
- New journeys and solutions with partners using APIs



HYPER-CUSTOMIZATION FOR OUR CLIENTS

- Data intelligence
- Data driven culture
- Specialization in each segment
- Cutting-edge technologies

Agile squads and platforms on main journeys

We have 34 multidisciplinary groups known as “Squads”, where more than 5,300 professionals work with agile methodologies and in a fully collaborative way. Through them, we develop and evolve digital solutions in the main journeys, such as Pix, mobile, financing, cards, among others.

Today, 90% of our portfolio of initiatives is in this working model, leading to a 30% reduction in delivery times and a 53% increase in our value deliveries. In order to encourage the development of this model, we invested in reskilling and upskilling talent inside and outside our IT.

Artificial intelligence

Continuous learning that is increasingly humanized:

- **More than 2 billion** BIA interactions since implementation
- AI+voice understanding customer mood in interactions and generating insights
- Customization in Open Finance



inovabra

Bradesco innovation ecosystem

212 resident startups and more than 1,500 connected through partner hubs

Key results for 2023

- 62 experiments, 20 of which with new technologies
- 374 certifications between software and hardware
- 114 technical recommendations (software and hardware);
- 72 studies carried out by the multidisciplinary research team
- 9 startup hires
- 8 investments in startups



Porto digital

New Bradesco technology and innovation hub in Recife. **We are the first** traditional economy company to arrive at the hub!

- Connection with universities
- Proximity to partner companies
- Projects with emerging technologies, such as **blockchain, cloud and AI**

Inovabra

We believe we can improve our clients' experience through innovation. Therefore, we create an innovation ecosystem capable of supporting and inspiring the institution, building paths and conditions that place it at the forefront of financial and non-financial products and services.

We work across three fronts:

1. Accelerate new features or improvements to existing products;
2. Promote new products and services within existing businesses;
3. Explore, suggest and experiment with emerging technologies.

We work together with business areas to establish priorities, develop a portfolio of initiatives and ensure long-term business competitiveness, relying on the following corporate innovation vehicles:

Strategy and portfolio: innovation partners team that works in a consultative manner in discussing priorities, according to the strategic drivers of the domains and business areas, supporting the conduct of initiatives from the design to the case construction process and validation of the business model. The objective is to generate innovative solutions to provide better experiences for our clients, optimize existing products and services, expand into adjacent businesses and increase share in new markets.

Unified and collaborative laboratory: centralizes our technology areas and major partners with a safe environment for testing frontier technologies. The model provides operational efficiency in innovation, prototyping and product design, experimentation with new solutions with startups and big techs, proofs of concept, launches and solutions to new challenges.

Our laboratory also features a Sandbox where solutions simulating our banking core can be tested. This tool ensures more accurate experiments, reducing integration uncertainties and the time-to-market for innovation.

Open innovation: In a physical and digital co-innovation environment - also known as inovabra habitat - large companies, startups, investors and consultants work collaboratively to accelerate innovation and foster entrepreneurship by generating business for the community and for Bradesco. The environment hosts more than 200 startups and 50 corporations. Through partnerships with other innovation hubs across Brazil, including ACate and Porto Digital, we are connected with more than 1500 startups in various regions of the country.

Corporate venture: proprietary capital fund for strategic investments in startups and high-growth companies with innovative technologies and/or business models.

Multidisciplinary team: analysts and researchers in constant interaction with universities and research institutes, in Brazil and abroad, delve into new knowledge about emerging technologies, market trends, new business models, efficiency improvements, development of pilots and experiments. Among the topics covered, the following stand out: embedded finance, Artificial Intelligence, Tokenized Economy (Blockchain, Decentralized Finance, CBDCs, Digital Assets), Quantum Computing, Metaverse, Web3, ESG, as well as new business models, such as open finance, ecosystems, hyper-customization, and others.



Culture and communication:

Promoting innovation is the role of every Bradesco professional. Therefore, we have an initiative to develop a culture that drives and rewards innovation within the Bradesco organization. Through the program, we operate on three pillars:

1. **Train:** Inspire, enable and train employees across the organization on emerging technologies, facilitation tools and innovation topics.
2. **Engage:** connect a community of intrapreneurs, increasing the exchange of knowledge and experiences and causing change at all levels.
3. **Perform:** culture materialization in the form of challenges, experiments, result metrics and innovation behavior.

The program includes initiatives for influencers - a select group of professionals responsible for disseminating innovation in the bank's various areas -, for executive officers and all employees within the organization. In the 2023/2024 cycle, 217 influencers participated in the program, representing 70% of Bradesco's areas.



