



Introduction

About the Report

Statement from the CEO page 05

About us

2023 Highlights

Governance and Transparency page 26

Sustainable Businesses

People and Communities

Climate Agenda

GRI, SASB and TCFD Content Summary page 120

Annexes

Corporate Information page 138

Credits page 139

# Introduction

In recent years, the insurance market has played a proactive role in advancing towards a more sustainable and resilient economy in response to climate change. Amidst this backdrop, the Bradesco Seguros Group reaffirms its core mission: safeguarding and preparing policyholders for a brighter future while contributing to sustainable development goals.

To document the outcomes of our initiatives and progress along this journey, we are pleased to present our "2nd Sustainability Report" for the year 2023. This document underscores our dedication and advancements in sustainability practices and adherence to ESG (Environmental, Social, and Governance) criteria, particularly those concerning climate change.

This report not only provides comprehensive insights into our operations for society and all stakeholders, but also highlights our social impacts and commitments, such as community development, engagement initiatives, volunteerism, promotion of

inclusion, financial and insurance education. It also covers our environmental efforts. including waste management, water and energy usage, and greenhouse gas emissions management throughout 2023.

Aligned with the Principles for Sustainable Insurance (PSI) and the UN Sustainable Development Goals (SDGs), we reinforce the Bradesco Seguros Group's role in the industry by advocating sustainable and ethical practices.

Recognizing our collective responsibility to shape a better future for generations to come, we underscore the importance of reflection and decisive action. In 2023, the imperative to listen attentively and understand the needs of customers, employees, and business partners was paramount. Each challenge faced, every milestone achieved, and all experiences gained contribute to our sustainable growth and the ongoing construction of a better world.

**Enjoy your reading!** 

2023

#### Actions carried out by the Bradesco Seguros Group - Rains in Rio Grande do Sul

In response to the severe weather events that led to a state of calamity in Rio Grande do Sul, the Bradesco Seguros Group has focused its efforts on supporting and mitigating the losses experienced by people in the region.

The insurer extended the expiration dates of insurance contracts ending between May 1st and 10th by ten days. This extension also applies to invoices due during this period.

During the 45th Emergency Operation to Address Claims in Rio Grande do Sul, the Company deployed tow trucks and support vehicles to assist the local population. The cities of Santa Cruz do Sul, São Leopoldo, Caxias do Sul, and Porto Alegre recorded the highest number of service calls, leading to a reinforcement of the assistance team.

Bradesco Seguros and Europ Assistance Brasil also collaborated in humanitarian efforts. Both companies mobilized essential resources to address the immediate needs of the affected areas. Over 100 tow trucks and six trailers were dispatched to the region, carrying mineral water and mattresses for the homeless, in addition to providing other services.

A volunteer initiative to collect urgent items is another key action by the insurance company. The Group is accepting donations of water, cleaning products, personal hygiene items, blankets, and food, which are being sent to Air Force airports in coordination with Civil Defense.

INTRODUCTION

ABOUT THE REPORT

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE BUSINESSES

CLIMATE. PEOPLE AND AGENDA COMMUNITIES

CONTENT SUMMARY ANNEXES

CORPORATE

INFORMATION

CREDITS

# About the Report

[GRI 2-2, GRI 2-3, GRI 2-4, GRI 2-5, GRI 2-14]

For the second consecutive year, we have published the Bradesco Seguros Group Sustainability Report in accordance with the International Integrated Reporting Framework (IIRC). This report has been submitted for independent external verification, conducted by KPMG, with their evaluation provided at the end of this document.

The report follows the Global Reporting Initiative (GRI) standards, published in 2021, and includes indicators from the Sustainability Accounting Standards Board (SASB) and the Task Force on Climaterelated Financial Disclosures (TCFD), as well as the Principles for Sustainable Insurance (PSI) and alignment with the Sustainable Development Goals (SDGs).

2023

HIGHLIGHTS

Additionally, it includes the Group's response to Susep Circular N° 666.

The content of the report has been prepared with a focus on practices and impacts related to generating business value, highlighting strategies, objectives, goals, indicators, management processes, and actions carried out not only in commitment to sustainability, but also in pursuit of operational excellence and results.

This report covers the year 2023 and encompasses all companies within the Bradesco Seguros Group. Therefore, when we use the term "Company", we refer to "BradSeg Participações". The terms "Group", "Bradesco Seguros", and "GBS" refer to the Bradesco Seguros Group under "Bradseg Participações", while the term "Bradesco Organization" refers to the entire organization, encompassing all its companies.

The Bradesco Seguros Group governs the Sustainability Report based on best market practices and adheres to current regulations and internal governance. The Sustainability Report is approved by the Sustainability Board. If it contains any information related to Sustainability Risks (social, environmental, and climate) to which the Bradesco Seguros Group is exposed, approval is also obtained from the Director responsible for Internal Controls. Furthermore, the Report is submitted to the Board of Directors of Bradseg Participações S.A., the Management Committee, the Audit Committee

of Bradseg Participações S.A., the Sustainability Committee of Bradseg Participações S.A., the Risk Management Committee, the Actuarial Control and Compliance Committee of Bradseg Participações S.A., and the Bradesco Seguros S.A. Risk Executive Committee.

To ensure the transparency of information, reviews are conducted to guarantee the accuracy of the published report.

INTRODUCTION

ABOUT THE

REPORT

STATEMENT FROM THE CEO ABOUT US

GOVERNANCE AND TRANSPARENCY SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CLIMATE

AGENDA

CONTENT SUMMARY ANNEXES CORPORATE

CREDITS

# Statement from the CEO

[GRI 2-22]

The year 2023 marked significant achievements and exceptional results for our company.

We achieved a revenue of BRL 106.6 billion, reflecting an 11.8% increase compared to the previous year. Even more impressive was the growth in net profit, reaching BRL 8.9 billion, a notable 32.2% increase over 2022. These numbers underscore the effectiveness of our strategies and our unwavering commitment to service excellence.

Of particular note is the substantial improvement in return on average equity (ROAE), rising from 18.9% to 22.4%. This demonstrates the efficiency and strength of our business model.

In 2023, initiatives to strengthen our relationship with our primary sales force - brokers - were pivotal. An important step early in the year was the establishment of a new

commercial structure within the Bradesco Seguros Group. This new model features dedicated commercial areas for each company within the Group, tailored to the specificities of each market segment. Across the country, we now operate with regional leaders and branch teams aligned with these structures. With specialized commercial teams integrated into each company's operations, we enhance our ability to deliver targeted solutions. Products and processes are now customdesigned to meet the distinct needs and opportunities of each branch.

We view brokers as strategic advisors and protection specialists, crucial in guiding clients through their insurance needs and safeguarding their lives and assets. Today, approximately 40.000 brokers distribute Bradesco Seguros products.

Our focus remains on placing the client and broker at the heart of

2023

everything we do, ensuring they receive the best possible experience with our products and services. By maintaining direct contact with customers, brokers are pivotal in fostering a culture of protection and identifying new customer demands that enable our insurance company to adjust course as needed.

The outcome of our continuous operational evolution could not have been more favorable. Throughout the year, our operations yielded a total result of BRL 17.9 billion, driven by increased revenue, stable claims rates, and strong performances in sales and financial margins. Additionally, we achieved a significant milestone with BRL 54 billion in compensation and benefits paid out, underscoring our dedication to policyholders and beneficiaries.

Our strategic investments in technology and innovation have been instrumental in our success.

enhancing the client and broker experience. Embracing tools like artificial intelligence and introducing new products and solutions are integral to our commitment to meeting the evolving market needs.

Moreover, we take pride in strategic partnerships such as the joint venture with Rede Mater Dei to establish a new hospital in São Paulo and the launch of innovative products like Max Natal Bradesco in the Capitalization segment.

In summary, 2023 was a period of remarkable achievements and advancements for the Bradesco Seguros Group. We are confident that we are on a path for even greater success in the future, steadfast in our commitment to excellence, innovation, and customer satisfaction.



INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE BUSINESSES

PEOPLE AND

COMMUNITIES

CLIMATE AGENDA

ANNEXES CONTENT SUMMARY

CORPORATE

INFORMATION

CREDITS



#### Materiality [GRI 3-1]

In 2022, the Bradesco Seguros Group engaged a consultancy to identify its material topics, aiming to comprehend the needs of all stakeholders it interacts with.

This study involved consolidating potential impacts on the business, highlighting topics recognized as material by industry leaders. Furthermore, the value chain was mapped, and the Group's primary stakeholders were evaluated, with a matrix established to prioritize them based on their impact and the impact they receive in their relationships.

Consultation with stakeholders was conducted through online guestionnaires and interviews. Priority topics were determined by consolidating double materiality, which considers sustainability topics most relevant to the Company and its business.

The stakeholders and experts whose insights supported the process of defining material topics include:

ABOUT THE

REPORT

- Customers:
- Employees;
- Community;

- Brokers;
- Industry Associations;
- Suppliers;
- Controller Bradesco Organization:
- Susep Circular No. 666.

In more detail, Bradesco Seguros maintains a stakeholder map comprising two tiers linked to their respective levels of relevance. They are:

#### **Priority Group:**

- 1. Customers and Users; 2. Brokers;
- 3. Employees, Interns and Apprentices;
- 4. Suppliers, Workers and Contractors and;

5. Governmental, Regulatory and Self-Regulatory Bodies.

#### Important Group:

- 1. Community; 2. Competition;
- 3. Opinion Leaders; 4. Press and;

2023

5. Organized Civil Society.

In this context, it is worth highlighting that throughout the process of determining materiality, we also adhered to the GRI principles.

### Material Topics [ GRI 3-2 ]

In 2023, we focused on developing initiatives to advance the identified material topics.



- Risk management and Compliance
- Information Security

**People and** Communities

- Diversity and Inclusion
- Customer Appreciation
- Education in Insurance
- Social Investment

**Climate Change** 



Climate Adaptation

Eco-efficiency

- Sustainable **Businesses**
- Innovation
- Sustainable Products and Services

For more information about the contents of this Report, visit our website or contact us by email: sustentabilidade@bradescoseguros.com.br

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA

CONTENT

SUMMARY

ANNEXES

CORPORATE

INFORMATION

CREDITS



# Pbradesco seguros

# About us

**Integrated Reporting Capitals** 08 Bradesco Seguros Group 11 Culture and engagement 12 FINANCIAL Market performance

ABOUT THE

REPORT

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INTELLECTUAL MANUFACTURED

STATEMENT FROM THE CEO

ABOUT US

HIGHLIGHTS

PEOPLE AND

ANNEXES

CORPORATE

INFORMATION

# **Bradesco Seguros Group**

[ GRI 2-1, GRI 2-6, GRI 2-23, GRI 2-24 ]

The companies within the privately held Bradesco Seguros Group are dedicated to offering a comprehensive range of insurance, pension, and capitalization products. Our commitment is to deliver high-quality protection and exceptional service to our policyholders. Our mission is centered around safeguarding life, future, health, and property, while striving to foster the best working environment for our employees and serving as a leading partner for brokers across the country who distribute our products and services.

Our journey is characterized by a steadfast commitment to excellence in customer service and a relentless pursuit of innovation. We continuously adapt to evolving needs and demands, ensuring optimal protection and service solutions.

With a diverse product lineup catering to various audiences, we meet diverse needs effectively. Furthermore, we are dedicated to digital transformation, aiming to offer convenience and agility to millions of customers throughout Brazil. Our digital evolution is part of a robust multichannel service structure that provides a seamless experience for policyholders.

Transparency and open communication are core values that have led us to pioneer the implementation of an Ombudsman's Office. We ensure our customers are heard and served exceptionally well, earning recognition for our excellence with awards for the best Ombudsman offices in the country over more than a decade. In 2023, we proudly celebrate 20 years since the establishment of the Bradesco Seguros Ombudsman.

2023

Aligned with the Sustainability Policy of the Bradesco Seguros Group, we champion initiatives aimed at raising corporate awareness about socioenvironmental issues. We promote conscious consumption of natural resources and adhere to stringent waste management policies.

Our commitment to protection, innovation, and sustainability drives our progress, creating value for stakeholders and making a positive contribution to the future of our sectors.

#AlwaysWithYou



INTRODUCTION

STATEMENT FROM ABOUT THE THE CEO

REPORT

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA

CONTENT

SUMMARY

ANNEXES

CREDITS

CORPORATE

INFORMATION

# Segments and **Operations**

[GRI 2-6]

Through our subsidiaries, we are present in the main segments of the insurance market, including automobiles, property and casualty, life, capitalization, and both open and closed supplementary pensions.

Our extensive distribution network offers national coverage and benefits from synergy with Banco Bradesco S.A.'s extensive banking network. Additionally, we provide services and information through online channels, social networks, and call centers, ensuring convenience and accessibility for our customers across the country.

Our operations are conducted in an integrated manner, aligned with the other companies in the Bradesco Seguros Group. The costs of operational and administrative structures are shared practically and reasonably, distributed jointly or individually as appropriate. This approach ensures efficiency and maximizes available resources to best meet our customers' needs.

ABOUT THE

REPORT

# **Bradseg Participações' companies**

[ GRI 2-6 ]

#### **Bradesco Auto/RE Companhia de Seguros**

Specializing in Motor and Property and Casualty insurance operations, we manage a portfolio exceeding 1.4 million insured vehicles and over 2 million property and casualty policies, having developed and managing products that are renowned in the market for their excellence.

#### Bradesco Capitalização S.A.

We are one of the leading companies in the Capitalization segment, serving over 3.1 million active customers nationwide in Brazil. Bradesco Capitalização operates under the umbrella of the Bradesco Seguros Group, adhering to a transparent operating policy and placing strong emphasis on service excellence. Our offerings include traditional and incentive capitalization bonds, available to Banco Bradesco account holders and partners of the Bradesco Seguros Group.

#### Bradesco Vida e Previdência S.A.

2023

For over 40 years, Bradesco Vida e Previdência has been offering Pension Plans across various asset classes and profiles, as well as Personal Insurance with diverse coverage and assistance options for individuals and businesses.

We tailor solutions to address the planning and security needs of people, families, and enterprises, aiming to democratize access to our products across different customer segments. Our flexible offerings are designed to meet both individual and collective needs effectively. To support these efforts, we have established a dedicated structure for pricing, underwriting, product operations, and customer service across multiple channels.

In 2023. Bradesco Vida e Previdência received notable recognition in the market. Among the awards received, the following highlights include:

- Segurador Brasil Award;
- Valor 1000 Award;
- Pinhão de Ouro Trophy:
- Empresas Mais Award;
- O Melhor de São Paulo Award:
- Finanças Mais Award.

#### Bradesco Saúde S.A.

Bradesco Saúde has been a key player in the Supplementary Health sector since 1984, specializing in offering collective corporate plans tailored to companies of various sizes and industries. As a market leader in revenue. Bradesco Saúde boasts a renowned and robust network that provides national coverage,

ensuring protection and peace of mind for approximately 4 million beneficiaries.

The value chain of Bradesco Saúde includes the participation of Mediservice Operadora de Planos de Saúde S.A. and Odontoprev S.A.

#### Mediservice Operadora de Planos de Saúde S.A.

A subsidiary of Bradesco Saúde, it focuses on managing postpaid health plans, delivering the flexibility and technological advancements demanded by large corporations. Our commitment is unwavering in providing superior quality care and services through an extensive accredited network comprising clinics, hospitals, laboratories, and emergency facilities.

#### Novamed Gestão de Clínicas S.A.

The Clínicas Meu Doutor Novamed network was established in 2015 with a focus on primary health care, specifically designed to offer comprehensive and longitudinal care to patients, with the goal of preventing diseases and promoting health. Our clinics provide a distinctive standard of service, extensive infrastructure, and technological innovation. We have specialists in

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA

ANNEXES SUMMARY

CONTENT

CREDITS

CORPORATE

INFORMATION

Family and Community Medicine who, along with multidisciplinary teams and other medical experts, collaborate through a referral and counter-referral system, placing the patient at the center of care.

The clinics are accessible to beneficiaries of Bradesco Saúde, Mediservice, partner companies, and private patients. Services include scheduled medical consultations, ondemand visits (no prior appointment needed), telemedicine, and laboratory and imaging tests.

#### Atlântica Hospitais e Participações

Atlântica Hospitais e Participações, a company within the Bradesco Seguros Group, is dedicated to investing in the development of the country's medical infrastructure through involvement in health assets. Atlântica Hospitais aims to be a key player in the medical and hospital service sector, expanding the assistance structure to foster a widespread network of private and independent medical assets in a sustainable manner. This approach enables broader access to premier health services for an increasing segment of society. In 2023, partnerships were established with leading institutions in the sector, including Hospital Albert Einstein, Grupo Santa, and the Mater Dei chain. Additionally, Atlântica demonstrates its versatility by forming partnerships with Beneficência Portuguesa and Fleury, launching a new operation dedicated to oncology services.

#### **BSP Empreendimentos** Imobiliários S.A.

BSP Empreendimentos Imobiliários plavs a crucial role in managing, selling, and renting its real estate assets for companies within the Organization. With a diversified portfolio of over 800 properties—including corporate buildings, administrative headquarters, bank branches, retail outlets, and areas for real estate development across different regions of the country—BSP's mission is to develop projects strategically, whether collaboratively or independently, to add value and preserve the quality of its assets.

To achieve these objectives, we have a highly qualified team dedicated to conducting detailed asset analyses to identify profitability opportunities in the real estate market. Additionally, BSP is significantly involved in real estate development for companies such as Meu Doutor Novamed and Atlântica Hospitais, a branch of Bradesco Seguros dedicated to investments in healthcare facilities.

#### Hospital developments

Atlântica Hospitais e Participações S.A.<sup>1</sup> established a partnership with Hospital Israelita Albert Einstein in 2023 to construct a new 300-bed general hospital in the southern zone of São Paulo. This project will be built on a property currently occupied by a Banco Bradesco branch.

BSP Empreendimentos Imobiliários will oversee the construction and manage the property. The hospital is expected to be completed in 2027 and will be situated on land from BSP's asset portfolio, near the Ana Rosa metro station and Avenida Paulista.

The allocated funds will be used for the hospital's construction and equipment, which will feature 20 operating rooms with robotic technology, as well as areas for hemodialysis, infusion, and diagnostic medicine.

As part of this project, the Banco Bradesco branch will be relocated to a property better suited to current customer service needs. This move is part of a broader effort to optimize space and enhance the branch's efficiency, reflecting BSP's strategic approach to managing and profiting from its assets.

#### Partnership with the Mater Dei Network

At the end of 2023, Atlântica Hospitais e Participações and Rede Mater Dei de Saúde announced the creation of a joint venture to build a new hospital in the Santana neighborhood of São Paulo (SP), an area with a high demand for health services.

With joint investments, the new high-complexity hospital will feature Atlântica and Rede Mater Dei de Saúde as investors, with Rede Mater Dei de Saúde serving as the operational manager. The general hospital will span 45.000 square meters. accommodating approximately 250 individual beds, operating rooms, and a technology park for imaging exams. BSP Empreendimentos Imobiliários will manage the construction and real estate under a build-to-suit contract.

#### **Grupo Santa**

Also in 2023, Atlântica Hospitais announced the acquisition of a 20% stake in Grupo Santa, recognized as the largest hospital network in the Center-West region and the fourth largest in Brazil. Grupo Santa operates a total of 1,350 beds across eight hospitals and two radiological centers. The network has an established presence in the Federal District and the states of Goiás, Mato Grosso, and Mato Grosso do Sul.

1. Atlântica Hospitais e Participações S.A. is directly subordinated to Bradesco Gestão de Saúde S.A.

INTRODUCTION

STATEMENT FROM ABOUT THE THE CEO

REPORT

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABI F BUSINESSES

CLIMATE AGENDA

PEOPLE AND

COMMUNITIES

CONTENT SUMMARY ANNEXES

CORPORATE INFORMATION CREDITS

#### [GRI 2-23]

The Bradesco Seguros Group is guided by a mission, vision, and values that are aligned with sustainable development. These principles connect the daily lives of each employee to the objectives and conduct expected by the Company:



The best place for the Insured to protect their life, future, health, and assets; the best place for Brokers to thrive; and the best place for Employees to work.



To be recognized as the largest, best, and most efficient Insurance Company in the country, with operations focused on sustainable development and maintaining a high standard of reliability and robust financial and asset protection.

# Values

- The customer is at the core of our existence;
- Upholding ethics in all activities and relationships;
- Ensuring transparency in information for all stakeholders;
- Believing in the value and developmental potential of people;
- Respecting the dignity and diversity of human beings;
- Embracing socio-environmental responsibility and promoting sustainable development.

## Additionally, our values, which are key to our business success, include:

- A strong brand with a rich tradition in the financial, capital, and insurance markets;
- A solid culture and corporate governance focused on business continuity and sustainability;
- One of the best distribution networks in the country, known for its modernity and reach;
- A broad portfolio of products, services, and solutions for all market segments;
- Significant investments in technology.

INTRODUCTION

ABOUT THE

STATEMENT FROM THE CEO ABOUT US

2023 GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE BUSINESSES PEOPLE AND

CONTENT SUMMARY

AGENDA

ANNEXES CORPORATE INFORMATION CREDITS

# Market performance

With a multi-line approach that sets us apart in the market, we provide solutions to families and companies of diverse profiles and needs, ensuring peace of mind at every stage of our clients' lives.

### **Corporate strategy**

[GRI 2-6, 2-24, 2-29]

Bradesco Seguros is fully aligned with the strategic objectives of the Bradesco Organization. Our business strategy focuses on meeting customer expectations by understanding their needs and life stage, thereby enhancing their satisfaction through exceptional experiences at every touchpoint. Sustainable Growth, Efficiency, Customers, People and Digital Transformation are the key drivers of this strategy.



#### Sustainable Growth **Expected** results

As an integral part of the Bradesco Organization, one of our strategic pillars is to ensure the relevance of our results and align them with the expectations of our shareholders and the market. We aim to positively impact profitability rates and uphold the values and trust associated with the Bradesco Seguros brand.



#### Efficiency Excellence in internal processes

We are continually challenged to refine and streamline our processes, driving transformation and excellence within the Insurance Group.

Effective expense control and the implementation of structured rules and procedures contribute decisively to enhancing administrative, operational, and commercial efficiency.

CORPORATE

INFORMATION

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT THE

REPORT

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINARI F BUSINESSES

PEOPLE AND COMMUNITIES CI IMATE CONTENT AGENDA SUMMARY ANNEXES

CREDITS



Customers Inspiration for every step we take towards excellence

Our primary objective is to provide protection to society, with the customer at the heart of our strategy. We concentrate on tailoring offers that cater to the specific profiles and life stages of our policyholders. Additionally, we develop customer journeys aimed at delivering optimal experiences and satisfaction for both customers and partners alike. We consistently invest in enhancing the value of our relationships by improving the services we offer and providing consultative support across multiple channels.



People The foundation of our strategy

Here at Bradesco Seguros Group, we recognize the importance of every individual - employees, collaborators, interns, and apprentices. All committed to our mission of safeguarding people and their assets. This commitment has propelled us to become one of the largest insurance groups in Latin America, while preserving the values that have earned us respect and admiration from society.

Central to our strategy is our people, who are the most valuable asset of the Insurance Group. It is through a strong and well-structured team that we ensure the excellence of our processes and, consequently, deliver better outcomes to our customers. In addition to prioritizing the well-being of our employees, we invest in nurturing humanized leadership, emphasizing training, retention, and attracting high-performance professionals.



#### **Digital Transformation** Our continuous process

Our primary advancements include investments in technology and innovation, leveraging agile tools and processes that enhance customer journeys. We are expanding self-service capabilities, integrating portals and channels—both physical and digital—to provide superior service to our customers and brokers, intensifying our commitment to excellence. The use of data and analytics is integral to our daily operations and plays a crucial role in decision-making within the Insurance Group.

CORPORATE

INFORMATION

INTRODUCTION

ABOUT THE

REPORT

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CI IMATE CONTENT AGENDA SUMMARY ANNEXES

CREDITS

## Value Generated by Bradesco Seguros in 2023



#### Intellectual Capital

• Implementation of facial biometrics in reimbursement requests for Bradesco Saúde plans;

• A 41% increase in users on the Bradesco Seguros application (app), reaching 1 million unique users;

 64,000 downloads of home insurance policies on the Bradesco Seguros app;

 Two major awards received, which highlight the most innovative initiatives in the global insurance market: 11th CNSeg and Qorus Innovation Award;

 Provision of the Carta Verde (Green Card) insurance service via WhatsApp, mandatory for anyone traveling in Mercosur countries with a private or rented vehicle;

• Use of artificial intelligence on the Business Portal, progress in digital acceptance and emphasis on multichannel customer service;

 Creation of the Innovation Culture front, with a focus on fostering initiatives and engagement, the Innovation Festival had over 2,500 participants;

 Bradesco Seguros Innovation Hubs: aimed at solving challenges through open innovation, collaborative work and intrapreneurship;

ABOUT THE

REPORT

 100% of employees have taken part in training on communication, professional training, anticorruption procedures and well-being;

 Women's Health Day: release of virtual booklet aligned with ESG aspects.



- Turnover of 106.6 billion, an increase of 11.8% year-on-year;
- ROAE rose from 18.9% to 22.4%:
- 21.1% increase in operating income, which reached 17.9 billion;
- A further 3.3 billion in sales from digital channels;

2023

- Net profit of BRL 8.9 billion in 2023, an increase of 32.2% compared to the previous year, with progress in all business lines;
- The ESG Funds' net assets amounted to more than R\$ 37 million invested.



- 229 facilities across the national territory;
- 31 units of the Meu Doutor Novamed clinic network:

 More than 800 properties in the BSP Empreendimentos portfolio;

• Construction of a new hospital in the south of SP, establishment of a joint venture for the construction of a hospital in the north of SP and the acquisition of 20% of Grupo Santa's hospital in Brasília.



- 769 hires in 2023, totaling 8,130 permanent employees and 10,405 outsourced workers;
- 100% of employees have undergone performance assessments and 99.12% competence appraisals;
- 2,323 contributions in key initiatives for leadership development;

**CLIMATE** 

AGENDA

 Launch of the Team Coaching program benefited **40 leaders**;

- 489,994 persons attending training and development activities promoted by UniverSeq;
- Sustainability and Citizenship Program carried out with PIEE students, which involved 1,382 persons.



• 2,000+ tons of waste were recycled within the Automotive Recycling and Sustainable Residential Assistance projects and the Sustainable Claims Program;

- 100% of air emissions from scopes 1, 2 and 3 are neutralized through the acquisition of carbon credits, in partnership with the Bradesco Organization;
- Reduction of more than 76 tons of paper and more than 16 tons plastic;
- Promoting dematerialization and digitalization initiatives in order to reduce waste generation;
- 100% of suppliers undergo social and environmental assessments.
- In 2023, 48,250 liters of water were preserved through PIEE's oil collection campaign.

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CONTENT SUMMARY CORPORATE INFORMATION

ANNEXES

CREDITS

# 2023 Highlights

**16** Key indicators

**17** Economic, financial and operational performance

**20** Recognition FINANCIAL SOCIAL AND

RELATIONAL

ABOUT US

8 ECONOMIC GROWTH 9 AND INFRASTRUCTURE

INTRODUCTION ABOUT THE REPORT STATEMENT FROM THE CEO 2023 ( HIGHLIGHTS

GOVERNANCE AND TRANSPARENCY TAINABLE PEOPLE AND

CLIMATE AGENDA CONTENT SUMMARY CORPORATE (

# Key indicators

Total number of facilities<sup>1</sup> 229

# 8,130

106.6



Net profit (BRL billion)



Number of policyholders for Bradesco Saúde, Mediservice, and Bradesco Saúde Operadora de Planos (thousands)



4Q23 claims rate

2023



0.7 p.p. improvement compared to 4Q22

Number of Motor/Property and Casualty Policyholders (thousand)

3,031

Number of Capitalization customers (thousand)

3,133



Sales in Self-Purchasing Channels **3.3** billion

> Number of contracts by type of risk Life/ Pension (thousands)

28,264

<sup>1</sup>Own facilities with sales teams. Bradesco branches and a network of active brokers

INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO

ABOUT US

HIGHLIGHTS TRANSPARENCY

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CLIMATE AGENDA

CONTENT ANNEXES SUMMAR)

CREDITS

CORPORATE

INFORMATION

# Economic, financial and operational performance

[GRI 3-3 Solvency, GRI 201-1]



11.8% 23 x 22 106.6 billion



**RESULTS OF OPERATIONS 10.3%** 4T23 x 4T22 17.9 billion 21.1% 23 x 22



CUMULATIVE ROAE 22 4%

2023 REVENUE

BRL

BRL

The Company's evolution of its commercial model and substantial investment in technology and innovation were pivotal factors in achieving strong results in 2023. These initiatives included the deployment of more agile tools and processes, which significantly enhanced both customer and broker experiences.

One of our key strategies was the integration of artificial intelligence into our Business Portal, designed to support our commercial partners in boosting sales and streamlining their daily operations. We also expanded our offering of customized products and intensified our focus on multichannel capabilities, providing customers with greater flexibility in how they engage with us.

As a result of these efforts, 2023 marked a period of robust growth and innovation. Our revenue reached BRL 106.6 billion. marking an 11.8% increase from the previous year. Net profit saw a notable rise of 32.2%, reaching BRL 8.9 billion, with Return on Average Net Equity (ROAE) improving from 18.9% to 22.4%.

This growth was underpinned by a 21.1% increase in Operating Result, totaling BRL 17.9 billion. Our positive

performance was further supported by stable Claims Ratios and strong sales and financial margins. The Group's Technical Provisions grew by 11.4%, reaching BRL 361 billion, while Financial Assets increased by 11.1%, totaling BRL 381 billion. Additionally, we disbursed BRL 54 billion in compensation and benefits, reflecting an 11.3% increase compared to 2022.

These results were driven by the evolution of our company's commercial model, which empowered our business units with greater autonomy, alongside substantial investments in technology and innovation. The implementation of agile tools and processes led to significant enhancements in both customer and broker experiences.

Key strategic initiatives included leveraging artificial intelligence within our Business Portal, facilitating increased sales and operational efficiencies for our commercial partners. Additionally, we expanded our focus on multichannel capabilities, offering customers a wider array of interaction options with our company.

In the healthcare sector, Atlântica Hospitais e Participações, a subsidiary

of the Bradesco Seguros Group, entered into a joint venture with Rede Mater Dei de Saúde to build a new hospital in São Paulo. Meanwhile, Bradesco Saúde celebrated the ten-year anniversary of its Meu Doutor program, surpassing three million visits, and launched the Meu Doutor - Obesidade program in collaboration with Hospital Israelita Albert Einstein.

In Life and Pensions, we intensified our strategy to broaden the distribution of plans beyond bank branches, focusing on enhancing digital sales journeys for greater fluidity, intuitiveness, and dynamism. Notably, in Life Insurance, we introduced two new redeemable products, and in Auto Insurance, the integration of artificial intelligence reduced vehicle return times postaccident by up to 10%.

Moreover, in the Capitalization segment, Bradesco Capitalização successfully launched Max Natal Bradesco, an innovative product that resonated well in the market. These advancements underscore our steadfast commitment to excellence and innovation, positioning our company as a leader in the sector and poised for future challenges.

INTRODUCTION

ABOUT THE REPORT

STATEMENT FROM

THE CEO

ABOUT US

GOVERNANCE AND TRANSPARENCY HIGHLIGHTS

2023

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CONTENT SUMMARY

CLIMATE

AGENDA

ANNEXES

CREDITS

CORPORATE

INFORMATION

#### Bradesco Auto/RE

In the fiscal year 2023, Bradesco Auto/RE reported a net profit of BRL 764 million, marking a 15.01% increase from BRL 664 million in the previous year. This achievement translates to a profitability of 30.44% on average net equity.

Revenue for the year amounted to BRL 9.329 billion, a robust growth of 19.2% compared to BRL 8.544 billion in 2022. Within the automobile sector, the Company continued its strategy of individualized pricing based on the unique characteristics of each insured person. This approach enhanced underwriting sophistication through statistical modeling and more precise pricing tools. In Property and Casualty, the Company maintained a substantial portfolio in mass insurance, covering approximately 1.4 million insured homes.

### Bradesco Capitalização

Bradesco Capitalização strengthened its market position in 2023, capturing a 21.1% share of revenue in its sector, as reported by the Superintendence of Private Insurance (Susep).

Bradesco Capitalização achieved a net profit of BRL 700 million, up from BRL 648 million in 2022, with total collections reaching BRL 6.255 billion. This success was bolstered by streamlined product acquisition processes via digital channels such as the Bradesco Celular and Net Empresa Apps, Internet Banking, and the Net Empresa Portal. Technical provisions reached R\$9.200 billion, and R\$94 million in prizes were distributed to over 20,033 customers.

Collaborative efforts with the Bradesco Seguros Group Ombudsman's Office focused on enhancing customer service quality, emphasizing improvements in the customer experience and digital satisfaction surveys related to the acquisition and redemption of capitalization bonds.

#### Bradesco Vida e Previdência

In the same fiscal year, Bradesco Vida e Previdência reported a substantial net profit of BRL 5.292 billion, a notable increase from BRL 3.096 billion in 2022. Net equity totaled BRL 7.726 billion, yielding a robust return of 63.58% on average net equity.

Bradesco Vida e Previdência held a market share of 21.1%, making it the largest private insurance company in Brazil by market share.

Contributions from retirement, pension, and savings plans, combined with VGBL premiums, totaled BRL 39.200 billion in the fiscal year 2023, up from BRL 34.227 billion in 2022. Premiums from life insurance reached BRL 10.093 billion in 2023, compared to BRL 10.822 billion in 2022.

Technical provisions grew by 11.75% in 2023, amounting to BRL 327.498 billion, compared to BRL 293.056 billion in 2022. Financial investments increased by 11.74%, reaching BRL 333.485 billion in 2023, up from BRL 298.449 billion in 2022.

Throughout 2023, Bradesco Vida e Previdência paid out BRL 7.5 billion in benefits and claims, providing protection to over 180 thousand people throughout the year, reinforcing its position as the largest insurer in Brazil in terms of benefits and claims payment.

#### Bradesco Saúde

Bradesco Saúde reported a net profit of BRL 922 million in 2023, a 24.5% increase from BRL 741 million in 2022.

Consolidated premiums amounted to BRL 41.743 billion in 2023, up from BRL 35.437 billion in 2022.

The consolidated portfolio expanded to 3.86 million customers. Significantly, the Group Insurance (SPG) portfolio aimed at small and medium-sized enterprises accumulated premiums of BRL 13.936 billion, reflecting a 17.7% increase compared to the previous year.

In medical consultations, exams, surgeries, and hospitalizations, Bradesco Saúde disbursed a total of BRL 36.717 billion in 2023, averaging BRL 147.458 million per working day in medical and hospital assistance.

The company's robust financial indicators for technical provisions and solvency continue to set benchmarks within the sector, reinforcing its reputation for solidity and customer trust across its network.

INTRODUCTION ABOUT THE

STATEMENT FROM THE CEO ABOUT US

2023 HIGHLIGHTS

GOVERNANCE AND SUSTAINABLE TRANSPARENCY BUSINESSES

NABLE PEOPLE AND SSES COMMUNITIES CLIMATE AGENDA CONTENT

SUMMAR)

ANNEXES

CREDITS

CORPORATE

INFORMATION

### Mediservice

Mediservice Operadora de Planos de Saúde reported premiums totaling BRL 1.456 billion in the fiscal year 2023 (up from BRL 1.370 billion in 2022), representing a growth of 6.27%. Throughout the 2023 financial year, we intensified the implementation of new initiatives aimed at improving processes for managing post-payment plans. Our focus was on offering new plans, solutions, and services to customers, as well as projects to enhance integration with Bradesco Saúde.

#### BSP Empreendimentos

BSP Empreendimentos Imobiliários reported net revenue of BRL 848.96 million in 2023 (up from BRL 770.47 million in 2022), primarily generated from real estate leasing and asset sales.

For the 2023 fiscal year, BSP Empreendimentos Imobiliários posted a net profit of BRL 688.72 million (BRL 612.98 million in 2022), reflecting a 12% increase compared to the previous year. EBITDA totaled BRL 621.36 million (up from BRL 586.88 million in 2022).

ABOUT THE

REPORT



INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US 2023

HIGHLIGHTS

GOVERNANCE AND TRANSPARENCY

SUSTAINABLE

PEOPLE AND COMMUNITIES

CONTENT

SUMMAR)

CORPORATE

INFORMATION

# Recognition

Bradesco Saúde and Bradesco Vida e Previdência were recognized as the best in the "Health Insurance" and "Private Pension" categories, respectively, in the "Best of São Paulo Brands & Services" survey.

For the third consecutive year, Bradesco Saúde secured first place in the Health Plan category of the "Os Mais Amados do Rio" survey, conducted by Revista Veja Rio in partnership with the technology company MindMiners. This survey, which highlights products and services admired by Rio de Janeiro residents across 30 categories, includes everything from tourist attractions to delivery apps.

ABOUT THE

REPORT

For the 13th consecutive year, Bradesco Seguros led the Home Insurance ranking in the Brazilian Consumer Protection Association (Proteste) survey. The company was recognized as the best in the country, achieving a significantly high overall score and maintaining a substantial lead over other major insurance providers in Brazil.

Additionally, Bradesco Saúde received the "2023 Health Leaders" award in the "Health Operator and Insurance Company" category, achieving over three million appointments through the Meu Doutor program.

Bradesco Saúde achieved a **perfect** score (1.0) and the top ranking in the ANS Supplementary Health **Performance Index** (IDSS 2023 - based on 2022 data).

In the Auto and Property and Casualty segment, Bradesco Seguros emerged as the major winner of the **Qorus-Accenture Innovation in Insurance Awards**, held in June 2023 in Milan, Italy. The Gold Trophy was awarded for the Sustainable Claims project, which benefits Auto and Home insurance customers and underscores Bradesco Seguros' commitment to environmental protection and promoting the circular economy.

> Bradesco Seguros was honored with **first place** in the Best Insurance Company (Auto) category at the Mobility Award, organized by Estadão newspaper. Now in its 4th edition, this award recognizes companies and initiatives that revolutionize the way people travel.

