

SUSTAINABILITY REPORT 2023





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WELCOME

Welcome to CAIXA Consórcio's 2023 Sustainability Report. We proudly present the results that highlight our unwavering commitment to excellence in customer service, employee well-being, and societal care.

At CAIXA Consórcio, we believe that successful results are directly linked to a healthy and motivating work environment. Our team consists of dedicated professionals who thrive in an environment that fosters **collaborative and innovative growth**. We prioritize diversity, respect, and the well-being of every employee, understanding that engaged teams are essential to delivering exceptional service to our customers.

At the same time, we understand that acting responsibly is fundamental for the future. Aligned with the principles of sustainable governance, we incorporate environmental and social responsibility practices into our operations, creating value for all our stakeholders. This commitment is evident in our personalized customer service, the cultivation of an inclusive environment for employees, and the development of products that foster accessibility and environmental awareness.

The results we have achieved since the start of our operations solidify our position as a benchmark in the "consórcio" industry. Having served thousands of clients, we help turn dreams into reality, always guided by ethics, transparency, and efficiency.

We invite you to explore our projects, achievements, and the positive impact we create for our customers, employees, and the world around us. Together, we shape a better, more responsible, and more prosperous future.





MESSAGE FROM THE **CEO** GRI 2-22

It is with great pride and satisfaction that we present the inaugural Sustainability Report of CAIXA Consórcio. This document reflects our strong commitment to structuring our strategy around environmental, social, and governance (ESG) aspects of our business, marking a new phase in our organizational maturity.

For us, 2023 was a pivotal year, filled with challenges and opportunities that enabled us not only to stay competitive but also to enhance our practices and services. Amid an unstable economic and political landscape, marked by credit restrictions and industry changes, we successfully adapted and surpassed our established goals, further strengthening our position in the market.

Our economic and financial performance throughout 2023 was extraordinary. We successfully improved our margin, delivering direct results in revenue, which reached BRL 645.1 million, and in net profit, which totaled BRL 121.7 million. Additionally, we enhanced customer perception of the CAIXA Consórcio brand,

achieving a 4.1 point increase in the Net Promoter Score (NPS) compared to the results of the previous two surveys.

Among the operational highlights, we achieved 120,586 active quotas, 11,682 awarded quotas, and over BRL 898.65 million in goods delivered (paid quotas). All of this underscores our strength and commitment to being one of the leading players in a market as competitive as ours.

It is important to highlight that we maintained a harmonious relationship with CAIXA's leadership and our shareholders, ensuring the stability needed to sustain our successful trajectory.

Sustainability continues to be one of the pillars of our strategy. In 2023, we launched "Consórcio da Gente" (CDG), an innovative initiative designed to expand access to credit in a sustainable and responsible manner. The product has gained significant market acceptance, highlighting our dedication to social development





and financial inclusion. It serves not only lower-income customers but also young individuals beginning their journey in financial planning.

Looking ahead, we have ambitious goals for the years to come. Our Strategic Plan for 2024-2029 reflects our ambition to become a leading force in the “consórcio” market, with a strong focus on the real estate sector, where we aim to establish ourselves as the foremost benchmark in Brazil. We are committed to maintaining a default rate below the market average, reinforcing our leadership position in the segment. To achieve this, we will continue investing in service improvements, strengthening customer relationships, and implementing technological innovations to enhance efficiency and agility.

In conclusion, I would like to emphasize the strength and resilience of our employees as a key factor in our

success. I am also filled with pride knowing that, at CAIXA Consórcio, growth opportunities are accessible to everyone, fostering internal talent and building a team that is increasingly cohesive and aligned with our values.

I would like to express my gratitude to our shareholders, employees, partners, and customers for making 2023 such a remarkable year. We remain committed to our mission of delivering innovative and sustainable solutions, confident in a future filled with positive results.

Elerson Leris
CEO

We have bold goals:
Our Strategic Planning is aligned with our ambition to become a dominant force in the “consórcio” market.

2023 HIGHLIGHTS



Billing

BRL 645.1 million



Net income

BRL 121.7 million



Operation

Active
quotas

120,586

Heavy-duty
vehicles

8,626

Light-duty vehicles

65,888

Real estate

46,072

Goods delivered (quotas paid)

BRL 898,651,876

Quotas awarded

11,682

Light-duty vehicles

9,209

Heavy-duty
vehicles

942

Real estate

1,531



People

GPTW (Great Place To Work® Brazil)
Certification: 90% favorability rating
in 2023

68%+

of the employees belong to minority
and/or vulnerable groups

50%+

of the positions held
by women



Management

Approval of the 2024-2029
Strategic Planning

127

participants in activities during
Risk and Compliance Month



Care with the Planet

Environment Month

4,048

trees planted in the
Brazilian Cerrado

Waiver of billing service
fees for the purchase of
hybrid or electric vehicles



CAIXA CONSÓRCIO

IN THIS CHAPTER

- > About Us
- > Our Products
- > Corporate Governance
- > Ethics, Integrity and Compliance



ABOUT US

GRI 2-1, 2-2, 2-6

CAIXA Consórcio was created through the union of two experienced companies, driven by the vision of becoming a "consórcio" giant in Brazil and offering customers the best planned purchasing experience. Headquartered in São Paulo (SP), it operates in the "consórcio" industry, with a corporate purpose of managing "consórcio" groups in the Brazilian market, including those for real estate and vehicles.

Established on December 3, 2020, under the corporate name XS5 Administradora de Consórcios S.A., it operates pursuant to its Articles of Association and the Shareholders' Agreement entered into between CAIXA Seguridade and CNP Assurances Participações Ltda. The Company is for profit and operates as a closed corporation.

In our operational structure, consisting of 132 employees, we prioritize gender equality, with over half of the positions held by women. Our value chain includes activities such as marketing, sales, human resources management, technology development, and customer service. Additionally, it encompasses

market analysis, product development, contract administration, and financial management. Our supply chain includes several partners in areas such as technology.

Although we are a private company, we operate under the bancassurance model, connected to one of the largest Brazilian banks, CAIXA, which boasts nearly 4,300 branches, offering extensive reach for the distribution of our products. In addition, CAIXA's partner network has more than 13,370 lottery outlets and around 9,090 CAIXA Aqui correspondents (CCA). Our network spans over 99 percent of Brazilian municipalities and includes diverse service channels, such as self-service, mobile truck branches and boat branches. In 2023, these initiatives served more than 44,000 people across 27 municipalities in Amazonas and Pará.

GRI G4: FS13

To support sales and provide training on our products, we have a team of consultants who also serve as key account managers for customers in the retail, wholesale, and agribusiness segments.



Digital Channels



SELF-PURCHASE

This is a digital channel that allows you to purchase the desired "consórcio" in just a few clicks. On the platform, the customer can also simulate the value of installments.

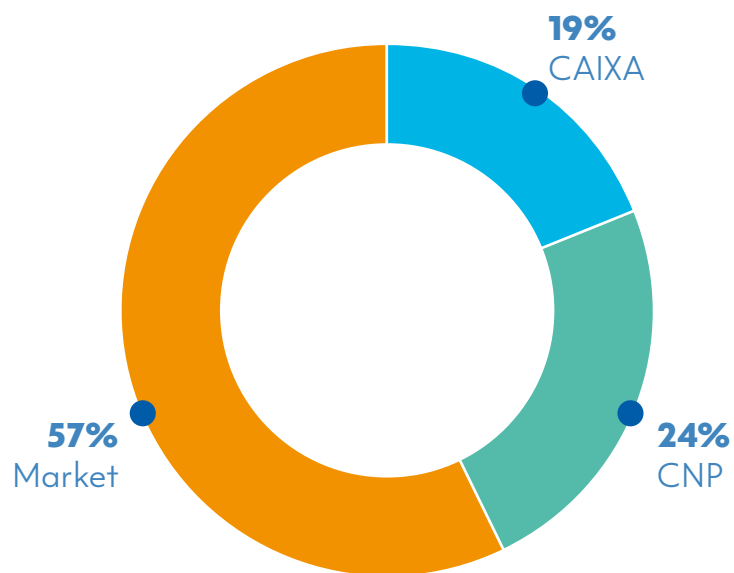
INTERNET BANKING

It also allows customers to easily access our products through their CAIXA account, using a mobile phone or computer.