Inovabra awards and cases 2023

- Global Finance: top innovations in finance (Metaverse Experience and Payment Transaction Initiator)
- Global Finance: best financial innovation laboratories in the world (inovabra)
- FIDinsiders: cases that most democratize finance in Brazil (Payments Initiator and Mulheres 50+ platform)
- Qorus - Innovation of the Month (July): application of emerging technology to opportunities in the global banking sector (e-agro)
- 2023 Valor Inovação Award: most innovative companies in the country (Bradesco)
- 2023 100 Open Startups Ranking: promoting business generation between startups and corporates (inovabra and Bradesco)
- Qorus: the most innovative financial company in the world (Bradesco)
- Corporate Startup Stars 2023: global open innovation leaders (Bradesco)

Annexes

How we relate to stakeholders

GRI 2-29

Stakeholder	Why do we engage?	Related topics	How do we engage?	Learn more in:
Clients and Users	<ul style="list-style-type: none"> • Understand and address the various needs, demands and expectations of our diverse client and user profiles • Promote financial inclusion, allowing quick, easy and secure access to our products and services • Identify and monitor potential vulnerabilities, managing them with sensitivity and flexibility • Receive feedback that contributes to excellence in our service and innovation in our financial solutions • Be trusted to manage, grow and protect their savings • Manage and monitor socio-environmental and economic risks (Know Your Client, Anti-Money Laundering and Terrorism Financing, etc.) • Reach the target of having operations and portfolios with net zero carbon emissions, by 2050 	<ul style="list-style-type: none"> • Relationship with clients and users • Service, experience and satisfaction • Affordable and personalized solutions • Financial Citizenship • Potentially Vulnerable Clients • Data Privacy and Information Security • Accessibility and usability • Know your Client • Compliance and ethical conduct • Climate agenda • Sustainable business 	<ul style="list-style-type: none"> • Customer service and support channels - physical or digital -, including BIA • Specific satisfaction (NPS) and ease/usability surveys • Emails and SMS • Engagement meetings and technical visits • Social media (X, Facebook, LinkedIn and YouTube) • Institutional websites • Reports 	Client in focus
Employees and associates	<ul style="list-style-type: none"> • Understand and address their needs and concerns, and how these impact their performance • Provide knowledge and strategic direction necessary for high professional performance • Receive feedback that contributes to an increasingly better and more desirable work environment for professionals 	<ul style="list-style-type: none"> • Professional development and growth • Remuneration and Benefits • Performance Management • Organizational climate and culture • Diversity, equity and inclusion • Occupational health and safety • Social Responsibility System • Culture of innovation • Data privacy and information security • Compliance and ethical conduct • Risk culture 	<ul style="list-style-type: none"> • Internal communication channels (Viva Engage, email, Teams) • Normative System • Surveys • Thematic workshops • Affinity Groups • Face-to-face or remote training • Feedback • VivaBem Program 	Our People

Stakeholder	Why do we engage?	Related topics	How do we engage?	Learn more in:
Shareholders and investors	<ul style="list-style-type: none"> • Provide them with information that is relevant for their decision making, in a timely and quality manner • Maintain a strong and trusting relationship 	<ul style="list-style-type: none"> • Corporate strategy • Financial performance • ESG commitments and performance • Corporate governance • Compliance and ethical conduct • Climate agenda and deforestation • Risk management 	<ul style="list-style-type: none"> • Encounters (e.g.: Bradesco Day, APIMECs) • Meetings (e.g.: NDRs) • Surveys (e.g.: S&P CSA, CDP) • Reports and worksheets (e.g.: Integrated, Pillar 3, Reference Form, 20-F) • Presentations and conference calls 	Investors
Suppliers and business partners	<ul style="list-style-type: none"> • Manage and mitigate risks related to our supply chain • Monitor socio-environmental impacts • Reach the target of having operations and portfolios with net zero carbon emissions by 2050 	<ul style="list-style-type: none"> • Human rights • Diversity and inclusion • Climate agenda • Compliance and ethical conduct • Innovation and digital transformation 	<ul style="list-style-type: none"> • Bradesco Supplier Meeting • Suppliers Workshop • Most Sustainable Supplier Program • CDP Supply Chain • Investors for the Climate • inovabra lab, inovabra habitat 	Suppliers
Governments, regulators and trade associations	<ul style="list-style-type: none"> • Support the country's economic growth, combined with sustainable development • Maintain compliance with laws, regulations and self-regulations • Contribute to the country's economic and financial stability • Maintain constant dialogue with regulators and legislators to improve standards 	<ul style="list-style-type: none"> • Climate Agenda • Sustainable Business • Financial Citizenship • Compliance • Institutional relationship 	<ul style="list-style-type: none"> • Sector Thematic Chambers (e.g.: CEBDS) • Working Groups (e.g.: Febraban, Unep-Fi, Global Compact) 	Government and regulators
Community	<ul style="list-style-type: none"> • Become aware of local needs and demands • Develop partnerships that contribute to the generation of shared value • Provide awareness of our commitments related to promoting sustainable development • Be relevant to society 	<ul style="list-style-type: none"> • Volunteering • Private Social Investment • Donations and Sponsorships 	<ul style="list-style-type: none"> • Bradesco Volunteer Program • Education Program • Fundação Bradesco • Bradesco Sports and Education • Bradesco Culture • Specific campaigns 	Community