#### Awards received by **Bradesco Seguros Group** in 2023 include:

- Top of Mind RH Award
- Brand Recall Award
- Consumidor Moderno Award Excellence in Customer Services
- Verint Award
- MIT Innovative Workplaces Award
- Valor Inovação Brasil Ranking (Valor Econômico)
- Anuário Valor 1000
- Época 360° Award
- Great Place to Work Award
- Estadão Finanças Mais Award (1st place in Pensions, Health and Capitalization and 2<sup>nd</sup> place in Auto/ Property and Casualty).

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

CLIMATE PEOPLE AND COMMUNITIES AGENDA

CONTENT SUMMAR) ANNEXES

CORPORATE INFORMATION

CREDITS

## **Products and Services**

[GRI 2-6]

#### Personal Insurance

We offer a range of general personal insurance products, focusing on life, credit life, endowment, serious illness, and travel through our subsidiary Bradesco Vida e Previdência.

In 2023, Bradesco Vida e Previdência revitalized its portfolio by launching new products for both individual and corporate clients. The company invested in a modern and competitive portfolio, providing a wide array of flexible and customizable solutions to our customers, and adopted innovative measures to maintain its leadership in the segment. Two new products were introduced: Seguro Bradesco para a Vida Inteira and Viva Mais Bradesco — Seguro Resgatável. Additionally, the coverage and assistance options for "Vida Viva Bradesco" were expanded. In the business segment, a new version of the Flexible Business product was launched, offering enhanced coverage and assistance options. This is version also allows for the contracting of Group Life or Collective Personal Accident coverage in a single process, further

expanding the range of available products and customization options to meet the needs of businesses.

The company also extended digital acceptance facilities to all customers, both account holders and non-account holders of Banco Bradesco, across the entire range of individual products. This was coupled with a review of pricing and all contracting processes, further democratizing access to security solutions and providing a more intuitive and efficient customer experience.

To optimize product marketing and streamline the digital journey for brokers, Bradesco Vida e Previdência introduced a new Life sales platform – a simpler, more intuitive, and dynamic insurance quoting tool. This tool has become the sole system for marketing Life products for both individual and corporate clients, catering to network and market brokers.



# Customizable insurance for a wider audience

Continuing our commitment to process improvement, Bradesco Vida e Previdência expanded investments in 2023 to increase product distribution beyond the bank's channel. This effort aims to provide access to insurance for a larger number of people.

We strive to make insurance increasingly customizable, adapting it to various customer profiles. As part of this initiative, we now offer personalized contracting directly through the Banco Bradesco application, tailored to meet the specific needs of each insured individual.

#### **Business Succession Insurance**

CORPORATE

INFORMATION

In 2023, Bradesco Vida e Previdência launched Empresarial Flexível Bradesco Pessoa Chave, a Business Succession Insurance designed to mitigate financial and property risks in case of unforeseen events involving the company's partners.

Intended for individual partners and members of private limited companies aged between 18 and 65, this insurance offers coverage for Death, Total or Partial Permanent Disability due to Accident, Individual Funeral Insurance, and Serious Illnesses, along with Individual Funeral Assistance.

INTRODUCTION

ION ABOUT THE REPORT STATEMENT FROM THE CEO ABOUT US

2023 GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

ND SUSTAINABLE BUSINESSES PEOPLE AND COMMUNITIES CLIMATE AGENDA

CONTENT

SUMMARY

ANNEXES

CREDITS



#### **Private Pension Plans**

We have been managing supplementary pension plans for individuals and legal entities since 1981 through our wholly-owned subsidiary, Bradesco Vida e Previdência. Currently, it is one of the leading administrators of supplementary pension plans in Brazil, based on investment portfolio criteria and technical provisions, as reported by FenaPrevi and Susep.

Bradesco Vida e Previdência offers and manages a variety of individual and collective pension plans. Our most popular plans for individuals, in terms of contributions, are the VGBL and PGBL, which are not subject to source taxation on the income generated by the fund's portfolio. Participants in these funds are taxed upon redemption of shares and/or receipt of benefits. Additionally, we offer pension plans for legal entities, which are generally customized to meet the specific needs of these clients.

In the Private Pension segment, Bradesco Vida e Previdência recently launched a family of Target Date

pension funds, available in both the PGBL and VGBL modalities. With an innovative management model in the Brazilian market, managed by Bradesco Asset Management (BRAM) and aligned with the best international practices for allocating pension assets, our product's main feature is the automatic adjustment of the portfolio throughout the accumulation phase, eliminating the need for manual fund reallocation. Maturities are available for the years 2030, 2040, 2050, and 2060.

The company also introduced three private pension funds tailored to

different investor profiles, two of which were developed in partnership with third-party managers. These new initiatives, combined with the increasing sophistication of our product range in recent years, reinforce Bradesco Vida e Previdência's commitment to offering comprehensive private pension solutions for all life stages and customer needs. In the Life sector, we have made enhancements to improve the contracting journey for our products.

#### **Bradesco Temporary Pension**

Launched in 2023, this product is designed for individuals who wish to plan the financial future of their loved ones. It provides a pension for a fixed period along with a single compensation, regardless of the degree of kinship, social, or financial condition. The pension amount can range from BRL 1,000 to BRL 20,000, with terms of 5, 10, 15, or 20 years.

CORPORATE

INFORMATION

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT THE

REPORT

ABOUT US

GOVERNANCE AND TRANSPARENCY HIGHLIGHTS

2023

SUSTAINARI F BUSINESSES

PEOPLE AND COMMUNITIES CLIMATE CONTENT AGENDA SUMMARY ANNEXES

CREDITS

#### Health insurance

Health insurance policies provide coverage for medical and hospital care expenses. We offer Bradesco Saúde insurance for companies that contract the benefit for their employees, whether small, medium, or large companies.

In 2023, a new model of co-participation in Bradesco Saúde medical and hospital procedures was implemented for groups of 3 to 199 people, offering products with more competitive prices, generating greater predictability of values, and eliminating waste. Furthermore, the new co-participation model has become standard for the SPG (3-199 lives) and, for 200 lives or more, it is customizable according to the customer's needs.

Bradesco Saúde launched a broker training program focused on sales of Health and Dental insurance for SMEs in the Central-West, North, and Northeast regions, in addition to the "Com Você, Corretor" page, containing information to optimize partners' digital experience in pre- and aftersales service sessions.



#### Auto, property and casualty and liability insurance

We offer car insurance with flexible options according to the customer's profile through our subsidiary Bradesco Auto/RE. "Referenced Network Auto Light Insurance" is more affordable. while "Auto Lar" covers both the vehicle and the residence. There are also options for fleets and Banco Bradesco account holders. We cover damage caused to the vehicle, passengers, and third parties, with several additional contracting options, in addition to discounts at establishments and a complete Bradesco Seguros App to facilitate management.

Mass property and casualty insurance includes protection for residential, business, and equipment risks, with personalized coverage according to the needs of each business or residence. We highlight "Lar Mais Seguro" and "Residencial Sob Medida" for individuals, and "Bradesco Seguro Condomínio" for legal entities, with complete coverage and emergency services for different types of condominiums.



In 2023, the new Truck product was launched, with features such as funeral assistance, hospital medical expenses, complete glass (windows, headlight, taillight, and rearview mirror), a wide network of referenced workshops, free residential assistance for individual customers, and free monthly Veloe tag fees. With these services and coverages, we offer protection for both the truck and the driver and their family members.

INTRODUCTION

ABOUT THE REPORT

THE CEO

STATEMENT FROM ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CI IMATE CONTENT AGENDA SUMMAR) ANNEXES

CORPORATE

INFORMATION

CREDITS

Also last year, a new Risk Assessment Questionnaire was adopted with just three questions (previously ten), speeding up the Auto insurance quote journey, making it possible to present the insurance price in less than a minute.

In Property and Casualty, Bradesco Seguros and Swiss Re Corporate Solutions joined forces to create an innovative and exclusive solution: Cyber Risk Insurance, aimed at small and medium-sized companies with annual revenue of up to BRL 160 million.



In the Auto and Home insurance segments, Bradesco Auto/RE played an important role in paying compensation and providing assistance to policyholders affected by natural disasters resulting from summer rains. The highlight was the Emergency Claims Handling Operation, carried out on the North Coast of São Paulo, speeding up damage assessment and compensation for policyholders harmed by the rains.

In Property and Casualty, it is worth highlighting the evolution of the Residential segment.

Bradesco Auto/RE also started using Artificial Intelligence (AI) to detect total loss (PT) of automobiles, offering referenced workshops throughout Brazil the support of a structured database. It expanded the minivan fleet to provide residential assistance services, which are now present in the capitals and some of the main cities in six states.

ABOUT US

#### Capitalization bonds

Capitalization is available in single or monthly payment formats, with amounts starting at BRL 10, depending on the client's profile. Cash prizes can reach up to BRL 1.5 million (net prizes).

The traditional modality is the most representative of our operation, allowing clients to save money and compete for prizes as a tool for financial discipline. At the end of the plan, clients can redeem 100% of the amount paid, updated by the Reference Rate.

In the incentive modality, the goal is to add value to products and services from partner companies or to encourage compliance by their customers. In these cases, the products have validity periods, grace periods, and values according to the partners' needs.

To align our services with the best sustainability practices and the push for digitization, we offer digital acceptance to customers through the Bradesco Celular and Net Empresa apps, as well as Internet Banking and the Net Empresa portal. New services are also



available on the Bradesco Seguros app for non-account holders. Customers can now access extracts and consult titles, certificates, income tax reports, and information related to draws, such as results and lucky numbers.

These improvements bring more agility and security to processes, align with

CONTENT

SUMMARY

mobility trends, and contribute to higher service quality and customer satisfaction rates. Additionally, they promote greater savings on inputs and financial resources.

INTRODUCTION

ABOUT THE REPORT STATEMENT FROM THE CEO 2023 GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

ID SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CLIMATE AGENDA ANNEXES

CREDITS

CORPORATE

INFORMATION

In 2023, new products were launched, notably:



Agro Max Prêmios, made especially for Bradesco clients who want to expand their agribusiness. Clients can save BRL 5,000 or BRL 10,000 at once, compete for more than 20 monthly prizes of up to BRL 400,000, and use the saved amount as collateral for credit operations;

Novo Max Prêmios Cem, where customers save BRL 100 at once and participate in 324 draws during the month for up to BRL 10,000;

Max Prêmios MEI, for the Corporate Retail audience starting at BRL 500, with draw amounts of up to BRL 1.14 million;

#### Max Prêmios Instantâneos, available in single



and monthly payment versions starting at BRL 10. In a gamified manner, when purchasing the bond through the Bradesco app, customers receive a digital card to "scratch" and immediately know if they have won the draw;



Max Natal Bradesco, which, with just BRL 100, rewarded 162 customers, totaling more than BRL 1.3 million, was the first product with mandatory consideration.

Collaborative efforts with the Bradesco Seguros Group Ombudsman's Office focused on enhancing customer service quality, emphasizing improvements in the customer experience and digital satisfaction surveys related to the acquisition and redemption of capitalization bonds.

#### Boost for the collateral market

In 2023, Law 14.652 was sanctioned. allowing funds deposited in open supplementary pension plans to guarantee bank loans. This rule also applies to those with personal insurance and capitalization bonds, as well as members of the Individual Programmed Retirement Fund (Fapi). This new legislation strengthens the regulatory framework, opening up new possibilities for the sale of Bradesco Capitalização securities.



#### Distribution channels

We offer our insurance and pension solutions through bank branches, brokers, digital channels, and other non-exclusive brokers throughout Brazil, all of which are remunerated based on commissions. Our capitalization bonds are sold through the Bradesco app, online, our Call Center, our self-service channel, bank branches, and external distribution channels.



CORPORATE

INFORMATION

For more information about Bradesco Seguros products and services, click here.

INTRODUCTION

STATEMENT FROM ABOUT THE THE CEO

REPORT

ABOUT US

GOVERNANCE AND TRANSPARENCY HIGHLIGHTS

2023

SUSTAINARI F BUSINESSES

PEOPLE AND COMMUNITIES CLIMATE AGENDA

CONTENT

SUMMARY

ANNEXES

CREDITS

# Governance and Transparency



33 **Risk Management** 

39

41 Integrity

46 Sustainability Governance

50 ESG Agenda

51 Data Governance and Information Security

52 Customer Relations

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Integrated Reporting Capitals



INDUSTRY, INNOVATION 8 DECENT WORK AND ECONOMIC GROWTH AND INFRASTRUCTUR Ŷ



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STATEMENT FROM

ABOUT US

GOVERNANCE AND TRANSPARENCY

PEOPLE AND COMMUNITIES

CONTENT SUMMAR) CORPORATE INFORMATION

To effectively address ongoing economic, social and environmental changes, we maintain a robust governance structure comprising professionals from diverse backgrounds and hierarchical levels. This structured approach enables the implementation of our Sustainability Strategy, ensuring that discussions and decisions on sustainability are guided by governance bodies and integrated into the various departments across the Bradesco Seguros Group.



[ GRI 2-9, GRI 2-10, GRI 2-11, GRI 2-12, GRI 2-13, GRI 2-17, GRI 202-2 ]

Our commitment to creating value for all stakeholders underscores the pivotal role of governance in this endeavor. We adhere to the highest standards of corporate governance, continually evolving our practices to meet emerging challenges and opportunities.

### **Governance Structure**

#### Bradseg Participações S.A

#### **Board of Directors**

The Board of Directors of Bradseg Participações SA, composed of six members from Banco Bradesco's Board of Directors, serves as the highest governance body within the Bradesco Seguros Group, establishing the strategic direction of the Company.

Adhering to good corporate governance and socio-environmental responsibility practices, the appointment of Board members follows the Bradesco Organization's Appointment and Succession Policy. This policy emphasizes diversity in various aspects, including gender, ethnicity, color, age, marital status, sexual orientation, religious choice, physical condition, and socio-economic class. The chairman of the Board of Directors, overseeing Bradseg, Bradesco Saúde, Bradesco Vida e Previdência, Bradesco Capitalização, Bradesco Auto/RE, and BSP Empreendimentos Imobiliários, does not hold any other executive positions within these companies.

INTRODUCTION

ABOUT TH

REPOR

STATEMENT FROM THE CEO ABOUT US

2023

HIGHLIGHTS

GOVERNANCE AND TRANSPARENCY SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES

CLIMATE AGENDA CONTENT SUMMARY ANNEXES

CORPORATE

INFORMATION

CREDITS

From 2021 onwards, to continually enhance governance practices, an independent company conducts the annual evaluation of the Board of Directors, assessing both individual members and the board as a whole. Additionally, 100% of senior management members are Brazilian and hired nationwide.

One of the Board of Directors' key responsibilities is aligning the Company's strategic planning with ESG (Environmental, Social, and Governance) aspects. The Board ensures that the Bradesco Seguros Board of Directors operates with transparency and adheres to ethical principles.

Other duties include:

• Ensuring that the Company complies with the laws and regulations established in Brazil and in all countries where it operates.

 Examining the Company's books and papers at any time, requesting information on acts carried out, contracts signed or about to be signed, or any other matter of interest. The Board of Directors of Bradseg is supported by a General Secretariat and six advisory committees. These are: Steering Committee, Audit Committee, ALM (Asset-Liability Management) Committee, Liquidity and Investments, Nomination, Succession and Remuneration Committee, Risk Management, Actuarial Control and Compliance Committee and the New Business Committee.

 Steering Committee - Advises the Board of Directors of Bradseg Participações SA on operational, marketing, technical, human resources, and sustainability matters.

• Audit Committee - Recommends and advises the Board of Directors on accounting practices used in the preparation of financial statements for the Company and its Subsidiaries, as well as the appointment of independent auditors. This excludes Subsidiaries with an active and permanent Audit Committee, which follow their own operating rules.

• ALM Committee (Asset-Liability Management), Liquidity and Investments - Monitors financial and investment results, as well as budgetary efficiency, for both the Company and its affiliates and subsidiaries.

• Nomination, Succession and Remuneration Committee - Advises the Board of Directors on the policy for appointing and succeeding administrators, as well as in the appointment process for Executive Superintendents, covering the Company, its affiliates, and subsidiaries.

### Risk Management, Actuarial Control and Compliance Committee

- Approves strategies, standards, and procedures related to risk control and actuarial matters. It also ensures compliance with laws and regulations, adoption of best governance practices, and the effectiveness of activities related to preventing and combating money laundering, terrorism financing, and insurance fraud within the Company, its affiliates, and subsidiaries.

• New Business Committee - Advises the Board of Directors on decisions regarding operations by Bradseg Participações SA subsidiaries with companies outside the Bradesco Organization, involving acquisitions or disposals of equity interests, partnerships, associations, and changes to the negotiating conditions of existing operations.

 Sustainability Committee -Composed of the Chief Executive Officer of Bradesco Seguros and the Directors of the other companies, this permanent interdepartmental body proposes strategies and solutions to promote the application of best sustainability practices in the activities and business of the Company, its affiliates, and subsidiaries, contributing to the generation of longterm value. With bimonthly meetings, the forum is responsible for proposing initiatives and advising the Steering Committee on establishing corporate sustainability guidelines and actions. It oversees the implementation of social, environmental, and climate strategies within the Bradesco Seguros Group.

In 2023, the Bradesco Seguros Board of Directors actively participated in these meetings. The agenda included efforts by insurers to implement Susep Circular No. 666, guidance for completing the standard tables for the Sustainability Report, and mapping "Green Insurance" to identify products that contribute to the sustainable development of the country. Additionally, the Commission has specific Working Groups focused on insurance projects for the climate transition, creating a booklet on ESG best practices in Insurance, and other activities.

INTRODUCTION

N ABOUT THE REPORT STATEMENT FROM THE CEO ABOUT US 2023 HIGHLIGHTS GOVERNANCE AND TRANSPARENCY SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA CONTENT ANNEXES

CREDITS

CORPORATE

INFORMATION

#### **Executive Board**

The Executive Board, among its duties, operates in accordance with sustainability principles and risk management policies. It supports the Board of Directors in preparing and reassessing the Sustainability Policy and the Risk Management Policy, ensuring that operations align with the company's risk appetite.

#### **Director Responsible for Internal Controls**

The Director Responsible for Internal Controls oversees the Group's Risk Management as part of their duties, continuously guiding and supervising the implementation and operationalization of the Risk Management Structure. They also monitor the Risk Profile and levels of exposure to risks to ensure alignment with the Risk Appetite. Additionally, they evaluate processes, methodologies, and tools used for risk management, while assessing the sufficiency and adequacy of human and material resources involved across various areas. Participating in the analysis of changes that could

> ABOUT THE REPORT

significantly alter the Risk Profile, they contribute to risk evaluation and indicate potential needs for changes in the Risk Management Structure. They monitor the implementation of action plans or corrective measures aimed at addressing deficiencies in the Risk Management Structure, promoting continuous improvement. Periodically reporting to the Board of Directors and the Board of Directors on the results of their analyses and any inadequacies found in the Risk Management Structure is another crucial responsibility. They also propose actions to enhance employee awareness of operational risks, reinforcing behaviors that support effective risk management. Furthermore, they provide guidance on risk management strategies and alternatives, maintaining independence in their advisory role.

#### Bradesco Seguros S.A.

#### **Executive Innovation** Committee

Responsible for defining strategies and deliberating on opportunities for both incremental and disruptive innovations, the role enables the Bradesco Seguros Group to maintain leadership in business model solutions, products, services, and customer service. They also approve and prioritize initiatives that require financial resources in relation to their anticipated returns.

#### **Executive Committee for** Service Channels, Relations and Ombudsman

Monitors the effectiveness of Service Channels and ensures that Relationship and Ombudsman actions meet the needs of customers, brokers, partners, and stakeholders.

#### **Executive Risk Committee**

Its objective is to advise the executive management of the prudential group, consisting of Bradesco Seguros S.A., Bradesco Vida e Previdência S.A., Bradesco Auto/RE Companhia de Seguros and Bradesco Capitalização S.A., on matters related to risk management.

#### **Executive Information Technology Committee**

Approves the implementation of projects and investments within the Committee's scope, sets priorities for projects, optimizes the management of computerized systems, and ensures alignment with strategic objectives and investments in information technology across the companies within the Bradesco Seguros Group and Banco Bradesco S.A.

#### **Executive Finance and Budget Management and Efficiency Committee**

Its objective is to monitor the financial results, as well as the budgetary efficiency behavior of the Bradesco Seguros Group companies.

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES

CONTENT SUMMARY

CLIMATE

AGENDA

ANNEXES CORPORATE INFORMATION CREDITS

#### Bradesco Saúde S A

#### **Board of Directors**

The Board of Directors of Bradesco Saúde SA is a collegial deliberation body comprising five to eleven members, elected by the Shareholders' Meeting for a unified mandate of three years, which extends until the newly elected administrators take office, with reelection permitted. The elected members will choose a Chairman and a Vice-chairman from among themselves. The Board's responsibilities include establishing the Company's strategic guidance to protect and maximize shareholder return on investment within the best Corporate Governance practices, ensuring compliance with laws and regulations in Brazil and all other countries where the Company operates, and reviewing the Company's corporate governance system annually. They also approve the Company's annual budgets, investment plans, and new expansion programs, authorize donations, contributions, or assistance, and decide on the payment of dividends and/ or interest on equity. Additionally, the Board submits proposals to the Shareholders' Meeting for increasing or reducing share capital, grouping, bonus or splitting of shares, mergers, incorporations, spin-offs, and statutory reforms. Finally, they deliberate on associations involving the Company or its Subsidiaries, including participation in shareholder agreements.

#### **Fiscal Council**

The Fiscal Council is a permanent body consisting of three to five permanent members and an equal number of substitutes, who may be shareholders or not, elected by the General Assembly. Its competences include analyzing financial statements, financial and economic indicators, and ensuring compliance with financial guarantee requirements. The Council also provides its opinion on the annual management report, including any additional information it deems necessary or useful for the deliberations of the General Shareholders' Meeting. It gives its opinion on proposals from the management bodies to be submitted to the Shareholders' Meeting, relating to modifications of share capital, issuance of debentures or subscription bonuses, investment plans or capital budgets, distribution of dividends and/or interest on equity, and matters of transformation, incorporation, merger, or spinoff. Additionally, the Council is responsible for verifying compliance with the legal and statutory duties of board members and directors. It may also request clarifications or information from the Company's independent auditors and investigate specific facts at the request of any of its members.



#### Audit Committee

It recommends and advises the Board of Directors on accounting practices used in the preparation of financial statements for the Company and its Subsidiaries, as well as the appointment of independent auditors. This excludes Subsidiaries with an active and permanent Audit Committee, which follow their own operating rules.

CLIMATE

AGENDA

#### **Risk Management, Actuarial Control and Compliance Committee**

Responsible for approving strategies, standards, and procedures related to risk control and actuarial matters. The Committee also safeguards compliance with laws and regulations and ensures the adoption and observance of best governance practices. This includes ensuring the effectiveness of activities related to preventing and combating money laundering, terrorism financing, and fraud prevention in insurance within the company, its Affiliates, and Subsidiaries.

INTRODUCTION

STATEMENT FROM ABOUT THE THE CEO

REPORT

ABOUT US

GOVERNANCE AND TRANSPARENCY

2023

HIGHLIGHTS

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CONTENT SUMMARY ANNEXES

CREDITS

CORPORATE

INFORMATION

#### BSP Empreendimentos Imobiliários SA

#### **Board of Directors**

The Board of Directors of BSP Empreendimentos Imobiliários S.A. is the collegial deliberation body composed of three to ten members, elected by the Shareholders' Meeting for a unified mandate of three years, which extends until the newly elected administrators take office, with re-election permitted. The elected members will choose a Chairman and a Vice-chairman from among themselves. The Board's responsibilities include setting the general direction of the Company's business; examining the Company's books and papers at any time, requesting information on acts carried out, contracts concluded, or any other matter of interest; evaluating the performance and management of the CEO; expressing an opinion on the Management Report and the Board's accounts; and approving the payment of dividends and/or interest on equity proposed by the Board of Directors.

They also submit proposals to the Shareholders' Meeting aimed at increasing or reducing share capital, grouping, bonus or splitting of shares, mergers, incorporations, spin-offs, and statutory reforms of the Company. Additionally, the Board decides on associations involving the Company or its direct and indirect subsidiaries, including participation in shareholder agreements, the constitution of real liens, and the provision of guarantees for third-party obligations. Finally, they examine and deliberate on the budgets and financial statements submitted by the Board.

#### Strategic Committee

Its purpose is to advise the Company's Board of Directors in fulfilling its duties related to the approval and adoption of strategies and policies, aiming to achieve the best performance in executing the Company's objectives.

#### **Executive Steering** Committee

This Committee is responsible for analyzing and deliberating on matters within its limits of authority as outlined in the Manual of Authorities of BSP Empreendimentos Imobiliários S.A.

#### Bradesco AUTO/RE Companhia de Seguros

#### **Board of Directors**

The Board of Directors is a collegial deliberation body comprising five to eleven members, elected by the Shareholders' Meeting for a unified mandate of three years, which extends until the newly elected administrators take office, with re-election permitted. The elected members will choose a Chairman and a Vicechairman from among themselves. Among the Board's responsibilities are establishing strategic guidance with the objective of protecting and maximizing the return on shareholder investment, ensuring that the Company complies with laws and regulations in Brazil and all other countries where it operates, and reviewing the Company's corporate

governance system annually. The Board also approves the Company's annual budgets, investment plans, and new expansion programs, authorizes donations, contributions, or assistance, and decides on the payment of dividends and/or interest on capital proposed by the Board of Directors. Additionally, it submits proposals to the Shareholders' Meeting for increasing or reducing share capital, grouping, bonus or splitting of shares, mergers, incorporations, spin-offs, and statutory reforms. The Board also deliberates on associations involving the Company or its subsidiaries, including participation in shareholder agreements.

INTRODUCTION

STATEMENT FROM ABOUT THE THE CEO

REPORT

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES

CONTENT SUMMARY

CLIMATE

AGENDA

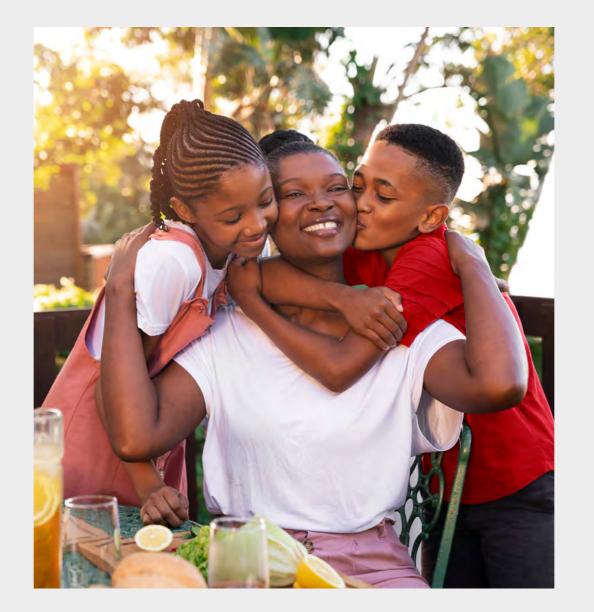
ANNEXES CORPORATE INFORMATION

CREDITS

#### Bradesco Vida e Previdência S.A.

#### **Board of Directors**

The Board of Directors of Bradesco Vida e Previdência S.A. is the collegial deliberation body made up of five to thirteen members, elected by the Shareholders' Meeting with a unified mandate of three years, which will extend until the new elected administrators take office, with re-election permitted. The elected members will choose a Chairman and a Vicechairman from among themselves. Among the Board's responsibilities are establishing strategic guidance with the objective of protecting and maximizing the return on shareholder investment, ensuring that the Company complies with laws and regulations in Brazil and all other countries where it operates, and reviewing the Company's corporate governance system annually. The Board also approves the Company's annual budgets, investment plans, and new expansion programs, authorizes donations, contributions, or assistance, and decides on the payment of dividends and/or interest on capital proposed by the Board of Directors. Additionally, it submits proposals to the Shareholders' Meeting for increasing or reducing share capital, grouping, bonus or splitting of shares, mergers, incorporations, spin-offs, and statutory reforms. The Board also deliberates on associations involving the Company or its subsidiaries, including participation in shareholder agreements.



### Bradesco Capitalização S.A.

#### **Board of Directors**

The Board of Directors of Bradesco Capitalização S.A. is a collegial deliberation body comprising five to eleven members, elected by the Shareholders' Meeting for a unified mandate of three years, which extends until the newly elected administrators take office, with re-election permitted. The elected members will choose a Chairman and a Vice-chairman from among themselves. Among the Board's responsibilities are establishing strategic guidance with the objective of protecting and maximizing the return on shareholder investment, ensuring that the Company complies with laws and regulations in Brazil and all other countries where it operates, and reviewing the Company's corporate governance system annually. The Board also approves the Company's annual budgets, investment plans, and new expansion programs, authorizes donations, contributions, or assistance, and decides on the payment of dividends and/or interest proposed by the Board of Directors. Additionally, it submits proposals to the Shareholders' Meeting for increasing or reducing share capital, grouping, bonus or splitting of shares, mergers, incorporations, spin-offs, and statutory reforms. The Board also deliberates on associations involving the Company or its subsidiaries, including participation in shareholder agreements.

INTRODUCTION

STATEMENT FROM ABOUT THE THE CEO

REPORT

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES **CLIMATE** AGENDA

ANNEXES SUMMARY

CONTENT

CREDITS

CORPORATE

INFORMATION

# **Risk Management**

[GRI 3-3 Risk Management and Compliance, GRI 2-15, GRI 2-23, GRI 2-25]

Bradesco Seguros Group reaffirms its commitment to adhering to the definitions and requirements established in Susep Circular N°. 666, ensuring full compliance with current legislation. [ GRI 2-25 ]

In line with national market practices and applicable legislation, the Group maintains a Risk Management Unit. This unit operates in accordance with regulations, standards, and internal policies, with the primary objective of identifying, analyzing, measuring, treating, and properly monitoring the relevant risks faced by the Bradesco Seguros Group.

The risk management process involves the participation of all stakeholders, from Senior Management to various business and product areas, within the scope of corporate governance. To this end, committees with specific functions are established, ensuring that risks such as underwriting, credit, liquidity, market, and operational risks are identified, assessed, monitored, controlled, and mitigated appropriately. Actions in this context include categorizing relevant risks to form the risk profile, monitoring the types assumed based on risk-return tradeoffs, aiming to achieve strategic objectives and optimize capital management, and promoting the dissemination of a risk management culture at all levels within the Bradesco Seguros Group. This involves disclosing relevant policies, standards, and processes, as well as continuously monitoring risk exposure and tolerance.

The Group's companies follow a rigorous risk assessment governance applied to each product before commercialization, evaluating possible warnings, restrictions, and/ or impediments. Risks are assessed in claims projections based on historical events related to each coverage. Additionally, the underwriting process evaluates risks associated with age group, coverage, demographic data, among others.

### Solvency

#### [ SASB FN-IN-550a.3 ]

We have our own risk management structure, designed to ensure the existence of a formal risk management method. This structure establishes processes, methodologies, and tools to identify, evaluate, measure, treat, and monitor the risks to which the Group is exposed. Within this framework, we include the solvency index, which considers regulatory risks such as subscription, operational, market, and credit risks, along with the calculation of the minimum required capital.

As part of this process, the Capital Buffer is calculated annually through a Stress Test, applied to each capital installment based on deviations observed in key insurance and economic variables. Additionally, we consider scenarios for capital supplementation, such as losses from catastrophic risks faced by Bradesco Auto/RE, Bradesco Saúde, and Bradesco Vida e Previdência, as well as cyber risks, strategic margins,

PFOPI F AND

COMMUNITIES

and other unregulated risk scenarios. This exercise aims to ensure a capital surplus above the regulatory amount, in line with the Organization's Risk Appetite.

Last year, we revisited and strengthened our sustainability governance, integrating the socio-environmental and climate agenda into our risk management and business strategy, aligned with the Bradesco Seguros Group's purposes.

Our approach to managing risks and opportunities related to sustainability is aligned with integrating Susep Circular No. 666 and the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD). These processes are continuously enhanced to evaluate our product and service portfolio, considering socioenvironmental and climate factors. This helps us identify and mitigate potential indirect impacts effectively. The implementation of Susep Circular No. 666 recommendations will continue over the next few years, with ongoing enhancement procedures.

Identifying climate change-related risks is a process of constant learning, incorporating best practices, global recommendations, and assertive pricing tools for the Brazilian insurance market. This helps us define physical and transition risks in an evolving and continuous adaptation process.

INTRODUCTION ABOUT THE REPORT STATEMENT FROM THE CEO ABOUT US

2023

HIGHLIGHTS

GOVERNANCE AND TRANSPARENCY SUSTAINABLE BUSINESSES CLIMATE AGENDA CONTENT ANNEXES SUMMARY CREDITS

CORPORATE INFORMATION

#### Risk and solvency self-assessment - ORSA

In the insurance industry, meeting regulatory requirements and enhancing risk management strategies are crucial. Within the context of Solvency II, the Own Risk and Solvency Assessment (ORSA) is a critical tool for insurance entities. In 2023, the Bradesco Seguros Group, classified in the S1 segment by the Private Insurance Superintendence (Susep), maintained an ongoing dialogue with the regulatory body regarding ORSA.

In December, Susep published a public consultation notice in the Official Gazette of the Union (No. 01/2023) concerning the draft Resolution of the National Council of Private Insurance (CNSP) on ORSA and capital management for insurance companies, open supplementary pension entities, capitalization companies, and local reinsurers.

ORSA goes beyond compliance; it is a strategic approach to comprehensively understanding and managing risk.

It enables insurance companies to proactively assess their solvency position, anticipate potential threats, and make informed decisions to maintain financial stability.

The risk and solvency self-assessment evaluates the adequacy of the company's capital and liquidity under normal and stressed conditions, considering the risks of current and future operations. On the other hand, capital management must be conducted based on ORSA results and risk appetite, establishing control levels for capital, monitoring these levels, and taking measures to rebalance capital in case of any breach.

The forthcoming standard also includes "stress testing", an exercise designed to assess the potential impacts of adverse events or circumstances on the entity's operations. Liquidity risks

Portfolio liquidity is a key criterion for our investment decisions. The company employs internal models to manage the portfolio's overall liquidity, ensuring a minimum level of liquid assets is always available to meet its obligations. These models account for atypical periods of inflow and outflow of resources and the varying liquidity levels of the different assets in the investment portfolio. Our approach considers changes in the liquidity of collateral, illiquid assets, fluctuations in the market value of securities, and margin calls. These factors are covered by the minimum liquidity level that the portfolio must maintain at all times.

Bradesco Seguros manages liquidity risk by determining the minimum liquidity necessary to ensure resources are available in the required form, quantity, and time to meet demands even in stressful situations (Minimum Liquidity Reserve). To monitor this risk, we maintain the ratio between immediate liquidity resources and the Minimum Liquidity Reserve, defined as the Short-Term Liquidity Indicator (LCP), at appropriate levels.

The metrics for the LCP indicator are evaluated, approved, and monitored according to established governance procedures.

The company adheres to best practices in capital allocation and defining risk appetite, incorporating sustainability risks into its overall risk framework. Our methodology for quantifying the impact of ESG aspects on liquidity management considers changes in market conditions and the regulatory environment through retrospective analysis. This analysis uses both internal and external data to create scenarios that impact the Buffer. Bradesco Seguros has governance mechanisms to monitor internal

and external developments that may affect the business.

To determine the amount of resources allocated for the minimum liquidity reserve, the company restricts acceptance to Federal Public Securities not linked to technical provision coverage, categorizing them into liquidity Tiers based on their profitability characteristics and maturity.

The company hasn't minimal exposure to derivative contracts.

INTRODUCTION

ABOUT THE REPORT STATEMENT FROM THE CEO ABOUT US 2023 HIGHLIGHTS GOVERNANCE AND TRANSPARENCY SUSTAINABLE BUSINESSES PEOPLE AND COMMUNITIES CLIMATE

AGENDA

CONTENT SUMMARY ANNEXES CORPORATE

CREDITS

### Sustainability and climate risks

[GRI 201-2 | SASB FN-IN 450a.3 ]

According to Susep Circular nº 666, the Bradesco Seguros Group identifies sustainability risks — including environmental, social, and climate risks — through a Materiality Study. This study evaluates and categorizes risks based on their probability and potential impact.

Climate risks, such as physical climate risks (e.g., intensified and more frequent climate events like windstorms, cyclones, and floods), environmental risks (e.g., pandemics and rapid spread of diseases), and social risks (e.g., urban violence and increased life expectancy of insured individuals) are highlighted.

The assessment of these sustainability risks integrates insights from both internal and external sources, gathered through interviews and ongoing analyses across business areas. These risks are categorized into physical climate risks, transition climate risks, and broader climate change implications, with their relevance to the Group determined by the Materiality Study. Risk assessments are conducted within time horizons aligned with product coverage periods: short-term (up to five years), medium-term (five to ten years), and long-term (over ten years). Short-term risks are currently defined, while medium- and long-term risks include chronic and transitional considerations.

For Bradesco Seguros Group, sustainability risks are integrated into primary risk categories such as underwriting, credit, market, operational, and liquidity risks due to their interconnected impacts. Management of these risks is embedded within the Internal Control System (SCI) and the Risk Management Structure (EGR).

A Materiality Study specific to Susepsupervised entities (Bradesco Auto/RE, Bradesco Capitalização, and Bradesco Vida e Previdência) was conducted to identify significant sustainability risks as required by Susep Circular N<sup>o</sup>. 666.

Sustainability risks are integrated into the Bradesco Seguros Group's risk

2023

HIGHLIGHTS

management, which adopts a threelines-of-defense model. This ensures clarity of responsibilities, defined reporting structures, and function segregation while maintaining business performance. We utilize reinsurance and coinsurance contracts to mitigate capital impacts by transferring risks that do not align with our risk appetite, adhering to internal governance and regulatory requirements.

Our products undergo continual monitoring for performance, clause reviews, and adherence testing against long-term assumptions. We adjust provisions or capital allocations as necessary based on realistic and current criteria. Contractual exclusions for catastrophic events related to social and climate impacts are also in place.