Ownership Breakdown

Our management team effectively represents the shareholder combination, consisting of high-caliber professionals from the market, from CNP, and from CAIXA itself. We recognize the value of this diversity and strive to build a distinctive team within a well-structured company, enabling us to become the giants we aspire to be.

ORIGIN OF CAIXA CONSÓRCIO MANAGERS:



Our Shareholders

The CAIXA Seguridade Participações S.A. holding company (CXSE) is controlled by CAIXA, the largest Brazilian bank in terms of deposits and loans and one of the largest in terms of distribution capacity. It is responsible for developing and implementing the strategy for selling insurance products at the CAIXA counter and through partners.

CNP Assurances is a French company with a history of over 170 years selling insurance to people in France and with branches spread across almost 20 countries in Europe and Latin America, including Brazil.

Double dose
Shareholders unite Brazil's largest bank in deposits and loans with a French company with 170 years of experience in insurance.

SYNERGY WITH SHAREHOLDERS

- The partnership between CNP Assurances and CAIXA Seguridade was established in August 2020.
- The new company's development program started being implemented in November 2020.
- Central Bank of Brazil formally approved the new company in March 2021.
- CAIXA Consórcio operations began on August 23, 2021.

"CONSÓRCIO:" ESG ESSENCE

"Consórcios" are a type of collective purchasing. They promote economic growth, enhance social well-being, and reinforce responsible production and sustainable consumption.



It provides an option to purchase environmentally beneficial goods, such as:



Electric or hybrid cars

They emit fewer pollutants than conventional fossil fuel-powered cars, helping to reduce the carbon footprint.



Solar panels

A renewable energy generation solution that minimizes environmental impact and promotes energy independence of the member of the "consórcio."



Democratization of purchasing power. It offers a viable alternative to traditional credit lines, featuring more attractive installment terms.



Education and financial planning



purchasing power

0%

interest rate



"Consórcio da Gente"

Aimed at customers with monthly income of up to

BRL 7.000

for purchasing a home or acquiring a family vehicle.

Corporate customers with income of up to

BRL 360.000

per year for business expansion, purchase of small stores, own headquarters or utility vehicles.



"Consórcio" is a type of regulated financial service.



Monitoring

"Consórcios" are monitored and regulated by the Central Bank of Brazil - Act No. 11,795/2008



Transparency in relationships

Provision of detailed and accessible information on the "consórcio" group's progress, awards, and management criteria ensures members' confidence in resource allocation and sustainable policies.



MANIFESTO

#SomosCAIXAConsórcio (#WeareCAIXAConsórcio)

We are experts in making our customers' dreams come true.

We are driven by challenges, fueled by innovation, and have big ambitions.

We strive for a fair future, with greater purchasing power and free from interest. Our mission at CAIXA Consórcio is to make access to goods and services that once seemed impossible more achievable.

We believe that by democratizing purchasing power, we create the purpose that will drive us to develop competitive products that meet the needs and desires of all Brazilians, including the dream of owning a home.

We are seriously committed to providing a simple, ethical and transparent experience.

We want to show that, with the "consórcio," plans come to fruition.

That is our essence.

This is what it means to be CAIXA Consórcio.

**OUR PURPOSE**

To democratize purchasing power to make the dreams of all Brazilians come true.

**OUR VISION**

To be a "consórcio" giant in Brazil, providing the best planned purchasing experience.

The organizational vision is reflected in three main ambitions:

**OUR VALUES**

- We do everything to **serve** our customers.
- We are driven by innovation.
- We act with **ethics** and **transparency**.
- We believe that simplicity is the best approach.

**OUR MISSION**

To make the planned acquisition of goods and services simple, easy and accessible.

3 1 1

To be among the three (3) **main players** in the "consórcio" industry in Brazil.

To be the biggest (1) among the three **biggest players in the satisfaction score** (employees and customers).

To be the biggest (1) in **real estate "consórcio" sales volume**, in the financial segment.



OURS PRODUCTS

GRI 2-6, GRI G4: FS15

We believe that the “consórcio” universe directly contributes to economic growth, promoting social well-being, reducing inequalities, and supporting responsible production and sustainable consumption. In view of this premise, ESG aspects are being incorporated into our products as CAIXA Consórcio matures its management and strategic planning processes (read more in *2024-2029 Strategic Planning*). Examples of this approach are already evident in our launches, such as “Consórcio da Gente” and the promotion of eco-efficient vehicle purchases. Our main challenge is to identify new business opportunities by exploring this avenue, in line with our strategic plan.

CAIXA Consórcio implements policies and procedure manuals, available internally, to ensure that employees and stakeholders have a clear understanding of the procedures and a shared responsibility for adhering to them. These documents guarantee the quality, compliance and alignment of corporate interests with those of customers. Among the main policies, those related to conflict of interest prevention, compliance, personal data protection, and financial products are particularly noteworthy. Specifically, the Corporate Product Policy, which aims to establish the general principles of best

practices for “consórcio” operations, in accordance with the guidelines and premises established by the Executive Board of CAIXA Consórcio. Furthermore, to ensure the effective implementation of these guidelines, mechanisms such as ongoing training programs focused on compliance, regular internal audits, encouragement of professional qualifications, and clear performance targets are in place, all designed to ensure adherence to established standards. These policies are implemented and overseen by dedicated departments that monitor compliance and foster a culture of adherence within the organization.

In 2023, we focused on enhancing the customer journey by launching the ability to request the delivery of goods and transfer quotas through the customer portal. Additionally, also noteworthy are the launch of “Consórcio da Gente,” a product designed for classes C and D, individual microentrepreneurs, and microenterprises, as well as the implementation of a new format for using the FGTS retirement fund, which allows bidding without limiting amounts.

MADE IN BRAZIL

The “consórcio” is a typically Brazilian financial product that operates as a collective purchasing approach, where a group of people agree to pay monthly installments over a set period of time. This money is kept in a common fund, which will later be used to self-finance the acquisition of the desired asset. In addition, each month, some members of the group are selected (through a lottery based on the numbers drawn by the Federal Lottery and bidding) to receive the amount of the credit and purchase the goods.

Types of bids:

Fixed bid

The offer represents 20 percent of the amount still outstanding to pay off the “consórcio” value. The quota closest to that drawn by the Federal Lottery will be considered.

Free bid

The amount offered is converted into a percentage. The one representing the highest percentage will be awarded. It is similar to an auction model.

Built-in bid

In some “consórcio” groups, it is possible to use up to half of the credit to pay for the bid. This is an alternative for those who do not have the cash on hand to make the payment.

Portfolio

REAL ESTATE

With a term of up to
240 months,
this approach allows:

- The purchase of new, used, or off-plan residential and commercial properties, as well as land and homes on the beach and in the countryside.
- The use of credit to build or renovate.
- Resource use to pay off real estate financing.



LIGHT VEHICLE

With a term of up to
80 months,
this is aimed at:

- The purchase of zero-km vehicles.
- The purchase of vehicles that are up to eight years old.
- Paying off vehicle financing.



HEAVY-DUTY VEHICLE

With a term of up to
100 months,
this approach allows:

- The purchase of buses and trucks, new or used that are up to ten years old.
- The purchase of tractors, machinery and agricultural equipment.
- The use of credit to purchase aircraft and vessels.



"CONSÓRCIO DA GENTE"

"Consórcio da Gente" aims to democratize access to home ownership and foster entrepreneurship, especially for low-income people, with reduced rates and differentiated terms, also promoting the use of renewable energy. The products offer reduced administration fees and varying terms.

Launched in 2023, the new modality features a product line targeted at customers with a monthly income of up to BRL 7,000, aiming to facilitate the purchase of their own home or family vehicle*. It also benefits Legal Entity (PJ) customers with revenues of up to BRL 360,000 per year. In this case, the aim is to promote entrepreneurship (by facilitating business expansion, enabling the purchase of small stores, office spaces, or utility vehicles), rural entrepreneurship (by allowing the purchase of vehicles or small agricultural equipment for legal entities), and strengthening the ESG (Environmental, Social, and Governance) framework (with a product designed to facilitate the acquisition of photovoltaic panels, encouraging resource conservation and promoting sustainability through the use of clean, renewable energy).