Summary of GRI Content



**CONTENT INDEX
ESSENTIALS SERVICE**

2024

For the Content Index – Essentials Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders. The service was performed on the Portuguese version of the report.

Declaration of Use	Bradesco has reported in accordance with the GRI Standards or the period from January 1 to December 31, 2023.				
GRI 1 Used	GRI 1: Foundation 2021				
	Content	Location/Direct Response	Omission		
			Omitted requirement(s)	Reason	Explanation
GRI 2: GENERAL CONTENTS 2021					
THE ORGANIZATION AND ITS REPORTING PRACTICES					
2-1	Organizational details	Pages 10 and 12			
2-2	Entities included in the organization's sustainability reporting	All companies published in the audited financial reports are considered in the 2023 ESG Report (find out on pages 73 and 74 of the Economic and Financial Analysis Report in 4Q23)			
2-3	Reporting period, frequency and contact point	Page 03			
2-4	Restatements of information	None.			
2-5	External assurance	Page 157			
2-6	Activities, value chain and other business relationships	Pages 13, 85 and 101			

	Content	Location/Direct Response	Omission		
			Omitted requirement(s)	Reason	Explanation
2-7	Employees	Page 57			
2-8	Workers who are not employees	Page 57			
GOVERNANCE					
2-9	Governance structure and composition	Pages 116, 117 and 118			
2-10	Nomination and selection of the highest governance body	Page 118			
2-11	Chair of the highest governance body	Page 116			
2-12	Role of the highest governance body in overseeing the management of impacts	Pages 16 and 119			
2-13	Delegation of responsibility for managing impacts	Page 117			
2-14	Role of the highest governance body in sustainability reporting	Page 03 Senior Management and the Board of Directors are informed and deliberate on relevant publications related to sustainability, including the Integrated Report. The process of building the Materiality Matrix included the participation of the Board and Senior Management, through interviews and completing an online form. The final result was validated at a meeting of the Sustainability and Diversity Committee			
2-15	Conflicts of interest	Page 124			
2-16	Communication of critical concerns	Page 124			
2-17	Collective knowledge of the highest governance body	Page 119			
2-18	Evaluation of the performance of the highest governance body	Page 118			

	Content	Location/Direct Response	Omission		
			Omitted requirement(s)	Reason	Explanation
2-19	Remuneration policies	Page 120			
2-20	Process to determine remuneration	Page 120			
2-21	Annual total compensation ratio	Page 120			
STRATEGY, POLICIES AND PRACTICES					
2-22	Statement on sustainable development strategy	Pages 06 and 16			
2-23	Policy commitments	Pages 34, 77, 101, 111, 121 and 125			
2-24	Embedding policy commitments	Pages 34, 101, 121, 126 and 138			
2-25	Processes to remediate negative impacts	Page 92			
2-26	Mechanisms for seeking advice and raising concerns	Page 123			
2-27	Compliance with laws and regulations	Page 124			
2-28	Membership in associations	Page 111			
STAKEHOLDER ENGAGEMENT					
2-29	Approach to stakeholder engagement	Pages 04, 25, 41, 42, 46, 101, 105, 110, 126 and 138			
2-30	Collective bargaining agreements	Page 62			
MATERIAL TOPICS					
3-1	Process to determine material topics	Page 04			
3-2	List of material topics	Page 04			

Content	Location/Direct Response	Omission		
		Omitted requirement(s)	Reason	Explanation
ETHICS, INTEGRITY AND TRANSPARENCY				
GRI 3: MATERIAL TOPICS 2021				
3-3	Management of material topics	Page 121		
GRI 201: ECONOMIC PERFORMANCE 2016				
201-1	Direct economic value generated and distributed	The answer to this indicator can be found in our Integrated Report 2023 , page 50		
GRI 205: ANTI-CORRUPTION 2016				
205-1	Operations assessed for risks related to corruption	The main risks related to corruption and bribery mapped for our operations are provided in the Risk Map and are managed through the Integrity Program. In 2023, 100% of our operations have undergone risk assessments related to corruption.		