In claims projections, risks are assessed considering historical events specific to each coverage, incorporating various scenarios and biodiversity effects where applicable. Our provisioning methods evolve based on product validity, and climate change impacts are factored into accident rate projections,



reflecting historical company data and alternative scenarios. We mitigate these risks through provisions, contractual clauses, and reinsurance contracts, which form essential components of our risk management strategy. Before selling coverage, we conduct thorough studies that anticipate potential increases in claims.

In the life and pension segment, demographic risks are meticulously accounted for in our capital assessment models, reflecting the unique characteristics of these products. For detailed information, the standard tables for the Sustainability Report can be found on pages 132 and 133.

INTRODUCTION ABOUT THE REPORT STATEMENT FROM THE CEO ABOUT US

GOVERNANCE AND TRANSPARENCY SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA CONTENT SUMMARY ANNEXES

CREDITS

CORPORATE

INFORMATION

5

### Monitoring climate risks

We actively identify and manage physical risks associated with climate change, particularly the increased frequency and intensity of extreme weather events such as storms, floods, and windstorms. These events directly impact Bradesco Auto/RE, leading to potential increases in accidents within our automobile and property casualty portfolios.

Bradesco Auto/RE naturally mitigates its exposure to such risks due to its extremely diversified insurance distribution across all Brazilian states. in addition to the fact that, in several of its portfolios, there are protections through reinsurance instruments that mitigate possible losses. In addition to the previously mentioned, there are two important pillars in dealing with these impacts, one of them is the training of the team and the use of data for pricing and acceptance of their products considering the peculiarities of each coverage. In this sense, Bradesco Auto/RE has also been developing studies with specialized partnerships in order to have greater predictability of these events, allowing

ABOUT THE

REPORT

even more precision and incorporation of meteorological projections in the product pricing dynamics. One of these studies, due to its complexity, is expected to be completed in the first half of 2025.

In Home Insurance, Bradesco maps various climatic risks such as frost, storms, windstorms, lightning, and hurricanes. These mappings help us anticipate and manage increased exposure to claims risks, particularly related to electrical damage, windstorms, and hail, which correlate directly with identified climate risks.

Within the Automobile sector, we closely monitor flood warnings and associated precautionary measures, such as setting aside funds at the time of accident reports to cover potential compensation expenses. This proactive approach enables Bradesco Auto/RE to assess and mitigate the physical risks arising from vehicle damage caused by intense rainfall and flooding, factors that are expected to escalate in frequency and severity due to climate change.

2023

HIGHLIGHTS

## **Opportunities**



In the current global context, we are witnessing growing adverse impacts of climate change driven by rising concentrations of greenhouse gases. Global warming and its resulting variations in the planet's average temperature increase the frequency of natural disasters and diseases related to extreme weather conditions, directly affecting the insurance sector. In response to this challenging scenario, the insurance sector has a pivotal role in spearheading sectoral transformation towards a low-carbon economy.

We have taken proactive steps by making voluntary commitments and setting emissions reduction targets aligned with the broader Bradesco Organization's sustainability agenda. We actively engage in pertinent working groups such as the Task Force on Climate-Related Financial Disclosures (TCFD), UNEP-FI, PCAF, and the Global Steering Committee. These engagements enable us to stay at the forefront of climate-related financial disclosures and align our practices with international best practices.

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND TRANSPARENCY

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CLIMATE AGENDA

CONTENT

SUMMARY

ANNEXES

CREDITS

CORPORATE

INFORMATION

Since joining the TCFD in May 2022, we have been refining our climate risk management strategies in accordance with its recommendations. The frameworks, practices, and controls endorsed by the TCFD will be thoroughly detailed in our upcoming sustainability reports.

In addition to our proactive initiatives, we actively pursue opportunities to provide assistance, services, and insurance coverage that address climate-related challenges. Our efforts include organizing Sustainable Business Workshops to foster innovation and collaboration in tackling climate change.

The development of products and services with strong ESG attributes is a collaborative effort led by the Sustainability Superintendence in partnership with the Product Areas across Bradesco Seguros Group. This collaboration has yielded innovative offerings tailored to diverse customer needs, integrating ESG criteria throughout our governance structure, from the Board to operational levels. Our commitment to sustainability is formalized through a Board-approved Sustainability Policy, which champions the development of sustainable businesses that benefit society, the environment, and the climate.

Furthermore, we have implemented various actions to embed FSG attributes into our products and services. This includes thorough portfolio mapping, engagement with Marketing and Customer Relationship teams, and proposals to incorporate ESG requirements into our product

creation processes. We conduct training workshops aimed at fostering innovation in sustainable business practices across our organization.

We actively contribute to Green Taxonomy consultations and proposals for sustainable economic activities. in partnership with the insurance market via CNSeg, aiming to generate transparency and value for our clients.

#### 1st Workshop on Sustainable Businesses

In 2023, the business areas of the Bradesco Seguros Group concluded the 1st Workshop on Sustainable Businesses, an important initiative carried out to awaken critical sense in ESG in the areas of Product and Service Development in the Group's companies and engage them in product development and services with a sustainable bias.

During the event, 158 professionals from the Bradesco Seguros Group were impacted (88 from the operational and product areas, 32 quests, 38 from Senior Leadership). With the help of the Design Thinking methodology (which started from the challenges of future scenarios to the ideation of solution prototypes), 20 sustainable business solutions were created, which would impact (in total) 19 different public profiles and meet 12 SDGs. To date, nine solutions have been chosen by companies to be studied for implementation feasibility.

## **FSG Products and Services**

Our strategic planning includes the development of products and services that generate positive ESG impacts and capitalize on opportunities arising from climate, environmental, and social challenges. This approach is tailored to the specific needs of each line of business to deliver value to our customers.

From a climate perspective, a key initiative is Operation Calamity. This action plan aims to minimize response times for claims related to residential, business, condominium, and equipment insurance, ensuring swift compensation for insured individuals affected by natural disasters caused by atypical climatological events.

In addressing other environmental themes, we offer specialized coverage for electric cars and have implemented Recycling, Collection, and Ecological Disposal initiatives through Bradesco Auto/RE. Our dedication to sustainability extends to our ESG Pension plans, which

CONTENT

incorporate ESG criteria in resource allocation. These plans prioritize investments in companies that demonstrate a strong commitment to sustainability, aligning with our broader ESG goals.

On the social front, we emphasize inclusivity through microinsurance and inclusive insurance products offered by Bradesco Vida e Previdência and Bradesco Auto/RE. Additionally, the Bradesco Saúde Program provides specialized support for children with Autism Spectrum Disorder (ASD), showcasing our commitment to social well-being and inclusivity.

For detailed information about our products and services, see our chapter on Sustainable Business, on page 60.

INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO

ABOUT US

2023 HIGHLIGHTS

GOVERNANCE AND SUSTAINABI F TRANSPARENCY BUSINESSES

PEOPLE AND COMMUNITIES CLIMATE AGENDA

ANNEXES SUMMARY

CREDITS

CORPORATE

INFORMATION



#### Investment management [ GRI 2-23, 2-15, SASB FN-IN 410a.2, SASB FN-IN-550a.3 ]

In line with the Sustainability Policy of the Bradesco Seguros Group and in compliance with Susep Circular No. 666, GBS, in partnership with Bradesco Asset Management (BRAM), integrates ESG criteria into the analysis and management of asset portfolios.

This approach leverages Bradesco Asset Management's extensive experience and adherence to the Principles for Responsible Investment (PRI) within its Responsible Investment Policy. The objective of this approach is to seamlessly incorporate environmental, social, and governance (ESG) considerations into the asset analysis and management process.

During the investment analysis process, several key aspects are evaluated, including:

**Legal Compliance:** Assess the compliance of operations.

Prevention of Corruption and Conflict of Interest: Identify and mitigate risks related to unethical practices.

**Transparency and Accountability:** Check whether the disclosure of information to stakeholders is adequate. **Respect for Human and Labor Rights:** Consider the impact of operations on communities and employees.

**Environmental Impact and Climate Change:** Assess how investments affect the environment, sustainability and climate.

ESG issues are integrated into the asset analysis and management process to assess risks relevant to short, medium, and long-term performance, as well as to identify business opportunities and competitive advantages.

In this context, the asset management process incorporates ESG analysis into investment decision-making. It is believed that by considering the wide range of risks and opportunities an asset faces, including those related to ESG issues, we can make more informed and better investment decisions. Additionally, this analysis can help identify assets that are wellpositioned to face future challenges, such as regulatory changes or environmental and social pressures.

INTRODUCTION

ABOUT THE

REPORT

STATEMENT FROM THE CEO ABOUT US

2023

HIGHLIGHTS

GOVERNANCE AND TRANSPARENCY

SUSTAINABLE BUSINESSES PEOPLE AND CLIMATE COMMUNITIES AGENDA CONTENT SUMMARY ANNEXES

CORPORATE

INFORMATION

CREDITS

## **Ethics** [GRI 2-23, GRI 2-24]

#### Bradseg Participações constantly strives to uphold the highest standards of ethical behavior and is committed to maintaining relationships based on trust, transparency, and good faith with its various internal and external stakeholders.

To this end, the company has established a Sectoral Code of Ethical Conduct, which serves as a practical guide for personal and professional behavior. This code applies to all administrators, employees, interns, apprentices, collaborators, and business partners of Bradseg Participações SA, including its affiliates and subsidiaries, guiding them toward better relationships with all stakeholders.

The Sectoral Code of Ethical Conduct plays a fundamental role in strengthening the company's

ABOUT THE

culture. It incorporates best practices and reaffirms, in the eyes of Brazilian society, the rejection of morally objectionable business behaviors, the fight against unfair commercial practices, and the abuse of power in production and consumption relations. This code aims to guarantee the integrity of actions, ensure and strengthen the company's reputation and image, and focus on the longevity of the business and the commitment to sustainability.

The Sectoral Code of Ethical Conduct aligns with regulations concerning the Internal Control System, the Risk Management Structure, and Internal Audit activities.

Click here to read the Sectoral Code of Ethical Conduct in full.

## **Policies and Standards**

The Bradesco Seguros Group has a regulatory framework consisting of policies, norms, and communications, all unified under a single standard. This standard is established in accordance with the Normative Structure of Bradseg Participações and its Subsidiaries, and includes the following key components:

- Policies: Documents that establish the quidelines issued by Senior Management, to guide the execution of actions aligned with Bradesco Seguros Group's strategic planning, in line with the highest standards of integrity and ethical values;
- Standards: Documents intended to establish the rules and procedures for the products, services, and routines of Bradseg Participações and its subsidiaries, when applicable;

• Announcements: Documents that have the purpose of disclosing information that is related to some Policy or Standard, however, do not change guidelines, rules or procedures, as well as disclosing administrative changes in structures and positions.

Policies and Codes are approved by the Board of Directors. The standards are approved by the director or executive superintendent, following the governance flow established in compliance, and then submitted to the General Secretariat for publication and dissemination on the BradSeq intranet. Our business relationships are guided by our Code of Ethical Conduct and Policies. The Policies and Standards are reviewed annually by the management areas in accordance with the compliance procedure and are duly approved by the executives.

Internal communications are carried out for employees, interns, and administrators, and the material is made available on the BradSeq intranet. Business partners are informed at the time of drafting contracts or amendments, which include acceptance clauses for our policies and codes.

To learn more about the Policies. Standards, Communications, practices, and Codes of Ethics published by

the Bradesco Seguros Group and the Bradesco organization, access the links:

- Institutional | Bradesco Seguros
- https://www.bradescori.com.br/ governanca-corporativa/estatutoe-politicas/politicas-normas-epraticas/
- https://www.bradescori.com. br/governanca-corporativa/ compliance-e-etica/codigos-deetica/

The Bradesco Seguros Group does not currently have a policy that restricts or excludes the underwriting of insurance for coal, oil, gas, and/ or related activities. However, the company adheres to a Sustainability Policy focused on sustainable development. This policy considers various sustainability aspects, including risks and opportunities, with the goal of optimizing the use of natural resources and reducing environmental impacts. It also addresses climate change concerns and ensures the existence of a formal sustainability risk management process.

INTRODUCTION REPORT STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND TRANSPARENCY

2023

HIGHLIGHTS

SUSTAINABI F BUSINESSES

PEOPLE AND COMMUNITIES CONTENT SUMMARY

CLIMATE

AGENDA

ANNEXES

CREDITS

CORPORATE

INFORMATION

### Interest conflicts [GRI 2-15]

The mechanisms to identify and address conflicts of interest within the Bradesco Seguros Group are dealt with in corporate documents, and their definition is listed in the Sectoral Code of Ethical Conduct. Conflict of interest occurs when there exists the possibility of direct or indirect confrontation between the personal interests of administrators, employees, interns, apprentices, collaborators and business partners of the company or its customers, which may compromise or negatively influence the performance of their duties and responsibilities.

Interest is characterized by any advantage, material or otherwise, in favor of oneself or third parties (relatives, friends etc.) with whom they have, had or intend to have personal, commercial or political relationships. When a situation involving conflict is identified, the administrator or employee must refer the matter for consideration to their immediate superior or report it through one of the communication channels. As control mechanisms for mitigating conflicts, we employ several strategies, including a robust corporate governance structure, comprehensive authority manuals, and other relevant mechanisms. Material facts are disclosed according to the Institutional Relationship corporate structure.

#### Prevention of Money Laundering, Terrorist **Financing and Fraud**

Bradesco Seguros Group maintains a constant commitment to preventing and combating Money Laundering, Terrorist Financing and Fraud. This is achieved through solid processes, systems and controls, as well as gualified teams that diligently monitor operations and relationships. This endeavor supports local and international government efforts in the fight against possible criminal activities.

To facilitate the reporting of signs of illicit or irregular practices, the Bradesco Seguros Group provides accessible reporting channels for administrators, employees, interns, apprentices, and the external public. These channels ensure total secrecy and confidentiality in the processing of information received.

## **Reporting channels** [GRI 2-26]

Bradseg Participações maintains its ongoing commitment to preventing and combating fraud, corruption and misconduct, providing reporting channels to all stakeholders.

Channels are available to both internal and external stakeholders, allowing for the reporting of illicit acts or misconduct committed by administrators, employees, interns, apprentices, customers, business partners, suppliers, and service providers. To start the process, stakeholders can provide details about the suspicion, including the date, time, and place of the incident, a detailed description, and the names of those involved. Additionally, they can send documents, photos, and other relevant evidence or information to assist in the analysis. This way, the complaint can be investigated more efficiently. Registration can be done anonymously without the need for identification, or, if preferred, with identification, ensuring confidentiality and protection against possible retaliation. All reports will be examined independently, transparently, and with integrity and ethics.



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INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO

ABOUT US 2023 HIGHLIGHTS GOVERNANCE AND TRANSPARENCY

SUSTAINABLE BUSINESSES

CLIMATE COMMUNITIES AGENDA

PEOPLE AND

CONTENT SUMMARY ANNEXES CORPORATE INFORMATION

CREDITS

# Integrity

[GRI 3-3 Risk Management and Compliance, GRI 205-1]

The companies within Bradesco Seguros Group follow the guidelines of the Bradesco Organization Integrity Program, which focuses on curbing inappropriate conduct by our administrators, employees, interns, apprentices and collaborators. This program is designed to integrate throughout all areas of the Bradesco Organization, employing a framework of codes of conduct, policies, standards, and procedures aimed at preventing, monitoring, detecting, and responding to harmful acts as outlined in Law No. 12,846/2013 - Anti-Corruption, and relevant international legislation.

The main operational activities and all business practices of the companies were taken into consideration when preparing the Program.

#### Corruption risk prevention:

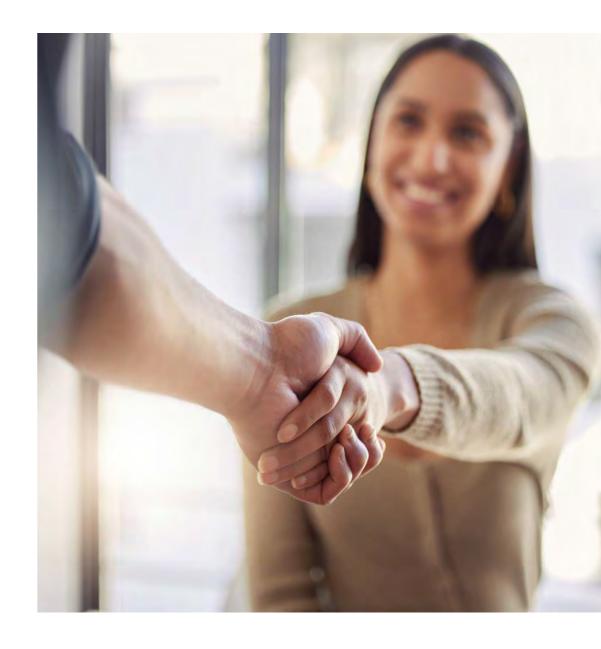
development and reporting of clear and objective policies and standards, in addition to permanent promotion of a culture of integrity through training, workshops, lectures, videos, among other actions for all administrators, employees, interns, apprentices and collaborators.

# Monitoring and detecting inappropriate conduct:

monitoring risks and controls related to anti-corruption and promptly identifying behaviors that do not conform to the Code of Ethical Conduct through compliance reports, adherence control tests, key performance indicators, internal and external audits, and the management of communication channel complaints.

#### Senior management response:

diligently handling assessments by professionals in internal controls, compliance, regulatory, and supervisory bodies. Applying disciplinary measures and reporting to the Integrity and Ethical Conduct Committee, the Audit Committee, members of the Board of Directors, as well as regulators and supervisors, consistently aiming at advancing the Integrity Program through continuous improvement.



INTRODUCTION ABOUT THE REPORT STATEMENT FROM THE CEO ABOUT US 2023 HIGHLIGHTS

GOVERNANCE AND TRANSPARENCY SUSTAINABLE BUSINESSES PEOPLE AND CLIMATE COMMUNITIES AGENDA

CONTENT SUMMARY ANNEXES

CREDITS

CORPORATE

INFORMATION

# Combating corruption

We acknowledge the critical importance of combating corruption and actively foster this culture on a daily basis. This commitment is formalized through policies, standards, and codes of ethical conduct at both corporate and sectoral levels. Both online and in-person training is offered to administrators, employees, interns, apprentices and business partners.

Additionally, there is a dedicated standard addressing this topic and established governance for evaluating donations and sponsorships, complete with defined approval criteria.

Moving forward, we will persist in assessing and implementing improvement opportunities as needed. Total and percentage of members of the governance body who were informed and trained in the anti-corruption policies and procedures adopted by the organization, by region

			2023	
		ASSETS	INFORMED <sup>1</sup>	TRAINED
All regions <sup>2</sup>	Number	27	27	27
Auregions	%	100%	100%	100%

1. The Integrity Program policy and standards, like others, are published on the intranet, accessible to all administrators, employees, interns, and apprentices. Therefore, we do not send specific messages regarding these documents.

2. All members of the GBS high governance body are in the Southeast region of Brazil.



Total and percentage of employees who were informed and trained in the anti-corruption policies and procedures adopted by the organization, by region

			2023	
		ASSETS	INFORMED	TRAINED
North	Number	48	48	46
NOLLI	%	0.59%	0.59%	0.57%
Northeast	Number	298	298	280
NOTLINEASL	%	3.67%	3.67%	3.44%
South	Number	723	723	700
South	%	8.89%	8.89%	8.61%
Southeast	Number	6,941	6,941	6,839
Southeast	%	85.38%	85.38%	84.12%
Center-	Number	120	120	114
West	%	1.48%	1.48%	1.40%
	Number	8,130	8,130	7,979
All regions	%	100.00%	100.00%	98.14%

INTRODUCTION ABOUT TREPORT

ABOUT THE STATEMENT FROM REPORT THE CEO

ABOUT US

GOVERNANCE AND TRANSPARENCY

2023

HIGHLIGHTS

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES

CLIMATE AGENDA CONTENT SUMMARY ANNEXES

CORPORATE

INFORMATION

CREDITS

Total and percentage of employees who were informed and trained in the anti-corruption policies and procedures adopted by the organization, by functional category

#### [ GRI 205-2 ]

		2023					
		ASSETS	INFORMED	TRAINED			
Cuparintandanta	Number	lumber 72 72		69			
Superintendents	%	0.89%	0.89%	0.85%			
Supervisors/	Number	496	496	492			
coordinators	%	6.10%	6.10%	6.05%			
Managara	Number	758	758	752			
Managers	%	9.32%	9.32%	9.25%			
Experts/	Number	304	304	301			
technicians	%	3.74%	3.74%	3.70%			
Applysts	Number	3,483	3,483	3,449			
Analysts	%	42.84%	42.84%	42.42%			
Assistants/	Number	2,660	2,660	2,586			
administrative staff	%	32.72%	32.72%	31.81%			
Interns/	Number	357	357	330			
apprentices	%	4.39%	4.39%	4%			
	Number	8,130	8,130	7,979			
All positions	%	100.00%	100.00%	98.14%			



Total and
percentage of
business partners
informed of the
organization's anti-
corruption policies
and procedures, by
partner type

		2023
	Total	858
Suppliers	Total persons informed	858
	Percentage of partners informed	100%
Brokers	Total	36,712
	Total persons informed	36,712
	Percentage of partners informed	100%
All	Total	37,570
business	Total persons informed	37,570
partners	Percentage of partners informed	100%

INTRODUCTION

ABOUT THE

REPORT

STATEMENT FROM THE CEO ABOUT US

2023

HIGHLIGHTS

GOVERNANCE AND TRANSPARENCY SUSTAINABLE BUSINESSES PEOPLE AND COMMUNITIES CONTENT SUMMARY

CLIMATE

AGENDA

ANNEXES CORPORATE INFORMATION CREDITS

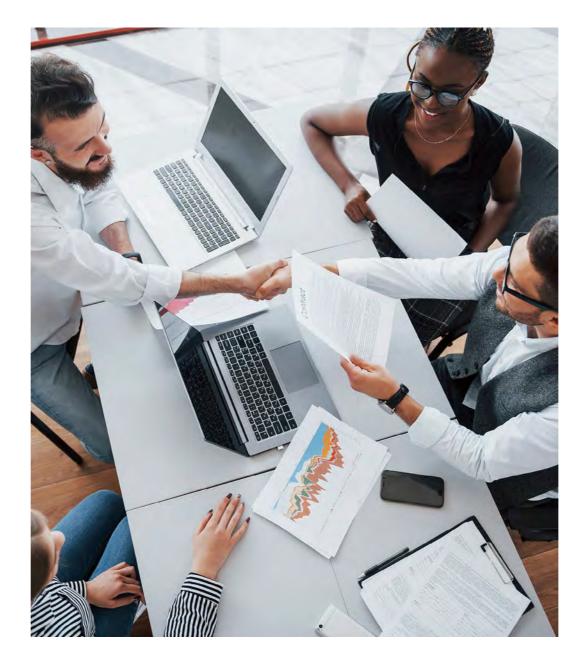
[ GRI 205-2 ]

Total and percentage of business partners informed of the organization's anti-corruption policies and procedures, by region<sup>1</sup>

		2023
	Total	932
North	Total persons informed	932
	Percentage of partners informed	100%
	Total	4,592
Northeast	Total persons informed	4,592
	Percentage of partners informed	100%
	Total	5,827
South	Total persons informed	5,827
	Percentage of partners informed	100%
	Total	22,024
Southeast	Total persons informed	22,024
	Percentage of partners informed	100%
	Total	3,337
Center- West	Total persons informed	3,337
	Percentage of partners informed	100%
	Total	36,712
All regions	Total persons informed	36,712
	Percentage of partners informed	100%

1. Regarding the volume of brokers informed, the Company does not monitor suppliers informed by region.

We do not monitor the number of communications of anti-corruption practices to customers, however, the Bradesco Integrity Program is informed/disclosed to all stakeholders through the <u>Bradesco/IR website</u>.



## Operations assessed for risks related to corruption

[ GRI 205-1, GRI 205-3 ]

Requests to amend any clause in the anticorruption and donations and sponsorships standards are evaluated for corruptionrelated risks as they arise.

In 2023, from the perspective of the reporting channels, we did not register or become aware of cases of corruption in operations with the Group.

## Total and % of operations assessed for risks related to corruption

	2023
Total Company operations	167
Number of operations assessed	167
Percentage of operations assessed	100%

INTRODUCTION ABOUT THE REPORT STATEMENT FROM THE CEO ABOUT US

2023

HIGHLIGHTS

GOVERNANCE AND TRANSPARENCY SUSTAINABLE BUSINESSES PEOPLE AND COMMUNITIES

CLIMATE CONTENT AGENDA SUMMARY ANNEXES

CORPORATE

INFORMATION

CREDITS

## Compliance

[GRI 3-3 Risk Management and Compliance]

We maintain a dedicated structure for agile monitoring of demands from regulatory bodies overseeing our operations, ensuring adherence to the guidelines set forth in our established internal policies and standards. In this context, Compliance plays a fundamental role in disseminating information and monitoring actions across all business areas.

The application of the principles of conduct, established by the Bradesco

Organization and the Bradesco Seguros Group, is a priority for Compliance in all interactions with customers, partners, suppliers and other stakeholders. This commitment is reflected in continuous monitoring and periodic actions, maintaining high standards of conduct both internally and externally. This is aimed enhancing the overall satisfaction with our products and services.

#### **Compliance, Integrity and Prevention Week**

During the Compliance, Integrity and Prevention Week held at all companies within Bradesco Group in 2023, accountability was one of the core topics discussed with a focus on increasing awareness among the internal audience on the responsibility and impact of their actions and decisions. The objective is to ensure proper adherence to the company's policies, procedures, and regulations.

Accountability goes beyond mere compliance with rules; it also encompasses the duty to report any violations, act ethically and transparently, and assume the consequences of one's actions, when necessary. This is essential to ensure effective compliance and promote a culture of integrity and ethics across all Group companies.

## **Unfair competition**

[GRI 3-3 Risk Management and Compliance, GRI 206-1]

Unfair competition has a broad impact on the market, potentially leading to financial losses, decreased sales, customer attrition, and other detrimental effects. To avoid such risks, Bradesco Organization maintains a Competition Compliance Program, made up of four pillars: Organization commitment, analysis of competition risks, mitigation of competition risks and review of the Competition Program. Furthermore, the topic is included in our Sectoral Code of Ethical Conduct, being reinforced by specific training and acculturation actions.

Bradesco Seguros Group understands the detrimental effects of unfair competition and strives to combat anti-competitive acts, always seeking a fair and sustainable market with its competitors and customers. Our guidelines and strategies are informed through our policies, programs and standards on the subject, available on the Bradesco Organization's institutional website.



In 2023, we did not register or become aware of legal actions relating to unfair competition and violations of antitrust and antimonopoly laws during the reporting period.

<u>Click here</u> to access the Corporate Competition Compliance Policy and *the* Competition *Compliance* Program Standard

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT THE

REPORT

ABOUT US

2023

HIGHLIGHTS

GOVERNANCE AND TRANSPARENCY SUSTAINABLE BUSINESSES CLIMATE AGENDA

PEOPLE AND

COMMUNITIES

CONTENT ANNEXES SUMMARY CREDITS

CORPORATE

INFORMATION

# Sustainability Governance

#### [ GRI 2-17, 2-23, 2-24 ]

Sustainability is integrated into our strategic drivers. Through the management, guidelines, and engagement with Environmental, Social, and Governance (ESG) aspects, as well as climate change-related issues, we aim to contribute to the sustainable development of the country.

## Bradseg Participações S.A. Sustainability Policy

In 2023, the Bradseg Participações S.A. Sustainability Policy was published, reinforcing our commitment to governance and strengthening Bradesco Seguros' sustainability agenda. Additionally, we are guided by the Internal Socio-Environmental Responsibility Standard, which mandates the adoption of environmental, social, and governance criteria in the processes and operations of Bradesco Seguros Group companies.

CORPORATE

INFORMATION

INTRODUCTION

ABOUT THE

REPORT

STATEMENT FROM THE CEO ABOUT US

2023

HIGHLIGHTS

GOVERNANCE AND TRANSPARENCY SUSTAINABLE BUSINESSES CLIMATE AGENDA

PEOPLE AND

COMMUNITIES

 ANNEXES

CREDITS

## Strategic sustainability pillars

[GRI 2-24, SASB FN-IN-410a.2]

During 2023, we will adhere to the following motivators as guidelines to advance sustainable development: sustainable business, innovation, climate change, diversity and inclusion, social investment, and customer relationships. These are aligned with the sustainability strategy and the principles of the Bradesco Seguros Group Sustainability Policy.

Concurrently, the Insurance Group has redefined its strategic sustainability pillars, which now include: Climate Change and Environment, Sustainable Business, **Engagement with People and Financial** Education. These new pillars are integral to the 2024 Sustainability Planning.

#### Sustainability website

Bradesco Seguros Group dedicates part of its website to publicize developments in sustainabilityrelated topics based on the defined strategic pillars.

# www



2023

Climate

**Change and** 

Environment

Eco-efficiency

GHG inventory

Sustainability Risks

Biodiversity

#### Businesses **Services**

Sustainable Products. Services, Assistance and Processes

> Innovation and Digital Transformation

> > Sustainability Risks



13 CLIMATE ACTION

Ery.

#### Engagement with People

Social Investment

Engagement with Stakeholders

Diversity, Equity and Inclusion

Sustainability Risks



#### **Financial** education

Education in Insurance

Financial Citizenship\*

\* Financial citizenship in partnership with Bradesco Organization.



INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE BUSINESSES

PEOPLE AND CLIMATE COMMUNITIES AGENDA

CONTENT ANNEXES SUMMARY

CREDITS

CORPORATE

INFORMATION

## Commitments

[GRI 2-23, 2-24, 2-28]

#### Standards and certifications

In line with good sustainability practices, we adhere to standards and hold certifications that reinforce our commitment to sustainable development. To learn more, <u>click here</u>.



# Principles for Sustainability in Insurance (PSI)

We were one of the first Brazilian insurance companies to join the signatory group of the Principles for Sustainable Insurance (PSI) in 2012. The PSI is a voluntary commitment established by the United Nations Environment Program - Financial Initiative (UNEP-FI), aiming to encourage the global insurance industry to engage in the sustainable development of its activities. Since joining, we have consistently worked to develop actions that promote sustainable business growth in line with the current principles. The four commandments are:

**PSI 1** - We will include environmental, social and governance issues that are relevant to our Insurance activity in our decision-making process.

**PSI 2** - We will work together with our customers and business partners to increase awareness of environmental, social and governance issues, risk management and solution development.

**PSI 3** - We will work together with governments, regulatory bodies and other strategic audiences to promote broad actions with society on environmental, social and governance issues.

**PSI 4** - We will demonstrate responsibility and transparency, publicly disclosing our progress in implementing the principles.

Throughout 2023, we participated in meetings with members of UNEP-FI and the financial sector, where global,

2023

HIGHLIGHTS

Latin American, and Caribbean trends, opportunities, and challenges were discussed. UNEP-FI's work to guide the sector was presented, along with specific Working Groups focused on the Sustainable Development Goals (SDGs) for products, climate change, and risks.



#### **Global Steering Committee**

As a representative of Latin America on the Global Steering Committee, we actively participate in UNEP-FI's partnership with financial institutions. Our goal is to integrate sustainability into the decision-making processes of banks, insurance companies, and investors. The UNEP FI Global Steering Committee (GSC) regularly provides executive guidance on strategic, programmatic, and budgetary issues. At the last meeting in Madrid in 2023, over 300 participants, including representatives from our company, gathered to discuss urgent sustainability issues such as climate and natural risk, financing the transition to net zero emissions, and regulations impacting sustainability integration in the financial sector.

A highlight was the opening panel on the second day, titled "Improving Financial Industry Collaboration to Achieve the SDGs: A Global Perspective". This panel provided a comprehensive overview of the current financial landscape, highlighting innovative resources and approaches to capital mobilization, and discussing the crucial role of sustainable finance authorities and professionals in accelerating progress towards the SDGs. During this panel, we shared our vision on the challenges and opportunities associated with financing the SDGs and provided valuable insights into how the Latin American insurance industry is aligning with sustainable investing.



#### Task Force on Climate-Related Financial Disclosures (TCFD)

Since May 2022, we have been committed to the Task Force on Climate-Related Financial Disclosures (TCFD), becoming the first national capital insurer and the second from Latin America to do so.

Joining the TCFD enhances the visibility of the company's sustainable practices through ESG (Environmental, Social, and Governance) actions, whether through standards, product creation, or monitoring the impacts of its operations. This commitment allows investors and other stakeholders to appropriately assess and price the risks and opportunities related to climate change.

The TCFD structured its recommendations around four thematic areas representing the core elements of organizations' operations:

INTRODUCTION ABOUT

ABOUT THE STATEMENT FROM REPORT THE CEO

M ABOUT US

GOVERNANCE AND TRANSPARENCY SUSTAINABLE BUSINESSES PEOPLE AND COMMUNITIES CLIMATE

AGENDA

CONTENT SUMMARY CORPORATE INFORMATION

ANNEXES

CREDITS

governance, strategy, risk management, and metrics and goals.

These general recommendations are supported by disclosures that provide stakeholders with a comprehensive set of information to understand how organizations assess risks and opportunities related to climate change.

The objective of the TCFD recommendations is to enhance the understanding and pricing of climate risks, promote more efficient capital allocation, and prevent abrupt adjustments that could disrupt the financial system.

#### Sustainable Development Goals (SDGs)

We also have a voluntary commitment to the Sustainable Development Goals (SDGs), part of the 2030 Agenda established by the UN. This global action plan aims to eliminate extreme poverty and hunger, provide quality education for all, protect the planet, and promote peaceful and inclusive societies by 2030.

#### Among the 17 goals, we have prioritized seven. They are:



INTRODUCTION

ABOUT THE

REPORT

STATEMENT FROM THE CEO

ABOUT US

HIGHLIGHTS

GOVERNANCE AND TRANSPARENCY

SUSTAINABLE BUSINESSES

CLIMATE PEOPLE AND COMMUNITIES AGENDA

CONTENT SUMMARY ANNEXES

CORPORATE

INFORMATION

CREDITS

# ESG Agenda

[GRI 2-24, SASB FN-IN-410a.2]

Our strategy is driven by the incorporation of ESG (Environmental, Social and Governance) principles, with a Sustainability Committee made up of executives dedicated to understanding the risks and opportunities in these aspects. This approach aims to improve our practices, ensuring that our operations and businesses are prepared for socio-environmental and climate challenges, supported by strong corporate governance.

We are constantly developing new products, services and assistance with a focus on sustainable business, using technology and innovation as essential tools to advance our sustainability practices. Our commitment to preserving the environment and adapting to climate change is evident in all of our initiatives.

We especially highlight our efforts in inclusive business, ensuring that our products and services are accessible to all social strata.



## ESG in investment analysis

The incorporation of ESG (Environmental, Social and Governance) principles and aspects related to climate change in investment analysis contributes to the mitigation of socioenvironmental risks and encourages partnerships with companies that also adopt these socio-environmental responsibility principles and policies in their operations and projects. This approach reinforces the resilience of the Bradesco Seguros Group and aligns our investments with a long-term vision.

During the investment analysis and decision-making process, we consider the following criteria:

- Collection of information on environmental, social, governance and climate change aspects of each company;
- Analysis of strategic direction, as defined in the materiality structure;

• Creation of a list of "red flag" indicators to actively monitor high-risk securities against ESG requirements established in standards;

 Consultation of information available in specialized channels, which includes traditional financial data and ESG and climate change factors. Furthermore, the adoption of the Principles for Sustainability in Insurance (PSI) strengthens our governance by including ESG and climate change aspects in the development of new products and services, as well as in investment decisions.

INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

CLIMATE AGENDA

PEOPLE AND

COMMUNITIES

CONTENT SUMMARY ANNEXES CORPORATE INFORMATION CREDITS

# Data Governance and Information Security

[GRI 3-3 Information Security, GRI 418-1]



We continually reaffirm our commitment to the availability, integrity, security, confidentiality, and privacy of both organizational information and that of our customers. In response to the rapid pace of digital transformation, the Bradesco Seguros Group has established a robust Data Governance and Information Security process aligned with the requirements of the General Data Protection Regulation (GDPR) and guidelines issued by regulatory bodies.

We are dedicated to continuously improving our privacy governance to align with best practices, reinforcing our commitment to the security, confidentiality, and privacy of customers, employees, collaborators, and information assets.

This effort is always guided by the Data Protection Officer (DPO) throughout the data processing cycle, focusing on compliance with applicable legal provisions and good market practices to enhance quality, transparency, data protection, and culture and awareness initiatives.

Our methodologies include the review of internal standards and processes, documents signed with third parties, and information systems and controls. Additionally, we respond to requests from personal data holders and perform other related duties.

#### KPI'S:

- Compliance with holders' rights
- Privacy Notices

As part of our ongoing initiatives, Privacy Management conducts guidance and educational lectures throughout the year for all company employees to promote the GDPR culture and improve daily activities.

In 2023, no significant complaints were identified regarding breaches of privacy or loss of customer data.

INTRODUCTION

ABOUT THE

REPORT

STATEMENT FROM THE CEO

ABOUT US

2023

HIGHLIGHTS

GOVERNANCE AND TRANSPARENCY

SUSTAINABLE BUSINESSES

CI IMATE COMMUNITIES AGENDA

PEOPLE AND

CONTENT SUMMAR) ANNEXES

CORPORATE

INFORMATION

CREDITS

# **Customer Relations**

[GRI 2-24, 2-29, SASB FN-IN-270a.4]

The cornerstone of our ESG strategy is Customer Relationships, aligned closely with our values. Customers are at the heart of the Bradesco Seguros Group's existence. In addition to our Codes of Conduct, we uphold the Institutional Policy for Relationships with Customers and Users of the Bradesco Organization, alongside the Institutional Standard of Conduct for Customer Relationships of the Bradesco Seguros Group. These frameworks reinforce principles of conduct throughout all stages of our client interactions, setting forth guidelines and objectives that ensure transparent, fair, and equitable treatment. This approach aligns with CNSP No. 382/2020, issued by the Superintendence of Private Insurance (Susep). Furthermore, our Group's companies have established internal processes and monitoring metrics to enhance customer satisfaction. These include efficient operational procedures aimed at delivering an excellent customer journey.

## The customer at the center

Over the years, we have endeavored to cultivate a proactive and increasingly intimate relationship with our customers, guided by the ethical values of the Bradesco Seguros Group.