*From June 2023, with the possibility of installments reduced by 20 percent in the first 15 months or until being awarded (whichever comes first). The residual value is diluted in the remaining installments.

CORPORATE GOVERNANCE

GRI 2-10, 2-12

CAIXA Consórcio has a corporate governance system grounded in the principles of integrity, transparency, fairness, accountability, and sustainability. We believe that leadership commitment is a key factor in fostering an ethical environment within the company, involving administrators, executives, and all employees. Furthermore, we recognize that the adoption of strong corporate governance practices creates sustainable value for shareholders and other stakeholders.

Our governance structure consists of the Board of Directors (BD), the Executive Board, and seven advisory committees to the BD: Financial Advisory Committee, Audit Committee, Intermediation Committee, Nomination and Remuneration Committee, Product Committee, Risk and Compliance Committee and the Related Party Transaction Committee. [GRI 2-9](#)

MEMBERSHIP ASSOCIATIONS

GRI 2-28

We engage in strategic partnerships within our business segment. The main one is the Brazilian Association of Consórcio Administrators (ABAC). ABAC is a non-profit entity that represents associated "consórcio" administrators and plays a fundamental role in the development and improvement of the standards and mechanisms of the "consórcio" system in Brazil. It serves as an intermediary for the industry with public and private entities, companies, the media, consumers, and civil society.

Board of Directors

GRI 2-9, 2-10, 2-12,

2-13, 2-16

Composed of six directors with two-year renewable terms, it is the governing body responsible for the Company's decision-making process regarding its strategic direction. It carries out its duties by considering the organization's corporate purpose, long-term viability, and the impacts of its activities, products, and services on society, the environment, and its stakeholders. In addition to determining the strategic direction of the business, the Board of Directors is responsible, in alignment with the best interests of the Company, for guiding and overseeing the executive board, serving as its connection with the shareholders.

The Company has a formal process for nominating and selecting directors for the highest governance body and its committees. CAIXA Consórcio does not participate in the selection of candidates nominated by shareholders. This process includes guidelines such as the skills profile, transparency, diversity, candidate evaluation, as well as time commitment and dedication, among others. The nomination of members follows an evaluation process, which includes a due diligence conducted by the Risk and Compliance areas, submission to the Statutory Committee for Appointments and Remuneration for an advisory opinion, approval by the Board of Directors or General Meeting, as applicable, and approval by the Central Bank of Brazil, when required.

The Board of Directors holds regular meetings on a quarterly basis and also meets whenever necessary in extraordinary meetings. The body plays a key role in risk management: It reviews and analyzes materials such as the Risk Appetite Statement and the Risk Management Policy, and receives information on significant impacts on the economy, the environment, and people. It participates in overseeing some areas and delegates others to the directors and managers, who are responsible for developing action plans and conducting the necessary monitoring.

At the end of 2023, the Board approved the Strategic Plan for 2024-2029, which includes specific chapters dedicated to the sustainable growth of the organization over the next five years, incorporating actions in the Environmental, Social, and Governance (ESG) areas. Among the initiatives planned for shaping the desired future of the organization are the preparation of this first Sustainability Report, the definition of a methodology for calculating carbon emissions, the development of performance indicators (KPIs) to monitor the ESG impact, and the establishment of a Sustainability Committee. Furthermore, ESG targets will be integrated into corporate goals, with an incentive model based on these objectives. These initiatives, which will be reviewed annually, are ongoing and demonstrate CAIXA Consórcio's commitment. [GRI 2-17](#)

CAIXA Consórcio regularly assesses the performance of its governance bodies, including their oversight of economic, environmental, and social impacts. The Chairman of the Board of Directors annually evaluates the Company's Chief Executive Officer, who, in turn, with the consent of the Chairman of the Board of Directors, evaluates the other executive directors (the Commercial Director, Operations and Technology Director and the Financial Director). This assessment is based on guidelines outlined in a specific form, which covers both behavioral and technical aspects. The form assigns scores based on certain criteria and is submitted to the Company's shareholders. [GRI 2-18](#)

The Audit Committee, meanwhile, conducts an annual self-assessment, in accordance with its Internal Regulations. This assessment focuses on technical aspects related to the functioning and responsibilities of the body, with scores ranging from one to five, reflecting varying degrees of agreement and disagreement. This self-assessment is submitted to the Board of Directors for their information, given its advisory nature.

Principles of integrity, transparency, fairness, accountability and sustainability underpin our corporate governance

DIVERSITY OF GOVERNANCE BODIES AND EMPLOYEES IN 2023¹ [GRI 405-1](#)

By gender	Men	Women	Total
Board of Directors	83%	17%	100%

¹ All members of the governance bodies are between the ages of 30 and 50 and there are currently no representatives of minority and/or vulnerable groups on this body.

Executive Board [GRI 2-9, 2-12](#)

Responsible for the management of the Company, our Executive Board is made up of four members: CEO, Financial Director, Commercial Director and Operations and IT Director.

Its objectives include ensuring that CAIXA Consórcio's purpose and social function are fulfilled; ensuring the implementation of strategies and general guidelines approved by the Board of Directors, and managing the Company's assets and conducting business operations.



REMUNERATION POLICY

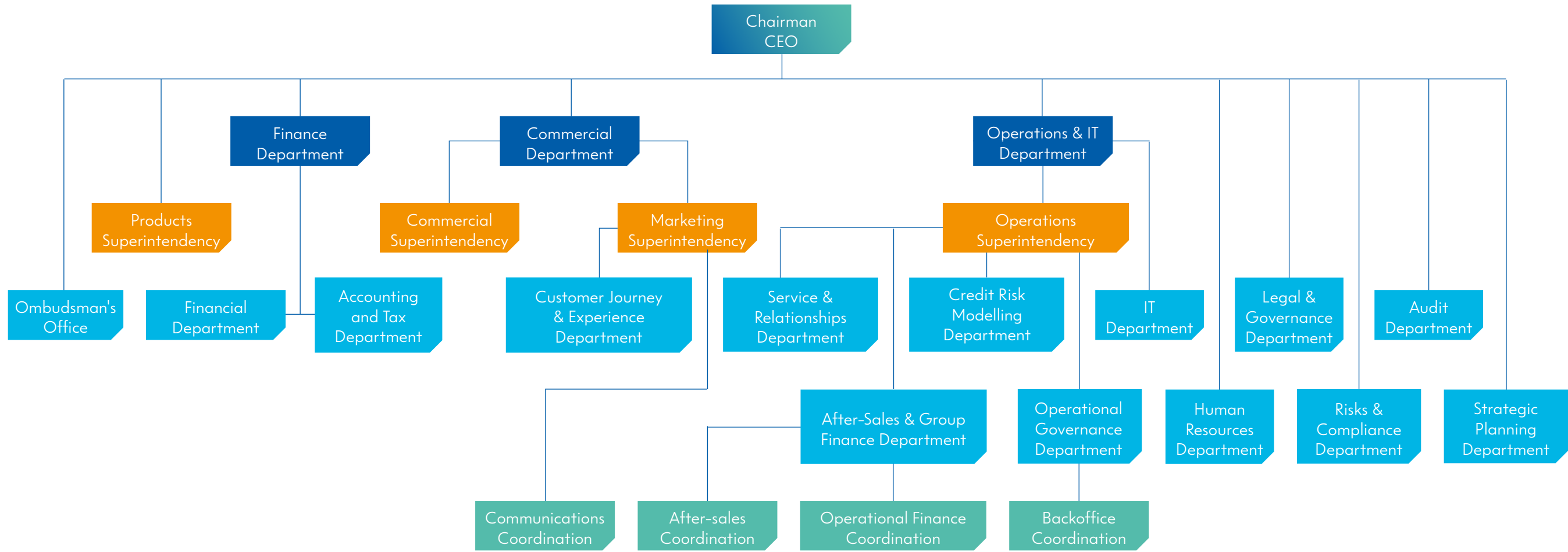
We have a remuneration policy for the Board of Directors and the Executive Board, which includes a variable portion directly tied to the management of economic, social, or environmental impacts for the Executive Board. In contrast, the Board of Directors receives only fixed remuneration. The Board of Directors' remuneration consists of a fixed portion and a variable portion, which is tied to the directors' performance. This structure aims to ensure the implementation of the corporate strategy, the achievement of results, and the sustainability of the business. Attraction bonuses or recruitment incentives are not offered. Regarding termination payments, CAIXA Consórcio adheres to the provisions of the CLT (Consolidation of Labor Laws), and there is no practice of requiring the return of bonuses or incentives (clawback). In addition, directors have access to supplementary pension as a retirement benefit.