	Content	Location/Direct Response	Omission		
			Omitted requirement(s)	Reason	Explanation
205-3	Confirmed incidents of corruption and actions taken	No cases of corruption or legal actions of this nature involving employees, associates and partners were identified in 2023. However, there is a criminal case from 2016 against two former members of Bradesco's board of executive officers which is being heard in the 10th Federal Court of the Judiciary Section of the Federal District resulting from an inquiry known as Zealots Operation (Operação Zelotes), an investigation of alleged conduct by the members of the Administrative Court for Tax Appeals (CARF). Two former members of Bradesco's board of executive officers have been acquitted, pending a final and unappealable decision.			
GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016					
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	No legal actions related to unfair competition, trust and monopoly practices were identified in the reporting period.			
GRI 207: TAX 2016					
207-1	Approach to tax	Page 125			
207-2	Tax governance, control, and risk management	Page 125			
207-3	Stakeholder engagement and management of concerns related to tax	Pages 110 and 125			
207-4	Country-by-country reporting	ESG Indicators Worksheet P&L by country			

Content	Location/Direct Response	Omission		
		Omitted requirement(s)	Reason	Explanation
GRI 408: CHILD LABOR 2016				
408-1	Operations and suppliers at significant risk for incidents of child labor	Page 104		
GRI 409: FORCED OR COMPULSORY LABOR 2016				
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Page 104		
GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016				
414-1	New suppliers that were screened using social criteria	Page 102		
414-2	Negative social impacts in the supply chain and actions taken	Page 103		
GRI 415: PUBLIC POLICY 2016				
415-1	Political contributions	Page 125		
HUMAN CAPITAL MANAGEMENT				
GRI 3: MATERIAL TOPICS 2021				
3-3	Management of material topics	Pages 61, 63, 67, 69 and 79		
GRI 201: ECONOMIC PERFORMANCE 2016				
201-3	Defined benefit plan obligations and other retirement plans	Page 61		
GRI 401: EMPLOYMENT 2016				
401-1	New employee hires and employee turnover	Page 60		
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Page 61		
401-3	Maternity/Paternity leave	Page 62		

	Content	Location/Direct Response	Omission		
			Omitted requirement(s)	Reason	Explanation
GRI 402: LABOR RELATIONS 2016					
402-1	Minimum notice periods regarding operational changes	Page 62			
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018					
403-1	Occupational health and safety management system	Page 79			
403-2	Hazard identification, risk assessment, and incident investigation	Page 79			
403-3	Occupational health services	Pages 79 and 82			
403-4	Worker participation, consultation, and communication on occupational health and safety	Page 81			
403-5	Worker training on occupational health and safety	Pages 80 and 81			
403-6	Promotion of worker health	Page 82			
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Pages 80 and 82			
403-8	Workers covered by an occupational health and safety management system	Page 79			
403-9	Work-related injuries	Page 80			
403-10	Work-related ill health	Page 80			
GRI 404: TRAINING AND EDUCATION 2016					
404-1	Average hours of training per year per employee	Page 63			
404-2	Programs for upgrading employee skills and transition assistance programs	Page 63 and 66			
404-3	Percentage of employees receiving regular performance and career development reviews	Page 67			

Content	Location/Direct Response	Omission		
		Omitted requirement(s)	Reason	Explanation
GRI 405: DIVERSITY AND EQUAL OPPORTUNITIES 2016				
405-1	Diversity of governance bodies and employees	Pages 69, 72, 73, 74, 76 and 118		
405-2	Ratio of basic salary and remuneration of women to men	Page 72		
GRI 406: NON-DISCRIMINATION 2016				
406-1	Incidents of discrimination and corrective actions taken	Page 78		
GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING 2016				
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Page 104		
MANAGEMENT OF CLIMATE RISKS AND OPPORTUNITIES				
GRI 3: MATERIAL TOPICS 2021				
3-3	Management of material topics	Pages 26 and 37		
GRI 201: ECONOMIC PERFORMANCE 2016				
201-2	Financial implications and other risks and opportunities due to climate change	Page 37		
GRI 301: MATERIALS 2016				
301-1	Materials used by weight or volume	Page 54		
301-2	Recycled input materials used	Page 54		
GRI 302: ENERGY 2016				
302-1	Energy consumption within the Organization	Pages 49 and 50		
302-2	Energy consumption outside of the Organization	Page 51		
302-3	Energy intensity	Page 50		