To achieve this, we provide ongoing training, lectures, courses, and communications to our employees, aiming to continuously improve customer service and foster genuine connections with our clients.

With the customer as our primary focus, we operate responsibly and transparently at every stage of our relationships.



#### INTRODUCTION

ABOUT THE REPORT

STATEMENT FROM THE CEO

2023 HIGHLIGHTS

ABOUT US

GOVERNANCE AND TRANSPARENCY

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES **CLIMATE** 

AGENDA

customer needs and facilitating the implementation of actions to benefit

both Clients and Brokers.

CONTENT SUMMARY ANNEXES CORPORATE INFORMATION CREDITS

## Customizing to improve and build loyalty

Our overarching goal is to deliver the best possible experience for both current and potential customers. To achieve this, we prioritize strengthening our relationships by gaining deeper insights into their desires and needs. Today's digital, autonomous, and discerning customers seek personalized products and services that align seamlessly with their lifestyles, aiming to simplify their daily routines.

To meet and exceed these expectations, we combine customer feedback with data intelligence through key metrics that inform our decision-making processes. This approach enables us to continuously develop and refine solutions that are increasingly relevant and valuable to our customers.

ABOUT THE

REPORT

## **Custormer Relationship Center**

We have achieved significant progress in our transformation processes at the Relationship Center by integrating all service positions into the Genesys Omnichannel platform.

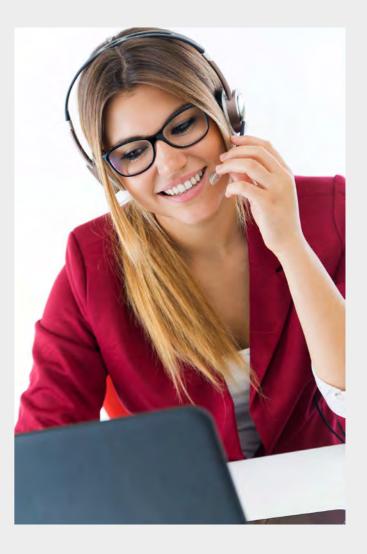
This platform empowers our customers and brokers to choose their preferred service channel, including voice, chats, WhatsApp, emails, and self-services. Our agents benefit from access to comprehensive service histories across all channels. This means our operators can view previous customer interactions, enabling more accurate and efficient service.

In addition to this integration, we have implemented Speech Analytics, a technology that enables automatic and real-time analysis of audio interactions, such as telephone calls or recorded conversations in the Center. This technology employs speech recognition and natural language processing techniques to identify keywords, language patterns, sentiments, and trends in conversations. Speech Analytics allows us to extract valuable insights from customer interactions, such as identifying

recurring issues, assessing service quality, measuring customer satisfaction, detecting market trends, and even predicting future behavior. These insights facilitate improvements in customer service processes, support more informed decision-making, and enhance overall customer experience.

The maturity of our Data Science area has significantly enhanced customer service by supporting decision-making and developing predictive models for our services. This advancement has notably contributed to the Center's improvement in First Contact Resolution (FCR), a critical Key Performance Indicator (KPI) used in customer service centers to measure the percentage of interactions resolved on the first attempt.

In 2023, we also diversified our service providers to mitigate risks and broaden our contingency options. Despite these changes, we maintained a focus on achieving service excellence, as evidenced by our Net Promoter Score (NPS), which reflects the performance of over two million monthly services provided by the Center.



INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

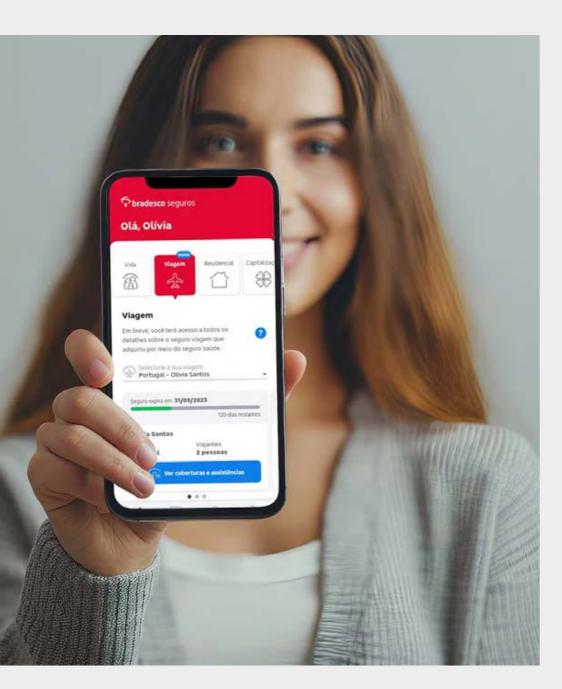
PEOPLE AND COMMUNITIES **CLIMATE** 

AGENDA

CONTENT SUMMARY CORPORATE INFORMATION

ANNEXES

CREDITS



## **Expanding digital experience**

[SASB FN-IN-410b.2]

In 2023, our Innovation and Technology initiatives marked significant strides in digital transformation, focusing on enhancing user convenience and reducing reliance on physical processes.

Within our Digital Channels, the Health product introduced several technological solutions aimed at alleviating the workload of the Relationship Center and empowering policyholders with greater autonomy. We observed a remarkable 144% increase in online consultations and procedure authorizations, with the Bradesco Seguros and Bradesco Saúde applications emerging as the preferred channels, accounting for over 51% of accesses.

For health reimbursement requests,

we successfully transitioned 95% of the process to digital platforms, providing insured individuals with visibility into each stage of their request. This resulted in an average of 672 thousand online requests processed in 2023. The **search for Doctors and Clinics** through digital channels nearly doubled, showing a positive 97% variation. Monthly searches totaled 335 thousand, with applications being the preferred medium, comprising 80% of total searches.

Additionally, we enhanced user experience for **Meu Doutor Novamed** clinics by launching capabilities to schedule, confirm, and cancel appointments via **WhatsApp** by the end of 2023. Our service experienced an average of 1,000 monthly accesses, providing convenience and time savings by enabling clients to schedule appointments from home, while professionals receive automatic notifications for cancellations. This minimizes unnecessary travel for both parties.

Auto Insurance users have embraced our app as a primary resource, offering a wide array of self-service options. They can manage their insurance policies, make payments, and activate **Auto Assistance** seamlessly through the app. Additionally, requesting a **second copy of bills via WhatsApp** saw a remarkable five-fold increase in access from 2022 to 2023, reaching 1,700 queries per month. The app also facilitates online quotes, eliminating the need for in-person visits to workshops.

**Claims Tracking** within the app emerged as the second most accessed service in our Auto product, averaging 11,275 monthly accesses since April 2023.

Throughout 2023, Auto policyholders benefited from remote **Claim Inspection** and **100% online processing of Auto Claims**,

eliminating the need for physical inspection. In December of the same year, we permanently discontinued BAC Físico, anticipating a significant reduction in pollutant emissions associated with policyholder travel.

In our Life product, we offer a range of digital services for independent consultation by insured individuals. Services like My Payments were consulted approximately 20,000 times monthly in 2023, while access to Policies and Certificates averaged over 41,000 monthly visits on the app. These documents can also be duplicated and downloaded directly through WhatsApp for added convenience.

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT THE

REPORT

ABOUT US

GOVERNANCE AND TRANSPARENCY

2023

HIGHLIGHTS

SUSTAINABLE BUSINESSES PEOPLE AND CLIMATE COMMUNITIES AGENDA CONTENT SUMMARY ANNEXES CORPORATE INFORMATION CREDITS

As another innovative measure to encourage the reduction of paperwork, the Bradesco Seguros Institutional Portal now provides Digital Acceptance of Proposals for Life and Pensions clients, who can access and accept contracts online.

We also streamlined the process of purchasing Personal Insurance and Pension Plans directly through our portals, offering intuitive and informative journeys that enhance the overall customer experience. In 2023, we successfully sold over 664,000 Personal Insurance policies and 288,000 Pension Plans through direct sales.

Enhancements to the Bradesco Seguros Customer Portal included improved pages for Travel Insurance, providing detailed information tailored to specific destinations and allowing customers to make purchases directly through e-commerce. Additionally, we introduced a dedicated Bills Center on the Portal, making it easy for customers to access bills and duplicates for various products such as Life, Auto, and Residential Insurance.

REPORT

Our commitment to sustainability and customer autonomy was demonstrated through significant milestones across our digital channels in 2023: WhatsApp registered 50,000 unique users (249% year-over-year increase), 1 million unique users on the BSC app (41% YoY growth) and 1.3 million users on the Institutional Portal (10% YoY growth).

In addition, the Bradesco Seguros Application registered more than 70 digital service journeys, which were responsible for an average of 4.5M transactions in 2023, once again demonstrating the adherence of policyholders to GBS digital products.

#### Business partners' digital channels [SASB FN-IN-410b.2]

Throughout 2023, we expanded our digital channels-whether through the broker's business portal, application, BIA, or WhatsApp service—to offer numerous journeys aimed at enhancing accessibility for our business partners. These channels now provide functionalities such as duplicate policy issuance, invoice management, insured card retrieval, proposal and claim consultation, green card issuance, and quotation for various products. This shift eliminates the need for printed papers and physical documents, thereby boosting process efficiency and reducing greenhouse gas emissions.

Over the year, we introduced 43 new features on the broker's business portal, significantly benefiting 37,000 brokers who accessed these resources. Simultaneously, the broker app

saw the launch of 33 new journeys, maintaining its usage among 9,000 unique brokers monthly, who benefit from personalized and tailored experiences.

In our service channels, we deployed 16 new offerings through BIA, our artificial intelligence tool, resulting in 83,000 interactions per month. This represents a notable 106% growth compared to the previous year, with an average answer accuracy of 72% for the 9,000 unique brokers served.

Similarly, on WhatsApp, we introduced over 16 new features. achieving a monthly interaction volume of 40,000 with more than 4,000 unique brokers. This reflects a significant 159% increase year-over-year, underscoring our commitment to digital transformation. Notably, 56% of interactions on these digital

CONTENT

SUMMARY

channels were automated. providing our business partners with seamless journeys without requiring human assistance.

INTRODUCTION ABOUT THE

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CLIMATE AGENDA

ANNEXES

CREDITS

CORPORATE

INFORMATION

## Ombudsman

#### [GRI 2-29, SASB FN-IN-270a.4, SASB FN-CF-270a.4]

With the aim of offering the best experiences to policyholders, we seek to continually improve our Organization's processes, products and services, adapting to the constantly changing needs and new customer profiles. Recognizing the importance of dialogue with consumers, we established the Bradesco Seguros Ombudsman Office in 2003, even before this relationship channel became mandatory, as mandated by the Superintendence of Private Insurance and the National Supplementary Health Agency (CNSP 445 of 10/10/2022 and RN 323/2013 ANS).

Bradesco Seguros' Ombudsman serves as an open communication channel where we daily relay the customer's voice within the Company. This ensures transparency, agility, and accountability in our practices. It is an integral part of our Customer Relationship Policy, which aims to reaffirm and strengthen Bradesco Seguros Group's enduring commitment to its customers. Our goal is to provide prompt and effective responses to complaints, suggestions, and compliments,

> ABOUT THE REPORT

ensuring agility and resolution in our interactions. Within our core values, we prioritize customer focus in all our endeavors, acknowledging that they are the cornerstone of our organization's existence.

As pioneers and a benchmark in Ombudsman activities, we are dedicated to consistently providing the best experiences for our customers. We strive for continuous improvement across our organization's processes, products, and services, adapting to the evolving needs and profiles of new customers.

Since it was created, our Ombudsman Office has already been granted more than 25 awards, such as:

- ABT Award in 2014
- Top MKT ADVB Award in 2014
- Empresa Legal Award in 2017 and 2018
- Top Consumer excellence in consumer relations, being recognized as a standout for nine years
- Brazil Ombudsman Award 11 consecutive years among the best Ombudsman Offices in the country

2023

HIGHLIGHTS

• ABRAREC Gold Award - Winner in 2019 with the "24 hours of excellent service" case in the extrajudicial mediator service category.

Access to the Ombudsman's Office is free of charge and available via telephone or the internet. The phone service is open from Monday to Friday, from 8am to 6pm, except holidays, on the toll-free hotline 0800 701 7000. We also assist people with hearing and speech impairments on the hotline 0800 701 7877.

Online, you can easily access the Bradesco Seguros page and navigate to the "Talk to the Ombudsman" option, located within our corporate section ouviria@bradescoseguros.com.br.

We also offer a physical location for face-to-face service, at Avenida Rio de Janeiro, 555 – Caju/Porto Maravilha, Rio de Janeiro (RJ).



#### Review of the Ombudsman's governance model

In 2023, the Ombudsman Office underwent a restructuring process and evolved into a consultancy service for policyholders. This transformation aims to offer more comprehensive and consultative support, with the same representative overseeing the service from start to finish. Additionally, intelligence centers were established to enhance service quality and ensure customer satisfaction, reflected in achieving a high NPS (Net Promoter Score) level in 2023.

Concurrently, the Ombudsman system was replaced by an integrated platform across all Group companies and businesses. This new platform is more intuitive and features a streamlined workflow that covers the entire process chain, providing greater robustness and ease in monitoring and coordinating actions between the Ombudsman's Office and operational areas.

CORPORATE

INFORMATION

INTRODUCTION

STATEMENT FROM THE CEO ABOUT US

GOVERNANCE AND TRANSPARENCY SUSTAINABLE BUSINESSES PEOPLE AND COMMUNITIES CLIMATE

AGENDA

CONTENT SUMMARY ANNEXES

CREDITS

#### Annual evolution of manifestations

	2021	2022	2023		
Complaints	48,906	37,864	46,054		
Suggestions	40	14	4		
Compliments	121	93	77		
Information	0	0	0		
Requests	0	0	0		
Total	49,067	37,971	46,135		

% of total complaints received through specially dedicated customer contact channels resolved within five working days	2021 <b>92%</b> Bradesco Seguros	2022 90% Bradesco Seguros	2023 <b>81%</b> Bradesco Seguros	
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Total number and percentage of customer complaints filed with jurisdictional legal or regulatory agencies [SASB FN-CF-270a.4]

	2021					2022			2023			
	Total number of complaints identified	No. of complaints addressed	Number of complaints resolved	% of complaints	Total number of complaints identified	No. of complaints addressed	Number of complaints resolved	% of complaints	Total number of complaints identified	No. of complaints addressed	Number of complaints resolved	% of complaints
Ombudsman	39,771	39,771	39,771	81%	26,061	26,061	26,061	69%	33,567	33,567	33,567	73%
Procon	3,649	3,649	3,649	7%	3,941	3,941	3,941	10%	5,951	5,951	5,951	13%
Susep	0	0	0	0%	0	0	0	0%	0	0	0	0%
Central Bank of Brazil (Bacen)	5,647	5,647	5,647	12%	7,969	7,969	7,969	21%	6,617	6,617	6,617	14%
ANS	0	0	0	0%	0	0	0	0%	0	0	0	0%
Total	49,067	49,067	49,067		37,971	37,971	37,971		46,135	46,135	46,135	

INTRODUCTION

ABOUT THE

REPORT

STATEMENT FROM THE CEO ABOUT US 2023 HIGHLIGHTS GOVERNANCE AND TRANSPARENCY SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA CONTENT

SUMMARY

ANNEXES

CREDITS

CORPORATE

INFORMATION

## **Consumer health and safety**

[ GRI 3-3 Customer Appreciation, GRI 416-1 ]

We implement consumer security practices through digital channel functionalities and services, allowing end customers to monitor, manage, and address their needs efficiently with accessible information and a few clicks.

We prioritize the health and safety of our customers with empathy, showing genuine interest in their needs and introducing innovative solutions such as establishing a dedicated service cell for Autism Spectrum Disorder, providing personalized support tailored to specific requirements.

Our strategy involves synchronous communication and collaboration with business partners, brokers, and employees. The innovation, digital, and data teams continuously monitor relevant customer data for health, predictive analysis, personalized service, feedback, and ongoing improvements, always emphasizing data protection, security, well-being, and maintaining close relationships with customers, brokers, and employees. Our Relationship Center ensures prompt response and measures customer satisfaction through our first contact resolution indicator. We prioritize listening to each customer's unique needs and strive to resolve their issues effectively with the best possible solutions.

The Company effectively manages impacts through real-time data analysis and continuous monitoring.

We ensure customer satisfaction through metrics such as Net Promoter Score (NPS) and utilize Speech Analytics tools to provide proactive insights into our customer service practices. We also monitor service readiness using service level indicators to maintain operational excellence.

Improvements are continually observed, providing the best experiences, clarity, transparency, objectivity and resolution in contacts through service channels, resolving the main pain points of its consumers. We are committed to remaining vigilant and responsive to the requests and needs voiced by our customers during calls. Additionally, we continuously monitor market trends.

All services provided to customers, communities, or employees leverage cutting-edge technology for validation, real-time data monitoring, transaction database records, and are supported by a specialized team dedicated to monitoring, analyzing, and mitigating emerging risks. The After-Sales Center ensures that purchased products meet the agreed specifications, confirming customer understanding of their purchase and reinforcing the benefits acquired.

We assess the impact on health and safety across our entire product and service portfolio. In our service offerings, we manage all aspects of claims processing, follow-up, redemption requests, assistance, reimbursements, procedural support, and locating referenced facilities. This ensures our customers experience security throughout their product or plan utilization.

#### Juntos pela Saúde

Under the "Juntos pela Saúde" (Together for Health) program, we promote quality of life through diverse content, actions, and initiatives aimed at the physical and emotional well-being of beneficiaries. We encourage healthy behaviors and disease prevention, supporting beneficiaries across their care journey with tailored solutions.

The program includes monitoring different special care groups such as chronically ill individuals, pregnant women, and musculoskeletal patients. For instance, our chronic care program identifies and monitors beneficiaries with conditions from cardiovascular, endocrine-metabolic, and respiratory groups. This approach aims to foster healthy habits and awareness, enhancing participants' health management and overall quality of life. Currently, we monitor over 70 companies, benefiting more than 500,000 eligible individuals.

INTRODUCTION

ABOUT THE REPORT STATEMENT FROM THE CEO ABOUT US 2023 HIGHLIGHTS GOVERNANCE AND TRANSPARENCY SUSTAINABLE BUSINESSES CLIMATE AGENDA

PEOPLE AND

COMMUNITIES

CONTENT SUMMARY ANNEXES CORPORATE

CREDITS

## Marketing

[GRI 3-3 Customer Appreciation, 417-1, SASB FN-IN-270a.4]



We recognize the importance of providing accurate and informative content about our products and services to align customer expectations with the insurance coverage they contract, thereby preventing potential dissatisfaction.

All our campaigns and strategies undergo rigorous validation and evaluation at various stages within our organization through ongoing planning meetings. We collaborate with partner agencies to assess campaign indicators.

Continuously seeking innovation and market opportunities, we strive to promote our products in the most effective manner possible.

Our disclosures are transparent, providing accessible information to consumers. This includes mandatory legal text with the product's registration number at Susep and service channel details, along with the product's website address via QR code, link, or social media icons. In promotional materials, we clearly outline coverage and assistance, including the full product name. Our customer service includes comprehensive descriptions of plans, general contract conditions, usage rules, regulations, and step-by-step guides for our websites and apps, ensuring clarity and understanding of the covered topics. Our platform is intuitive and user-friendly, allowing users to comment and favorite frequently accessed topics.

Bradesco Seguros Group adheres to the standards set by CENP (Executive Council of Standard Norms), ensuring compliance with ethical principles and best commercial practices in advertising. This document contains recommendations and ethical principles that aim to ensure the best commercial practices in the relationship between the main Brazilian advertising agents.

Importantly, all our products undergo evaluation by regulatory bodies before being marketed. When advertising, we prominently feature the Susep code or ANS label to confirm compliance with regulatory requirements, ensuring transparency and reliability in all our offerings.

INTRODUCTION

ABOUT THE

REPORT

STATEMENT FROM THE CEO ABOUT US

GOVERNANCE AND TRANSPARENCY

2023

HIGHLIGHTS

SUSTAINABLE BUSINESSES PEOPLE AND COMMUNITIES CLIMATE AGENDA CONTENT ANNEXES SUMMARY CREDITS

CORPORATE

INFORMATION

# Sustainable businesses





ABOUT US

#### [GRI 3-3 Sustainable Products and Services]

To cater to diverse customer needs, we offer flexible products such as equipment insurance and customizable life insurance like Vida Viva Bradesco, supported by a structured after-sales process to ensure quality and enhance customer experience.

Our firm commitment to managing socio-environmental aspects drives us to support society's transition to a low-carbon economy and more resilient to socio-environmental impacts. Along these lines, we have identified and publicly disclosed a series of Sustainable Businesses. We continuously seek new business opportunities to innovate and develop new products and services for our customers. Before any new content is launched, it undergoes thorough evaluation by regulatory bodies. Products resulting from this process receive the Susep code or the ANS label. We have identified and currently support 128 Sustainable Businesses within Bradesco Seguros, encompassing 35 products, 17 coverages, 42 assistance/ services, and 34 operational processes classified under ESG criteria. These initiatives have significant social impacts, focusing on promoting inclusion and financial education among various audiences, including individuals and companies, with a particular emphasis on small businesses and micro-individual entrepreneurs. In terms of environmental impacts, our initiatives aim to reduce waste and pollution, promote the use of renewable energy sources, and minimize contributions to climate change.

In the realm of sustainability, GBS offers a diverse range of products that promote environmentally responsible actions and behaviors. In terms of health and safety, the Group maintains dedicated divisions that prioritize these critical aspects. Bradesco Saúde, for example, has been a leader in the supplementary healthcare sector since 1984. It specializes in providing comprehensive medical and hospital assistance plans tailored for companies and their employees.

INTRODUCTION REPORT

ABOUT THE

STATEMENT FROM THE CEO

2023 GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE BUSINESSES

PEOPLE AND CLIMATE AGENDA COMMUNITIES

CONTENT SUMMARY ANNEXES

CREDITS CORPORATE INFORMATION

# Sustainable Products and Services

[GRI 3-3 Sustainable Products and Services, SASB FN-IN-410b.2]

## Operation Calamity and **Climate Risks**

Bradesco Auto/RE provides tailored coverage options designed to protect policyholders against events stemming from adverse weather conditions. For instance, in the automobile sector, policies include provisions for incidents like flooding. Our Property and Casualty products, which encompass residential, commercial, condominium, and equipment insurance, offer coverage for damages caused by windstorms and hail. This comprehensive coverage ensures our policyholders receive efficient support in case of accidents or natural disasters.

In scenarios of severe weather conditions, Bradesco Auto/RE implements a proactive action plan known as Operation Calamity or "Service in Severe Weather Situations".

This initiative, initiated in April 2015 and invoked on 43 occasions to date, is specifically designed to expedite the handling of insurance claims the compensation to policyholders affected by natural disasters. In 2023, eight editions were launched, resulting in over BRL 29.2 million paid in compensation and benefiting 3,500 families.

Bradesco Auto/RE recycling, collection and ecological disposal initiatives



#### Sustainable Residential Assistance

Our service facilitates ecologically sound disposal of unused goods like furniture and household appliances, alongside offering water and energysaving tips and guidance on recycling domestic waste.

Customers can schedule pickups via our Customer Service Center, ensuring materials are dismantled and separated for proper disposal or reuse. This home service ensures convenience for customers receiving care at home while guaranteeing environmentally responsible disposal of discarded materials.

In 2023, an average of 153,000 customers utilized our Sustainable Collection and Ecological Disposal Assistance through their home insurance, resulting in the collection of over 15 tons of waste by 538 people. This marked a 31.71% increase from 2022.

Additionally, our service includes telephone consultancy available with all Bradesco Seguro Residencial policies, where customers can receive advice on water and energy conservation, recycling household waste, and other sustainable home practices.



#### **Repair of White and Brown Appliances**

Furthermore, our White and Brown Appliance Repair assistance offers repair services for appliances like refrigerators and televisions. When requesting such assistance, the policyholder receives a visit from a technician who is responsible for repairing the device.

By extending the lifespan of these items through repairs, we promote a Circular Economy approach, encouraging reuse over disposal.

INTRODUCTION

REPORT

STATEMENT FROM ABOUT THE THE CEO

ABOUT US

GOVERNANCE AND HIGHI IGHTS TRANSPARENCY

2023

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA

CONTENT SUMMARY ANNEXES CORPORATE INFORMATION CREDITS

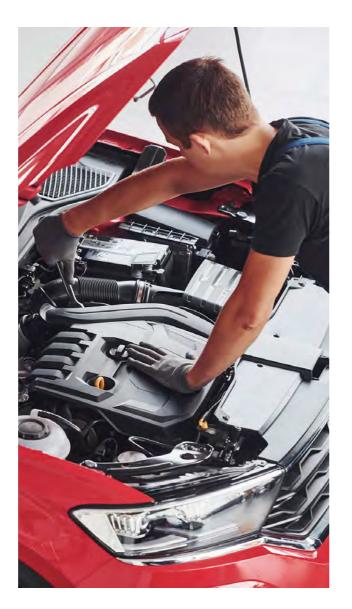


#### **Auto Recycling Program**

Through the Auto Recycling Program, a pioneering nationwide project, we promote the environmentally responsible disposal of scrap and replaced parts from vehicles damaged in accidents. These parts are donated to certified recycling companies specializing in their collection and recycling.

Bradesco Seguros provides an online system for accredited companies to monitor the availability of recyclable materials at Bradesco Auto workshops. This enables efficient logistics planning for material collection, ensuring that these parts are not improperly reused and preventing them from being deposited in rivers or vacant lots.

In 2023, a total of 1,940 tons of automotive materials were recycled through our initiatives. Since its inception in 2009, our program has recycled approximately 23,000 tons of automotive materials.



#### **Sustainable** Claim

This operational model, part of Bradesco Auto/RE's framework, spans from scheduling and collecting salvage to the proper disposal in compliance with national legislation and regulations. It aligns closely with best ESG practices, emphasizing environmental preservation and promoting the circular economy. The entire process is carefully monitored for control and traceability.

The Sustainable Claims initiative comprises two integrated projects: Sustainable Workshop, which collected 46.8 tons of waste from Auto Insurance claims, Sustainable Residential Claims, which collected 141.83 tons from Home Insurance claims. In total, the initiative collected approximately 188.6 tons of waste from Bradesco's Auto and Home insurance customers in 2023, marking a 56% increase from the previous year. This achievement not only reflects our innovative service offerings to policyholders but also underscores our commitment to raising awareness

about proper waste disposal practices. Through structured and traceable actions managed by specialized companies, we mitigate potential risks associated with improper waste handling. Since its inception in January 2022, the project has already disposed of more than 300 tons of waste in an environmentally responsible manner.

Spanning both the automotive and residential sectors, the initiative garnered the following awards in 2023:

11th CNSeg Award - In the "Products and Services" category of the Insurance Innovation Award promoted by the Confederation

**Qorus Innovation Insurance Awards -**First place in Accenture's international competition, which highlights the most innovative initiatives in the global insurance market. The project earned the Gold Trophy in the "Social, Sustainable, and Responsible" category.

INTRODUCTION

ABOUT THE

REPORT

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA

ANNEXES CONTENT SUMMARY

CREDITS

CORPORATE

INFORMATION



## Specific coverage for **Electric Vehicles**

The Bradesco Seguro Auto product offers special coverage and assistance for electric vehicles, such as:

 Coverage for accessories, including charging cables and portable electric chargers;

Specialized 24-hour assistance;

• Tow to the nearest electric charging station (if the car runs out of battery).

In addition, the insurance offers, through the Advantages Club, specialized partnerships tailored for electric vehicles. These include collaborations with companies that sell accessories for electric cars and partnerships providing applications for mapping locations with electric chargers. In 2023, we experienced a significant increase, with insurance sales for electric vehicles registering a volume three times higher compared to the previous year.

ABOUT THE

## Coverage for Solar Energy Systems

We provide insurance that includes coverage for Photovoltaic Solar Energy Systems, offering peace of mind to customers who prioritize sustainability and renewable energy sources. This coverage is available across various products in our portfolio, including business, residential, and equipment sectors.

In Tailor-Made Home Insurance, for instance, coverage extends beyond just solar/photovoltaic panels to include cables, support structures, inverters, charge controllers, and batteries. This comprehensive approach ensures that once a solar energy system is permanently installed in a property's structure, it is considered an integral part of the insured building. Consequently, it receives protection against various risks covered by all contracted policies, such as damage from windstorms, freezing due to frost, and other specified perils.



## Childcare program for children with ASD

Bradesco Saúde understands the importance of providing a welcoming environment for care, especially for children diagnosed with Autism Spectrum Disorder (ASD). To support these beneficiaries, we have developed a specialized reception program. The process begins with a call to the Bradesco Saúde Customer Service Center, which directs the inquiry to our Exclusive ASD Customer Service Center. functioning as a dedicated reception hub. Here, our team conducts an initial screening to assess the child's situation.

If a definitive ASD diagnosis has not been made, the ASD reception cell assists by recommending and scheduling an appointment with a neurodevelopmental pediatrician to conduct a thorough evaluation and provide a proper diagnosis. For children already diagnosed with ASD, the reception cell reviews medical documentation and identifies a suitable healthcare provider within our network who is equipped to cater to the beneficiary's needs.

Treatment is personalized based on each child's unique profile and is supported by a multidisciplinary team of



professionals from various specialties, ensuring comprehensive care throughout the process. To enable this program, a dedicated network of individuals and providers specializing in ASD is essential. Bradesco Saúde has thus invested in expanding its network of clinics offering comprehensive care for neuroatypical individuals. Learn more.

INTRODUCTION REPORT

STATEMENT FROM THE CEO

ABOUT US 2023 HIGHI IGHTS

GOVERNANCE AND TRANSPARENCY

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CI IMATE AGENDA

CONTENT SUMMAR) ANNEXES

CORPORATE

INFORMATION

CREDITS



## **Referenced Network Educational Agreement**

The program aims to incentivize the participation of service providers in Training and Continuing Health Education Programs. Providers are classified into four discount ranges based on criteria such as clinical or surgical specialization, length of accreditation, revenue over the last 12 months, and geographic location. Professionals enrolled in the Meu Doutor Program network receive automatic track upgrades. Discounts are also provided for Individual Referees of Bradesco Saúde, enabling them to enroll in courses offered by the Albert Einstein Teaching and Research Institute. There are over 500 courses available in various categories, including short-term in-person

> ABOUT THE REPORT

courses, management courses, inperson postgraduate courses, in-person MBA in management, Personalized Medical Update, Realistic Simulation Center Courses, Distance Learning Postgraduate Courses, short-term distance learning courses, and events.

Bradesco Seguros aims to enhance healthcare outcomes and improve the quality of care by encouraging the training of health professionals within its Referenced Network. This initiative also seeks to enhance service to beneficiaries, mitigate risks associated with ineffective care, foster positive relationships with providers, and ensure compliance with Accreditation Standards.

2023



## Meu Doutor Program

The objective of the Meu Doutor program is to strengthen the doctor-patient relationship by promoting humanized and effective care. Created by Bradesco Saúde, Meu Doutor features a selection of doctors trained across various specialties such as Internal Medicine, Cardiology, Orthopedics, Pediatrics, Endocrinology, and Family Medicine. These professionals engage with beneficiaries to understand their clinical history and concerns through consultations. Currently, the program includes over 650 doctors who have collectively conducted more than three million consultations.

Beneficiaries can conveniently schedule appointments through the logged-in area of the Bradesco Saúde website, providing easy access to doctors' schedules and facilitating

quick and secure appointment requests. We currently have more than 260,000 policyholders registered in Bradesco Saúde's online scheduling system. Meu Doutor also uses electronic medical records, enhancing care efficiency, optimizing medical expenses, and contributing to paper reduction, which positively impacts our sustainable development efforts.

In 2023, we expanded "Meu Doutor Especialidades" to Recife, Pernambuco. In a care line format with multidisciplinary teams, we introduced "Meu Doutor Obesidade" in São Paulo, in partnership with Hospital Israelita Albert Einstein. Consistently over the past two years, in 2023, the NPS for services provided by the "Meu Doutor" Program remained within the zone of excellence.

CORPORATE

INFORMATION

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CI IMATE AGENDA

ANNEXES CONTENT SUMMARY

CREDITS



## Meu Doutor Novamed Clinics

Meu Doutor Novamed is a network of clinics dedicated to Primary Health Care, specifically designed to provide comprehensive and continuous care to patients with a focus on disease prevention and health promotion. Our clinics provide a distinctive standard of service, extensive infrastructure, and technological innovation. We have specialists in Family and Community Medicine who, along with multidisciplinary teams and other medical experts, collaborate through a referral and counter-referral system, placing the patient at the center of care.

Our units provide elective consultations across various specialties, ondemand consultations (without prior scheduling), and Telemedicine services. We also offer outpatient medication

> ABOUT THE REPORT

administration, outpatient procedures, patient campaigns, lectures, as well as laboratory and imaging tests, ensuring a fully integrated service model. Another distinguishing feature is the Pós-Covid Program, which targets individuals experiencing sequelae from Covid-19. The program is staffed by specialized professionals including family doctors, nutritionists, psychologists, physiotherapists, and speech therapists.

Meu Doutor Novamed clinics operate on the Primary Health Care (PHC) model, emphasizing comprehensive care with a focus on disease prevention and health promotion. According to the World Health Organization (WHO), PHC can address up to 80% of healthcare needs, leading to a 17% reduction in hospitalizations and a 29% decrease

2023

HIGHI IGHTS

in demand for urgent and emergency services. Our clinics are designed with digitalization and dematerialization as core principles, integrating electronic medical records from the outset. This approach ensures the security of patient data while promoting a paperless environment.

In 2023, we expanded our operations by opening the Barra da Tijuca Unit (RJ) and another new In Company unit. We also extended our services to companies utilizing the self-management model in healthcare. Our network has grown to encompass 31 units across seven states: 17 units in São Paulo, six in Rio de Janeiro, three in Bahia, one in Minas Gerais, one in Paraná, one in Rio Grande do Sul, and one in Pernambuco. This includes 23 street units and eight In Company units.

Our units continue to provide on-demand consultations in medical specialties without the need for prior scheduling. We offer medication administration for low-complexity cases, focusing on comprehensive patient care and reducing the need for emergency services.

#### Women's Health Journey

In August 2023, Rede Meu Doutor Novamed launched a virtual booklet focused on the Women's Health Journey. The initiative aims to raise awareness about women's health in society and combat misinformation on related topics.

Curated by doctors and specialists from the network, the booklet comprises 25 explanatory topics addressing frequently asked questions encountered in clinics. It covers the entire spectrum of women's health, from menarche to climacteric stages.

Aligned with Environmental, Social, and Governance (ESG) aspects, particularly emphasizing the social dimension, the booklet promotes Sustainable Development Goals 3 and 5. These goals are priorities within the Bradesco Seguros Group and underscore the Group's commitment to the UN 2030 Agenda.



CORPORATE

INFORMATION

INTRODUCTION

STATEMENT FROM THE CEO ABOUT US

GOVERNANCE AND TRANSPARENCY SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES

CLIMATE S AGENDA

CONTENT SUMMARY ANNEXES

CREDITS

S



#### Sustainable balance of units

In 2023, multiple strategic meetings were conducted with leaders of Meu Doutor Novamed clinics to optimize specialists' schedules, resulting in a thorough review of doctors' availability. This initiative led to a significant growth of over 50% in service volume while maintaining high service quality. The customer satisfaction index (NPS) achieved in 2023 reached 94%.

Additionally, last year, the units began conducting medical examinations for the accreditation of Bradesco Saúde beneficiaries.

#### Interpreter in Brazilian Sign Language (Libras) for hearing-impaired patients

In April 2023, the Meu Doutor Novamed clinic network launched a specialized service aimed at promoting accessibility and inclusion for patients with hearing impairment. This initiative ensures barrier-free access at every stage, from appointment scheduling to consultations, thanks to a simultaneous translation tool in Libras (Brazilian Sign Language).

This accessibility feature is now available across all 31 clinics in the network, ensuring that individuals seeking Meu Doutor Novamed services feel welcomed and supported. The platform incorporates a dedicated Libras center for realtime translation, facilitating seamless communication between doctors, healthcare professionals, and patients. Through the application, patients can initiate video calls mediated by a Libras interpreter who translates conversations between individuals with hearing impairment and healthcare providers.

This innovative service format enhances autonomy for patients with hearing

impairment, enriching their healthcare experiences with interactive resources that ensure effective communication and personalized care.

When scheduling an appointment, patients receive an explanatory video in Libras detailing how the application functions. This allows them to familiarize themselves with the platform before their appointment, ensuring they can prepare confidently, knowing communication with the doctor will be fluid and of high quality. During the appointment, a simple connection via the app facilitates real-time mediation by a Libras interpreter, ensuring a smooth consultation experience.

Additionally, patients can download the app upon arrival at the clinic, guided by a Libras video that explains how to scan a QR Code to initiate the download process. This approach ensures that patients have continuous support from a virtual assistant, facilitating seamless exchange of information and providing guidance throughout their treatment journey.

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT THE

REPORT

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

CLIMATE PEOPLE AND AGENDA COMMUNITIES

CONTENT SUMMARY ANNEXES

CORPORATE

INFORMATION

CREDITS

## Meu Cuidado Program

The overarching goal of this insurance is to coordinate patient care, aiming to prevent diseases and promote health. Every Meu Doutor Novamed patient can join the "Meu Cuidado" Program and benefit from a dedicated reference team consisting of a family and community doctor, a nurse, and a nursing technician. These professionals work together to provide individualized follow-ups based on each patient's needs.

The units support efforts aligned with the Environmental pillar by offering Telemedicine consultations and reducing paper usage through a unified information system.

The quality of the program is continually reviewed by the team responsible for the services and monitored by the unit management to ensure a consistent standard of patient care.

ABOUT THE

REPORT



## Bradesco Educational Insurance

This insurance is designed to ensure the payment of school fees for children or dependents in the event of unexpected circumstances. Specifically developed for schools, it targets parents or quardians who wish to maintain their children's or dependents' school fees in emergency situations.

In 2023, Bradesco Educational Insurance paid out BRL 2,504,265.63 in claims, helping to secure continued access to education for the benefiting students.