[GRI 2-19, 2-24](#)

The process of determining the remuneration policy for CAIXA Consórcio's governance bodies follows a structured approach that considers remuneration packages, market analysis, performance assessments, and periodic reviews. Transparency is a fundamental principle in this process, with the continuous disclosure of relevant information. The approval of the Remuneration Policy is the responsibility of the General Shareholders' Meeting, which also takes into consideration the opinion of the Remuneration and Nomination Committee. Additionally, governance and remuneration consultants are frequently engaged to ensure that the policy aligns with industry best practices. [GRI 2-20](#)

ORGANIZATIONAL STRUCTURE

Our structure is designed to optimize general functioning, respecting the idea of a horizontal organization, avoiding unnecessary hierarchies.





ETHICS, INTEGRITY AND COMPLIANCE

GRI 2-27, 3-3: Ethics, integrity and compliance, 205-1, 205-2, 205-3, 206-1

We have a clear responsibility to our customers, employees, shareholders, regulatory bodies, and society, and strive for sustainable growth and long-term success, always grounded in ethics and transparency. In this context, we aim to avoid decisions influenced by conflicts of interest, ensuring consistency between our words and actions while upholding loyalty to the organization and prioritizing the well-being of our stakeholders, society, and the environment. Furthermore, CAIXA Consórcio's performance is guided by compliance with legislation, corporate policies and internal standards.

One of our key governance tools is the Code of Conduct and Ethics, which outlines the standards that guide the behavior of employees in their interactions, both within the organization and with external parties. The guidelines that apply to all employees, regardless of their hierarchical level, align with our values and are designed to guide behavior in the execution of administrative tasks and in conducting business on behalf of the Company, both on and off its premises.

The document is reviewed every two years (or sooner, if necessary) and is widely distributed. Adherence to the code occurs during the employee's hiring process, and its

content is revisited annually during Risk Month activities and Compliance initiatives conducted by the Compliance department.

The company's key concerns are identified and communicated to the members of the statutory bodies, in alignment with their responsibilities and competencies. This information is reported by the responsible areas and through the Corporate Governance area, as situations occur. Concerns may include areas such as auditing, compliance, security strategies, marketing, market trends, strategic planning, and risks, among other matters identified through Strategic Planning. [GRI 2-16](#)

In 2023, CAIXA Consórcio did not encounter any significant cases of non-compliance with laws and regulations. The organization defines the significance of non-compliance cases based on the potential operational, reputational, legal, and financial impacts they may cause. Furthermore, no fines or non-monetary sanctions were applied to the organization. In addition, there were no cases that required a detailed description of non-compliance or relevant impacts during the reporting period. [GRI 2-27](#)



Conflicts of Interest GRI 2-15

CAIXA Consórcio adopts a strong approach to prevent and mitigate conflicts of interest, relying on collective decision-making, clearly defined policies and procedures, and supporting education and training programs for its employees. These processes are reviewed regularly, ensuring that policies are continually updated in line with market best practices. Furthermore, the organization fosters an organizational culture centered on ethics and compliance, reinforced by an efficient compliance system that monitors and ensures adherence to these principles.

Regarding transparency with stakeholders, CAIXA Consórcio openly communicates the presence of controlling shareholders and ensures that any potential conflicts of interest are properly disclosed and managed in a clear and responsible manner.

Compliance system
Efficiently strengthens our
organizational culture focused
on ethics and compliance

Anti-corruption GRI 205-1, 205-2, 205-3, 206-1

CAIXA Consórcio communicates and offers training on policies and procedures to its employees and stakeholders related to the topic of combating corruption. In 2023, 112 employees were trained, including four directors, three superintendents, 12 managers, three coordinators, 35 specialists and 55 analysts. The organization also carries out annual refreshers during the Risk and Compliance Month (read more in [Risk Management](#)).

Regarding our business partners, there was no record of numbers or percentages of communication or training in 2023. However, the organization includes an anti-corruption clause in all signed contracts and shares the *Best Practices Guide – CAIXA Consórcio – Third Parties, Partners, and Suppliers*, emphasizing its zero-tolerance policy towards acts of corruption. [GRI 205-2](#)

In 2023, our operations were not subject to specific assessments regarding corruption-related risks, as no activities sensitive to corruption were identified in the processes and activities aimed at preventing money laundering. [GRI 205-1, 205-3](#)

During the reporting period, there were no pending or closed lawsuits related to unfair competition, antitrust practices, or monopolies. There are no records of such actions involving the organization. [GRI 206-1](#)

112
employees
were trained

4
directors

3
superintendents

12
managers

3
coordinators

35
specialists

55
analysts

Policies and Documents

GRI 2-23, 2-24

Our robust set of policies and documents reflect our commitment to responsible business conduct. These commitments are in alignment with international frameworks such as the United Nations Guiding Principles on Business and Human Rights, the ILO Labour Standards, and the Sustainable Development Goals (SDGs).

CAIXA Consórcio follows due diligence practices, applies the precautionary principle, and upholds human rights across all its operations. The company has established specific policies on this matter, addressing priority groups such as employees, consumers, and local communities, as well as vulnerable groups, including children, adolescents, people with disabilities, and women, among others.

Our commitments are approved by the Board of Directors, the Executive Board, and management, and they apply to all activities of the organization and its business relationships. These commitments are communicated in a variety of ways, through internal communications, events, campaigns and official documents.

CAIXA Consórcio ensures the incorporation of its commitments at all organizational levels, through the definition of goals and operational procedures, training, awareness and due diligence. The Company's President oversees this. Meanwhile, responsibility for executing these commitments is delegated as needed, with periodic adjustments and the establishment of clear goals and responsibilities at each hierarchical level. This includes assigning roles according to competencies and continuously evaluating the process.

Goals and procedures ensure the incorporation of our commitments at all levels of the organization

POLICIES IN FORCE IN 2023

CAIXA Consórcio Code of Conduct and Ethics

Corporate Policy on Sponsorship Granting

Corporate Policy on Communications

Corporate Policy on Audits

Corporate Anti-Corruption Policy

Corporate Policy on Compliance

Corporate Policy on Credit for Individuals and Legal Entities

Corporate Policy on Data

Corporate Policy on Donations

Corporate Policy on Customer Experience and Relations

Corporate Policy on Risk Management

Corporate Policy on Corporate Governance

Corporate Policy on Investment

Corporate Policy on People

Corporate Policy on the Business

Continuity Plan

Corporate Policy on Fraud Prevention

Corporate Policy on the Prevention of Money Laundering and Combating the Financing of Terrorism

Corporate Policy on Products

Corporate Policy on Personal Data Protection

Corporate Policy on Administrator Remuneration

Corporate Policy on Employee Remuneration

Corporate Policy on Information Security

Corporate Policy on Information Technology

Corporate Policy on Social, Environmental and Climate ResponsibilityTransparency and Equal Pay Report

Reporting Channel GRI 2-26

CAIXA Consórcio offers a reporting channel for employees, partners, and suppliers to report actions they have experienced or observed that may breach the Code of Conduct and Ethics. This channel also allows for the submission of concerns regarding the organization's conduct, non-conformities, and reports related to corruption or other irregularities. The Reporting Channel can be accessed at any time, seven days a week and free of charge. All reports received are handled confidentially and impartially, ensuring anonymity and protecting the whistleblower from any form of retaliation, intimidation, or discrimination.

The CAIXA Consórcio Reporting Channel is managed by Áliant, an independent and specialized company, ensuring greater reliability and impartiality in the investigation of reports. The appropriate handling of each situation is conducted by the Compliance team.



Learn more about reporting channels at **Ombudsman**.