	Content	Location/Direct Response	Omission		
			Omitted requirement(s)	Reason	Explanation
302-4	Reduction of energy consumption	Page 50			
GRI 303: WATER AND EFFLUENTS 2018					
303-1	Interactions with water as a shared resource	Page 52			
303-2	Management of water discharge-related impacts	Page 52			
303-3	Water withdrawal	Page 52			
303-4	Water discharge	Page 52			
303-5	Water consumption	Page 52			
GRI 305: EMISSIONS 2016					
305-1	Direct (Scope 1) GHG emissions	Pages 46 and 47			
305-2	Energy indirect (Scope 2) GHG emissions	Pages 46 and 47			
305-3	Other indirect (Scope 3) GHG emissions	Pages 46 and 48			
305-4	GHG emissions intensity	Page 48			
305-5	Reduction of GHG emissions	Page 48			
GRI 306: WASTE 2016					
306-1	Water discharge by quality and destination	Page 53			
306-2	Waste by type and disposal method	Page 53			
306-4	Transport of hazardous waste	Page 53			
306-5	Water bodies affected by water discharges and/or runoff	Page 53			

Content	Location/Direct Response	Omission		
		Omitted requirement(s)	Reason	Explanation
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT 2016				
308-1	New suppliers that were screened using environmental criteria	Page 102		
308-2	Negative environmental impacts in the supply chain and measures taken	Page 103		
INNOVATION AND TECHNOLOGY				
GRI 3: MATERIAL TOPICS 2021				
3-3	Management of material topics	Page 130		
SUSTAINABLE BUSINESSES				
GRI 3: MATERIAL TOPICS 2021				
3-3	Management of material topics	Page 18		
GRI 204: PROCUREMENT PRACTICES 2016				
204-1	Proportion of spending on local suppliers	Page 101		
GRI G4: FINANCIAL SECTOR SUPPLEMENT - PRODUCT PORTFOLIO 2013				
FS1	Policies with specific environmental and social components applied to business lines	Pages 34, 111 and 121		
FS2	Procedures for assessing and screening environmental and social risks in business lines	Page 34		
FS3	Processes for monitoring clients' implementation and compliance with environmental and social requirements included in agreements or transactions	Page 34		
FS4	Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines	Pages 16, 20, 25 and 126		
FS5	Interactions with clients/investees/business partners regarding environmental and social risks and opportunities	Page 25		

	Content	Location/Direct Response	Omission		
			Omitted requirement(s)	Reason	Explanation
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	Page 19			
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	Page 19			
GRI G4: FINANCIAL SECTOR SUPPLEMENT - AUDIT 2013					
FS9	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures	Page 36			
GRI G4: FINANCIAL SECTOR SUPPLEMENT - ASSET OWNERSHIP 2013					
FS10	Percentage and number of companies held in the institution's portfolio with which the reporting Organization has interacted on environmental or social issues	Pages 25 and 36			
FS11	Percentage of assets subject to positive and negative environmental or social screening	Pages 22 and 24			
FS12	Voting policy(ies) applied to environmental or social issues for shares over which the reporting Organization holds the right to vote shares or advises on voting	Page 25			
PRIVACY AND DATA SECURITY					
GRI 3: MATERIAL TOPICS 2021					
3-3	Management of material topics	Page 127			
GRI 418: CLIENT PRIVACY 2016					
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Page 129			

Content	Location/Direct Response	Omission		
		Omitted requirement(s)	Reason	Explanation
RELATIONSHIP, INCLUSION AND FINANCIAL HEALTH OF CLIENTS				
GRI 3: MATERIAL TOPICS 2021				
3-3	Management of material topics	Pages 89 and 93		
GRI 203: INDIRECT ECONOMIC IMPACTS 2016				
203-2	Significant indirect economic impacts	Pages 21, 93, 95, 106, 108 and 109		
GRI 417: MARKETING AND LABELING 2016				
417-1	Requirements for product and service information and labeling	Page 91		
417-2	Incidents of non-compliance concerning product and service information and labeling	Page 91		
417-3	Incidents of non-compliance concerning marketing communications	Page 91		
GRI G4: FINANCIAL SECTOR SUPPLEMENT - PRODUCT PORTFOLIO 2013				
FS6	Percentage of the portfolio for business lines by specific region, size (e.g. micro/sme/large) and by sector	Page 19 and in the Integrated Report 2023 , page 46		
GRI G4: FINANCIAL SECTOR SUPPLEMENT - LOCAL COMMUNITIES 2013				
FS13	Access points in low-populated or economically disadvantaged areas by type	Page 95		
GRI G4: FINANCIAL SECTOR SUPPLEMENT - MARKETING AND LABELING 2013				
FS14	Initiatives to improve access to financial services for people with disabilities	Pages 87 and 98		
FS15	Policies for the fair design and sale of financial products and services	Page 91		
FS16	Initiatives to enhance financial literacy by type of beneficiary	Page 99		