2023

## Vida Viva Bradesco

This customizable life insurance can also be utilized while the insured is still alive. It received a silver medal at the Efma & Accenture 2022 awards for innovation in products and services. This insurance provides the security and comfort that the insured and their family deserve, with coverage and assistance options tailored to the client's profile and stage of life.

It offers 20 types of coverage, 16 of which can be used during the policyholder's lifetime. One of the key coverages is for serious illnesses, providing financial support that allows the insured to manage the costs of their treatment journey, including hospitalization, medications, therapies, and other benefits. This support helps maintain the financial stability of dependents during the policyholder's recovery period.

Additionally, the product offers 19 assistance options, such as Pet Assistance, Telemedicine, individual and family nutritional and psychological guidance, among others. In 2023, a total of BRL 73,196,366.21 was paid in claims.

## Vida Viva Mulher

Similar to Vida Viva, but specifically tailored for women, this insurance offers coverage that significantly impacts the lives of the policyholders. It includes coverage for the diagnosis of primary cancers that specifically affect women, such as uterine and breast cancers. Additionally, we provide Natality Basket assistance, which includes Natality Kits with essential items to meet the basic needs of mothers and their newborns.

In 2023, we sold 56,384 insurance policies and paid out over BRL 23 million in claim compensation. During the same period, Bradesco Vida e Previdência registered 432 activations of the Natality Basket assistance.



## Microinsurance Premiumable Protection

Additionally, we offer microinsurance with affordable premiums (BRL 30.00/year) that provide impactful coverage for beneficiaries. In 2023, over 195,000 policies were issued, protecting numerous lives.



## Bradesco Insurance for Cyber Risks in **SMEs**

A product with a positive impact on the economy and entrepreneurship, as it provides increased security for businesses, particularly small and medium-sized enterprises, which are the primary target for this product.

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND TRANSPARENCY HIGHI IGHTS

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CI IMATE CONTENT AGENDA SUMMAR) ANNEXES

CORPORATE

INFORMATION

CREDITS

## Bradesco Auto Mulher

Bradesco Seguro Auto Mulher was designed to serve female consumers with exclusive coverage and services at a differentiated price. The product offers comprehensive coverage for collisions, fires, robbery/theft, and third-party liabilities such as material and bodily damage. Additionally, it provides 24/7 assistance with various services. Customers benefit from unlimited towing access in the event of a breakdown and can enjoy discounts at numerous merchants through the Advantages Club. In 2023, this insurance represented around 44% of the total car insurance contracts.



2023

HIGHLIGHTS

## Microinsurance via Bradesco Expresso

Bradesco Expresso is one of the largest and most comprehensive networks of banking correspondents, combined with one of the most valuable brands in the country.

At no additional cost, merchants (such as pharmacies, clothing stores, and construction material stores) can offer financial and insurance services, including insurance policies, topups, and bill payments. This not only increases customer traffic to their establishments but also provides them with additional revenue.

Bradesco Expresso supplies the necessary technology and training for establishment owners to operate these financial services, including access to training on Microinsurance.

In 2023, the total collected in Microinsurance premiums via Bradesco Expresso saw a 17% growth compared to the previous year, contributing to the income of these business partners.

## Bradesco Private Pension Plans ESG Principles

Bradesco Vida e Previdência launched three Bradesco Princípios ESG Private Pension Plans in 2021, becoming one of the pioneers in offering ESG pension products. In 2022, another product with ESG principles was launched in partnership with Ágora, reinforcing Bradesco Seguros' commitment to sustainable development and investing in companies with a strong environmental, social, and governance commitment. By December 2023, the net equity of the funds in these four pension plans totaled more than BRL 37 million. They are:

1. Bradesco ESG Principles Global Fixed Income Private Credit PGBL/VGBL, which concentrates investments in local and international fixed income assets, from companies with a high degree of ESG commitment

2. Bradesco ESG Principles Equities Global PGBL/ VGBL, which concentrates investments in local and international variable income assets, from companies with a high degree of ESG commitment

**3. Agora ESG Principles Global Fixed Income MM CP PGBL/VGBL**, which concentrates investments in local and international fixed income assets, from companies with a high degree of ESG commitment

**4. Agora\_Top\_Green\_Equities\_Global\_PGBL\_VGBL**, which concentrates investments in local and international variable income assets and seeks to follow the Ágora Top Green Index, selecting assets that make up B3's Sustainability Index (ISE).

INTRODUCTION ABOUT THE REPORT STATEMENT FROM THE CEO ABOUT US

GOVERNANCE AND TRANSPARENCY

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA CONTENT SUMMARY ANNEXES

CORPORATE

CREDITS

## Dematerialization and Digitalization Initiatives at Bradesco Seguros

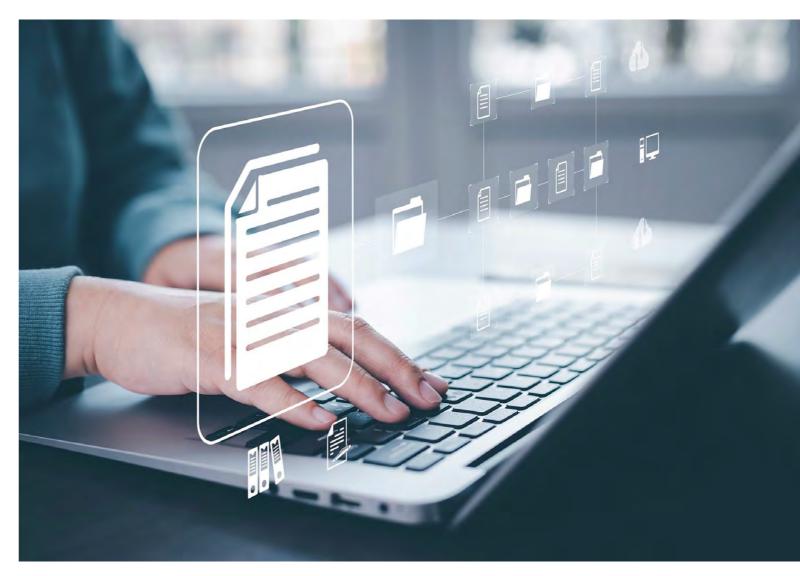
Bradesco Seguros Group has been constantly promoting technological development and innovation in products and services, focusing on expanding the population's access to financial services via digital channels.

These initiatives reduce the need for customers and employees to travel, thereby potentially reducing greenhouse gas emissions, fuel consumption, and paper usage. Additionally, we have implemented measures to reduce material consumption, particularly paper, in our internal activities, processes, and the pre- and after-sales flows of our products and services.

Some initiatives for Dematerialization and Digitization include:

- SPG digital invoice
- Bradesco Saúde Digital Reimbursement
- Reduced sending of the Physical List of Referenced Network Providers
- Dematerialization of Services at Bradesco Capitalização
- Online Self-Inspection

- Virtual BAC
- Insurance platforms and digital journeys
- SEAP Automatic Proposal Issuance System
- POP Online Portability Platform
- Digital Claim Notice
- Digital Acceptance Bradesco Vida e Previdência
- Life Insurance Digital Journeys
- Individual Redemption –
   Bradesco APP and Call Center –
   Bradesco Capitalização.
- Digital Acceptance Bradesco App, Net Empresa, Internet Banking and Net Empresa Portal – Bradesco Capitalização.
- Offering products through digital journeys – Bradesco App, Internet Banking and Self-Service – Bradesco Capitalização.



INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO

1 ABOUT US

2023 GOVERNANCE AND HIGHLIGHTS TRANSPARENCY SUSTAINABLE BUSINESSES PEOPLE AND

COMMUNITIES

CLIMATE AGENDA CONTENT SUMMARY ANNEXES CORPORATE

CREDITS

# Innovation and Technology

[ GRI 3-3 Innovation, SASB FN-IN-410b.2 ]

Bradesco Seguros constantly seeks to facilitate customer and user access to products and services through innovation and technology. This includes promoting awareness of innovation in ESG at company events and exploring tools that mitigate the environmental and societal impacts of our operations.

We emphasize the evolution of our processes and open innovation strategy to facilitate and optimize the experimentation of collaborative solutions with external partners who are developing products and services that contribute to the Group's business. As a result, we reduced the time taken to contract proofs of concept (POCs) by 76%, bringing agility and accuracy to the testing process and aiming for greater quality in deliveries and alignment with the business. In 2023, we had more than 50 POCs on the innovation trail, prioritizing a strategy focused on strengthening the growth of companies and startups that collaborate with and build the country's economic and sustainable

development. This strategy was reinforced by the launch of the new open innovation page on the Company's website, focusing on sustainability as a key area for partner prospecting.

Besides conducting business, we also promote important discussions about the relevance of innovation and data use in the ESG context at our Innovation Festival, an annual event open to the market, which was attended by more than 2,500 spectators in 2023.

Bradesco Seguros' Innovation area operates through Innovation Hubs, which integrate the main technologies from insurtechs, healthtechs, and major market players, aiming to solve business challenges.

To achieve this, we rely on the InovaBra ecosystem and remain attentive to developments from insurtechs, such as Susep's regulatory Sandbox.

2023

#### Innovation Hubs

Bradesco Seguros' Innovation Hubs consist of multidisciplinary teams distributed across the Insurance Group Companies and their business areas, aiming to address challenges through Open Innovation, collaborative efforts, and intrapreneurial work.

These teams play a crucial role in fostering an innovation culture to meet the evolving demands of the insurance market and introduce innovative models. The initiatives developed are guided by goals such as cost reduction, revenue growth, customer centricity, process efficiency, new business models, and sustainability.

#### InovaBra

InovaBra is an ecosystem designed to foster innovation both within and outside the Bradesco Group. Through collaborative work programs involving the Organization, companies, startups, investors, and mentors, the initiative aims to address challenges, fulfill customer needs, and ensure business sustainability.

For more information, click here.

## In the wake of innovation

We enhance prospecting and solution analysis and increase efficiency through PI Planning.



companies

analyzed

PoCs in the wake of innovation



completed

reduction in

hiring times

with favorable

ratings



CORPORATE

INFORMATION



innovation workshops

INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE BUSINESSES

CLIMATE PEOPLE AND AGENDA COMMUNITIES

CONTENT SUMMARY

ANNEXES

CREDITS

## Culture of Innovation

We established the Innovation Culture initiative and boosted initiatives focused on engagement.



average NPS Launch of the Insurance & Innovation Talks



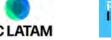
#### **4 AWARDS** EARNED

Qorus accenture

Innovative Workplaces Brasil 2023

#### 9 EVENTS ATTENDED







INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO

ABOUT US

2023

HIGHLIGHTS

GOVERNANCE AND TRANSPARENCY

SUSTAINABLE BUSINESSES

CLIMATE AGENDA

PEOPLE AND

COMMUNITIES

CONTENT SUMMARY ANNEXES CORPORATE INFORMATION CREDITS

## **Applications and Self-Service Solutions**

The Bradesco Seguros application consolidates all our Group's products into a single digital platform. Through it, our customers can access information about their plans, products, and services. The application is designed to be compatible with best accessibility practices, catering to visual, hearing, and speech impaired individuals.

Always prioritizing customer needs, in 2023 we achieved a significant milestone of introducing more than 70 new features since the launch of the updated version in 2021. With 100% of the features tested with our customers and based on their feedback, products such as Bradesco Saúde, Dental, Auto, Vida and Previdência were launched.

From January to December 2023, we averaged 1 million unique users on the application, marking a 41% increase compared to the same period in 2022. The number of downloads also grew by 24% during this time, reflecting customers' growing demand for easy access to information, self-service options, and quick solutions right at their fingertips.

Combining the convenience offered to our customers with a commitment to sustainability, we highlight the launch

of some key online solutions: online refund requests; tracking claims with document upload directly through the app; checking payments, installments, and duplicate bills; online consultations with dentists: and information on policies and coverage of various plans.

By December 2023, digital channels accounted for 95% of refund requests received by the Bradesco Group, with the Bradesco Seguros and Bradesco Saúde applications being the preferred channels for customers. In addition to enhancing convenience and visibility throughout the process stages, the introduction of the digital refund journey with biometric validation has reduced the generation of printed documents and increased security layers, thereby minimizing fraud attempts.

Another frequently accessed feature by our customers is the search for doctors and clinics. In 2023, more than 4 million searches were conducted, with the Customer Portal being the primary channel used.

In the Health product alone, there were over 10 million views of digital cards and more than 3 million online authorizations for procedures.

2023

Similarly, in August 2022, we launched the home insurance policy consultation and download service. This initiative contributed to reducing waste generation and decreasing the number of calls to the Customer Service Center. Within one month of its launch in September 2022, an average of 2,600 policy downloads were recorded, which increased to over 64.000 downloads in 2023.

For the Life product, consultations on policies, certificates, coverage, assistance, and payments are available. In the last semester, there were more than 241,000 consultations on payments, 55,000 consultations on beneficiaries, and another 40,000 consultations on coverage available in the purchased plan. These volumes reflect digital engagement and alleviate pressure on call centers.

In 2023, Bradesco Seguros enhanced its Auto Insurance services to allow policyholders to easily check their policy details, payments, and duplicate bills, as well as request vehicle assistance from anywhere, ensuring the security and reliability that Bradesco Seguros is known for. During the year, the app recorded over 45,000 assistance requests

and more than 117.000 accesses to these functionalities. Additionally, we introduced reimbursement requests through the Dental app, along with features for searching doctors and hospitals, access to copies of bills and more. Searching for dentists became the most popular feature, with an average of 600,000 searches monthly.

In the realm of Capitalization, which is currently exclusively available to Bradesco account holders, promising figures were achieved in 2023. This included 21,000 views of statements through the app and issuance of over 4,000 certificates. Once again, reducing the need to deliver physical documentation underscores our commitment to practical solutions and delivering more sustainable products. Notably, 82% of sales to individuals were conducted via digital signature, and 51% of redemptions were processed through the Bradesco App and Customer Service Center, in addition to allowing bond consultations via the Bradesco Seguros APP.

It is a success that drives us forward. fueling our ambition to create more journeys that simplify our customers' lives and introduce new services and features with each version update.

## Facial biometrics for refund requests

At the beginning of 2023, Bradesco Saúde introduced facial biometric recognition in the reimbursement request process, available across all three applications (Bradesco Seguros, Saúde, and Concierge). This innovative measure among health plan operators enhances security by ensuring accurate identification of beneficiaries, while maintaining an intuitive and convenient user experience.

In addition to this enhancement, Bradesco Seguros, Bradesco Saúde, and Bradesco Saúde Concierge applications underwent significant investments. They now feature a more modern and intuitive layout, coupled with technological improvements aimed at facilitating smoother navigation and more efficient use of the services offered.

INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA

ANNEXES CONTENT SUMMARY

CREDITS

CORPORATE

INFORMATION

## **APP Corretor (Broker APP)**

The APP Corretor (Broker APP) was designed to streamline brokers' tasks by consolidating various services into a single platform. Since the second half of 2020, the app has enabled consultations on Auto and Property and Casualty policies, with 26,000 and 22,000 views respectively, by December 2023. Additionally, brokers can share invoices, resulting in 4,000 for Auto and 2,000 thousand for Property and Casualty during the same period. The app also facilitates commission inquiries, with 119,000 views in 2023.

In the first half of 2021, new features were introduced to monitor outstanding installments and proposals pending payment, leading to 41,000 and 15,000 views for Auto and Property and Casualty respectively. The functionality for proposals pending payment in Auto policies was also added, garnering 27,000 views by December 2023.

In 2022, several features were implemented to reduce travel, paper documents, printed materials, and gas emissions. Highlights included the ability to consult proposals, access a second copy of the digital card, and search for accredited Dental networks. The Universeg training platform was also introduced for remote participation, along with support materials for Health sales.

In 2023, we delivered General Conditions for products and a revamped Commission Statement. We launched the Dental Delayed Installments card and began issuing digital invoices for payments.

A new plan in the Individual Dental Proposal was introduced, eliminating the need for paper signatures and supporting environmental conservation.

The APP Corretor (Broker APP) in 2023 continued to promote sustainability by offering the Card Parcelas em Atraso SPG and Card Parcelas em Atraso SPG and Empresarial for Health, along with new Dental Individual plans – Family Plans.

Promotional materials for Bradesco Seguros products were digitally distributed to brokers, reducing transportation emissions and paper usage. We also launched the PF Multi Pro dental plans on our platform, reducing paper proposal emissions and greenhouse gas emissions from transportation.

#### Carta Verde (Green Card) via WhatsApp

We introduced the Green Card issuance service via WhatsApp to empower brokers by meeting their needs more autonomously. This service is mandatory for car travel in Mercosur countries like Paraguay, Uruguay, Argentina, and Bolivia. We were the first insurance company in Brazil to offer this service completely autonomously through such channel. Brokers can now issue the Green Card independently through this channel, eliminating the need for manual intervention and long waiting periods. They can share the document directly with insured parties within just three minutes of initial contact with the tool, ensuring greater convenience and significantly enhancing service efficiency.

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INTRODUCTION ABOUT THE REPORT STATEMENT FROM THE CEO

M ABOUT US

2023 GOVERNANCE AND HIGHLIGHTS TRANSPARENCY SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA CONTENT ANNEXES SUMMARY CORPORATE CRED

## **Registration on the business portal**

The Broker Business Portal serves as our primary channel for interacting with brokers. In collaboration with this audience, we've streamlined the accreditation process for new brokers, making it intuitive, fast, and entirely digital. Prospective brokers can now register directly on the business portal, eliminating the need for paper. This change has significantly reduced the time required for registration, with monthly subscriptions increasing fourfold on average.



ABOUT THE

REPORT

## **Telemedicine Platform**

Bradesco Saúde and Mediservice leverage the Saúde Digital platform, which offers a range of online services and conveniences for their beneficiaries.

The Meu Doutor Novamed network of clinics also provides Telemedicine consultations, delivering the same high-quality care remotely that beneficiaries would receive in person, all from the comfort of their own homes.

One key feature of this tool is the access to specialized doctors who provide remote assistance via video. Furthermore, through the Bradesco Saúde app, beneficiaries can conduct immediate video consultations with a dedicated medical team, whether for suspected Covid-19 cases or acute, low-complexity issues. This service operates 24/7, including holidays. In both types of care, patients can receive digital prescriptions, lab orders, certificates, and referrals to other health services. Since its inception in 2020, this service has provided over 1.5 million consultations.

Data security is paramount, adhering to the requirements of the General Data Protection Regulation (GDPR). For routine consultations with doctors from the network, beneficiaries can access a list of qualified professionals for video consultations at bradescosaude.com.br. After contacting the specialist, they can schedule an appointment by phone and receive a confirmation



email with a link to access the appointment at the chosen date and time. Consultations with healthcare professionals occur via the Saúde Digital Plataform for remote care, enabling ongoing monitoring of treatment by a designated doctor.

The Saúde Digital Rede Referenciada (Digital Health Network) also includes services with other professionals such as psychologists, speech therapists, and nutritionists, available remotely through their own means.

These professionals are listed on the website for easy access, but respond remotely.

INTRODUCTION

STATEMENT FROM THE CEO ABOUT US 2023 HIGHLIGHTS

GOVERNANCE AND

SUSTAINABLE BUSINESSES

PEOPLE AND

COMMUNITIES

CLIMATE AGENDA

TE CONTENT A SUMMARY ANNEXES

CREDITS

CORPORATE

INFORMATION



## **Project Prioritization Cycle**

Since 2017, we have implemented a Project Prioritization Cycle to analyze all projects related to system development. The goal is to optimize IT business processes.

This cycle has introduced new methodologies, processes, and governance to ensure that we prioritize the most critical projects and deliver them on schedule. This approach allows us to define solutions that meet the Organization's strategic needs and objectives effectively.

ABOUT THE

REPORT

## Accessibility

For the Customer Portal, we conducted accessibility studies following best practices in web development to ensure it is accessible to all users. This effort helps individuals easily locate a doctor on their mobile device or find a product using screen reader tools.

Accessibility applications included:

- Visual contrast adjustment for poor vision
- Color improvements for color blindness
- Focus navigation
- Semantic application for screen readers
- Alternative text on images
- Texts written more accessibly for neurodivergent individuals
- Usability correction in components

In the applications, all features include components designed for users with visual impairments. This feature is enabled only for users identified as visually impaired upon login and after activating the device's native Talkback feature. This level of accessibility is standard across the platform.

## **Brazilian Sign Language (Libras) Program**

The Bradesco Seguros Libras Program assists individuals with hearing impairments in navigating the institutional website using the mobile ProDeaf application. Available on Android and iOS systems, ProDeaf translates sentences from Portuguese into Libras (Brazilian Sign Language), the primary language used by deaf individuals.

Other initiatives include: Visual Contrast. Increase and Decrease of Fonts on the website, for those with some type of visual impairment; the Deaf Service Center (CAS); Ombudsman and Customer Service for people with hearing or speech impairments. The Group also offers Libras courses for employees and translation into Libras for internal lectures.

#### **#PraTodoMundoVer**, **#BradescoSegurosAcessível**, #BradescoSaúdeAcessível. #NovamedAcessível

With a strong focus on accessibility, Bradesco Seguros' social networks incorporate hashtags on Facebook, Instagram, and LinkedIn. This initiative aims to promote accessibility culture across social media platforms, with a key principle being the audio description of images for individuals with visual impairments. This translation process involves transforming images into descriptive words, following specific criteria and respecting the audience's needs.

Furthermore, we provide video assistance technology, ensuring effective communication for individuals with hearing impairments. Access to these services is available through our service portal, utilizing the following options: Atendimento > Atendimento em Libras > Iniciar Chamada > Preencha os campos para iniciar o atendimento ("Service > Service in Libras > Start Call > Fill in the fields to get started")

Policyholders benefit from an exclusive and personalized chat service in Brazilian Sign Language, which includes file sharing, screen sharing, and visual communication. This service is designed to significantly enhance access to our services, ensuring that individuals with hearing impairments receive clear and accurate information. By offering these capabilities, we promote inclusion and equality among all our users.

During video calls, we prioritize the confidentiality and security of information, adhering to the highest standards of data protection and privacy practices.

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE PEOPLE AND BUSINESSES

CLIMATE AGENDA COMMUNITIES

CONTENT SUMMARY ANNEXES

CREDITS

CORPORATE

INFORMATION

## **Digitalization at Bradesco Seguros**

[ GRI 3-3 Sustainable Products and Services, SASB FN-IN-410b.2 ]

In 2023, our journey of digital transformation continues to advance with the introduction of new tools and agile processes, as well as the integration of artificial intelligence into our Portal de Negócios (Business Portal). Emphasizing digital acceptance and multichannel service to policyholders remains a priority.

By digitalizing various services, we are achieving benefits that extend beyond technology adoption alone, leading to enhanced results and user experiences. These impacts are evident both environmentally, through reduced paper usage and operational costs, and socially. Our stakeholders now have access to tools and technologies that provide precise information about our products and services, facilitating quick and intuitive engagement with the public.

ABOUT THE

REPORT

## Information Technology

Aligned with our strategic goals, our Information Technology centers in the 2023 fiscal year focused on projects aimed at enhancing efficiency, maximizing security, and improving user experience and customer satisfaction.

Specifically, we prioritized customer relationship projects, enhancing the usability of commercial interfaces on the Salesforce platform for our agency network, including agency brokers and master brokers. These improvements streamlined commercial management processes and contributed to increased sales related to insurance policy renewals. In the automotive market segment specifically, Bradesco Seguros implemented enhancements to monitor commercial opportunities effectively.

We introduced a fully digital process for broker registration, enabling prospective agents to submit their information and required documents online through our Institutional Portal, managing the entire process digitally.

2023

Our digital channels team achieved significant milestones across multiple platforms, including the Insurance Room on the Banco Bradesco App, E-commerce Portal, and Sales Portal for Branch Managers. These efforts facilitated the introduction of new insurance products, timely offers, service improvements, and integration between digital platforms and the experiences of brokers and managers, promoting self-service capabilities.

Furthermore, we launched a new service system in branches aimed at enhancing customer and broker relationships, reducing query times, improving response rates, managing service queues efficiently, and maintaining comprehensive historical and document tracking for sales support.

In terms of customer benefits, our primary relationship channel, Clube de Vantagens, evolved with the introduction of Max Club, providing exclusive advantages to Bradesco Capitalização customers. This initiative contributed to increased sales and enhanced customer retention efforts.

## Cybersecurity

Throughout 2023, Bradesco Seguros made significant investments in cybersecurity tools and infrastructure to enhance the resilience and protection of our technological systems across Bradesco Seguros Group's companies. These efforts are crucial in ensuring our cyber resilience in a constantly evolving technological landscape. Additionally, we conducted regular workshops to deepen our internal teams' understanding of digital security challenges and best practices. These initiatives underscore our steadfast commitment to safeguarding the data of our customers, employees, and partners amidst the growing integration of technology into our daily operations.

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES

CLIMATE

AGENDA

CONTENT

SUMMARY

ANNEXES

CREDITS

CORPORATE

INFORMATION

# **Responsible Supply Chain**

[GRI 2-6, GRI 3-3 Risk Management and Compliance, GRI 408-1, GRI 409-1, GRI 414-2, SASB FN-IN-410b.2]

Our supply chain is diverse, comprising companies across various sectors and categories, totaling 859 assets throughout 2023. We welcomed 249 new suppliers, resulting in a total of 1,359 contracts for the year.

All suppliers undergo rigorous approval processes managed by Banco Bradesco's Supplier Management, ensuring compliance with necessary requirements. Furthermore, critical suppliers are subjected to audits focusing on socio-environmental aspects and supply criteria, as stipulated by Bradesco and the FSBRA - Programa Bradesco de Responsabilidade Socioambiental na Cadeia de Suprimentos (Bradesco Social and Environmental Responsibility Program in the Supply Chain.)

FSBRA, initiated by Banco Bradesco, evaluates our entire supply and service chain. Its primary objectives include identifying, assessing, monitoring, and mitigating socio-environmental risks inherent in the products and

ABOUT THE

REPORT

services provided to our organization. The program enhances supply chain development through consultative audits, overseen and monitored in collaboration with a trusted partner company. The FSBRA conducts annual audits, encompassing one audit cycle per year. Following these audits, companies are required to submit Corrective Action Plans (PAC) to address identified opportunities for improvement. The Program evaluates socio-environmental responsibility and sustainability practices.

Environmental criteria are integrated into new supplier contracts through the Supplier Approval process,

Total spending with suppliers (BRL thousand)	R\$ 3,367,709,281.33
Number of current contracts	1,359
Newly registered suppliers	249
Total number of critical suppliers	0
Total number of active suppliers	858
Bradesco Seguros supply chain	2023

aligning with our Purchasing Policy. which mandates prior approval for participation in procurement processes.

Throughout 2023, we continued to implement the Fornecedor Mais Sustentável (Most Sustainable Supplier), known as the Bradesco Social and Environmental Responsibility Program in the Supply Chain. This includes conducting Supplier Workshops, Assessments, and Audits that prioritize ESG risk management. A significant milestone was the resumption of on-site audits at suppliers, which had been paused since 2019 due to the pandemic. The audits focus on sectors outlined

#### Suppliers whose selection process considered environmental and social criteria [ GRI 308-1, 414-1 ]

	2023
Total number of new suppliers selected	1696
Number of new suppliers selected based on environmental and social criteria	1696
Percentage of new suppliers selected based on environmental and social criteria	100%
Total number of new contracts	100
Number of new contracts including a selection process based on environmental and social criteria	100
Percentage of new contracts including a selection process based on environmental and social criteria <sup>1</sup>	100%

1. Includes all suppliers of the Bradesco Organization. 2. The Company started monitoring this data as of 2023.

in Standard 05.403 - Social, Environmental, and Climate Risks, particularly for contracts exceeding 30 million.

In 2023, all suppliers underwent socio-environmental assessments, with selection criteria emphasizing respect for human rights. Notably, only one supplier was identified for negative social impacts related to our supply chain during this period.

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA

ANNEXES CONTENT SUMMARY

CREDITS

CORPORATE

INFORMATION



#### Suppliers assessed and identified for

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environmental criteria <sup>1</sup> [GRI 308-2]	2022	2023
a. Number of suppliers assessed for environmental impacts.	382	1696
b. Number of suppliers identified as causing actual and potential negative environmental impacts.	0.00	12
c. Percentage of suppliers identified as causing negative environmental impacts – actual and potential – with which improvements were agreed as a result of the assessment carried out.	0%	0.71%
d. Percentage of suppliers identified as causing significant negative environmental impacts – actual and potential – with which the organization terminated business relationships as a result of the assessment and the reasons that motivated termination.	0%	0%

#### In 2023, 12 suppliers were identified as causing negative environmental impacts, with 11 associated with Banco Bradesco and 1 with Bradesco Seguros. These suppliers within this scope will be invited to participate in the Most Sustainable Supplier - FSBRA program, Bradesco's Social and Environmental Responsibility initiative in the Supply Chain. Through the program, we will conduct onsite audits at the supplier's headquarters in partnership with consultancy firms. If an onsite audit is not feasible, socio-environmental analysis will be performed using the DCIR checklist (Standard 05.403 – Social. Environmental, and Climate Risks, item 8).

Protection of children's and adolescents' rights is integral to the FSBRA audit checklist, where auditors verify the employment of minors. Regarding the Young Apprentice program, compliance with regulations and educational institution documentation is verified.

In 2023, the company did not identify instances of child labor or young workers exposed to hazardous conditions within its operations or supply chain. Similarly, no cases of forced or compulsory labor were found in its operations or supply chain.

## Spending with local suppliers [GRI 204-1]

In 2023, the entire budget approved for contracting services was sourced from contracts with local suppliers.

#### Spending with local suppliers<sup>1</sup>

	2022
Spending with all suppliers (VRL)	BRL 3,367,709,281.33
Spending with local suppliers - same location of operation (R\$)	BRL 3,367,709,281.33
Percentage spent with local suppliers (%)	100%

1. Definition of location for GBS: suppliers located throughout Brazil.

## Bradesco's supplier relationship portal

The Bradesco supplier relationship portal aims to reaffirm our commitments and values with the supply chain, fostering shared and long-term value, and providing transparency in our processes. We also offer a knowledge platform for brokers, along with policies, codes, service, and reporting channels accessible on our website: https://www.bradescofornecedores.com.br

#### 1. Includes all suppliers of the Bradesco Organization.

2. In 2023, all our suppliers underwent socio-environmental assessments, with selection criteria emphasizing respect for Human Rights.

INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA

CONTENT SUMMARY ANNEXES CORPORATE INFORMATION CREDITS

# People and Communities

Jan 1

SOCIAL AND

RELATIONAL

#### Integrated Reporting Capitals



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INTELLECTUAL

ABOUT THE

REPORT

3 GOOD HEALTH AND WELL-BEING 5 GENDER EQUALITY QUALITY Education 8 DECENT WORK AND ECONOMIC GROWTH **9** INDUSTRY, INNOVATION AND INFRASTRUCTURE 10 REDUCED 13 CLIMATE ACTION



81 Human Capital

82 People Management

85 Diversity, Equity and Inclusion

89 Talent Attraction and Retention

90 Demographic Data

95 Career Building

96 Performance Assessment 99 Remuneration 100

Benefits

101 Health, Safety and Well-being

103 Human Rights

> 104 Education in Insurance

105 Social Investment

108 Engagement with stakeholders

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND TRANSPARENCY

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CONTENT SUMMAR)

**CLIMATE** 

AGENDA

ANNEXES

CORPORATE

INFORMATION

# Human capital

Human capital forms the foundation of our corporate strategy, as people are the primary catalysts for development.

Engaging with our customers, employees, business partners, community, and other stakeholders is integral to our commitment to enhancing social responsibility within our operations. By prioritizing human capital, we aim to strengthen relationships and establish a robust foundation for informed decision-making.



INTRODUCTION ABOUT THE REPORT

E STATEME THE CEO

ABOUT US

# **People Management**

[GRI 3-3 Innovation]

## Our corporate strategy is divided into three People Management pillars: Leadership Development, Talent Management and Culture/Organizational Climate.

## Leadership Development

We promote the development of leaders through comprehensive training initiatives in partnership with Unibrad -Bradesco Corporate University. These programs are tailored to address the specific challenges at each management level, focusing on enhancing essential skills, strategic thinking, business sustainability, and achieving results. Our training portfolio covers contemporary and pertinent themes such as selfawareness, agile leadership, humancentered leadership, neuroleadership,



and feedback 2.0, among others. These programs equip leaders with the necessary tools to navigate evolving workplace challenges.

In 2023, key initiatives collectively engaged 2,323 participants and included:

#### Webinar for the Senior Leadership:

facilitates discussions and reflections among executives from the Insurance Group on current and pertinent topics, considering challenges in today's business landscape, explores contemporary management models, and identifies emerging trends.

#### **Executive Development Program:**

In response to constantly evolving business models, leaders are required to broaden their vision to drive performance across the organization. This program is focused on six pillars, namely: Digital Transformation, Innovation, Leadership, Business Management, Governance and Strategy, which offer a practical and conceptual approach, in collaboration with the

main national and international business schools.

Leadership Trail: Its objective is to foster ongoing leadership development throughout the organization, encompassing all levels and nurturing the next generation of leaders. The goal is to cultivate a culture of continuous learning that aligns with the core principles of sustainable business development.

Executive Coaching: It is a personalized process aimed at advancing the career development of our managers and executives. It focuses on guiding behavioral changes to solidify and accelerate high professional performance among leaders in the Insurance Group. This approach enables them to navigate challenges adeptly and turn adversities into opportunities. Launched in 2011, the program has already benefited over 230 executives.

#### Group Coaching: In 2023, we introduced the Group Coaching

initiative, benefiting 40 leaders selected based on pre-established criteria aimed at enhancing and accelerating their professional development in tackling business challenges. The program was structured around a series of four workshops, each designed to foster strong relationships within each group. Its primary goal was to cultivate a culture of collective intelligence, fostering an environment of trust and ongoing learning. The focus was on enhancing leadership capabilities and strategic planning skills among participants.

Mentoring: It aims to support the development of new leaders through a mentorship program that fosters the exchange of experiences and knowledge among participants, promoting lifelong learning and career development. As part of this initiative, we utilize a platform powered by Artificial Intelligence to match mentors and mentees based on their profiles, facilitating connections grounded in shared interests.

INTRODUCTION REPORT

ABOUT THE

STATEMENT FROM THE CEO

ABOUT US

2023

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CLIMATE CONTENT SUMMARY

AGENDA

ANNEXES

CREDITS

CORPORATE

INFORMATION



## "Bonita de se Ver" Gallery

Through Internal Marketing, we implement strategies to foster personal and human interaction among all Bradesco Seguros Group employees. One such initiative is the "Bonita de se Ver" Gallery, a digital engagement platform that conducts regular campaigns inviting all employees to participate equally. These initiatives reinforce our strategic directions and actions, fostering a positive and cohesive workplace atmosphere.

In its 8th season, the platform saw a remarkable 97.7% voluntary participation rate among our team, totaling 7,899 employees. Throughout 2023, we organized 28 interactive events on the "Você em Boa Companhia" social network and launched 35 polls. These efforts resulted in over 257.319 virtual engagements and survey participations, averaging around 21,443 interactions per month. Furthermore, we prioritize important themes of inclusion and social equality within the Bradesco Seguros Group, such as LGBTI+ Pride Month and Black Awareness Day.

2023

## UniverSeq

Opened in 2004, the Universe of Insurance Knowledge (UniverSeg) is dedicated to training and enhancing knowledge about insurance for employees, business partners, and the wider community. Our mission is to prepare individuals for a dynamic, competitive, and innovative market through national initiatives focused on technical and behavioral development.

In 2023, we conducted a wide range of training and development activities, attended by a total of 489,994 participants.

The Universeg platform, which celebrated its second anniversary in July 2023, has revolutionized how we disseminate content and knowledge to our partner brokers and brokerage employees. Throughout the year, we offered 490 courses in diverse formats. including games, podcasts, online classes, e-books, infographics, augmented reality, and interactive workshops. These resources have played a crucial role in fostering both professional and personal growth among our business partners.

PEOPLE AND

COMMUNITIES

Moreover, the platform provides tailored learning paths focused on our sector, encompassing Bradesco Seguros Group products, regulatory courses, and content related to personal development, financial education, protection, and mental health. A notable addition is the Cycles Program, a specialized learning journey introduced in 2023 for brokerage owners and future successors. Recently, we launched the web series Agro GBS, which debuted with eight episodes covering technical, commercial, and risk aspects within the agribusiness sector.

Annually, Universeg oversees investments in training and defines a learning strategy aligned with key trends and business needs, offering customized learning solutions in both synchronous and asynchronous formats.

Synchronous - These are internal or external solutions delivered in real time, customized and developed according to the needs of the Insurance Group.

Asynchronous - It is a learning mode carried out without the

presence of a facilitator or instructor. At Bradesco Seguros Group, various learning formats are available, including e-learning, videos, booklets, podcasts, manuals, and infographics. These resources are accessed through the Integra RH platform for employees or the UniverSeg platform for brokers and partners, along with other digital platforms.

To enhance the effectiveness and outcomes of training for business partners, we have implemented indicators aimed at assessing the impact of training on the marketing performance of Insurance Group products.

INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABI F BUSINESSES

CLIMATE AGENDA

ANNEXES CONTENT SUMMARY

CREDITS

CORPORATE

INFORMATION



## **Cultural Journey**

Our cultural journey is dedicated to fortifying and enhancing our culture to ensure its functionality and sustainability, aligning with societal demands, customer expectations, the ESG agenda, and the dynamic business landscape. Through extensive research and collaboration within our Culture Team, composed of representatives from diverse areas, we have defined the attributes of the desired culture for the Bradesco Seguros Group.

These attributes embody the principles that will guide our actions and shape the future we envision. Culture lies at the core of our group, defining how we excel in caring for our employees, policyholders, brokers, and partners.

ABOUT THE

REPORT

## **Digital Transformation**

#### "Você Conectado" Program

Launched in 2020, our initiative aims to foster broad connections within the digital landscape through an annual series of lectures focused on innovation and digital transformation. These sessions are designed to expand the mindset needed to navigate a rapidly evolving market. We carefully curate these events, often inviting industry experts to share their insights and occasionally featuring internal executives from Bradesco Seguros to align their experiences with our company's practices. This approach ensures a diverse and inclusive discussion that benefits the broader audience.