Types of reports that can be submitted through the Channel:

Physical aggression

Moral or sexual harassment

Conflict of interest

Corruption, fraud, theft, robbery or embezzlement

Money laundering

Discrimination (racial, religious, gender or looks)

Irregularities in the financial statements and/or management reports

Failure to comply with laws, policies and/or internal regulations

Misuse of company resources



HOW TO ACCESS THE REPORTING CHANNEL



The tool can be accessed at any time, seven days a week and free of charge at:

Website: **www.canaldedenuncia.com.br/caixaconsorcio/**

Phone: (+55) 0800 300 4520



Supplier management

We believe in acting in unity and harmony to deliver the best to our clients, while striving to contribute sustainably to the growth of our society. This implies that third parties, suppliers, and partners share our ethical principles and adhere to the guidelines outlined in the *Best Practices Guide – CAIXA Consórcio – Third Parties, Partners, and Suppliers*, updated in February 2024. We have a procurement process in place whereby the relationship with suppliers is governed by transparency and access to the best opportunities. This model has been in place since the company's inception, with no significant changes in activities or the value chain compared to previous periods. [GRI 2-6](#)

Business relationships involve the careful selection of partners, the inclusion of contractual clauses, and the implementation of periodic audits. In addition, the organization provides training to ensure the effective implementation of its commitments. [GRI 2-24](#)

We conduct a due diligence process to evaluate the supply chain on matters such as corruption, conflicts of interest, reputational risks, compliance with the General Data Protection Law (LGPD), and legal proceedings, among others. The results are forwarded to the responsible areas for analysis and feedback. Regarding socio-environmental due diligence, aspects related to the topic are assessed through the analysis of restrictive records, such as fines and sanctions issued by the Brazilian Institute of the Environment and Renewable Natural Resources (IBAMA), as well as the review of negative debt certificates for legal entities.

The Company also implements strategies to engage its suppliers, promoting the adoption of practices focused on mitigating climate change and ensuring water security, including risk and opportunity analysis, as well as fostering the sharing of knowledge and experience.

The **supplier chain** is carefully selected and subjected to a due diligence process



ORGANIZATIONAL CULTURE

IN THIS CHAPTER

- > Our People
- > Talent Development
- > Diversity, Inclusion and Equity



OUR PEOPLE

GRI 2-7, 2-8, 3-3: Attraction, development and retention of employees, 3-3: Diversity, inclusion and equity

At CAIXA Consórcio, organizational culture is the foundation that supports our success. We value our people and believe that fostering a collaborative, inclusive work environment centered on employee well-being is essential to achieving our strategic goals. Our commitment extends beyond creating an attractive workplace – we strive to foster continuous development and ensure equity in all our practices.

We value diversity and inclusion, fostering an environment where everyone has equal opportunities for growth, regardless of gender, race, or background. Building on practices established in 2023, programs such as meritocracy and career pathways were formalized in 2024 to ensure equal professional opportunities, further emphasizing the importance of social responsibility within the organization.

Furthermore, we are an organization where pay equity is a priority, demonstrated through our fair and

competitive compensation policies. We take ongoing action to ensure that diversity is recognized and respected. We have already achieved a 50 percent balance between men and women in management roles, demonstrating our commitment to equity.

We promote health and well-being through emotional and physical support programs, understanding that healthy employees are vital to our ongoing success. We also cultivate a culture of innovation and development by providing continuous training programs that support the professional growth and overall well-being of our employees. Work-life balance is a priority, with initiatives ranging from promoting physical activity to implementing programs focused on mental health.

Our focus on ESG (Environmental, Social and Governance) also permeates our organizational culture. We believe our employees are the key drivers of these

practices, as demonstrated by initiatives such as the use of sustainable resources in the workplace and volunteer programs that actively engage employees and contribute to society. These initiatives reflect our commitment to fostering a more responsible work environment aligned with sustainability values.

At CAIXA Consórcio, 100 percent of the employees are covered by collective bargaining agreements, ensuring that their rights and working conditions comply with the standards established through this type of negotiation. GRI 2-30



For a detailed overview of the composition of our staff, please check out our **Transparency and Equal Pay Report**, available in the footer of our **website's homepage**.

Value Proposition

The Employee Value Proposition (EVP) is at the core of our strategy. The concept encompasses the benefits, rewards, opportunities, and values an organization provides to its professionals in exchange for their work and dedication, emphasizing what makes the organization unique and appealing as an employer. CAIXA Consórcio's EVP is based on fair remuneration, professional growth, employee well-being and an environment that promotes innovation and diversity. Implementation includes clear communication with employees and campaigns to strengthen the employer brand, aiming to attract and retain talent aligned with the company's values.

CAIXA Consórcio's EVP proposal is prepared in four stages:

Understanding of the needs

(internal and external);

Employee wishes

(gathering their views and expectations);

EVP benchmarking

(best market practices);

EVP Design

(integration of internal and external perspectives).

Inspiring management;
Benchmark corporate identity;
Positive culture;
Healthy climate.

Training;
Mentoring;
Career path;
Mechanics of feedback and evaluation.

The proposal includes essential pillars, such as:

Remuneration

Competitive and performance-based.

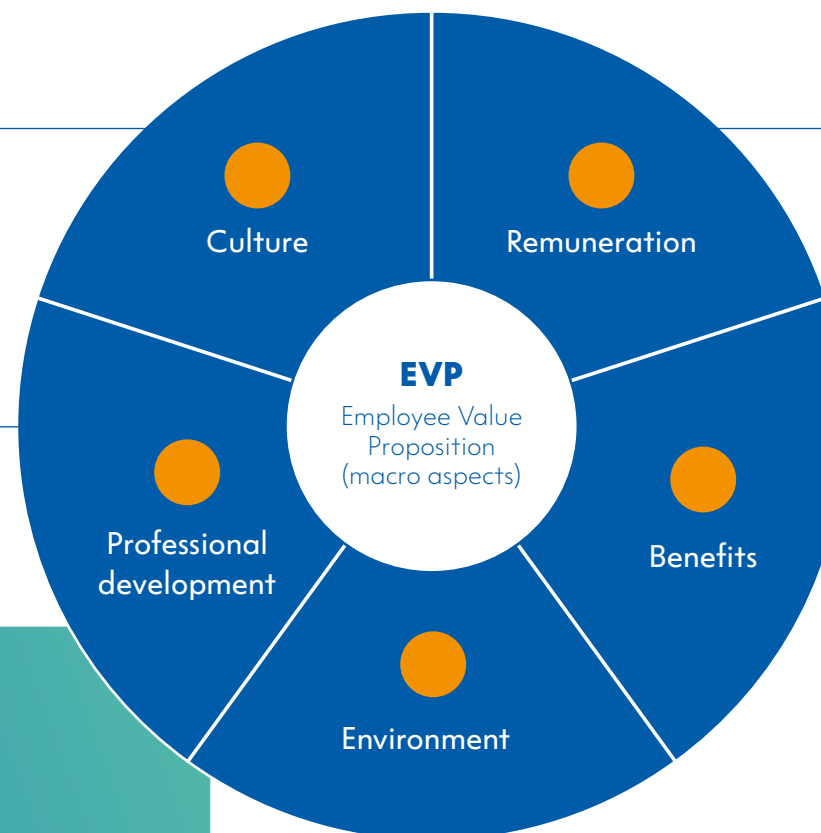
Career Opportunity

Continuous professional growth.

Work-Life Balance

Valuing quality of life, with flexible work policies.

GENERAL MACRO COMPOSITION



The EVP will be implemented with actions such as:

Workshops to align company values with employees;

Training for recruiters to ensure that the walk is aligned with the talk of the employer's brand proposal;

Internal campaigns to gather employee success stories and reinforce the image of an organization that values its employees.

EMPLOYEES BY TYPE OF EMPLOYMENT AND GENDER IN 2023^{1,2,3,4} GRI 2-7

Region	Men	Women	Total
Northeast	1	2	3
Midwest	6	5	11
Southeast	52	62	114
South	0	4	4
Total	59	73	132

¹ The data were extracted from Sinergy, a payroll system, and correspond to the end of the reporting period. The method used to calculate the total is direct counting, which includes all registered employees, both full-time and part-time.

² There are no employees in the North region.