Summary of SASB Content

	Content	Location/Direct Response
SUSTAINABLE BUSINESSES		
ASSET MANAGEMENT AND CUSTODY ACTIVITIES		
FN-AC-000.B	Total assets under custody and supervision	Page 22
INCORPORATING ENVIRONMENTAL, SOCIAL AND GOVERNANCE FACTORS IN INVESTMENT MANAGEMENT & ADVISORY		
FN-AC-410a.1	Amount of assets under management, by asset class, that employ integration of environmental, social and governance (ESG) issues, sustainability-themed investing, and screening	Page 24
FN-AC-410a.2	Description of approach to incorporation of environmental, social and governance (ESG) factors in investment and/or wealth management processes and strategies	Page 22
FN-AC-410a.3	Description of proxy voting and investee engagement policies and procedures	Pages 22 and 25
INCORPORATING ENVIRONMENTAL, SOCIAL AND GOVERNANCE FACTORS IN CREDIT ANALYSIS		
FN-CB-410a.1	Commercial and industrial credit exposure, by sector	The answer to this indicator can be found in our Integrated Report 2023 , page 46
FN-CB-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	Page 34
INCORPORATING ENVIRONMENTAL, SOCIAL AND GOVERNANCE FACTORS IN INVESTMENT BANKING AND BROKERAGE ACTIVITIES		
FN-IB-410a.1	Revenue from (1) underwriting, (2) advisory, and (3) securitization transactions incorporating integration of environmental, social, and governance (ESG) factors, by industry	Page 20
FN-IB-410a.2	(1) Number and (2) total value of investments and loans incorporating integration of environmental, social, and governance (ESG) factors, by industry	Page 20
FN-IB-410a.3	Description of approach to the incorporation of environmental, social, and governance (ESG) factors in investment banking and brokerage activities	Page 20

	Content	Location/Direct Response
GESTÃO DE RISCO SISTÊMICO		
FN-IB-550a.1	Global Systemically Important Bank (G-SIB) score, by category	Although we are not classified as a Global Systemically Important Bank and are not subject to the additional capital requirement thresholds of the G-SIB process, we are recognized locally as a Domestic Systemically Important Bank (D-SIB).
FN-IB-550a.2	Description of approach to the incorporation of the results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	The answer to this indicator can be found in our Integrated Report 2023 , page 27.
FN-CB-550a.1	Global Systemically Important Bank (G-SIB) score, by category	Although we are not classified as a Global Systemically Important Bank and are not subject to the additional capital requirement thresholds of the G-SIB process, we are recognized locally as a Domestic Systemically Important Bank (D-SIB).
FN-CB-550a.2	Description of approach to the incorporation of the results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	The answer to this indicator can be found in our Integrated Report 2023 , page 27
FN-IN-550a.3	Description of the approach to managing capital and liquidity risks associated with non-insurance activities of a systemic nature.	The answer to this indicator can be found in our Integrated Report 2023 , page 27
FINANCED EMISSIONS		
FN-IN-410c.4	Description of the methodology used to calculate financed emissions.	Page 31
FN-AC-410b.3	Description of the methodology used to calculate financed emissions.	Page 31
FN-CB-410b.1	Absolute gross financed emissions, segregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3.	Page 32
FN-AC-410b.2	Total amount of assets under management (AUM) included in the financed emissions disclosure;	Page 32
FN-CB-410b.4	Description of the methodology used to calculate financed emissions.	Page 31
FN-AC-410b.4	Description of the methodology used to calculate financed emissions.	Page 31
FN-AC-410b.1	Absolute gross financed emissions, segregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3.	Page 32
FN-CB-410b.2	Gross exposure for each sector by asset class.	Pages 32 and 33
FN-CB-410b.3	Percentage of gross exposure included in the calculation of financed emissions.	Page 32
FN-IN-410c.1	Absolute gross financed emissions, segregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3.	Page 32