## **Agile Trail**

Since 2019, our Agile Trail has actively promoted agile methodologies throughout the organization. This initiative includes synchronous training sessions that cover specialized topics in agile development, tailored for those directly involved in roles such as Product Owner (PO) and Scrum Master (SM). Additionally, asynchronous training modules focus on fostering an agile mindset and equipping teams with tools to enhance daily operations and productivity.

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES

CLIMATE CONTENT AGENDA SUMMARY ANNEXES CORPORATE INFORMATION CREDITS

# **Diversity, Equity and** Inclusion

[GRI 3-3 Diversity and Inclusion, GRI 405-1, GRI 405-2]

Diversity, equity, and inclusion are pivotal in fostering a strong culture within the Bradesco Seguros Group. Our actions are rooted in our core values, emphasizing the inherent value and potential for development in every individual, as well as the importance of respecting the dignity and diversity of all human beings.

Aligned with the commitments set forth by the Bradesco Organization, we adhere to a range of regulations including the Code of Ethical Conduct, Sectoral Code of Ethical Conduct, Human Rights Policy, Human Resources Management Policy, Diversity, Equity, and Inclusion Policy, and Training and Development Policy.

To ensure our ongoing and future actions are consistent, responsible, and enduring, thereby reinforcing the culture of the Bradesco Seguros Group, we adhere to our corporate guidelines. These include:

ABOUT THE

REPORT

The Diversity, Equity and Inclusion **Policy**, in order to promote inclusion, without discrimination and intolerance. regardless of ethnicity, color, gender, age, marital status, sexual orientation, gender identity, religious choice, physical condition or socioeconomic class and ensure equal opportunities for development and internal career progression for all employees.

The Sectoral Code of Ethical Conduct of Bradseg Participações S.A., along with its affiliates and subsidiaries. emphasizes the Principle of Valuing People. This principle underscores the importance of nurturing individuality and human relationships with equity, respect, and transparency. It aims to actively contribute to both personal development and organizational outcomes.



INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US 2023 HIGHI IGHTS GOVERNANCE AND TRANSPARENCY

SUSTAINABLE BUSINESSES

CLIMATE AGENDA COMMUNITIES

PEOPLE AND

CONTENT SUMMAR) ANNEXES CORPORATE INFORMATION

CREDITS

## Percentage of individuals on the organization's governance bodies in each of the following diversity categories

[ GRI 405-1, SASB FN-IB-330a.1 ]

	2022			2023
By gender (%)	Total	percentage	Total	percentage
Female	3	11%	3	11%
Male	25	89%	24	89%
By age group (%)	Total	percentage	Total	percentage
Up to 30 years old	0	0%	0	0%
31 to 50 years old	12	43%	11	41%
Over 51 years old	16	57%	16	59%
By ethnicity (%)	Total	percentage	Total	percentage
White	19	68%	19	70%
Black and brown	1	4%	1	4%
Indigenous	0	0%	0	0%
Yellow	0	0%	0	0%
Not declared	8	29%	7	26%

# Percentage of employees by job category in each of the following diversity categories [ GRI 405-1, SASB FN-IB-330a.1]

	20	023
By gender (%)		
Female	4788	58.89%
Male	3342	41.11%
By age group (%)	Total	percentage
Up to 30 years old	2459	30.25%
31 to 40 years old	2984	36.70%
41 to 50 years old	1873	23.04%
Over 51 years old	814	10.01%
By functional category (%)	Female	Male
Superintendence Offices	0.22%	0.66%
Department management	0.95%	1.29%
Area management	3.22%	3.86%
Coordination/Supervision	3.84%	2.26%
Other categories	48.41%	30.89%
Apprentices	0.47%	0.30%
Interns	1.78%	1.85%
Total	58.89%	41.11%

1. There has been an improvement in the presentation of data in accordance with GRI Standards. The previous format lacked a consistent comparative basis, which is why those data are not included in this reporting cycle.

INTRODUCTION

ABOUT THE

REPORT

STATEMENT FROM THE CEO ABOUT US

2023

HIGHLIGHTS

GOVERNANCE AND TRANSPARENCY SUSTAINABLE BUSINESSES

PEOPLE AND CLIMATE COMMUNITIES AGENDA CONTENT ANNEXES SUMMARY CREDITS

CORPORATE

INFORMATION

Ratio between the base salary and remuneration received by women and those received by men by functional category [ GRI 405-2 ]

	2021			2022	2023		
	Base salary	Remuneration	Base salary	Remuneration	Base salary	Remuneration	
Superintendence Offices	1.03	1.01	1.07	1.03	1.07	1.03	
Department management	1.03	1.02	1.04	1.03	1.04	1.09	
Area management	0.92	0.93	0.91	0.92	0.93	0.93	
Coordination/ Supervision	0.95	0.95	0.92	0.92	0.92	0.92	
Other categories	0.84	0,85	0.79	0.81	0.78	0.79	
Apprentices	1.08	1.08	1.00	1.00	0.99	0.99	
Interns	1.00	1.00	1.02	1.02	1.01	1.01	

In other categories, the disparity in salaries between men and women is notably influenced by the prevalence of Information Technology (IT) positions. These roles typically command higher salaries compared to other careers and professions. Moreover, there tends to be a higher proportion of men in IT roles, a trend observed not only at Bradesco Seguros, but across the broader Brazilian job market.



INTRODUCTION

STATEMENT FROM ABOUT THE THE CEO

REPORT

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES

CLIMATE AGENDA

CONTENT SUMMARY CORPORATE INFORMATION

ANNEXES

CREDITS

## We promote diversity, equity and inclusion

[ GRI 3-3 Diversity and Inclusion ]

At Bradesco Seguros Group, we are dedicated to fostering a diverse and inclusive workplace environment. Our initiatives are designed to educate and sensitize our employees in a thoughtful and accountable manner, reinforcing the principles of diversity, equity, and inclusion. To advance these core values, we have established Affinity Groups that encompass various dimensions, including Generations, Gender, Ethnic-Racial diversity, LGBTI+ representation, and Persons with Disabilities (PWD). These groups play a pivotal role in enhancing the sense of belonging and overall well-being among our workforce. Their primary objective is to uphold and celebrate existing best practices, initiate innovative programs, and cultivate deeper engagement across the Organization.

Within the Group's structure, we maintain a dedicated area within the Human Resources Department focused on Organizational Culture, Diversity, Equity & Inclusion. The primary mission of this area is to conceive, promote, and implement initiatives aimed at disseminating our Value Proposition to employees. These efforts are intended

ABOUT THE

REPORT

to positively impact their overall experience, enhance relationship quality, and contribute to the sustainability of our business, in addition to fostering the desired culture for all our people.

Moreover, the area aims to cultivate a culture that aligns with the core values of the Bradesco Seguros Group, emphasizing respect for the dignity and diversity of all employees, in accordance with the Strategic Planning and corporate guidelines.

To enhance the purpose of our Affinity Groups and foster a stronger sense of belonging among our teams, we introduced the visual identity of the five groups represented within our company.

Throughout 2023, we made significant investments in initiatives aimed at promoting more inclusive, respectful, and productive environments. Our efforts included conducting workshops that involved senior leadership and mentoring sessions led by sponsors of our Affinity Groups. These activities were designed to provide training and cultural integration, ensuring alignment with our organizational values.

2023

Furthermore, we developed a dedicated training program for HR professionals and workshops focused on diversity, equity, and inclusion for all employees.

In collaboration with our Internal Communications and Internal Marketing teams, we heightened awareness around key dates on our national Diversity & Inclusion calendar. We celebrated International Women's Day and LGBTI+ Pride Month through interactive and informative campaigns. Additionally, we celebrated the International Day of Persons with Disabilities and Afro-Brazilian culture. promoting understanding and inclusion across our Organization.

For the second consecutive year, we actively participated in the CIEE Diversity and Inclusion Meeting, where we contributed to discussions and shared practical insights to advance diversity, equity, and inclusion initiatives within organizations. Our affinity group coordinators played a pivotal role in panel discussions focused on gender issues and topics concerning the LGBTI+ community.



## **Diversity and Inclusion Week**

[GRI 3-3 Diversity and Inclusion]

We celebrated Diversity and Inclusion Day in the Insurance Sector, recognized by CNSeg (National Confederation of Insurance Companies), on September 25, 2023. This occasion reaffirmed our commitment to fostering best practices, enhancing engagement with these important topics, and prompting meaningful reflections on our individual roles within this context.

We will remain dedicated to investing in future actions that strengthen our diverse, equitable and inclusive workplace culture.

In this inaugural edition, we organized a series of online initiatives accessible to all employees, alongside in-person activities held at our facilities in Alphaville (SP), Rio de Janeiro (RJ), and Curitiba (PR). These efforts collectively drew 1,750 participants.

ANNEXES

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA

CONTENT SUMMARY CORPORATE INFORMATION CREDITS

## Great Place to Work

2023

In 2023, Bradesco Seguros Group received recognition in four categories as one of the Best Companies to Work For, according to awards from Great Place to Work: Barueri and Region, Rio de Janeiro, Curitiba, and Financial Institutions.

These accolades underscore our alignment with top market practices, affirm the strong sense of belonging among our employees, and reinforce our commitment to nurturing an inclusive Organizational Culture and our core mission to protect, beginning with our internal community.



# Talent Attraction and Retention

[GRI 3-3 Diversity and Inclusion]

Our commitment to best employability practices is encapsulated in our policies: the Bradesco Organization's Human Resources Management Policy and the Bradesco Organization's Diversity, Equity, and Inclusion Policy.

These guidelines underscore our belief in the potential for individual development, which is integral to our mission. Our strategic actions are designed to attract, nurture, and retain top talents. To achieve these objectives, we actively engage with universities to attract talent and offer comprehensive training and professional development opportunities through Internship and Trainee programs. Additionally, we manage talents by implementing a robust onboarding program, known as Abrace, which provides structured development paths. Our efforts extend to promoting our employer brand across platforms like LinkedIn and other social media channels.

We monitor employability through metrics such as the volume of hiring, number of open vacancies, application volumes for advertised positions, and the percentage of visitors accessing vacancy postings on our institutional websites. We disseminate existing career opportunities and professional development practices to the market.

CORPORATE

INFORMATION

INTRODUCTION

ABOUT THE STATEME REPORT THE CEO

STATEMENT FROM

ABOUT US

GOVERNANCE AND TRANSPARENCY SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIE

PEOPLE AND COMMUNITIES

CLIMATE CONTENT AGENDA SUMMARY ANNEXES

CREDITS

# **Demographic Data**

[GRI 3-3 Diversity and Inclusion, GRI 2-7, GRI 2-8]

Bradesco Seguros Group employs a diverse workforce of 8,130 permanent professionals and 10,405 outsourced workers across multiple areas, including IT and specialized services.



Data consulted in the Access Database, provided by Corporate HR.

ABOUT THE

REPORT

## Employer Branding

One of our ongoing missions is to enhance Bradesco Seguros Group's reputation as an employer of choice, both internally and externally, influencing how people perceive our brand as an attractive place to work. Since 2020, we have consistently promoted and invested in targeted initiatives aimed at highlighting our unique value proposition and organizational culture. These efforts are designed to attract highly gualified professionals to join our team, across a wide range of roles and functions within the Group.

During this period, we implemented several actions: repositioning the "Work with Us" page on the Group's website; creating an exclusive hotsite for applications to the Internship Program and the Trainee Program; and expanding vacancy dissemination through partnerships with specialized consultancies. These actions enhance our "Employer Branding", communicating our core values and commitments to connect with our target audience, ensuring wider reach and boosting the Group's employer brand.

Another strategy to expand and strengthen our employer brand is through active participation in various fairs and events aimed at diverse audiences, which attract visitors interested in learning about our actions, practices, and career opportunities.

In 2023, notable participations included "Expo CIEE", one of Latin America's largest events; the "Diversity and Inclusion Meeting"; the "Mutirão da Catho", dedicated to people with disabilities; the "Feira da Poli/USP"; and "Mackenzie Week".

We gauge the effectiveness of our brand positioning by tracking metrics such as the number of registrations for vacancies and identifying candidates who best match our job profiles in a shorter timeframe. The positive results from these indicators reflect the satisfaction and engagement of participants in our Recruitment & Selection processes.

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

CLIMATE AGENDA COMMUNITIES

PEOPLE AND

CONTENT SUMMARY ANNEXES CORPORATE INFORMATION CREDITS



## Full- and part-time employees<sup>1</sup>, by region<sup>2</sup> [GRI 2-7]

	2021		2	2022	2023		
	Total	Rate	Total	Rate	Total	Rate	
Full time							
North	47	0.70%	49	0.70%	47	0.58%	
Northeast	285	4.00%	286	3.80%	275	3.38%	
Center-West	112	1.60%	108	1.40%	119	1.46%	
Southeast	5677	79.50%	6075	80.90%	6254	76.92%	
South	585	8.20%	615	8.20%	622	7.65%	
Total	6706	93.09%	7133	95.00%	7317	90.00%	
Part-time							
North	0	0.00%	0	0.00%	1	0.01%	
Northeast	2	0.00%	2	0.00%	23	0.28%	
Center-West	0	0.00%	0	0.00%	1	0.01%	
Southeast	360	5.00%	319	4.20%	687	8.45%	
South	75	1.00%	58	0.80%	101	1.24%	
Total	437	6.10%	379	5.00%	813	10.00%	
Grand total	7,143		7	7,512	8,130		

1. All employees have permanent employment contracts, except for interns and Directors.

2. Data consulted in the Access Database, provided by Corporate HR.

INTRODUCTION

ABOUT THE

REPORT

STATEMENT FROM THE CEO ABOUT US

2023

HIGHLIGHTS

GOVERNANCE AND TRANSPARENCY SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES

CLIMATE AGENDA CONTENT ANNEXES SUMMARY CORPORATE INFORMATION

CREDITS

## Percentage of individuals by category and age group (%)<sup>1</sup>

[ GRI 2-7, GRI 405-1, SASB FN-IB-330a.1 ]

	UP	TO 30 YEARS	OLD	31 TO 40 YEARS OLD		41 TO 50 YEARS OLD		OVER 50 YEARS OLD				
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Superintendence Office	0.00%	0.00%	0.00%	0.08%	0.05%	0.07%	0.43%	0.37%	0.50%	0.18%	0.21%	0.31%
Department manager	0.00%	0.00%	0.00%	0.64%	0.57%	0.54%	1.03%	1.11%	1.03%	0.61%	0.67%	0.66%
Area manager	0.20%	0.14%	0.09%	2.81%	2.43%	2.34%	2.97%	3.16%	3.14%	1.34%	1.45%	1.53%
Coordination/ Supervision	0.43%	0.28%	0.34%	2.89%	2.66%	2.32%	2.11%	2.21%	2.21%	0.98%	1.14%	1.22%
Other categories	30.36%	27.96%	25.56%	29.87%	30.48%	31.30%	13.20%	14.84%	16.14%	5.38%	6.01%	6.30%
Apprentices	1.30%	0.86%	0.76%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Intern	3.13%	3.23%	3.49%	0.05%	0.17%	0.12%	0.01%	0.00%	0.01%	0.00%	0.00%	0.00%
Total	35.42%	32.47%	30.25%	36.34%	36.36%	36.70%	19.75%	21.69%	23.04%	8.49%	9.48%	10.01%

1. Data consulted in the Access Database, provided by Corporate HR.

2. We reviewed the content and adjusted the table for the years 2021 and 2022 for the 50+ age group.

INTRODUCTION

ABOUT THE

REPORT

STATEMENT FROM THE CEO

ABOUT US

2023

GOVERNANCE AND SUSTAINABLE HIGHLIGHTS TRANSPARENCY

PEOPLE AND BUSINESSES

CLIMATE AGENDA COMMUNITIES

CONTENT SUMMARY ANNEXES CORPORATE INFORMATION CREDITS

## New hires and turnover [ GRI 401-1 ]

Total number and rate of new employee hires<sup>1</sup>, by age group, gender and region

	20	21	2022		2023		
By gender	Hiring	Rt. Hiring	Hiring	Rt. Hiring	Hiring	Rt. Hiring	
Female	476	6.66%	521	6.94%	483	6.16%	
Male	293	4.10%	422	5.62%	376	4.80%	
Age group	Hiring	Rt. Hiring	Hiring	Rt. Hiring	Hiring	Rt. Hiring	
Up to 30 years old	512	7.17%	503	6.70%	467	5.96%	
31 to 40 years old	191	2.67%	294	3.91%	276	3.52%	
41 to 50 years old	61	0.85%	131	1.74%	97	1.24%	
Over 50 years old	5	0.07%	15	0.20%	19	0.24%	
By region	Hiring	Rt. Hiring	Hiring	Rt. Hiring	Hiring	Rt. Hiring	
North	5	0.07%	6	0.08%	7	0.09%	
Northeast	52	0.73%	18	0.24%	28	0.36%	
Center-West	10	0.14%	5	0.07%	20	0.26%	
Southeast	625	8.75%	822	10.94%	723	9.23%	
South	77	1.08%	92	1.22%	81	1.03%	
By functional category	Hiring	Rt. Hiring	Hiring	Rt. Hiring	Hiring	Rt. Hiring	
Superintendence Office	2	0.03%	4	0.05%	2	0.03%	
Department Manager	8	0.11%	7	0.09%	8	0.10%	
Area manager	29	0.41%	13	0.17%	18	0.23%	
Coordination/Supervision	6	0.08%	16	0.21%	11	0.14%	
Other Categories	724	10.14%	903	12.02%	820	10.47%	
Grand total	769	10.76%	943	12.56%	859	10.96%	

INTRODUCTION

ABOUT THE

REPORT

STATEMENT FROM THE CEO

ABOUT US

2023

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE BUSINESSES

CLIMATE AGENDA

PEOPLE AND

COMMUNITIES

CONTENT SUMMARY

ANNEXES

CORPORATE CREDITS INFORMATION

Total number and rate of employee turnover<sup>1</sup>, by age group, gender and region [ GRI 401-1 ]

	2021		2	022	2023		
By gender	Layoffs	Rt. Turnover	Layoffs	Rt. Turnover	Layoffs	Rt. Turnover	
Female	337	4.72%	360	4.79%	354	4.52%	
Male	276	3.86%	295	3.93%	213	2.72%	
Age group	Layoffs	Rt. Turnover	Layoffs	Rt. Turnover	Layoffs	Rt. Turnover	
Up to 30 years old	270	3.78%	259	3.45%	219	2.80%	
31 to 40 years old	219	3.07%	215	2.86%	197	2.51%	
41 to 50 years old	80	1.12%	121	1.61%	89	1.14%	
Over 50 years old	44	0.62%	60	0.80%	62	0.79%	
By region	Layoffs	Rt. Turnover	Layoffs	Rt. Turnover	Layoffs	Rt. Turnover	
North	4	0.06%	5	0.07%	5	0.06%	
Northeast	15	0.21%	15	0.20%	8	0.10%	
Center-West	15	0.21%	7	0.09%	11	0.14%	
Southeast	506	7.08%	546	7.27%	489	6.24%	
South	73	1.02%	82	1.09%	54	0.69%	
Grand total	613	8.58%	655	8.72%	567	7.24%	

1. Including apprentices.

#### Internal movements

	2021		2	022	2023	
By gender	Total	Rate (%)	Total	Rate (%)	Total	Rate (%)
Female	925	50.94%	856	54.66%	948	58.30%
Male	891	49.06%	710	45.34%	678	41.70%
Total	1,816		1,566		1,626	

#### Turnover within the national territory

	2021		2022		2023	
By gender	Average	turnover	Average	turnover	Average	turnover
Female	323.5	4.53%	348.5	4.64%	298	6.59%
Male	209	2.93%	284.5	3.79%	197	6.39%
Total	533	7.46%	633	8.43%	495	12.98%

#### Absenteeism rate - nationwide (%)

	2021	2022	2023
Absenteeism	7.77%	9.28%	1.41%

INTRODUCTION

ABOUT THE STATEMENT FROM THE CEO

REPORT

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CLIMATE AGENDA

ANNEXES

CORPORATE

INFORMATION

CONTENT

SUMMARY

CREDITS

# **Career Building**

[ GRI 3-3 Innovation, GRI 404-1, 404-2 ]

Aligned with the Bradesco Organization's Education, Training, and Development Policy, we are dedicated to supporting human capital development and enhancing organizational outcomes. This commitment formalizes our efforts to implement best practices in corporate education, ensuring that our initiatives uphold the organizational culture of the Bradesco Seguros Group.

We empower professionals across all levels and roles to take charge of their career development. By providing the necessary conditions and knowledge, we enable them to autonomously pursue learning and professional growth through our programs.

Our investments in training and dedicated initiatives aim to foster continuous evolution and learning among our employees. We offer educational solutions such as learning trails, both synchronous and asynchronous, tailored to support professional development aligned with corporate strategies, maturity levels, and individual skill requirements.

## **Succession Map**

The Succession process in our Group involves collegiate discussions to identify potential successors and assess readiness for career advancement. The goal is to develop a pool of employees capable of handling increasingly complex roles in the short, medium, and long term, thereby enhancing their careers and ensuring the company's long-term sustainability, innovation, competitiveness, and maximum potential. This process has enabled us to assist senior leadership in making more strategic and confident decisions.

#### Average hours of training, by functional category and gender

		2021			2022			2023	
By functional category	Female	Male	Average	Female	Male	Average	Female	Male	Average
Superintendence Office	47	85	82	100	59	63	53	43	46
Department management	94	106	100	47	55	51	57	60	59
Area management	57	65	61	39	45	43	33	41	37
Coordination/supervision	56	49	53	28	22	26	30	24	28
Other categories	23	36	28	17	23	19	18	27	22
Total	28	43	34	19	27	22	21	30	25



#### INTRODUCTION

ABOUT THE

REPORT

STATEMENT FROM THE CEO ABOUT US 2023 HIGHLIGHTS GOVERNANCE AND TRANSPARENCY SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES

CLIMATE AGENDA

CONTENT SUMMARY ANNEXES

CREDITS

CORPORATE

INFORMATION

# **Performance Assessment**

[GRI 404-2]

We believe in maximizing people's potential. This requires a management approach based on clear criteria to prevent unconscious biases or subjectivity. Employee assessments serve this purpose. They establish a fair framework for managing human capital, promoting meritocracy. Moreover, our evaluation process is designed to enhance alignment of expectations among the company, leaders, and employees.

ABOUT THE

REPORT



The Skills and Leadership Potential Assessment process encompasses all employees and occurs annually. Leaders evaluate employees, who also self-assess, facilitating a feedback process aimed at development, recognition, and alignment of perceptions. Additionally, leaders at departmental management levels undergo 360° evaluations by peers and team members to gather broader feedback inputs.



## Performance Assessment

Performance assessments are also conducted based on quantitative indicators. Annual goals are aligned between leaders and subordinates to measure employee performance. At the end of each year, these goals are evaluated to assess the extent to which aligned expectations were met and to review the methods used to achieve objectives.

There has been a continual improvement in adherence rates to Skills and Performance assessments, influenced by the evolving role of the Human Resources team in recent years.

AGENDA



Feedback sessions are crucial for professional development, offering a structured opportunity for leaders to address behavioral and performance issues clearly and consistently, aimed at fostering improvement where needed.

To support these efforts, we regularly conduct a variety of initiatives and campaigns focused on feedback, including communications, guidance, workshops, and discussion forums with leaders.

Feedback is a cornerstone practice at Bradesco Seguros Group, playing a pivotal role in the ongoing development of all professionals, enhancing trust, and refining skills and competences. Furthermore, by facilitating communication between colleagues and leaders, this tool promotes a more human, empathetic, and healthy work environment.

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND TRANSPARENCY

2023

HIGHLIGHTS

SUSTAINABLE BUSINESSES

PEOPLE AND CLIMATE COMMUNITIES

CONTENT SUMMARY ANNEXES

CORPORATE

INFORMATION

CREDITS

## **IDP – Individual Development Plan**

In addition to feedback conversations that facilitate dialogue between leaders and subordinates, it is crucial to establish a plan for monitoring the progress of behaviors identified for improvement. To facilitate this monitoring, we promote and endorse the use of Individual Development Plans (IDP). This practice is reinforced through various internal communication channels and engagement initiatives involving our entire staff.

For IDPs to be effective, proactive employee engagement in their own development is essential, enabling them to become more gualified to tackle new challenges within the company.

Within our integrated human capital management system, we have a dedicated tool to support employees in creating and tracking their IDPs. This tool allows employees to set development goals and monitor their progress, while also offering specific courses tailored to the skills they aim to enhance. We also provide a range of support materials, workshops, and training sessions that offer guidance on implementing these practices effectively.

Percentage of total employees who received regular performance assessments, categorized by gender and functional category [GRI 404-3]

	2021	2022	20	023
By gender	Percentage of employees assessed	Percentage of employees assessed	Number of employees assessed	Percentage of employees assessed
Male	99.9%	99.8%	2,929	100%
Female	99.7%	99.9%	4,314	100%
Total	99.8%	99.8%	7243	100.0%
By functional category				
Superintendence Office	-	-	-	-
Department management	100.0%	100.0%	172	100%
Area management	99.8%	99.1%	556	100%
Coordination/supervision	100.0%	99.8%	481	100%
Other categories	99.8%	99.9%	6034	100%
Total	99.8%	99.8%	7243	100%



STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CLIMATE AGENDA

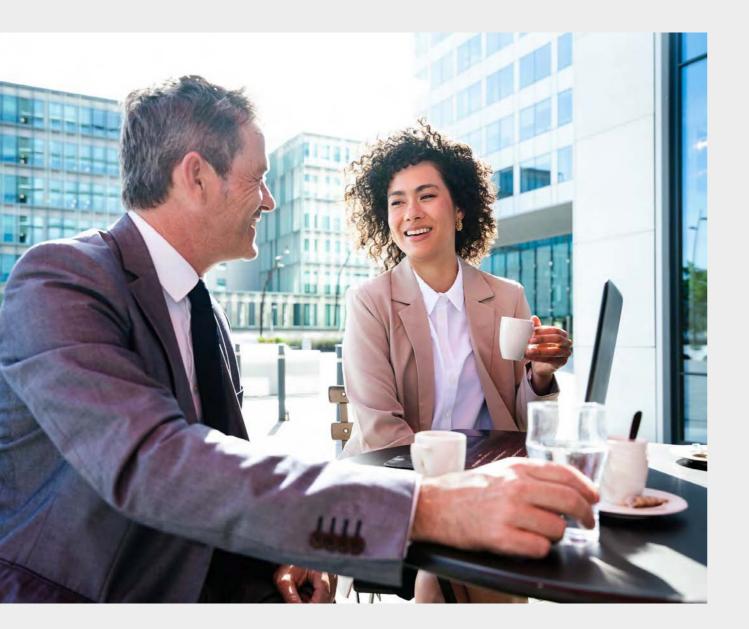
CONTENT

ANNEXES SUMMARY

CREDITS

CORPORATE

INFORMATION



Percentage of total employees who received regular competence assessments, categorized by gender and functional category

[ GRI 404-3 ]

	2021	2022	20	023
By gender	Percentage of employees assessed	Percentage of employees assessed	Number of employees assessed	Percentage of employees assessed
Male	97.5%	98.8%	2981	98.6%
Female	96.4%	97.4%	4253	99.8%
Total	97%	97.8%	7234	99.12%
By functional category				
Superintendence Office	98.0	100.0%	78	100%
Department management	98.1%	99.5%	171	100%
Area management	99.2%	99.6%	564	99.8%
Coordination/supervision	98.7%	99.4%	488	100%
Other categories	96.4%	97.7%	5933	98.9%
Total	97%	97.8%	7234	99.12%

INTRODUCTION

ABOUT THE

REPORT

STATEMENT FROM THE CEO ABOUT US

2023

HIGHLIGHTS

GOVERNANCE AND TRANSPARENCY SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CLIMATE AGENDA ANNEXES

CONTENT

SUMMARY

CREDITS

CORPORATE

INFORMATION

# Remuneration

[ GRI 2-18, GRI 2-19, GRI 2-20, GRI 2-21, GRI 202-1 ]

Our remuneration strategy is based on the use of clear and measurable criteria to ensure that the parameters of the Remuneration Policy are homogeneous for all employees, regardless of gender, race, age group or any other factor that is not directly related to the position held and the performance demonstrated by the professional in their duties. Furthermore, people management policies and practices are considered, so that promotions and career development are carefully evaluated based on the results of performance assessments, which in turn are based on objective indicators.

Bradesco Seguros does not use the minimum wage as a benchmark for salaries within the organization. For some categories, the minimum wage established by the respective union can serve as a guideline. This is combined with the company's remuneration strategy to determine the salaries for these professionals, which are generally higher and never lower than the union minimum. When we hire third parties, we require a series of documents to ensure that the contracted company not only meets the technical requirements necessary to provide services, but also complies with current legislation. Our contracts with suppliers include the obligation to prove compliance with all labor standards, both those established in the Brazilian labor Laws (CLT) and those agreed in Collective Labor Conventions and Agreements signed by unions.

In situations where different minimum wage values are applicable, Bradesco Seguros adopts the highest value as a reference. If the local minimum wage is higher, it will be used; If the national minimum wage is higher, it will prevail.

The Board of Directors, the CEO and the directors are remunerated as per the Directors' Remuneration Policy. No administrator or non-administrator member of the Organization receives compensation for their roles in the Organization's committees.

## Ration between the lowest wage and the local minimum wage, by gender

	2023	
Local minimum wage <sup>1</sup> (in BRL)	al minimum wage <sup>1</sup> (in BRL) BRL 1,320.00	
Employees <sup>2</sup>	Female	Male
Lower wage (in BRL)	BRL 1,855.51	BRL 1,885.51
Ratio between the lowest wage and the minimum wage	1.41	1.43

1. Location definition: Brazil.

2. The Company does not manage other workers (except employees).

Although objectives and targets are established for all areas individually, for the Board of Directors, CEO, and Statutory Board, remuneration is primarily based on the overall performance of the Organization. This approach applies regardless of the specific area, whether it is support, business, technical, or relationship.

To determine global performance, we consider the results of indicators such as: ROAE – (Return On Equity – Adjusted); Return on Equity; Global Customer Satisfaction Index; Basel Index – Level I; Operational Efficiency Ratio; Social and Environmental Dimension of Market Indices; and Coverage Ratio. For the formal process of individual assessment of administrators, performance indicators of both the areas they oversee and their personal performance are considered according to their functions. Among the indicators in the areas, there are also those focused on the management of ESG aspects (adherence to the Organization's strategy and sustainability objectives) and Bradesco's performance in the main sustainability indices and ratings.

The global amount of remuneration is proposed to the Board of Directors by the Remuneration Committee. The Board, in turn, deliberates annually to submit it to the Shareholders' Meeting, for approval of the global amount.

Once approved, the Board defines fixed remuneration for administrators. and the Remuneration Committee proposes variable remuneration. The practice of variable remuneration for administrators links decisionmaking to long-term performance. Fifty percent of this remuneration is paid in cash at the time of result measurement, while the remaining 50% is paid in PNB shares issued by BBD and/or PN shares of Bradesco. These shares are blocked and deferred in three equal, annual, and successive installments, contingent on the Organization's results.

INTRODUCTION

ABOUT THE STATEME REPORT THE CEO

STATEMENT FROM ABOUT US

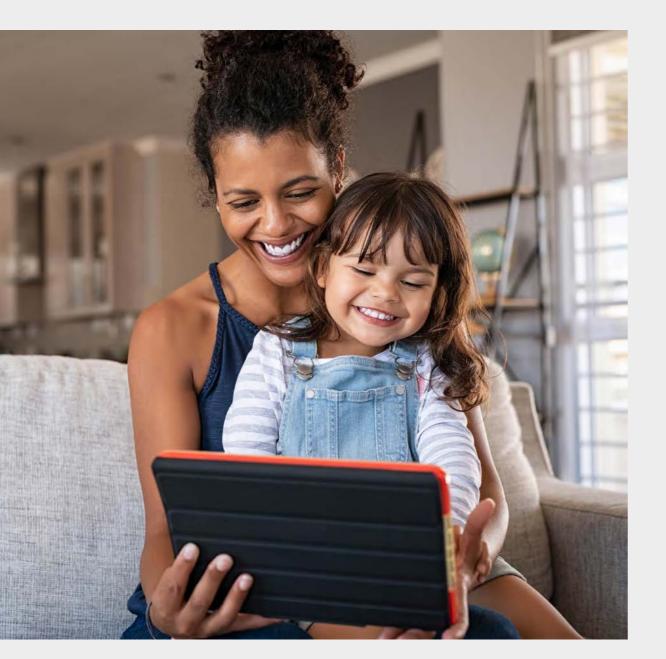
2023 GOVERNANCE AND HIGHLIGHTS TRANSPARENCY SUSTAINABLE BUSINESSES CLIMATE AGENDA

PEOPLE AND

COMMUNITIES

CONTENT SUMMARY ANNEXES CORPORATE

CREDITS



# **Benefits**

#### [GRI 401-2, GRI 401-3]

Benefits are offered to all GBS employees: meal vouchers, food vouchers, medical and dental insurance, Viva Bem program, Daycare/Nanny Assistance; Life insurance, Funeral assistance, Private pension and Happy Day (day off).

We follow laws and collective agreements, ensuring that all employees have the right to maternity/paternity leaves. Furthermore, we adhere to the Citizen Company Program, as established in Law No. 11,770/2008, an initiative aimed at encouraging companies to extend maternity (by 60 days) and paternity leave (by 15 days) in Brazil. These guidelines are aligned with Standard 04.267.

#### Maternity/paternity leave

	202	23
	Female	Male
Number of employees eligible for leave	4,643	3,192
Number of employees who went on leave during the period	235	36
Number of employees who returned from leave in the period	190	34
Number of employees still on leave at the end of the period	45	2
Number of employees who remained employed for at least 12 months after returning from leave.	227	34
401-3.e	Female	Male
Return rate	80.85%	94.44%
Retention rate	96.60%	94.44%

1. In accordance with CLT regulations, 100% of employees are entitled to maternity or paternity leave. In 2022, 270 employees went on leave. Of these, 100% returned to work at the end of the period and 257 continued their leave for at least 12 months.

2. There has been an improvement in the presentation of data in accordance with GRI Standards. The previous format lacked a consistent comparative basis, which is why those data are not included in this reporting cycle.

CORPORATE

INFORMATION

INTRODUCTION

STATEMENT FROM ABOUT THE THE CEO

REPORT

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CLIMATE AGENDA

CONTENT

ANNEXES SUMMARY

CREDITS

# Health, Safety and Well-being

[ GRI 403-1, GRI 403-2, GRI 403-3, GRI 403-4, GRI 403-5, GRI 403-6, SASB HC-MC-260 a.1 ]

The commitment to maintaining a safe and healthy work environment includes the commitment to preventing injuries and illnesses, as well as compliance with all requirements, regulatory standards and legal conventions relevant to the work environment, applicable to our activities.

The Occupational Health and Safety area oversees the management of this topic through regular assessments to ensure compliance with relevant legal requirements. Additionally, it develops related programs, including: PGR (Risk Management Program); Preliminary Ergonomic Assessment (AEP), Occupational Health Medical Control (PCMSO), in addition to other requirements subscribed by the Organization.

The Human Resources Department, through the Occupational Health and Safety (OHS) area, is responsible for developing initiatives aimed at promoting and safeguarding the overall health of employees and collaborators, with a specific focus on

ABOUT THE

improving the conditions of the work environment.

This covers Workplace Safety Engineering and all its components, including machines and equipment, to reduce or even eliminate possible damage to workers' health. Furthermore, it seeks to control and maintain operational Occupational Health and Safety activities within the deadlines established by current legislation.

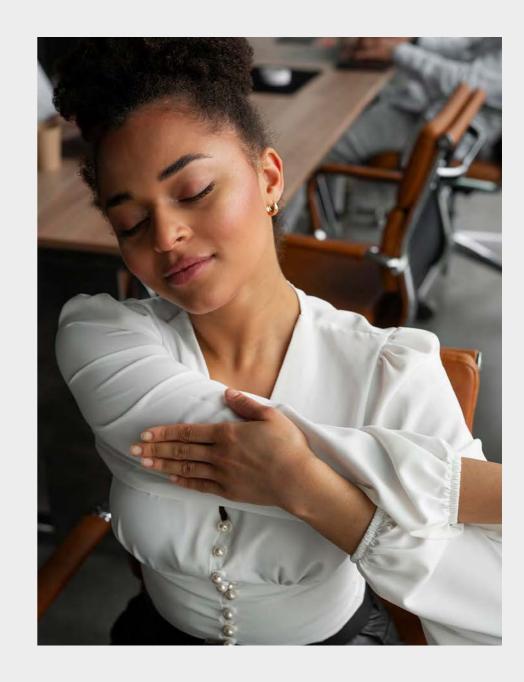
The implementation of the PGR (Risk Management Program) includes the identification of hazards and the assessment of occupational risks to determine the need to adopt preventive measures and the development of an action plan, when necessary, in accordance with the NR Regulatory Standard 01. These measures aim to eliminate, reduce or control risks, according to their classification and the requirements of Regulatory Standards, in addition to considering evidence of injuries or damage to workers' health.

2023

The PGR (Programa de Gerenciamento de Riscos, or Risk Management Program) is prepared through onsite visits conducted by Occupational Safety Technicians from the OHS -Occupational Health and Safety area or by specialized companies. The recognition, assessment and control of risks in the work environment are carried out locally, considering the protection of the environment and natural resources.

The company manages people's health and safety through programs and processes established in the Occupational Health and Safety standard.

Regulation 04.420 - Occupational Safety and Health establishes the development of preventive actions to ensure a healthy work environment, in accordance with legal requirements on Occupational Safety and Health.