³ All employees have full-time, indefinite-term contracts, with the exception of a woman from the Southeast Region who has a fixed-term contract.

⁴ In the Southeast Region, 77 employees are exempt from formal workday registration and, therefore, do not have a guaranteed established workload.

WORKERS WHO ARE NOT EMPLOYEES IN 2023^{1,2} GRI 2-8

Contractual relationship and type of work undertaken	Type of work undertaken	Total
Intern	Internship	16
Outsourced	Technology services	42
Minor apprentice	Minor apprentice	2
Total		60

¹ The company counts all workers, including full-time and part-time.

² The data were considered at the end of the reporting period.



TALENT DEVELOPMENT

GRI 3-3: Attraction, development and retention of employees, 404-2

We believe that people are our greatest asset and the heart of our organization. Therefore, we are committed to fostering a synergistic, welcoming, and inclusive work environment where every employee feels valued and motivated to grow both professionally and personally.

Our goal is to ensure the opportunity for full development. In 2023, we consolidated key initiatives focused on talent development and retention, highlighting the performance assessment program, which employs a Nine Box matrix and comprehensive competency assessment cycles. For the first time, we implemented the talent mapping and calibration committee process internally, enabling us to identify growth and development opportunities for our employees.

Additionally, the Career Development Program, launched in 2022, was expanded in 2023, and it had already met 70 percent of the employee training demands by 2024.

The main ones were:



Training developers in the technology area.



Training in mental health, including well-being initiatives.



Technical and behavioral training.

In 2024, we also established a partnership with the Allura platform, enhancing training opportunities for our teams. This platform offers technical and behavioral training, as well as initiatives focused on mental health. The training sessions were provided online, making them easily accessible to employees. Since 2022, the company has also used the “Desenvolve” (Develop) Platform to support continuous learning. With 121 participants in 2023, the program stands out for its effectiveness in meeting a wide range of individual needs. During the year, the training paths covered courses with varied themes, such as Moral and Sexual Harassment, Prevention of Social Crimes, Information Security and Data Protection, Risk Management and Career Skills.

Our Internal skills development programs cover topics such as compliance and ethics, workplace safety, leadership skills and communication. In addition, CAIXA Consórcio offers financial support for external training courses, such as languages, graduate courses and open courses. [GRI 404-2](#)

Talent Attraction and Retention

GRI 2-19, 2-20, 3-3:

Attraction, development and retention of employees

Attracting and retaining talent is vital to our sustained growth. Our turnover rate remains below the market average, and we successfully retain employees through a combination of competitive remuneration and a range of differentiated benefits, such as health insurance, food and transportation allowances, private pension plans, pharmacy assistance, Internet support, and remote work options, among others, depending on the position. In addition, we promote monitoring of career development and opportunities, with a culture focused on quality of life and a work environment focused on development.

Approved by the Board of Directors, the CAIXA Consórcio Employee Remuneration Policy is structured considering different remuneration packages based on market analyses and performance assessments. These packages are reviewed periodically, maintaining process transparency.

Interns and apprentices – Our internship program has been a success, totaling a 50 percent retention rate since it was created in 2022 until the end of 2023. The Young Apprentice program is being expanded to include specific positions in the technology sector, aligning with the growing market demands.

In the coming years, we will continue to invest in the development of our employees, fostering an increasingly inclusive, healthy, and innovative work environment. Our commitment is to maintain a satisfaction rate of 90 percent or more, consolidating CAIXA Consórcio as one of the best companies to work for in Brazil.



GPTW CERTIFICATION

In 2023, we were granted the GPTW (Great Place To Work Brazil®) certification, as an excellent place to work, with a score of 90 percent, reflecting the high level of satisfaction of our employees. In 2024, our score has already increased by one percentage point.

The employee-centered methodology focuses on areas such as trust, pride, respect, and credibility, which are spontaneously assessed by employees. Obtaining this certification reinforces our commitment to corporate culture, prioritizing the health, well-being, development, and recognition of our professionals, and serving as a continuous incentive for our innovative approach.

CAIXA Consórcio's commitment and initiatives regarding the health and well-being of its employees were further recognized in 2024 with the GPTW Saúde Mental (Great People Mental Health) certification. The seal certifies that the company has an emotionally healthy, united, en-

gaged team, ready for new challenges. This certification typically involves implementing measures to support the employees' psychological health, such as awareness programs, training, access to support services, and fostering an environment that reduces the stigma surrounding mental health issues. Furthermore, the Company ranked 11th among the best financial companies to work for in Brazil.



RATIO OF BASIC SALARY AND REMUNERATION OF WOMEN TO MEN, BY EMPLOYEE CATEGORY^{1,2} GRI 405-2

Managers	Base wage (BRL)	1.01
Specialists I	Base wage (BRL)	0.93
Other technical positions	Base wage (BRL)	0.98

¹ Data for certain positions are not disclosed due to the limited number of positions, which would compromise confidentiality. Additionally, total compensation information is currently unavailable due to the migration of our system.

² For the calculation, we consider all of the Company's units as "important operating units."

PERCENTAGE OF EMPLOYEES RECEIVING REGULAR PERFORMANCE AND CAREER DEVELOPMENT REVIEWS GRI 404-3

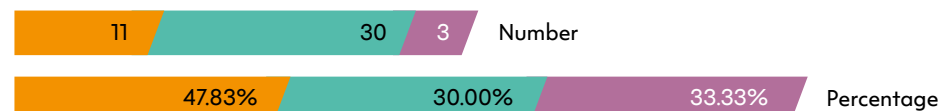
Employee category	Men	Women	Total
Directors	100%	100%	100%
Superintendents	100%	100%	100%
Managers	100%	100%	100%
Coordinators	100%	100%	100%
Specialists I	100%	100%	100%
Assistants/Technicians	0%	100%	100%
Other technical positions	100%	100%	100%
Total	100%	100%	100%

NEW EMPLOYEE HIRES IN 2023 ^{GRI 401-1w}

By gender



By age group



By region

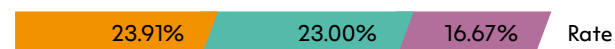


TURNOVER RATE IN 2023¹ ^{GRI 401-1}

By gender



By age group



By region



¹ Calculation methodology: $[(\text{hired} + \text{laid off})/2]/\text{total number of employees in the category}$.

By gender



By age group



By region



PARENTAL LEAVE IN 2023 ^{GRI 401-3}

	Men	Women
Number of employees entitled to take a maternity/paternity leave	59	73
Number of employees who took a maternity/paternity leave	3	2
Number of employees who returned to work after taking a maternity/paternity leave	2	1
Number of employees returning to work after the end of a maternity/paternity leave and who continued to be employed 12 months after returning to work	2	1
Return-to-work rate of employees who took a maternity/paternity leave	100%	100%
Rate of retention of employees who took a maternity/paternity leave	100%	100%



HEALTH, SAFETY, WELL-BEING AND QUALITY OF LIFE

Employee well-being is a strategic priority. Along with traditional benefits like pharmacy assistance, which covers 60 percent to 80 percent of medication costs, we also invest in programs that promote physical and mental well-being. In 2024, we will introduce a psychologist to our office and offer weekly quick massage sessions. Additionally, we are enhancing access to services like Wellhub (formerly Gympass), which provides comprehensive support for both mental and physical health.

Our goal is to be an organization that consistently and continuously walks the talk. To achieve this, we recognize the importance of promoting awareness and implementing people development initiatives

aligned with this theme, ensuring they reflect our identity and organizational culture.

In September, we held the Internal Week for the Prevention of Accidents at Work (Sipat), a significant event organized by the Internal Accident Prevention Committee (Cipa) to raise awareness among employees and employers about the importance of preventing workplace accidents and illnesses. During this week, the primary focus was on mental health, featuring lectures and initiatives to promote employee well-being. The program included activities and discussions centered on accident prevention and overall wellness, supported by active participation from the management team.

DIVERSITY, INCLUSION AND **EQUITY**

GRI 3-3: Diversity, inclusion and equity

The essence of our culture lies in inclusion. Since the start of our operations, we have actively promoted gender equality and the representation of black and LGBTQIA+ individuals, in addition to people with disabilities (PwDs). In 2023, we surpassed our inclusion targets for people with disabilities, supported by specialized consulting firms to facilitate the hiring and integration of these employees. In 2024, we launched the Transformação program, which encompasses volunteering, diversity, and inclusion initiatives. Additionally, we introduced the diversity booklet, providing employees with guidance on fostering a safe, respectful, and accepting environment.