	Content	Location/Direct Response
FN-IN-410c.2	Gross exposure for each sector by asset class.	Pages 32 and 33
FN-IN-410c.3	Percentage of gross exposure included in the financed emissions calculation	Page 32
PRIVACY AND DATA SECURITY		
CONSUMER PRIVACY		
FN-CF-220a.1	Number of account holders whose information is used for secondary purposes	The data of over 24 million account holders are used for secondary purposes, which corresponds to 80.4% of the total individual account holder clients. We define as a criterion for secondary data use the sending of product and service offers to individual clients who have not opted out of offers on any channel.
DATA SECURITY		
FN-CB-230a.1	Number of data breaches, percentage involving personally identifiable information (PII), number of account holders affected	Page 129
FN-CB-230a.2	Description of the approach to identify and remediate data security risks	Page 128
FN-CF-230a.1	Number of data breaches, percentage involving personally identifiable information (PII), number of account holders affected	Page 129
FN-CF-230a.2	Card-related fraud losses from (1) card-notpresent fraud and (2) card-present and other fraud	Losses related to credit cards in 2023: BRL 112,033,525.45, of which: With the physical presence of the card: BRL 40,135,915.47 Without physical presence of the card: BRL 71,897,609.98
FN-CF-230a.3	Description of the approach to identify and resolve data security risks	Page 128
FN-EX-550a.1	(1) Number of significant market disruptions and (2) duration of downtime	(1) Ten outages and (2) 73h11 of downtime in total.
FN-EX-550a.3	Description of efforts to prevent technology errors, security breaches, and market disruptions.	Page 127

Content	Location/Direct Response
RELATIONSHIP, INCLUSION AND FINANCIAL HEALTH OF CLIENTS	
COMMERCIAL BANKS	
FN-CB-000.B Number and value of loans by segment: (a) Individuals, (b) small-sized enterprise, and (c) corporate	The answer to this indicator can be found in our Integrated Report 2023 , page 46
FINANCIAL INCLUSION AND CAPACITY BUILDING	
FN-CB-240a.1 Number and amount of loans outstanding qualified to programs designed to promote small business and community development	Pages 19 and 97
FN-CB-240a.3 Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	Page 39. Partial. In Brazil, there is no official database of unbanked customers available for consultation by Financial Institutions.
FN-CB-240a.4 Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	Pages 97 and 99. Partial. In Brazil, there is no official database of unbanked customers available for consultation by Financial Institutions.
TRANSPARENT INFORMATION AND FAIR ADVICE FOR CLIENTS	
FN-AC-270a.2 Total amount of monetary losses resulting from legal proceedings associated with the selling and communication of information related to financial products to new and returning clients.	Page 91
FN-IN-270a.2 Complaints-to-claims ratio	Page 92
FN-AC-270a.3 Description of the approach to inform clients about products and services.	Page 91
SELLING PRACTICES	
FN-CF-270a.4 (1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), (2) percentage with monetary or non-monetary exemption, (3) percentage disputed by the consumer, (4) percentage resulting in investigation by the CFPB	Page 92
FN-CF-270a.5 Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products	Page 124

	Content	Location/Direct Response
ETHICS, INTEGRITY AND TRANSPARENCY		
FN-IB-510b.3	Total amount of monetary losses as a result of legal proceedings associated with professional integrity, including duty of care	Page 91
FN-AC-510a.1	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	Page 124
FN-IB-510a.1	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	Page 124
FN-AC-510a.2	Description of internal whistleblowing policies and procedures.	Page 123
FN-CB-510a.1	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	Page 124
FN-CB-510a.2	Description of whistleblowing policies and procedures.	Page 123
FN-IB-510a.2	Description of internal whistleblowing policies and procedures.	Page 123
HUMAN CAPITAL MANAGEMENT		
EMPLOYEE DIVERSITY AND INCLUSION		
FN-IB-330a.1	Percentage of gender and racial/ethnic group representation for (1) executive management, (2) non-executive management, (3) professionals, and (4) all other employees	Page 69
FN-AC-330a.1	Percentage of gender and racial/ethnic group representation for (1) executive management, (2) non-executive management, (3) professionals, and (4) all other employees	Page 69

Independent auditors' limited assurance report

GRI 2-5

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

Limited assurance report of independent auditors on the non-financial information contained in the ESG Report

We were engaged by Banco Bradesco S.A. ("Bradesco") to present our limited assurance report on the non-financial information contained in the Bradesco ESG Report for the year ended December 31, 2023.

Our limited assurance does not cover prior-period information, or any other information disclosed together with the ESG Report, including any incorporated images, audio files or videos.