INTRODUCTION REPORT STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE BUSINESSES

PEOPLE AND

COMMUNITIES

CLIMATE. AGENDA

CONTENT

SUMMARY

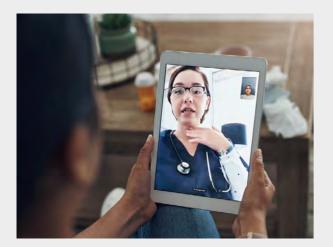
ANNEXES

CREDITS INFORMATION

CORPORATE

## "Viva Bem" Program

At Bradesco, it is essential for employees to achieve a balance between their professional and personal lives. Reinforcing this commitment, we offer the "Viva Bem" health and well-being program, which focuses on disease prevention and promotes healthy habits, attitudes, and behaviors. The initiatives within the program are sorted into three main pillars: Balance, Health and Movement. In addition to in-person activities, the "Viva Bem" initiatives include comprehensive digital content. This content is accessible on the corporate portal nationwide, providing employees with free access to information aimed at raising awareness and fostering engagement to promote positive changes in habits and lifestyle. Thus, we also contribute to improving the organizational climate, making it more harmonious, healthy and collaborative.



ABOUT THE



## "Lig Viva Bem" Program

We offer a free and voluntary access guidance and counseling service for our employees and their families. This service is available 24/7 and is staffed by specialized professionals who provide emotional, social, legal, and financial support. They also assist with issues related to chemical dependency, interface with health plans, and provide emergency assistance for critical incidents like accidents, robberies, and kidnappings. All calls are handled confidentially and securely. In cases of natural disasters such as floods, landslides, or dam breaks, our psychosocial support team actively monitors and maintains contact with employees living or working in affected areas.

## Influenza Flu Vaccination Campaign

Annually, we carry out the Influenza and H1N1 Vaccination Campaign for all employees (free of charge) and for dependents (at a lower cost).

In 2023, 4,608 employees were vaccinated against influenza, accounting for 59.00% of the Group's workforce.

A total of 218 nutritional follow-ups and 15,206 psychosocial follow-ups were conducted, addressing a range of situations such as health support, emotional well-being, smoking cessation, alcoholism, and more.

Other initiatives were also promoted within Bradesco Organization: Sports Plaza and "Vem pra Pista" Online: over 67,000 uses; interactions in meetings and materials promoting mental and overall health: over 30.900 interactions.





## "Você em Foco" Program

The "Você em Foco" program aims to foster selfawareness and personal development through lectures and programs featuring relevant and contemporary themes for both personal and professional life. It aims to broaden knowledge, promote awareness of holistic health care, and enhance human relationships.

These lectures are open to employees, their families, and friends. In 2023, the program covered topics such as "Happiness in Focus: the brain as a guide", "Psychological safety", "Leadership and exponential teams", "Inclusive communication", and "Disconnect to reconnect: self-care in the digital world".

The lectures were conducted via live broadcasts and collectively attracted 2,766 participants. Furthermore, we continued our programs with sessions on "Mindfulness", "Ethics and Literature", "Cine Leadership in Action", and immersive experiences including "Being Present", "Knowing Essential Oils", and "Sound Healing enhancing quality of life through sound".

INTRODUCTION REPORT

STATEMENT FROM THE CEO

ABOUT US

2023

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE PEOPLE AND BUSINESSES

CLIMATE AGENDA COMMUNITIES

CONTENT SUMMAR) ANNEXES CORPORATE INFORMATION CREDITS



# Human Rights

[GRI 3-3 Diversity and Inclusion, GRI 2-23, GRI 410-1]

We demonstrate our commitment to best practices in human rights through programs aimed at society and by raising awareness about ESG (Environmental, Social, and Governance) topics in various interactions, thereby contributing to global goals.

To fulfill this mission, we adhere to specific guidelines and standards, such as the Socio-Environmental and Climate Responsibility Standard and the Socio-Environmental Risk Standard. These standards integrate the principles of the Risk agenda into the Group's activities, aligning with Bradesco Organization's Corporate Sustainability Policy.

To ensure the effectiveness of our initiatives, we have established contractual requirements with surveillance service providers. Compliance and documentation regularization, including the CNV (National Surveillance Certificate)

and National Security Card, are mandatory. Professionals undergo training at security guard training schools supervised by the Ministry of Justice, in accordance with Ordinance No. 3,233/2012 DG/DPF. This training includes essential subjects such as

Legislation Applied to Human Rights and Human Relations at Work.

It is noteworthy that 98.5% of our surveillance employees have completed training in human rights in accordance with legal requirements.

Percentage of security personnel who have received formal training in the Organization's specific human rights policies or procedures, including their application in security

	2023
Total number of employees in surveillance/security activities	0
Number of surveillance/security employees trained in human rights	0
Percentage of surveillance/security employees trained in human rights	0%
Total third parties in surveillance/security activities	68
Number of surveillance/security third parties trained in human rights	67
Percentage of surveillance/security third parties trained in human rights	98.5%

1. Only one supervisor does not carry a weapon; their activities are focused on administrative management. Therefore, there is no requirement for the CNV (National Surveillance Certificate) for this individual.

CORPORATE

INTRODUCTION

ABOUT THE

REPORT

STATEMENT FROM THE CEO

ABOUT US

2023

HIGHLIGHTS

GOVERNANCE AND TRANSPARENCY

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES

CLIMATE

AGENDA

CONTENT SUMMARY ANNEXES

CREDITS INFORMATION

# **Education in Insurance**

[GRI 3-3 Education in Insurance, SASB FN-IN-410b.2]

Education in Insurance is a strategic pillar of sustainability and essential for social transformation. As part of this commitment, we have established an exclusive page on the Bradesco Seguros website dedicated to Insurance Education. This platform provides valuable content aimed at fostering a healthier financial life and promoting a culture of protection.

Explore our Education in Insurance page on our website here to learn more.

#### National Financial Education Week

Bradesco Seguros organized two live sessions as part of the 10th ENEF Week, an initiative by the National Committee for Financial Education (Conef), focusing on the theme of "Financial resilience".

The first session addressed "The risk of self-sabotage and financial planning", emphasizing the importance of financial awareness and making informed decisions to avoid impulsive spending traps. This live session was attended by 826 participants.

The second session, "Your future with or without Social Security", discussed topics related to aging demographics and its impact on social security. It also stressed the significance of financial resilience in preparing for retirement. This live session was attended by over 1,000 participants.

This year, we introduced e-books on "Financial Protection and Education - The importance of living with peace of mind", "Why financial protection and education are crucial", and an infographic titled "Discovering how to prepare for the future".



INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA

CONTENT SUMMARY ANNEXES

CORPORATE

INFORMATION

CREDITS

# Social Investment

[GRI 3-3 Social Investment, GRI 203-1, GRI 203-2, GRI 413-1]

We are dedicated to comprehending the contexts in which we operate and fostering community engagement through various initiatives. Our operations consistently consider and assess local impacts while prioritizing community involvement and development.

We actively support civil society organizations in promoting educational, cultural, artistic, sporting, and environmental initiatives. Our goal is to contribute positively to the well-being and advancement of the communities where we are present.

## Bradesco Seguros social and environmental investment (BRL thousand)

	2022	2023
INSTITUTIONAL SUPPORT		
Social donations	711	12
Sponsorships	21,387	24,209
Other	1,320	9,000
INITIATIVES – INCENTIVE LAWS		
PIEE	997	1,218
Culture – Rouanet Law	19,054	54,152
Audiovisual	0	0
Sports	0	1,700
Child and Adolescent Statute (ECA)	8,600	13,146
Health - Pronon and Pronas	0	6,658
Elderly	9,118	13,000
Total Social and Environmental Investment	61,188	123,096

## **Voluntary Action**

[GRI 3-3 Social Investment, GRI 203-2]

Our employees demonstrate a strong commitment to volunteering, adhering to the Bradesco Organization's Volunteer Policy while actively engaging in various social initiatives.

In 2023, volunteers from the Bradesco Seguros Group organized two editions of Voluntary Action across different regions in Brazil for gathering donations. The first edition, held in February, focused on the North Coast of São Paulo in response to severe regional rains. Six collection points gathered a total of 13.1 tons and 33,664 units of non-perishable food, hygiene and cleaning products, clothing, sheets, and pillows.

The second edition expanded its impact, collecting donations that benefited over 31 institutions nationwide, providing support to families facing social vulnerability. This initiative achieved a new record



with over 78 tons in donations! These efforts are driven by our employees' inspiration and motivation to continue making a significant impact on society. Noteworthy among the collected items were non-perishable foods, hygiene and cleaning products, and daily essentials for children and the elderly.

INTRODUCTION ABOUT THE REPORT STATEMENT FROM THE CEO ABOUT US 2023 HIGHLIGHTS GOVERNANCE AND TRANSPARENCY SUSTAINABLE BUSINESSES PEOPLE AND

COMMUNITIES

CLIMATE AGENDA CONTENT SUMMARY ANNEXES

CREDITS

CORPORATE

INFORMATION

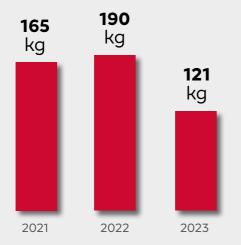
Among the sustainability activities, the Oil Campaign and the Bottle Cap Collection Campaign stand out.

#### Oil Campaign

YEAR	LITERS COLLECTED	LITERS OF WATER PRESERVED (APPROXIMATELY) (THOUSAND)
2018	180 liters	45.00
2019	190 liters	47.50
2020	121 liters	30.25
2021	198 liters	49.50
2022	316 Liters	79.00
2023	193 liters	48.25

#### Bottle Cap Campaign

Donation made to the Rio Eco Pets project, which focuses on recycling plastic caps and can seals collected from the public at our designated dropoff points. After collection, the materials are sorted and sold. The proceeds from these sales are entirely directed to animal protectors and shelters registered in our database.



Kg of caps collected in the last 3 years.

## **School Business Integration Project - PIEE**

Since 2004, Bradesco Seguros has been a steadfast supporter of the School Business Integration Project (PIEE), which stands as a pivotal initiative focusing on infrastructure investments for socio-environmental education.

Through PIEE, the Bradesco Seguros Group collaborates closely with Fundação Bradesco, empowering children from communities in Rio Comprido, Rio de Janeiro. This partnership encourages and fosters participation in cultural, sporting, and sustainability activities.

In 2023 alone, 1,042 children were assisted through various programs, circuits, and educational pathways.

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The project holds personal significance for me, arriving at a particularly delicate moment in my life. Born with arm paralysis and with my mother unemployed at the time, I sought exercise, particularly swimming, which I quickly and easily embraced. I am deeply grateful for everything swimming has brought into my life to date.

Testimonial from a student who was impacted by PIEE.

## Sustainability and Citizenship Program

[GRI 3-3 Social Investment, GRI 203-2]

The main objective of the Sustainability and Citizenship Program is to instill in children and adolescents attending the School Business Integration Project (PIEE) after/before school hours and residing in Rio de Janeiro a practical and participatory understanding of sustainability and citizenship principles, through a practical and engaging approach.

In 2023, thematic workshops were conducted at the PIEE headquarters, focusing on topics such as water, energy, waste management, preservation of green areas, and animal conservation. These workshops aimed to integrate these subjects into the daily lives of children, fostering a new perspective on their surroundings and motivating them to make conscious choices aligned with sustainability principles and the common good.

By the end of 2023, the thematic workshops were attended by 1,382 individuals, including PIEE students and participants from WhatsApp groups alongside their guardians. Additionally, "Conversation Circles" were held daily during other club activities, further expanding the program's reach to a larger number of children and guardians. These activities were supported by the project team and teachers from various disciplines, playing a crucial role in mobilizing and engaging the children. In total, 243 children actively participated, and 904 were impacted by the workshops, which collectively spanned over 20 hours of engaging activities.

INTRODUCTION ABOUT THE REPORT STATEMENT FROM THE CEO ABOUT US 2023 HIGHLIGHTS GOVERNANCE AND TRANSPARENCY

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA CONTENT SUMMARY ANNEXES CORPORATE

CREDITS

## **Cultural Circuit**

[GRI 3-3 Social Investment, GRI 203-2]

Encouraging culture is a fundamental part of the Bradesco Seguros Group's commitment. To this end, we invest in relationship and cultural incentive programs through the Bradesco Seguros Cultural Circuit. We sponsor and support projects across various artistic disciplines including music, dance, visual arts, theater, literature, exhibitions, and other artistic expressions throughout different regions of Brazil.

In 2023, we sponsored several shows such as "The Color Purple, the Musical", "Disney Princess, the Show", "80's, The Anything Goes Decade - Musical Doc.", "Young Frankenstein", "Simple as That", "Loloucas", "Three Tall Women", "Les Ballets Trockadero de Monte Carlo", "Illusions - International Magic Show", "Dellarte International Concert Series", and "Elis, the Musical".

#### For more information, click here.



## "Viva a Longevidade"

[GRI 3-3 Social Investment, GRI 203-2]

"Viva a Longevidade" is a portal dedicated to celebrating knowledge and offering a fresh perspective on longevity, encouraging everyone to live longer and better lives.

The portal features content based on the four pillars of longevity: learning, social interactions, financial security, and well-being. Every month, new content is released, including tips, reflections, and inspiring stories aimed at helping viewers take care of different aspects of their lives and embrace active aging.

The portal currently offers over 260 articles covering various aspects of life, providing valuable insights and narratives to inspire active and fulfilling aging. These materials have been transformed into content for Bradesco Seguros Group' social networks in the form of monthly capsules for society.

In addition to articles, we regularly release new episodes of the "Comece Agora" videocast and podcast, available on Bradesco Seguros Group' YouTube channel, as well as on audio platforms like Spotify, Deezer, Apple Podcasts, and



SoundCloud. These formats provide valuable insights for those looking to cultivate new habits.

In 2023, we aired six videocasts featuring consultant Alexandre Kalache discussing longevity topics, all accessible on the Bradesco Seguros Group's YouTube channel.

In October 2023, we hosted the 16th edition of the Longevity Forum, focusing on the "Culture of Lifelong Care", followed by the 11th edition of the International Longevity Forum in November of the

same year. These events featured national and international experts, fostering rich discussions on the advancement of lifelong care culture.

Additionally, Bradesco Seguros Group sponsored the 19th edition of the Jogo das Estrelas, a charity match organized by Zico, which involved players and celebrities in a charitable cause.

Discover more about the "Viva a Longevidade" portal, Videocast, and Podcast Start Now here.

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT THE

REPORT

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

PEOPLE AND

COMMUNITIES

CLIMATE AGENDA

CONTENT SUMMARY ANNEXES

CREDITS

CORPORATE

INFORMATION

# **Engagement with stakeholders**

[GRI 2-29]



Engaging with customers, GBS professionals, the community, and other stakeholders is integral to our commitment to enhance social responsibility within our business.

We prioritize human capital, fostering enduring relationships through open dialogue. Our interactions encompass clients, employees, service providers, and industry organizations, striving to integrate and harmonize their interests through comprehensive insurance solutions.

At Bradesco Auto/RE, we operate across multiple fronts, tailoring communication across various channels—newspapers, social media, radio, and televisionaccording to each product's audience and characteristics.

Examples include the Mobility column in Jornal Estado de São Paulo, social media content featuring Connected Claims, promotional materials for Musical Equipment Product, and physical media campaigns discussing Auto Truck Insurance on Highways. Additionally,

we consistently provide updates on Assistance and Claims in Special Disaster Operations, alongside institutional advertisements.

All this material is meticulously adapted for our brokers, who are essential stakeholders within the Insurance Group. Our communications include detailed information about our products and services across specific media and channels. We provide accessible communication channels for both customers and brokers, including the Relationship Center, Business Portal, WhatsApp, chats/messages, our app, Ombudsman, and Customer Service.

Bradesco Vida e Previdência maintains close connections with its stakeholders through regulatory compliance and active participation in forums and working groups. We prioritize maintaining active client relationships, ensuring transparent and easily accessible information about our services, and offering inclusive products for society.

CONTENT

SUMMARY

At Bradesco Capitalização, we've enhanced communications with commercial areas regarding digital functionalities available to all customers. such as self-service capabilities for acquisition, consultation, and redemption through the Banco Bradesco APP and consultations via the Bradesco Seguros APP. In recent years, we have developed 100% digital products that customers can manage independently.

To further drive sales of Insurance Group products, we conduct incentive campaigns through our Sales Organization and Companies Network channels. These campaigns aim to engage insurance brokers, commercial partners, and employees in our sales efforts, recognizing their dedication in line with each campaign's regulations.

INTRODUCTION

ABOUT THE

REPORT

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CLIMATE AGENDA

ANNEXES

CREDITS

CORPORATE

INFORMATION

#### Sustainability Engagement

[GRI 3-3 Climate Adaptation, GRI 201-2, SASB FN-IN-410a.2]

In a rapidly evolving global landscape, we recognize the critical importance of the climate agenda in shaping the future of business and society. To this end, we undertake a series of initiatives aimed at engaging and forming partnerships with stakeholders. This engagement allows us to grasp industry opportunities, trends, and concerns from multiple perspectives.

By actively participating in various discussions and working groups, we consolidate our market presence and align external and internal expectations with sustainability principles. These efforts contribute valuable insights to our strategic planning, fostering shared value creation and ensuring the continuity of our business operations.

As an essential part of this engagement strategy, we actively participate in various discussions and working groups, consolidating our presence comprehensively in the market.

Key among our engagement strategies is our involvement in three prominent working groups dedicated to addressing climate change challenges:

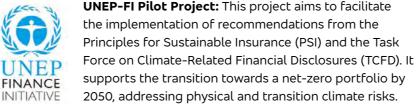
ABOUT THE

REPORT





UNEP FI Global Steering Committee: This committee provides strategic guidance on sustainability issues, particularly focusing on climate change. It reports to the UNEP FI Annual General Assembly, influencing the initiative's overall strategic direction.





2023

PCAF (Partnership for Carbon Accounting Financials): PCAF focuses on developing a methodology for calculating emissions attributed to the insurance sector. This approach enhances our understanding of client portfolio risk profiles and promotes innovative strategies to support clients in their transition to sustainability.

The role of the insurance sector in tackling the climate emergency



The Bradesco Seguros Group was invited by the National Confederation of Insurance Companies (CNseg) to participate in the workshop titled "The Role of the Insurance Sector in Facing the Climate Emergency – Trends, Risks, and Opportunities". This event, held on October 19, 2023, was broadcast live on YouTube and attracted approximately 600 viewers. During the workshop, the Sustainability Superintendent of Bradesco Seguros participated in a panel discussion focused on extreme weather events. They highlighted proactive strategies that companies can adopt to mitigate the impacts of emergencies. The superintendent also shared various initiatives promoted by the insurance company.

CORPORATE

INFORMATION

#### Inclusive Insurance Commission

In 2023, Bradesco Seguros actively participated in three meetings alongside other professionals from the insurance sector. These meetings were organized by CNseg and focused on presenting partnerships with the market and providing statistics on microinsurance.

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABI F BUSINESSES

PEOPLE AND COMMUNITIES CLIMATE CONTENT AGENDA SUMMARY ANNEXES

CREDITS

# Climate Agenda

111 Climate Adaptation 112 Eco-efficiency

#### Integrated Reporting Capitals









INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO

ABOUT US HIGHLIGHTS GOVERNANCE AND TRANSPARENCY

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA

ANNEXES

CORPORATE INFORMATION

### **Climate Adaptation**

[GRI 3-3 Climate Adaptation, GRI 201-2]



As climate change continues to pose challenges to our planet, Bradesco Seguros not only acknowledges the urgency of the issue but also recognizes the pivotal role of the insurance sector in transitioning to a low-carbon economy. Committed to sustainability and the preservation of our planet, we have implemented measures to support this global challenge.

We integrate eco-efficiency practices into our operations, focusing on conserving natural capital through reduced consumption of resources, waste recovery initiatives, and minimizing air emissions. In collaboration with the Bradesco Organization, we neutralize 100% of our scope 1, 2, and 3 emissions by purchasing carbon credits.

2023

Discover more about our initiatives by clicking here.

Our approach to identifying and managing climate change risks aligns with the recommendations of the TCFD. a global initiative that we have been actively involved in since May 2022. The TCFD provides essential guidelines and resources for assessing climate-related risks and opportunities.

As a leader in the insurance industry, we recognize our responsibility to leverage our influence in promoting sustainable policies and practices. We proudly represent the Latin American Insurance Sector on the UNEP FI Global Steering Committee. This committee plays a crucial role in providing executive guidance on strategic work programs and budgetary matters, ensuring sustainability is integrated into our decision-making processes. Additionally, we actively participate in key working groups dedicated to addressing climate challenges. These include the UNEP-FI Pilot Project and the Partnership for Carbon Accounting Financials (PCAF).

The UNEP-FI Pilot Project, launched in collaboration with CNseq in 2022, focuses on identifying, evaluating, and quantifying the impact of major physical climate risks in Brazil. This initiative also aims to align our disclosures with TCFD recommendations. In the initial phase of this project, participants collaborated on the report "Insuring the Climate Transition in Brazil." which introduces innovative methodologies for assessing climate risks tailored to the Brazilian market. This initiative equips insurers with essential tools to enhance the identification and management of climate-related risks and opportunities. The report marks a significant step towards integrated climate risk assessment and has spawned two pivotal tools:

#### Heat Map of Physical Climate Risks,

which evaluates the exposure of the capital and other Brazilian cities to 11 key climate risks.

Projection of Insured Losses for Urban Flood Scenarios in Brazil. which uses insurers' historical data. scientific parameters, and statistical analysis to forecast potential economic impacts from natural catastrophes like urban flooding.

Furthermore, within the Partnership for Carbon Accounting Financials (PCAF) Working Group, comprising the world's largest insurers, a global methodology was developed to measure and report emissions associated with insurance underwriting. This effort resulted in the publication of the *Global GHG* Accounting and Reporting Standard for Insurance-Associated Emissions by PCAF in 2022. This standard provides insurers with transparent, standardized, and robust frameworks for emissions measurement and reporting.

At Bradesco Seguros, we view climate change not solely as a challenge, but as an opportunity to contribute to a sustainable and resilient future.

INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHI IGHTS TRANSPARENCY

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA CONTENT SUMMARY ANNEXES

CREDITS

CORPORATE

INFORMATION

### **Eco-efficiency**

[GRI 3-3 Climate Adaptation]

In the context of Bradesco Seguros Group's commitment to sustainability and recognizing the importance of eco-efficient practices amidst climate change challenges, we prioritize strategic management of ecoefficiency within our operations. This involves integrating environmental and financial performance by optimizing processes, investing in technological innovations, and maximizing the sustainable utilization of natural and material resources.

Aligned with Bradesco Organization's overarching strategies, we adhere to an Operational Eco-Efficiency Master Plan. This foundational document sets forth clear guidelines for environmental management across our operations within the Organization. Throughout 2023, we have intensified our efforts to promote eco-efficiency across the Group. Key initiatives include:

• The implementation of electric chargers in the Alphabuilding and BS 555

ABOUT THE

REPORT

buildings, which represents a significant step towards promoting electric mobility and reducing carbon emissions.

 Replacing the ARFAB Club's roof, adopting a material that not only provides thermal and acoustic insulation, but also actively contributes to reducing global warming, minimizing heat absorption. This measure increased the thermal quality of spaces and promoted energy efficiency by eliminating the need for refrigerated air.

 The exchange of conventional lamps for LED lamps in 20 units, thus expanding the adoption of more sustainable technologies in our branches.

These actions reflect the Company's commitment to environmentally responsible practices that contribute positively to a more sustainable and resilient future.

2023

As with all our activities with the potential to cause environmental impact, we follow formal procedures in this area, such as the Sustainability Policy and the Socioenvironmental and Climate Responsibility Standard, which establishes a formal process for managing socio-environmental and climate risks, including addressing environmental, waste and climate change management across strategy, business and operations. Aligned with the Bradesco Organization's Operational Eco-Efficiency Master Plan, which directs environmental stewardship across our operations, including Bradesco Seguros, these guidelines are regularly reviewed to ensure alignment with industry best practices and our evolving internal goals.

Finally, communication of our eco-efficiency actions and strategies is carried out through sustainability reports, integrated reports and, on our website, in the "Sustainability" section.

#### **Remediation of contaminated areas**

BSP Empreendimentos Imobiliários is overseeing the remediation process for contaminated soil on two plots of land previously occupied by gas stations. These properties were strategically acquired due to their proximity to existing Banco Bradesco branches in the Jardins and Barra Funda neighborhoods of São Paulo.

The acquisition forms part of BSP's strategy to enhance property value, optimize space, and develop real estate projects in accordance with the Municipal Master Plan. This plan guides urban development based on community interests.

The remediation process involves three stages: identification, treatment, and monitoring. Currently, both properties are in the monitoring phase. The land in the Jardins region is earmarked for a mixed-use development that will incorporate commercial establishments, retail stores, offices, and residential properties.

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABI F BUSINESSES

PEOPLE AND COMMUNITIES CONTENT SUMMARY

CLIMATE

AGENDA

ANNEXES

CORPORATE

INFORMATION

CREDITS

#### **Carbon Emissions**

[GRI 3-3 Climate Adaptation, GRI 305-1, GRI 305-2, GRI 305-3, GRI 305-4, SASB FN-IN-410c.1]

Climate change and environmental sustainability are integral strategic pillars for the Bradesco Seguros Group. Aligned with the 2030 Agenda and Sustainable Development Goals, we are committed to minimizing socio-environmental impacts and reducing greenhouse gas emissions.

Since 2008, in partnership with the Bradesco Organization, we have conducted annual emissions inventories following the GHG Protocol. As of 2019, we have achieved the milestone of neutralizing 100% of scopes 1, 2, and 3 operational emissions. Our dedication to the climate agenda has been recognized with the GHG Protocol Gold seal, acknowledging our adherence to the highest standards of transparency in reporting emissions data. This certification underscores our commitment to sustainability practices. Moreover, we prioritize the use of renewable energy sources for the electrical power consumed in our facilities.

> ABOUT THE REPORT

Total direct GHG emissions (Scope 1) in metric tons of CO, equivalent (tCO,e)

	2022	2023
Stationary Emissions	7.63	3.52
Fugitive	-	35.82
Mobile combustion	65.44	92.17
Total gross emissions	73.07	131.50
Biogenic CO <sub>2</sub>		
Stationary Emissions	0.79	0.42
Mobile combustion	60.86	89.40
Total biogenic emissions	61.65	89.82

To calculate the GHG emissions intensity index, we divide the total emissions from all three scopes combined (40,000.85 tCO2e) by key metrics such as net revenue of 106,600 million, net profit of 8,900 million, and the total number of employees (8,130).

Total indirect (Scope 2) GHG emissions from energy acquisition in metric tons of CO, equivalent calculated based on location

2022	2023
578.8	500.9
-	-

1. Bradesco Organization is committed to reducing 50% of Scope 1, 2 and 3 operational emissions by 2030 (base year 2019), which includes our emissions.

#### Total other indirect (Scope 3) GHG emissions in metric tons of CO<sub>2</sub> equivalent

	2022	2023
Transport and distribution (outsourced fleet - upstream)	70,047.02	31,634.12
Waste generated in operations	80.57	110.23
Business trip	1,081.44	1,987.36
Home office	82.04	15.47
Commuting of employees (home-work)	1,730.02	5,621.27
Total gross emissions	73,021.09	39,368.45
Biogenic CO <sub>2</sub>		
Transport and distribution (outsourced fleet - upstream)	7,182.98	3,798.97
Waste generated in operations	9.54	1.11
Business trip	260.64	337.83
Commuting of employees (home-work)	320.59	1,185.93
Total biogenic emissions	7,773.75	5,323.84

#### GHG emissions intensity index for the **Bradesco Seguros Group**

	2022	2023
By revenue (tCO <sub>2</sub> e/million)	0.77	0.38
By net profit (tCO <sub>2</sub> e/million)	10.84	4.49
By employee profit (tCO <sub>2</sub> e/employee)	9.81	4.92

CORPORATE

INFORMATION

1. We revisited the calculation and adjusted the 2022 data. [GRI 2-4]

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

2023

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA CONTENT ANNEXES SUMMARY

CREDITS

#### Energy [GRI 3-3 Climate Adaptation, GRI 302-1]



Given the scenario of a global environmental emergency, increasing energy consumption directly exacerbates environmental issues such as heightened pressure on natural resources, pollution, reduced biodiversity, and other socioenvironmental factors impacting both Bradesco Seguros Group and society at large. Potentially, unmanaged energy consumption also leads to increased costs. In response, GBS implements policies and practices aimed at fostering awareness and optimizing resources and facilities. These include:

- Socio-environmental and Climate Responsibility Standard and Sustainability Policy.
- Use of electrical energy from renewable sources in our facilities since 2020.
- Adoption of sustainable practices in our administrative buildings, including the use of LED lamps and lighting fixtures to improve energy efficiency. We also implement systems to reuse cooled air within floors, minimizing energy consumption. Our building facades are designed with "brise" windows to reduce the need for air

conditioning, and they feature a glass skin that decreases the penetration of solar rays, optimizing our air conditioning systems and lowering overall energy usage.

 LEED (Leadership in Energy and Environmental Design) certification for sustainable buildings, achieved in the Alphaville and Rio de Janeiro offices. Certification is granted by the nongovernmental organization United States Green Building Council to buildings that follow the principles of sustainability in all stages of construction.

- Replacement of existing systems and materials with more efficient alternatives, such as replacing the ARFAB Club roof with a material that provides thermal and acoustic insulation and minimizes heat absorption, increasing the thermal quality of spaces and energy efficiency by eliminating need for refrigerated air.
- Regular assessments of building maintenance to prevent excessive energy consumption, specialized energy management consultants to optimize our energy usage further, dedicated annual investment plans

towards maintenance activities. The actions are monitored through the company's systematized tool, PGE (Eco-efficiency Management Platform), which enables the tracking of stipulated indicators related to energy efficiency. Currently, in our administrative buildings, we manage energy consumption through daily controls. This management approach allows us to monitor consumption variations closely and identify areas of waste. To support these efforts, we engage a specialized energy management consultancy. These combined actions enable us to measure our performance over time and quantify the effectiveness of GBS's initiatives.

Conscious management and efficient use of energy are crucial for GBS, as any lapses directly impact employee productivity and facility operations, leading to various inconveniences, including compromised thermal comfort for employees, visitors, and customers. To mitigate the risk of electricity shortages, we have implemented a strategy that includes the use of generators in our main administrative buildings.

INTRODUCTION

ABOUT THE

REPORT

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CLIMATE CONTENT SUMMARY AGENDA

ANNEXES

CREDITS

CORPORATE

INFORMATION



Bradesco Organization's results in energy management

2023 x 2019 Target:

-29% Result: -30%



Total consumption of fuels across Bradesco Seguros Group from renewable sources, in joules or their multiples, including the types of used fuels (GJ) [ GRI 302-1 ]

	2023
Ethanol	983.53
TOTAL	983.53

Total consumption of fuels across Bradesco Seguros Group from nonrenewable sources, in joules or their multiples, including the types of used fuels (GJ) [GRI 302-1]

	2023
Diesel	54.83
Gasoline	1,666.18
LPG	0.0
GNV	0.0
TOTAL	1,721.01

ABOUT US

Total energy consumption across Bradesco Seguros Group (GJ) [ GRI 302-1 ]

	2023
Total energy consumed (GJ)	2023
Electricity	52,695.00
Heating	0.0
Cooling	0.0
Steam	0.0
TOTAL	52,695.00
Total energy sold/exported (GJ)	2023
Electricity	0.0
Heating	0.0
Cooling	0.0
Steam	0.0
TOTAL	0.0
Total energy consumed (GJ)	2023
Self-generated by renewable fuels	0.0
Self-generated by non-renewable fuels	0.0
Self-generated without the use of fuel	0.0
Energy consumed	52,695.00
Sold/exported	0.0
TOTAL	52,695.00

01. The energy data pertains to the consumption of administrative buildings and branches under the name of Bradesco Seguros.

#### Energy consumption across the Bradesco Seguros Group [GRI 302-1]

	2022	2023
Energy purchased from renewable sources (GJ)	49,015.55	52,695.00

#### **Energy Intensity**

[ GRI 302-3 ]	2022	2023
Indicator by Revenue (GJ/BRL million)	0.51	0.49
Net Profit Indicator (GJ/BRL million)	7.21	5.92
<i>Per capita</i> indicator (GJ/employee)	6.52	6.48

1. We revisited the calculation and adjusted the 2022 data.

INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

PEOPLE AND

COMMUNITIES

CLIMATE AGENDA

CONTENT SUMMARY ANNEXES

CORPORATE INFORMATION CREDITS

### Water

[GRI 3-3 Eco-efficiency, GRI 303-1, 303-2, 303-3, 303-5]

At Bradesco Seguros, our interaction with water minimally impacts water resources, yet we prioritize efficient management of natural resources through conscientious practices. We adhere to a Socio-environmental and Climate Responsibility Standard that formalizes our approach to managing socio-environmental and climate risks.

Water used at GBS is sourced from authorized suppliers and stored in reservoirs for distribution. Our effluent disposal adheres strictly to building standards and connects to public collection networks.

To prevent water wastage, we conduct monthly monitoring of consumption, following a structured control routine that includes inspections, measurements, checklists, and reporting. This systematic approach enables effective management of our water resources. Additionally, regular maintenance of equipment and supply systems helps us promptly identify and address leaks or operational issues.

ABOUT THE

REPORT

#### **Total water consumption**

Total water consumption of all areas in megaliters 2022 2023 69.47 90.00

Total water consumption of all water stress areas in megaliters

> 2023 0.06



INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

CLIMATE PEOPLE AND COMMUNITIES AGENDA CONTENT SUMMARY ANNEXES CORPORATE INFORMATION

CREDITS

#### Main actions to reduce Bradesco Seguros Group's water footprint [GRI 3-3 Eco-efficiency]

We have implemented several initiatives to optimize water use and promote sustainable consumption in our businesses, such as:

• Water reuse: we collect water from various sources, such as rainwater, washbasins and air conditioning condensation for reuse and use in irrigation systems and toilet flushing.

• Effluent treatment through ETACs (Grey Water Treatment Plants): we capture wastewater for treatment through a system that promotes the generation of bacteria that decompose waste, resulting in reused water.

• Use of water-saving metals in hydraulic installations: we adopt metals with devices or characteristics that save water without compromising its performance.

 Treatment of condensation water from the air conditioning system: We control the levels of mineral salts in the condensation water of the air conditioning system through the addition of specific products.

ABOUT THE

REPORT

This approach effectively reduces evaporation, leading to a significant decrease in water consumption across our operations.

We assess the impact of water through continuous monitoring aligned with GBS commitments, including the Principles for Sustainability in Insurance (PSI). Moreover, our Sustainability Policy and the Socio-environmental and Climate Responsibility Standard establish a formal process for managing socio-environmental and climate risks. These standards. integrated into the Operational Eco-Efficiency Master Plan, outline guidelines for water management and effluent treatment. To ensure robust management of water resources, we utilize the Eco-Efficiency Management Platform (PGE). This platform allows us to monitor key indicators closely tracked by the Company.



Bradesco Organization's results in Water Management

2023 x 2019 Target:

-25% Result:

-27%

2023 x 2022 Target: -1.5%

> Result: +2%



Total volume of water withdrawn from all areas and water stress areas, by source (ML)<sup>1</sup>

[ GRI 303-3 ]	2023	
	All areas	Water Stress Areas
Third-party water (purchased) (total)		
Fresh water	90.00	0.06
Total volume of water withdrawn (ML)	90.00	0.06

1. The water data pertains to the consumption of administrative buildings and branches under the name of Bradesco Seguros.

INTRODUCTION

STATEMENT FROM THE CEO

ABOUT US

2023

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

PEOPLE AND SUSTAINABLE BUSINESSES COMMUNITIES CLIMATE AGENDA CONTENT SUMMARY ANNEXES CORPORATE INFORMATION CREDITS

### **Materials**

#### [GRI 3-3 Eco-efficiency, GRI 301-1]

In our commitment to Sustainability, we recognize the environmental impacts associated with the use of material resources, particularly in the consumption of plastic for cards production and paper in GBS operations.

To mitigate these impacts, we emphasize several initiatives:

(	PDF	

Replacement of physical car and property and casualty insurance kits with digital kits (PDFs), sending emails and making files available for consultation on the insurer's channels. In 2023, the initiative resulted in the reduction of more than 76 tons of paper (more than 15 million A4 sheets) and more than 16 tons of plastic (almost 6 million cards).1



Digitization of administrative processes, reducing the use of paper.



Continuous monitoring of plastic and paper consumption within operations.

1. Conversion factors: A4 sheets - Weight 80g (unit): 0.000005 tons 1 Bradesco Seguro Auto/RE card weighs approximately 0.00000291 tons. We actively pursue technological innovations aimed at conserving materials and natural resources, thereby reducing waste generation. These efforts are aligned with the Operational Eco-Efficiency Master Plan of Bradesco Organization.

Our commitment extends to ensuring that business activities uphold sustainable development principles, integrating sustainability considerations to optimize natural resource use and minimize environmental impacts.

Total weight or volume of materials used to produce and package key products and services (t)

[ GRI 301-1 ]

2023

	2023
Total renewable materials (paper)	1.48
Total renewable materials (PVC cards)	6.18
Total non-renewable materials <sup>1</sup> used	0
TOTAL	7.66

1. Given the nature of our operations, we do not use non-renewable materials in the production and packaging of our products.

### Waste

#### [GRI 3-3 Eco-efficiency, GRI 306-2]

At Bradesco Seguros, waste management practices prioritize material recovery. We closely manage and monitor waste generation across our facilities, collaborating with office condominiums and third-party firms responsible for waste collection, sorting, storage, transportation, and proper disposal. Furthermore, since 2009, we have operated the Auto Recycling Program, a pioneering initiative dedicated to recycling irrecoverable automotive parts and materials damaged in accidents across the country. This program not only contributes to environmental sustainability, but also generates income for collectors and recyclers involved.



Result of the Bradesco Organization in Waste Management

2023 x 2019 Target:



Result:

2023 x 2022 Target:

-4.6%

Result:

-8%

The activities with the highest potential for waste generation are primarily from administrative offices and, notably, from BARE.

Currently, our corporate goals encompass the entire Bradesco Organization, including the bank and its affiliates.

#### Meu Doutor Novamed

The clinics of Meu Doutor Novamed strictly adhere to all legal standards and requirements regarding the management of Health Service Waste (RSS), as mandated by the Resolution of the Collegiate Board - RDC No. 222/2018 issued by the Brazilian National Health Surveillance Agency (Anvisa) in June 2018. From the moment waste is generated to its final disposal, we ensure meticulous handling and appropriate disposal practices.