Our commitment to equity is also reflected in the leadership of CAIXA Consórcio. By 2023, women held half of the management positions, and we are implementing continuous initiatives to sustain this balance moving forward.

We also conducted a workshop to raise awareness about preventing sexual and moral harassment. The meeting, attended by 151 participants and featuring a lawyer specialized in the subject, highlighted the importance of ethics in our daily lives. It also reinforced the prevention and reporting mechanisms available within the company.



PERCENTAGE OF EMPLOYEES BY EMPLOYEE CATEGORY GRI 405-1

Directors



Superintendents



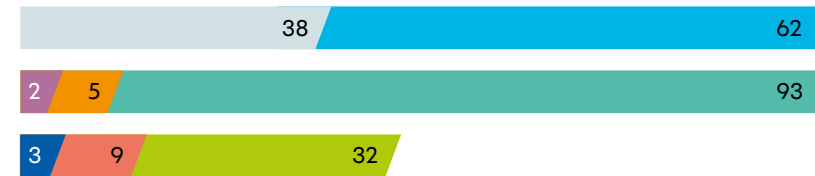
Managers



Coordinators



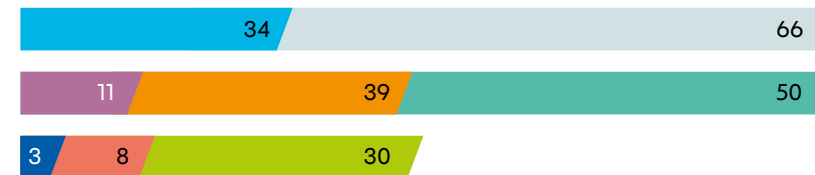
Specialists I



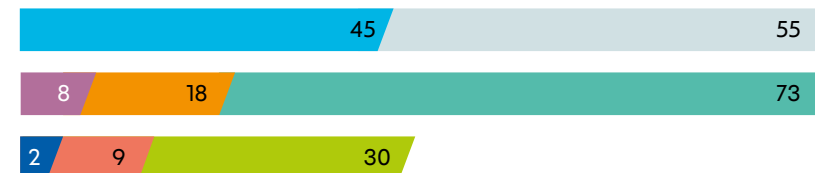
Assistants/Technicians



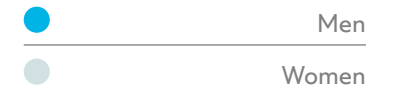
Other technical positions



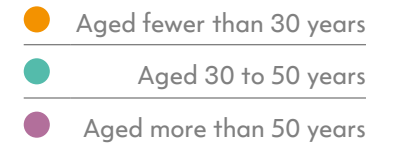
Total



By gender



By age group



By minority group





STRATEGY AND PERFORMANCE

IN THIS CHAPTER

- > Risk Management
- > Strategic Planning 2024-2029
- > Financial Result



RISK MANAGEMENT

GRI 2-13, 2-25, 201-2, GRI G4: FS2, FS4, G4-DMA (formerly FS5)

Aligned with the Corporate Risk Management Policy published in 2022, CAIXA Consórcio acknowledges that the diligent and comprehensive management of socio-environmental risks is a vital and integral aspect of its business operations. This approach fosters financial stability, enhances value creation, and strengthens the company's reputation. The Social, Environmental, and Climate Responsibility Policy also plays a key role in managing business risks and opportunities.

In 2023, the company began structuring its ESG risk mapping, with a plan to analyze risks and opportunities related to climate change, scheduled to be implemented throughout 2024. The Company adopts a multidisciplinary approach to risks, enabling the identification, measurement, evaluation, monitoring, reporting, control, and mitigation of social, environmental, and climate risks in an integrated manner with its global corporate risk management framework. Risks are reviewed annually or, when necessary, reassessed in the Company's risk matrix.

The risk management system is an integral component of the broader general control framework. The key actors at the highest level of CAIXA Consórcio include the Board of Directors, the Audit Committee, the Risk and Compliance Committee, and the Executive Board.

A governance structure and processes are established to better manage risks, adopting the Three-Line Model:

1ST LINE – BUSINESS AREAS AND OPERATIONAL MANAGERS

They manage risks and have ownership over them. They are responsible for implementing corrective actions to address deficiencies in processes and controls, ensuring legal, regulatory, and ethical compliance while preventing disruptions and unforeseen events.

2ND LINE – KEY RISK MANAGEMENT AND COMPLIANCE POSITIONS

They support frontline management by offering additional expertise, monitoring, tools, and critical insights to enhance risk management. They carry out tests, analyses and reports on risk management.

3RD LINE – INTERNAL AUDIT

Internal auditors provide governance bodies with independent and objective evaluations of the adequacy and effectiveness of governance and risk management practices, including internal controls. Their work supports the achievement of organizational objectives and promotes continuous improvement.



Management guidelines

The actions derived from the risk management guidelines are implemented to ensure the achievement of the company's objectives, aligned with the principles of the COSO (Committee of Sponsoring Organizations of the Treadway Commission) – ERM (Enterprise Risk Management) Framework and ISO 31000 standards. These methodologies enable us to identify events that could pose risks to the company's objectives, aligned with the shareholders' risk appetite.

In 2024, we incorporated socio-environmental risk analysis into the due diligence process for suppliers and service providers, along with the distribution of a

Best Practices Compliance Guide tailored to these stakeholders.

The integration of automated socio-environmental risk analyses is currently being structured for the onboarding process (KYC – Know Your Client). The Risk Management and Compliance team is responsible for implementing and monitoring these procedures. Decisions to accept or reject transactions, or to impose specific conditions, are guided by the results of these assessments and align with the organization's corporate policies and Strategic Planning.

International standards

How Coso, ERM and ISO 31000 guide our risk management



Ombudsman GRI 2-26, 2-27

In April 2023, the internalization of the CAIXA Consórcio Ombudsman, previously managed by Servicing at CNP, was successfully completed. The Ombudsman's Office is dedicated to safeguarding customer interests and serves as a communication channel between payment institutions and "consórcio" administrators, mediating, clarifying, preventing, and resolving conflicts. The Ombudsman's Office is responsible for evaluating the origin of complaints and managing them, while collaborating with the relevant areas to identify optimal solutions and ensure appropriate service. It also regularly monitors complaint indicators and analyzes their root causes to drive continuous improvements in products, processes, and services. These results are consolidated into a report every six months, which is made available to all levels of management and published on the company's official website.

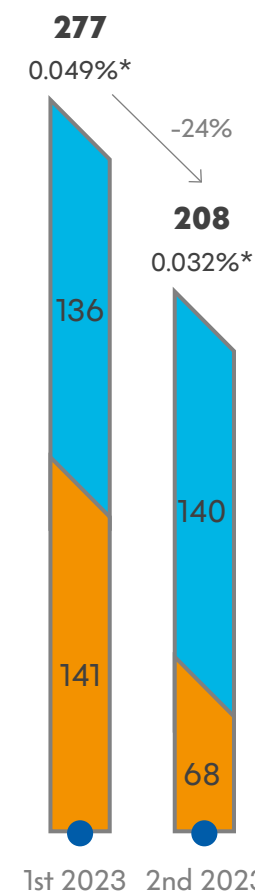
In compliance with BCB Resolution No. 028/20, the Central Bank mandated that all individuals involved in the Ombudsman process — including those who attend to, register, instruct, analyze, and formally address customer demands — must be certified. Therefore, all employees involved in responding to incidents attended specific certification courses. There were 37 hours of training in Ombudsman and Customer Service, resulting in four certifications.

The management of Ombudsman services is conducted through the Salesforce system, an integrated CRM platform that provides a unified and shared view of each customer. To streamline complaint handling, a classification indicator was developed to categorize demands as admissible or inadmissible, enabling the verification of compliance or non-compliance with standards, procedures, and contractual clauses.