Responsibilities of the Management of Bradesco

The Management of Bradesco is responsible for:

- selecting and establishing adequate criteria for the preparation the information contained in the ESG Report;
- preparing the information in accordance with GRI Standards the criteria and guidelines of the Global Reporting Initiative (GRI-Standards);

- designing, implementing, and maintaining internal controls over the significant information for the preparation of the information included in the ESG Report, which is free from material misstatement, whether due to fraud or error.

Independent Auditor's Responsibility

Our responsibility is to express a conclusion on the non-financial information contained in the ESG Report, based on our limited assurance engagement in accordance with the Technical Communication CTO 01 – Issuance of Assurance Reports related to Sustainability and Social Responsibility, issued by the Federal Accounting Council (CFC), based on the Brazilian standard NBC TO 3000 (revised) Assurance Engagements Other than Audit and Review, also issued by the CFC, which is equivalent to the international standard ISAE 3000 (revised) - Assurance engagements other than audits or reviews of historical financial information, issued by the International Auditing and Assurance Standards Board (IAASB). Those standards require the planning of work and the execution of procedures to obtain limited assurance that the non-financial information contained in the ESG Report taken as a whole, are free from material misstatement.

KPMG Auditores Independentes Ltda. ("KPMG") applies the Brazilian Standard for Quality Management (NBC PA 01), which requires the firm to plan, implement and operate a quality management system, including policies or procedures

related to compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements. We comply with the independence and other ethical requirements of the Accountant's Code of Professional Ethics and Professional Standards (including the Independence Standards) based on the fundamental principles of integrity, objectivity, professional competence and care, confidentiality, and professional behavior.

A limited assurance engagement conducted in accordance with NBC TO 3000 revised (ISAE 3000 revised) consists mainly of inquiries to Bradesco's Management and other Bradesco professionals who are involved in preparation of the information, as well as the application of procedures analytical to obtain evidence that allows us to conclude in the form of limited assurance on the information taken as a whole. A limited assurance engagement also requires the performance of additional procedures, when the independent auditor becomes aware of matters that lead him to believe that the information disclosed in the ESG Report, taken as a whole, may present material misstatements.

The procedures selected are based on our understanding of the aspects related to the compilation, materiality, and presentation of the information included in the ESG Report, other circumstances of the engagement and our analysis of the areas and processes associated with the significant information disclosed in the ESG Report in which significant

misstatements might exist. The procedures comprised, among others:

(a) planning the work, taking into consideration the materiality and the volume of quantitative and qualitative information and the operating and internal control systems that were used to prepare the information included in the ESG Report;

(b) understanding the calculation methodology and the procedures adopted for the compilation of indicators through inquiries of the managers responsible for the preparation of the information;

(c) applying analytical procedures to quantitative information and making inquiries regarding the qualitative information and its correlation with the indicators disclosed in the ESG Report; and

(d) when non-financial data relate to financial indicators, comparing these indicators with the financial statements and/or accounting records.

The limited assurance engagement also included the analysis of the compliance with the guidelines and criteria of the GRI - Standards, applicable in the elaboration of the information contained in the ESG Report.

Scope and limitations

The procedures applied in a limited assurance engagement vary in nature and timing and are less detailed than those applied in a reasonable assurance. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the level that would be obtained in a reasonable assurance engagement. If we had performed a reasonable assurance engagement, we might have identified other matters and possible misstatements in the information included in the ESG Report.

Non-financial data are subject to more inherent limitations than financial data, due to the nature and diversity of the methods used to determine, calculate and estimate these data. Qualitative interpretations of the relevance, materiality, and accuracy of the data are subject to individual assumptions and judgments. Furthermore, we did not consider in our engagement the data reported for prior periods nor future projections and goals.

The preparation and presentation of sustainability indicators followed the GRI Standards criteria and, therefore, does not have the objective of providing assurance with regard to the compliance with social, economic, environmental or engineering laws and regulations. However, the aforementioned standards establish the presentation and disclosure of possible cases of non-compliance with such regulations when sanctions or significant fines are applied. Our assurance report should be read and understood in this context, inherent to the criteria selected (GRI- Standards).

Conclusion

Our conclusion was formed based on and is limited to the matters described in this report.

We believe that the evidence we have obtained is sufficient and appropriate to support our conclusion, in the limited form.

Based on these procedures performed, described herein, and on the evidence obtained, no matter has come to our attention that causes us to believe that Bradesco's statement that the non-financial information contained in the ESG Report for the year ended December 31, 2023 of Banco Bradesco S.A. has not been prepared, in all material respects, in accordance with the criteria and guidelines of the Global Reporting Initiative (GRI- Standards).

São Paulo, June 07, 2024



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

Original report in Portuguese signed by

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

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