Segregation of Health Service Waste (RSS) at the point and time of generation is a critical practice that helps reduce the volume of hazardous waste and mitigates the risk of occupational accidents. These measures not only benefit public health but also contribute positively to environmental protection.

CORPORATE

INFORMATION

INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA CONTENT ANNEXES SUMMARY

CREDITS

#### Auto/Property and Casualty

At Bradesco Auto/RE, we recognize the significant impact that waste can have. Particularly in the context of loss events such as vehicle repairs or damage to insured household items. It is imperative that we manage the waste generated during these processes responsibly.

Improper disposal can lead to contamination, affecting soil and water bodies, contributing to environmental issues like flooding, and potentially posing risks to public health. Therefore, it is crucial to encourage all stakeholders involved in the operation to adopt practices that minimize or eliminate this risk.

Aware of our role as agents of transformation, we implemented the Sustainable Claims project at Bradesco Auto/RE. This project brings together the Oficina Sustentável program and Sinistro Sustentável Residencial in a single case, which aims to ensure that waste generated by accidents is disposed of correctly, prioritizing its recovery through recycling processes.

ABOUT THE

REPORT

We work with expert partners who manage the entire disposal process, ensuring control and tracking of each item collected. Furthermore, we monitor the quantity and type of waste collected, through detailed reports.

Committed to the expansion and continuous improvement of the Sustainable Claims project, we plan to increase the collection of waste from our partner workshops, maintaining a sustainable approach to the disposal of these materials.

In addition to such initiative, we are proud to integrate Automotive Recycling, a pioneering initiative in the insurance industry. This practice involves recycling parts from damaged car repairs, providing income opportunities for collectors and recyclers while promoting environmental sustainability. Furthermore, our Sustainable Residential Assistance service offers ecologically sound disposal solutions for disused household goods such as furniture and appliances.

### Waste generated

In 2023, the Company made progress in the management and monitoring of waste generated in operations.

Total weight of non-hazardous waste generated (in tons)

	2023
Landfill, administrative buildings	119.29
Waste from Sustainable Residential Assistance, Sustainable Claims and Sustainable Repair Shop	0.88
Recycling, administrative buildings	34.37
Recyclable waste from Sustainable Residential Assistance, Sustainable Claims and Sustainable Repair Shop	194.68
Automotive Recycling	1,938.77
Subtotal	2,287.99

1. In 2022, 1,921 tons of non-hazardous waste were generated from GBS operations. From 2023 onwards, the company began reporting the generation of this waste alongside its destination. There has been an improvement in the presentation of data in accordance with GRI Standards. The previous format lacked a consistent comparative basis, which is why those data are not included in this reporting cycle.

### Total weight of hazardous waste generated (in tons)

	2023
Health service waste - Administrative buildings	0.67
Hazardous waste - Administrative Buildings	0.02
Contaminated waste - Sustainable Residential Assistance, Sustainable Claims and Sustainable Repair Shop	6.27
Lamps - Sustainable Residential Assistance, Sustainable Claims and Sustainable Repair Shop	2.21
Battery, Automotive recycling	1.41
Technological waste	5.23
Subtotal	15.81

Total weight of waste generated	2 707 90
(in tons)	2,303.80

#### In 2023, 2,137 tons of waste were recycled within the Automotive Recycling and Sustainable Residential Assistance projects and the Sustainable Claims Program.

INTRODUCTION

STATEMENT FROM THE CEO ABOUT US 2023 HIGHLIGHTS GOVERNANCE AND TRANSPARENCY SUSTAINABLE BUSINESSES CLIMATE AGENDA

PEOPLE AND

COMMUNITIES

CONTENT ANNEXES SUMMARY CREDITS

CORPORATE

INFORMATION

# **GRI, SASB and TCFD** Content Summary

**121** GRI and SASB Content Summary

**130** TCFD Recommendations



ABOUT US

INTRODUCTION ABOUT THE REPORT STATEMENT FROM THE CEO 2023 HIGHLIGHT GOVERNANCE AND TRANSPARENCY AINABLE PE

ND C ITIES A CONTENT SUMMARY ANNEXES

CORPORATE

CREDITS

#### Statement of use: The Bradesco Seguros Group reported the

information cited in this GRI content summary for the period from January 1, 2023, to December 31, 2023, based on the GRI Standards.

GRI 1 used: GRI 1: Foundation 2021

#### Applicable GRI Sector Standards (eis): Not applicable

### **GRI** and **SASB Content** Summary

GRI STANDARD/				OMISSION		GLOBAL	SDC	SECTOR STANDARD GRI
OTHER SOURCE	DISCLOSURE	LOCATION	OMITTED REQUIREMENT(S)	REASON	EXPLANATION	COMPACT	SDG	NO. REF.
		GENERAL DISCLOSU	IRES					
	2-1 Organization details	8, 137						
	2-2 Entities included in the organization's sustainability report	4						
	2-3 Reporting period, frequency and point of contact	4, 137						
	2-4 Information restatements	4, 113, 134						
	2-5 External verification	4, 136						
	2-6 Activities, value chain and other business relationships	8, 9, 10, 12, 21 to 25, 78				-	-	
	2-7 Employees	90, 91, 92				6	8 and 10	
	2-8 Workers who are not employees	90				-	-	
GRI 2: GENERAL CONTENTS 2021	2-9 Governance structure and its composition	27 to 32				-	5 and 16	
	2-10 Nomination and selection for the highest governance body	27				-	5 and 16	
	2-11 Chair of the highest governance body	27				-	16	
	2-12 Role played by the highest governance body in overseeing the management of impacts	27 to 32				-	-	
	2-13 Delegate responsibility to manage impacts	27 to 32				-	-	
	2-14 Role played by the highest governance body in sustainability reporting	4				-	-	
	2-15 Conflicts of interest	33, 38, 40				-	16	
	2-16 Communication of critical concerns	134				-	-	

INTRODUCTION ABOUT THE REPORT

ABOUT US

2023 GOVERNANCE AN HIGHLIGHTS TRANSPARENCY

GOVERNANCE AND SUSTAINABLE TRANSPARENCY BUSINESSES PEOPLE AND COMMUNITIES CONTENT SUMMARY

CLIMATE

AGENDA

ANNEXES CORPORATE INFORMATION

CREDITS

GRI STANDARD/				GLOBAL		SECTOR		
GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMITTED REQUIREMENT(S)	REASON	EXPLANATION	COMPACT	SDG	STANDARD GR NO. REF.
	2-17 Collective knowledge of the highest governance body	46				-	_	
	2-18 Evaluation of the highest governance body's performance	99				-	-	
	2-19 Compensation policies	99				-	-	
	2-20 Process to determine compensation	99				-	-	
	2-21 Ratio of total annual compensation	99				-	-	
	2-22 Declaration on sustainable development strategy	5				-	-	
GRI 2: GENERAL	2-23 Policy Commitments	8, 11, 33, 38, 39, 46, 48, 103				10	16	
CONTENTS 2021	2-24 Incorporation of policy commitments	8, 12, 39, 46 to 48, 50, 52				-	16	
	2-25 Processes to repair negative impacts	33				-	16	
	2-26 Mechanisms for counseling and raising concerns	40				10	16	
	2-27 Compliance with laws and regulations	134				-	-	
	2-28 Participation in associations	48, 135				-	-	
	2-29 Approach to engage stakeholders	12, 52, 56, 108				-	-	
	2-30 Collective Bargaining Agreements	135				3	8	
		MATERIAL TOPI	CS					
GRI 3: MATERIAL	3-1 Process to define material topics	6						
TOPICS 2021	3-2 List of material topics	6						
		SOLVENCY						
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	17				-	8 and 9	
GRI 201: ECONOMIC PERFORMANCE 2016	201-1 Direct economic value generated and distributed	17 to 19				_	8 and 9	

INTRODUCTION ABOUT THE REPORT STATEMENT FROM THE CEO ABOUT US 2023 HIGHLIGHTS GOVERNANCE AND TRANSPARENCY SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA CONTENT SUMMARY ANNEXES

CORPORATE

INFORMATION

122

CREDITS

GRI STANDARD/	DISCLOSURE			OMISSION		GLOBAL	CDC	SECTOR STANDARD GRI
OTHER SOURCE	DISCLOSURE	LOCATION	OMITTED REQUIREMENT(S)	REASON	EXPLANATION	COMPACT	SDG	NO. REF.
	RISK	MANAGEMENT AND C	OMPLIANCE					
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	33, 41, 45, 78				2, 4, 5, 8 and 10	5, 8 and 16	
	205-1 Operations assessed for risks related to corruption	41, 44				10	16	
GRI 205: ANTI-CORRUPTION 2016	205-2 Communication and training on anti-corruption policies and procedures	42, 43, 44				10	16	
	205-3 Confirmed incidents of corruption and actions taken	44				10	16	
GRI 206: UNFAIR COMPETITION 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	45				-	16	
GRI 308: SUPPLIER	308-1 New suppliers that were screened using environmental criteria	78				8	-	
ENVIRONMENTAL ASSESSMENT 2016	308-2 Negative environmental impacts in the supply chain and actions taken	79				8	-	
GRI 408: CHILD LABOR 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	78				5	8 and 16	
GRI 409: FORCED OR COMPULSORY LABOR 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	79				4	8	
GRI 414: SUPPLIER	414-1 New suppliers selected based on social criteria	78				2	5, 8 and 16	
SOCIAL ASSESSMENT 2016	414-2 Negative social impacts in the supply chain and actions taken	78				2	5, 8 and 16	
SASB (INSURANCE) - EXPOSURE TO PHYSICAL RISK	FN- IN- 450a.3 - Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts and (2) the management of firm-level risks and capital adequacy	35				_	13	
SASB (INSURANCE) - SYSTEMIC RISK MANAGEMENT	FN-IN- 550a.3 - Description of approach to managing capital- and liquidity-related risks associated with systemic noninsurance activities	33, 38				-	10	

INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA

CONTENT ANNEXES SUMMARY

CORPORATE INFORMATION CREDITS

GRI STANDARD/	DISCLOSURE	LOCATION		OMISSION		GLOBAL	606	SECTOR
OTHER SOURCE	DISCLOSORE	LOCATION	OMITTED REQUIREMENT(S)	REASON	EXPLANATION	COMPACT	SDG	STANDARD GRI NO. REF.
		INFORMATION SECU	RITY					
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	51				-	16	
GRI 418: CUSTOMER PRIVACY 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	51				-	16	
		DIVERSITY AND INCLU	USION					
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	85, 88, 89, 90, 103				6	1, 3, 5, 8, 10 and 16	
GRI 202: MARKET PRESENCE 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	99				6	1, 5 and 8	
	202-2 Proportion of senior management hired from the local community	27, 28				1, 3 and 6	8	
GRI 204: PROCUREMENT PRACTICES 2016	204-1 Ratio of spending with local suppliers	79				-	8	
	401-1 New employee hires and employee turnover	93, 94				6	5, 8 and 10	
GRI 401: EMPLOYMENT 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part time employees	100				-	3, 5 and 8	
	401-3 Parental leave	100				6	5 and 8	
	403-1 Occupational health and safety management system	101				-	8	
	403-2 Hazard identification, risk assessment, and incident investigation	101				-	8	
GRI 403: OCCUPATIONAL	403-3 Occupational health services	101, 102				-	8	
HEALTH AND SAFETY 2018	403-4 Worker participation, consultation, and communication on occupational health and safety	101				-	8 and 16	
	403-5 Worker training on occupational health and safety	101				-	8	
	403-6 Promotion of worker health	101, 102				-	3	

INTRODUCTION ABOUT THE REPORT STATEMENT FROM THE CEO ABOUT US

2023

HIGHLIGHTS

GOVERNANCE AND TRANSPARENCY SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA CONTENT SUMMARY ANNEXES CORPORATE INFORMATION CREDITS

GRI STANDARD/	DISCLOSURE			OMISSION		GLOBAL		SECTOR
OTHER SOURCE	DISCLOSURE	LOCATION	OMITTED REQUIREMENT(S)	REASON	EXPLANATION	COMPACT	SDG	STANDARD GRI NO. REF.
GRI 405: DIVERSITY AND	405-1 Diversity of governance bodies and employees	85, 86, 92				6	5 and 8	
EQUALITY OPPORTUNITY 2016	405-2 Ratio of basic salary and remuneration of women to men	85, 87				6	5, 8 and 10	
GRI 406: NON- DISCRIMINATION 2016	406-1 Incidents of discrimination and corrective actions taken	135				6	5 and 8	
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	135				3	8	
GRI 410: SECURITY PRACTICES 2016	410-1 Security personnel trained in human rights policies or procedures	103				1	16	
SASB (MANAGED ASSISTANCE) - IMPROVED RESULTS	HC-MC-260a.1 - Percentage of enrollees in wellness programs by type: (1) diet and nutrition, (2)exercise, (3) stress management, (4) mental health, (5) smoking or alcohol cessation, or (6) other	101				_	3	
SASB (INVESTMENT BANK AND BROKERAGE) - 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	86, 92				6	5 and 8	
		CUSTOMER APPREC	ATION					
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	58, 59				-	12 and 16	
GRI 416: CONSUMER HEALTH AND SAFETY 2016	416-1 Assessment of the health and safety impacts of product and service categories	58				-	-	
	417-1 Requirements for product and service information and labeling	59				-	12	
GRI 417: MARKETING AND LABELING 2016	417-2 Incidents of non-compliance concerning product and service information and labeling	135				-	16	
ABELING 2016	417-3 Incidents of non-compliance concerning marketing communications	135				-	16	

INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO ABOUT US

2023

HIGHLIGHTS

GOVERNANCE AND TRANSPARENCY SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA CONTENT ANNEXES SUMMARY

CORPORATE CREDITS INFORMATION

GRI STANDARD/	DISCLOSURE			OMISSION		GLOBAL	606	SECTOR
OTHER SOURCE	DISCLOSURE	LOCATION	OMITTED REQUIREMENT(S)	REASON	EXPLANATION	COMPACT	SDG	STANDARD GRI NO. REF.
SASB (INSURANCE) - TRANSPARENT INFORMATION AND FAIR ADVICE FOR CUSTOMERS	FN-IN-270a.1 - Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product-related information to new and returning customers	135				_	16	
SASB (INSURANCE) - TRANSPARENT INFORMATION AND FAIR ADVICE FOR CUSTOMERS	FN-IN-270a.4 - Description of approach to informing customers about products	52, 56, 59				_	16	
SASB (CONSUMER FINANCE) - SALES PRACTICES	FN-CF-270a.4 - (1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), (2) percentage with monetary or non-monetary relief	56, 57				-	-	
		EDUCATION IN INSUR	ANCE					
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	104				8	10	
SASB (INSURANCE): POLICIES DESIGNED TO ENCOURAGE RESPONSIBLE BEHAVIOR	FN-IN-410b.2 - Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/or behaviors	104				8	10	
		SOCIAL INVESTME	NT					
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	105, 106, 107				1	1, 3, 5, 8, 9 and 11	
GRI 203: INDIRECT ECONOMIC IMPACTS	203-1 Infrastructure investments and services supported	105				-	5, 9 and 11	
2016	203-2 Significant indirect economic impacts	105, 106, 107				-	1, 3 and 8	
GRI 413: LOCAL COMMUNITIES 2016	413-1 Operations with local community engagement, impact assessments, and development programs	105				1	-	

INTRODUCTION

ABOUT THE

REPORT

STATEMENT FROM THE CEO ABOUT US

2023

HIGHLIGHTS

GOVERNANCE AND TRANSPARENCY SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA CONTENT SUMMARY CREDITS

GRI STANDARD/	DISCLOSURE			OMISSION		GLOBAL	606	SECTOR			
OTHER SOURCE	DISCLOSURE	LOCATION	OMITTED REQUIREMENT(S)	REASON	EXPLANATION	COMPACT	SDG	STANDARD GRI NO. REF.			
	INNOVATION										
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	71, 82, 95				6 and 8	4, 5, 8 and 10				
	404-1 Average hours of training per year per employee	95				6	4, 5, 8 and 10				
GRI 404: TRAINING AND EDUCATION 2016	404-2 Programs for upgrading employee skills and transition assistance programs	95, 96				-	8				
	404-3 Percentage of employees receiving regular performance and career development reviews	97, 98				6	5, 8 and 10				
SASB (INSURANCE): POLICIES DESIGNED TO ENCOURAGE RESPONSIBLE BEHAVIOR	FN-IN-410b.2 - Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/or behaviors	71 to 76				8	10				
	SUST	AINABLE PRODUCTS AI	ND SERVICES								
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	61, 62, 77				8	8, 9 and 10				
SASB (INSURANCE): INCORPORATION OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE FACTORS IN INVESTMENT MANAGEMENT	FN-IN-410a.2 - Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment and/or wealth management processes and strategies	38, 47				8	8 and 9				
SASB (INSURANCE): POLICIES DESIGNED TO ENCOURAGE RESPONSIBLE BEHAVIOR	FN-IN-410b.2 - Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/or behaviors	62, 77				8	10				

INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

2023

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CLIMATE AGENDA

CONTENT

SUMMARY

ANNEXES

CORPORATE

INFORMATION

CREDITS

GRI STANDARD/	DISCLOSURE	LOCATION		OMISSION		GLOBAL	606	SECTOR STANDARD GRI
OTHER SOURCE	DISCLOSURE	LOCATION	OMITTED REQUIREMENT(S)	REASON	EXPLANATION	COMPACT	SDG	NO. REF.
		ECO-EFFICIENC	Y					
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	116, 117, 118				7 and 8	3, 6, 8, 11 and 12	
GRI 301: MATERIALS 2016	301-1 Materials used by weight or volume	118				7 and 8	8 and 12	
	303-1 Interactions with water as a shared resource	116				8	6 and 12	
GRI 303: WATER AND	303-2 Management of impacts related to water disposal	116				8	6	
EFFLUENTS 2018	303-3 Water abstraction	116, 117				7 and 8	6	
	303-5 Water consumption	116				8	6	
	306-2 Management of significant impacts related to waste	118				8	3, 6, 11 and 12	
GRI 306:	306-3 Waste generated	119				8	3, 11 and 12	
WASTE 2020	306-4 Waste not intended for final disposal	119				8	3, 11 and 12	
	306-5 Waste intended for final disposal	119				8	3, 11 and 12	
		CLIMATE ADAPTAT	ION					
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	109, 111 to 114				7 and 8	3, 7, 8, 9, 12, 13, 14 and 15	
GRI 201: ECONOMIC PERFORMANCE 2016	201-2 Financial implications and other risks and opportunities arising from climate change	35, 36, 37, 109, 111				7	13	
GRI 302:	302-1 Energy consumption within the organization	114, 115				7 and 8	7, 8, 12 and 13	
ENERGY 2016	302-3 Energy Intensity	115				8	7, 8, 12 and 13	

INTRODUCTION ABOUT THE REPORT STATEMENT FROM THE CEO ABOUT US 2023 HIGHLIGHTS GOVERNANCE AND TRANSPARENCY SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA CONTENT ANNEXES SUMMARY

CORPORATE INFORMATION CREDITS

GRI STANDARD/	DISCLOSURE	LOCATION		OMISSION		GLOBAL	SDG	SECTOR STANDARD GRI
OTHER SOURCE	DISCLOSURE	LOCATION	OMITTED REQUIREMENT(S)	REASON	EXPLANATION	COMPACT	SDG	NO. REF.
GRI 305: EMISSIONS 2016	305-1 Direct emissions (Scope 1) of greenhouse gases (GHG)	113				7 and 8	3, 12, 13, 14 and 15	
	305-2 Indirect emissions (Scope 2) of greenhouse gases (GHG) from energy acquisition	113				7 and 8	3, 12, 13, 14 and 15	
	305-3 Other indirect (Scope 3) GHG emissions	113				7 and 8	3, 12, 13, 14 and 15	
	305-4 Intensity of greenhouse gas (GHG) emissions	113				8	13, 14 and 15	
SASB (INSURANCE) - INCORPORATION OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE FACTORS IN INVESTMENT MANAGEMENT	FN-IN-410a.2 - Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment and/or wealth management processes and strategies	47, 50, 109				8	8 and 9	
SASB (INSURANCE) - FINANCED EMISSIONS	FN-IN-410c.1 - Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3	113				7 and 8	3, 12, 13, 14 and 15	

INTRODUCTION

ABOUT THE STATEMENT FROM REPORT THE CEO

FROM ABOUT US

2023 GOVERNANCE AND HIGHLIGHTS TRANSPARENCY SUSTAINABLE BUSINESSES PEOPLE AND COMMUNITIES CLIMATE CONTENT AGENDA SUMMARY ANNEXES CORPORATE INFORMATION CREDITS

### **TCFD** Recommendations

TCFD RECOMMENDATIONS		LOCATION
CORPORATE	a) Describe how the Board oversees risks and opportunities related to climate change	27 to 30
	b) Describe the role of the Board in assessing and managing risks and opportunities related to climate change	27 to 30, 35 to 37
STRATEGY	a) Describe the risks and opportunities related to climate change that the organization has identified in the short, medium and long term	47, 50, 109, 133
	b) Describe the impacts of risks and opportunities related to climate change on the organization's business, strategy and financial planning	47, 50, 109, 111
	c) Describe the resilience of the organization's strategy, considering different climate change scenarios, including a 2°C or less scenario	50, 111 to 115
RISK MANAGEMENT	a) Describe the processes used by the organization to identify and assess risks related to climate change	35, 111
	b) Describe the processes used by the organization to manage risks related to climate change	35, 111
	c) Describe how the processes used by the organization to identify, assess and manage risks related to climate change are integrated into the organization's overall risk management	35, 111
METRICS AND GOALS	a) Report the metrics used by the organization to assess risks and opportunities related to climate change according to its strategy and risk management process.	111 to 115
	b) Inform Scope 1, Scope 2 and, if applicable, Scope 3 greenhouse gas emissions and the risks related to them	113
	c) Describe the goals used by the Organization to manage risks and opportunities related to climate change, and the performance in relation to those goals	111 to 115

STATEMENT FROM THE CEO

ABOUT US

2023 GOVERNANCE AND HIGHLIGHTS TRANSPARENCY SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CLIMATE AGENDA CONTENT ANNEXES SUMMARY

CORPORATE CREDITS INFORMATION

BRADESCO SEGUROS | 2023 SUSTAINABILITY REPORT

# Annexes

INTRODUCTION

REPORT

STATEMENT FROM THE CEO

ABOUT US

2023 GOVERN HIGHLIGHTS TRANSP

GOVERNANCE AND SUSTA TRANSPARENCY BUSIN

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES

CLIMATE AGENDA CONTENT SUMMARY ANNEXES CORPORATE INFORMATION

### Susep - Circular No. 666

We briefly present below the information provided for in art. 15, item II, of Susep Circular No. 666.

#### Governance of sustainability risks\*

Following governance protocols, the Board of Directors and the director responsible for Internal Controls, along with the Risk Committees, regularly receive reports on risk management. These reports are provided by various forums, respecting their scheduled frequency. The director overseeing Internal Control manages functions within the Risk Management Structure and Internal Control Systems. They coordinate the preparation of materiality studies across Bradesco Seguros Group companies and provide ongoing supervision of the Group's risk management. This includes guiding and overseeing risk management practices, profiles, and exposure levels. Meanwhile, the Risk Committee supports the Board of Directors by evaluating strategies, standards, and procedures aimed at managing risks specific to Bradesco Seguros Group's activities. The

committee monitors and recommends alternatives for mitigating risks and addressing potential impacts on the Organization.

The Board of Directors holds responsibility for setting the strategic direction of Bradesco Seguros Group. They approve the Risk Appetite, Risk Management Policy, and Sustainability Policy, ensuring alignment with sustainability principles and risk management guidelines. The Board supports the preparation and periodic review of these policies, ensuring operational alignment with the established risk appetite.

#### Strategic Level

The Board of Directors, Executive Board, and the director overseeing Internal Controls are guided by the governance Committees within Bradesco Seguros Group. These Committees support their responsibilities concerning risk management and result monitoring.

2023

Sustainability risks are integrated into existing risk categories such as underwriting, credit, market, operational, and liquidity risks. They are evaluated during the final assessment of each risk within the established risk management process of Bradesco Seguros Group, ensuring comprehensive consideration across all applicable areas.

#### Tactical Level

The Bradesco Seguros Group operates with dedicated Sustainability and Risk Management Committees, providing quidance to the Board and other Committees in their roles related to defining corporate sustainability strategies and initiatives, as well as overseeing risk management practices within the company.

#### **Operational Level**

At Bradesco Seguros Group, we adhere to the three-line model for effective risk management. This

model ensures independence between risk takers and those responsible for defining and controlling exposure limits. Its benefits include clearly delineating responsibilities across units involved in risk management, establishing robust reporting structures, and maintaining functional segregation without compromising business performance.

The 1st Line comprises technical areas and management teams within our companies. They are tasked with identifying, monitoring, and controlling risks, implementing corrective actions, and ensuring operations align with Bradesco Seguros Group's risk appetite, strategy, policies, and internal standards.

The 2nd Line oversees and supports the 1st Line's activities, providing evaluations and technical opinions on risk exposure. They coordinate the Materiality Study, monitor risk appetite, conduct risk culture initiatives, and assist other organizational levels in fulfilling their responsibilities.

The 3rd Line independently validates our risk management framework. They assess the effectiveness of governance, risk management, and internal controls, ensuring that the first and second lines of defense achieve risk management objectives and maintain effective control.

\* This content refers to the GVR Table

INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO

ABOUT US

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABI F PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA

CONTENT ANNEXES SUMMARY

CREDITS

CORPORATE

INFORMATION

#### Strategies associated with sustainability risks\*

Risk assessments are conducted within time horizons aligned with product coverage periods: short-term (up to five years), medium-term (five to ten years), and long-term (over ten years). Short-term risks are currently defined, while medium- and long-term risks include chronic and transitional considerations.

Short-term risks that can impact results immediately and are already present in our operations. These realtime (short-term) risks may exacerbate over time due to intensified climatic. social, and environmental effects. thereby evolving into medium and long-term risks.

Medium and long-term risks encompass potential chronic and transitional challenges that could significantly influence our business model beyond current contractual obligations. These include issues like product suitability amidst chronic climate changes.

\* This content refers to the EST Table.

INTRODUCTION

Our approach involves rigorous evaluation of these identified risks to inform decision-making in product development. We carefully consider the impacts of climate. environmental, and social factors over the coverage period of our products, integrating these insights into our product parameters.

In managing climate and sustainability risks, we adhere to stringent guidelines that steer our business decisions across various timeframes. aligning them with the coverage periods of our insurance products.

We implement practices that involve engaging stakeholders, assessing and identifying material risks, adapting to regulatory changes, and considering sustainability factors that could impact our operations. We report these findings to the Board and Management.

#### Sustainability risk management processes\*

Risks and opportunities were identified through the Materiality Study, which focuses on defining why and how certain issues are crucial for the Group. It assesses their strategic importance to stakeholders, evaluates their impact scale, and estimates the probability of events occurring. Studies were conducted to evaluate the potential impact of extreme scenarios related to the most significant risks identified in the Materiality Study.

Sustainability risks are integrated into the Bradesco Seguros Group's risk management framework, which follows the three lines of defense model. Benefits of this model include clarity regarding the responsibilities and functions of each unit in the risk management process, establishing a clear reporting structure among different units, and segregating functions while maintaining business performance. Sustainability risks are not considered as new risk categories; instead, they are evaluated within existing mandatory categories such

as underwriting, credit, market, operational, and liquidity risks based on their respective impacts. Therefore, managing sustainability risks at Bradesco Seguros is integrated into the broader framework of the Internal Control System (SCI) and the Risk Management Structure (EGR).

We evaluate climate changes that could potentially increase accident rates or lead to unusual events when estimating our coverage validity, considering the company's historical data and making improvements as needed. The company manages these risks through provisions, contractual clauses, and specific reinsurance contracts for particular events. Risks are assessed in our claims projections based on historical events related to each coverage, incorporating various scenarios and assumptions. Before selling coverages, we thoroughly study the associated risks, including potential increases in claims under various scenarios. It is important to note that potential climate impacts affecting life expectancy are factored into our product offerings, which are based on periodically reviewed BR tables that

CONTENT

SUMMARY

reflect changes in demographic profiles every five years.

Since May 2022, Bradesco Seguros has been a member of the Task Force on Climate-Related Financial Disclosures (TCFD), underscoring our commitment to identifying risks according to TCFD recommendations.

\* This content refers to the GER Table.

STATEMENT FROM ABOUT THE REPORT THE CEO

ABOUT US

GOVERNANCE AND HIGHI IGHTS TRANSPARENCY

2023

SUSTAINABI F BUSINESSES

PEOPLE AND

COMMUNITIES

CLIMATE AGENDA

ANNEXES

CREDITS

CORPORATE

INFORMATION

### **GRI** Annex

#### GRI 2-4 Information restatements

In the presentation highlighting the value generated by Bradesco Seguros in 2022 (Sustainability Report 2022, p. 13), we reported that 91 thousand tons of waste had been correctly disposed of since 2015 through Bradesco's Sustainable Assistance Service. However, the accurate figure should be 91 tons, as detailed on page 65 of the report.

Regarding the Telemedicine platform (Sustainability Report 2022, p. 62), we mentioned providing more than 1 million consultations in 2022. The correct information is that since its implementation, we have delivered over 1 million services through this platform.

In the context of the Sustainable Claims Project (Sustainability Report 2022, p. 65), we indicated that 132 tons of waste were collected in 2022. This project encompasses two initiatives: the Sustainable Workshop, which

ABOUT THE

REPORT

collected 41.2 tons, and the Sustainable Residential Claim, which collected 79.5 tons. However, we mistakenly attributed 11.7 tons to the Residential Sustainable Assistance Service, which is not part of the Sustainable Claims initiative. Therefore, the correct data that should be reported is 120.7 tons.

Additionally, in the 2022 Waste Generation Report on page 74, it is stated that we use around 8.88 tons of non-renewable materials. However, this information is misleading, as we do not use non-renewable materials in our operations. Finally, there were inconsistencies in the energy intensity and emissions indicators for 2022. In this 2023 edition, we bring the updated values.

#### GRI 2-16

#### Communication of critical concerns

Bradesco Seguros Group maintains a robust governance structure consisting of committees and commissions where notes identified by internal and external audits are addressed.

The main challenges, results, and updates of GBS impact management are reported to Senior Management through various forums, respecting their frequency as described below: Steering Committee (weekly); Bradseg Participações S.A. Risk Management, Actuarial Control and Compliance Committee (quarterly); Bradesco Seguros S.A. Executive Risk Committee (quarterly); Bradseg Participações S.A. ALM, Liquidity and Investments Committee (monthly); Bradseg Participações S.A. Sustainability Committee (bimonthly). Relevant critical issues are communicated and dealt with in the respective forums, in accordance with the established governance structure and appropriate regulations.

#### **GRI 2-27**

#### Compliance with laws and regulations

In 2023, no non-monetary fines or sanctions were recorded for non-compliance with environmental laws and regulations.

However, 2 non-monetary communication-related sanctions were applied, and there were 156 cases where fines were imposed during the reporting period.

#### Fines for cases of non-compliance with laws and regulations that occurred during the reporting period

Total number of fines for cases of non-compliance with laws and regulations that occurred during the current reporting period (2023)	156
Monetary value of fines for cases of non- compliance with laws and regulations that occurred during the current reporting period (2023)	BRL 12,971,532.38
Total number of fines for non-compliance with laws and regulations that were paid during previous reporting periods <sup>1</sup>	357
Monetary value of fines for non-compliance with laws and regulations that were paid during previous reporting periods <sup>2</sup>	BRL 28,164,954.75

CORPORATE

INFORMATION

1. 166 fines paid in 2021 and 191 in 2022.

CONTENT

SUMMARY

2. BRL 13,211,094.75 regarding fines paid in 2021 and BRL 14,953,860.00 in 2022.

INTRODUCTION

STATEMENT FROM THE CEO ABOUT US 2023 HIGHLIGHTS GOVERNANCE AND TRANSPARENCY SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA ANNEXES

CREDITS

#### **GRI 2-28** Membership associations

The Group actively engages in various sectoral associations to advocate for sustainability initiatives.

- National Capitalization Federation Fenacap;
- National Federation of Private Pensions and Life FenaPrevi;
- National Federation of Supplementary Health FenaSaúde;
- National General Insurance Federation Fenseg;

• National Confederation of General Insurance, Private Pension and Life, Supplementary Health and Capitalization Companies – CNSeg;

- Clube Vida em Grupo CVG/RJ;
- Clube Seguros de Pessoas CSP/MG;
- Clube Vida em Grupo CVG/RS;
- Clube Vida em Grupo CVG/SP;
- Clube Seguro de Pessoas CSP/BA;
- Aliança para a Saúde Populacional ASAP;
- Commercial Association of Rio de Janeiro ACRJ:
- American Chamber of Commerce AMCHAM;
- Institute of Supplementary Health Studies IESS;
- Brazilian Institute of Finance Executives IBEF-SP/RJ:
- Principles for Sustainability in Insurance PSI;
- Microinsurance Network:
- Brazilian Association of Business Communication (Aberje);
- National Insurance and Pension Association ANSP:
- Brazilian Association of Company-Client Relations ABAREC;
- The Geneva Association: and
- International Association of Insurance Supervisors IAIS

#### **GRI 2-30**

#### Collective bargaining agreements

Bradesco Seguros Group's workforce is covered by the collective agreement for their respective categories, which extends to all affiliated companies, not limited to insurance firms.

#### **GRI 406-1**

Incidents of discrimination and corrective measures taken

The Company adheres to the Bradesco Organization's Diversity, Equity, and Inclusion Policy, which aims to foster inclusion without discrimination or intolerance based on ethnicity, color, gender, age, marital status, sexual orientation, gender identity, religious beliefs, physical ability, or socioeconomic status.

All complaints received, including those related to discrimination, are handled according to established governance protocols documented in a standard accessible via the intranet. To maintain confidentiality, the Company does not disclose specific details regarding the number or nature of identified cases.

#### **GRI 407-1**

Operations and suppliers where the right to freedom of association and collective bargaining may be at risk

In 2023, the Company did not record cases of violation of the right to freedom of association and collective bargaining in its supply chain.

#### **GRI 417-2**

Incidents of non-compliance concerning product and service information and labeling

None.

#### **GRI 417-3**

Cases of non-compliance regarding marketing communications

None.

### SASB Annex

#### SASB FN-IN-270a.1

Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance productrelated information to new and returning customers

CORPORATE

INFORMATION

There were no monetary losses.

INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO

ABOUT US

2023

GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA

ANNEXES SUMMARY

CONTENT

CREDITS

### Assurance Report

[ GRI 2-5 ]

To Board of Directors and Shareholders of **Bradseg Participações S.A.** Osasco - SP

#### Limited assurance report of independent auditors on the non-financial information contained in the Sustainability Report

We were engaged by Bradseg Participações S.A. ("Bradesco Seguros") to present our limited assurance report on the non-financial information contained in the Bradesco Seguros Sustainability 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 Sustainability Report, including any incorporated images, audio files or videos.

### Responsibilities of the Management of Bradesco Seguros

The Management of Bradesco Seguros is responsible for:

- selecting and establishing adequate criteria for the preparation the information contained in the Sustainability Report;
- preparing the information in accordance with GRI Standards 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 Sustainability 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 Sustainability 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), and 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 Sustainability 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 Seguros Management and other Bradesco Seguros 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 Sustainability 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 Sustainability Report, other circumstances of the engagement and our analysis of the areas and processes associated with the significant information disclosed in the Sustainability 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 Sustainability Report;

INTRODUCTION ABOUT THE REPORT

STATEMENT FROM THE CEO ABOUT US 2023 HIGHLIGHTS GOVERNANCE AND TRANSPARENCY SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA CONTENT

SUMMARY

ANNEXES

CREDITS

CORPORATE

INFORMATION



(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 Sustainability 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 Sustainability 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 Sustainability Report. That way, we do not express an opinion about this information.

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

2023

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 the non-financial information contained in the Sustainability Report for the year ended December 31, 2023 of Bradesco Seguros 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 12, 2024

KPMG Auditores Independentes Ltda. CRC 2SP-027685/O-0 F SP

Original report in Portuguese signed by

Gustavo Mendes Bonini Accountant CRC 1SP-296875/O-4

INTRODUCTION

STATEMENT FROM ABOUT THE THE CEO

REPORT

ABOUT US

GOVERNANCE AND HIGHI IGHTS TRANSPARENCY

SUSTAINABLE PEOPLE AND BUSINESSES COMMUNITIES CLIMATE AGENDA

ANNEXES

CONTENT

SUMMARY

CREDITS

CORPORATE

INFORMATION

## **Corporate** Information

[ GRI 2-1, GRI 2-3 ]

**Bradesco Seguros S.A.** CNPJ 33.055.146/0001-93

#### HEADQUARTERS

Av. Alphaville, 779/17° andar, sala 1.701 – Parte | Empresarial 18 do Forte Barueri - SP - Brasil Zip Code (CEP) 06472-900

#### CONTACT

Visit our website or contact us by email at: sustentabilidade@bradescoseguros.com.br

#### **REDES SOCIAIS**



www.bradescoseguros.com.br

INTRODUCTION

ABOUT THE STATEME REPORT THE CEO

STATEMENT FROM ABOUT US

GOVERNANCE AND TRANSPARENCY

CLIMATE AGENDA

NT ANN RV CREDITS

CORPORATE

INFORMATION

Coordination Sustainability Department

#### Contributions

This Report is the result of the efforts of all teams and departments of the Bradesco Seguros Group. We thank everyone for their participation and commitment to implementing projects and collecting information.

Consulting, content and design Walk4Good

Translations TGA Translations

Images/Photos C41 Estúdio Fotográfico

Contact

For more information on the contents of this report, visit the website or contact us by e-mail: sustentabilidade@bradescoseguros.com.br

Credits

# [GRI 2-3]

INTRODUCTION

ABOUT THE

REPORT

STATEMENT FROM THE CEO

ABOUT US

2023 GOVERNANCE AND HIGHLIGHTS TRANSPARENCY

SUSTAINABLE BUSINESSES

PEOPLE AND COMMUNITIES CLIMATE AGENDA CONTENT

SUMMARY

ANNEXES CORPORATE INFORMATION CREDITS