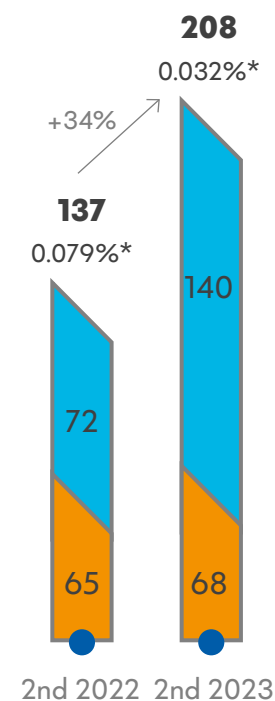
In 2023, we had 485 customer complaints. Notably, the complaints rate relative to the customer portfolio decreased from 0.049 percent in the first half of the year to 0.032 percent in the second half.

37 hours
of training in
Ombudsman and
Customer Service

1ST HALF OF 2023 X 2ND HALF OF 2023



2ND HALF OF 2023 X 2ND HALF OF 2022



* Index of % of complaints x portfolio

Learn more about a few performance indicators in the year:

The Ombudsman's Office has an average general response time of six business days, well within the legal deadline of ten business days, and no regulatory deadlines were missed during this period.

The Consumidor.gov.br platform provides consumers with an evaluation after the company's response and, in the second half of 2023, 66.67 percent considered the issue resolved. This result is highly positive, especially considering that, on average, half of the complaints are unfounded, which could potentially impact consumer perceptions.

In the second half of the year, the number of complaints submitted to the Central Bank decreased compared to the first half:

AVERAGE MONTHLY COMPLAINTS

First half of the year:

8.6 complaints/month

Second half of the year:

2.6 complaints/month



Find out more on our [site](#).

OMBUDSMAN CHANNELS

Direct channels



Phone

(+55) 0800 975 3000

Toll-free telephone service: Monday to Friday, 8 am to 6 pm (except banking holidays)



E-mail

ouvidoria@caixaconsorcio.com.br

Correspondence

Av. das Nações Unidas, 12.995
25º andar, São Paulo (SP)
CEP: 04578-911



In person

Customer service for those who come to the main office.

Indirect channels



PROCON

(+55) 0800 777 6266

Telephone support for Procons



Central Bank of Brazil

RDR System



www.consumidor.gov.br

Knowledge of Risks and Compliance

Each year, Risk Management and Compliance organizes a series of activities in August dedicated to exploring the themes of risks and compliance. Awareness initiatives, lectures, events, training sessions, and communications are conducted to deepen understanding of the topic, fostering alignment and promoting a more conscientious and responsible organizational culture. During this period, seven external speakers delivered lectures on the following topics: Anti-corruption, Prevention of Money Laundering (PML) and Fraud in the Corporate World. [GRI 205-2](#)

In 2023, the inaugural edition of the event featured a comprehensive schedule of lectures and workshops, engaging a diverse group of participants.

Date	Activity	Title	Number of participants
August 1	Talk	Compliance nowadays	85
August 7	Talk	Anti-corruption, PML and fraud in the corporate world	82
August 15	Talk	LGPD – General Data Protection Law	80
August 23	Workshop	What is risk and what are the risks of the Company?	87
	Talk	Risks and Internal Controls	109





STRATEGIC PLANNING 2024-2029

In 2023, a key milestone for CAIXA Consórcio in sustainability was the Board of Directors' approval of the 2024-2029 Organizational Strategic Planning document at the year's end. In addition to this document, we have our own sustainability policy. Our shareholders are committed to the Sustainable Development Goals (SDGs) outlined by the United Nations Global Compact. CAIXA Consórcio's membership in the United Nations Global Compact is currently under review by our Board of Directors, with SDGs 3, 4, 5, 8, and 13 identified as the most relevant to our context.

ESG mapping had been set as a corporate goal for early 2023. The Strategic Planning Management delivered a documentary report outlining the general context, organizational essence, and a roadmap for actions to be planned in the coming years.

The general context of this planning covers basic concepts about ESG, shareholder positioning, how ESG aspects are in our DNA and the classification of the "consórcio" as an essentially ESG product. Also identified were macro actions, the relationship between artificial intelligence (AI) and ESG, and the risks related to the topic.

The report highlighted the key drivers, including the macro-level integration of ESG principles and the primary aspects to be explored, with a focus on the relationship between ESG and people: Diversity, equity, and inclusion.

ESG Mapping
has been a corporate goal
of CAIXA Consórcio since
early 2023

Integrated approach

We observed the comprehensive integration of ESG principles into the organization's strategy, operations, and value chain, alongside the establishment of a robust governance and risk management framework.

Our approach seeks to deliver both tangible and intangible benefits while strategically strengthening brand positioning and business resilience. This includes building credibility, focusing on long-term value, achieving market differentiation, and enhancing operational efficiency.

As a financial services company with a long-term customer relationship cycle, we believe that credibility with our customers, employees, and partners is the cornerstone of our positioning. In line with this vision, to establish ourselves as leaders in the "consórcio" industry, we must be a company that earns the market's trust by consistently honoring our promises and commitments.

Our ESG management model is founded on a holistic organizational vision:



Acculturation

At CAIXA Consórcio, we recognize that ESG principles must be approached transversally, integrating seamlessly into our corporate strategy, identity, and organizational culture. All items complement each other and are interconnected. The figure below illustrates an excerpt from the CAIXA Consórcio Organizational Strategic Planning.



ESG

Corporate Strategy

The strategy outlines organizational objectives and the path to achieving them

WHAT DO WE WANT TO DO?

Our strategy aims to materialize our business objectives and, as we are closely aligned with the ambitions of both shareholders, **we have clear guidance on the ESG performance that is expected and how we can achieve the desired results.**

Organizational identity

This identity materializes the reason why the organization exists

WHY DO WE EXIST?

Our purpose is centered on “the democratization of purchasing power for all Brazilians.” It is complemented by the mission of “making the planned acquisition of goods and services simple, easy and accessible.” Our organizational identity is one of the main drivers of our ESG approach.

Organizational Culture

Our Organizational Culture consolidates the code of behavior for the people in the organization.

HOW DO WE BEHAVE?

The outlined organizational culture incorporates multiple aspects of the ESG discipline, ranging from promoting sustainable practices and prioritizing inclusion and social equity to implementing robust governance practices.

Investments in operations and goals

Our primary investment focus in operations is the IT sector, with a project designed and structured in 2023. This initiative allocates BRL 18.5 million for technological transformation and the development of business initiatives over the next three years (2024–2026).

The goals include achieving management independence, enhancing operational efficiency through AI and other digital tools, simplifying processes, optimizing partner management, minimizing risks, and scaling the business. These goals were established through internal efforts to map critical points and create an action plan to support the company's growth trajectory. This approach has already produced results, such as the implementation of a new relationship platform and the development of a multi-BPO (Business Process Outsourcing) model, reducing reliance on individual suppliers.

In 2023, as part of the customer journey, we successfully facilitated the delivery of assets acquired through "consórcios" — the most eagerly anticipated moment for our customers. Another objective for operations during the year was to bring a scalable scenario to the area, in order to adapt to the company's growth model. This was a point of attention in 2023. We have been working hard on this topic in 2024.

ISEB3

CORPORATE SUSTAINABILITY INDEX (ISE)

The ISE (Corporate Sustainability Index) is a market index created by B3 (Brazilian Stock, Commodities and Futures Exchange). Launched in 2005, its objective is to identify the most sustainable and socially responsible companies listed on the Brazilian stock exchange. It serves as a reference for investors interested in companies that adopt the best environmental, social and governance (ESG) practices.

As part of the certification process of our shareholder, CAIXA Seguridade, for the ISE, it is necessary that all subsidiaries of the group comply with all relevant requirements. Although we cannot obtain ISE certification for CAIXA Consórcio directly — as it is aimed at publicly traded companies —, all the knowledge obtained during the process will be incorporated by the company, being reused for a subsequent certification that can be applied directly to our organization.

CHARACTERISTICS OF THE MACRO PLANNING

Focus on sustainability (ESG), with clear goals related to governance, environmental and social impacts.

Innovation and digital transformation as business priorities, focusing on technologies that optimize processes and bring results to customers.

Long-term goals, such as the ambition to become a leader in the real estate "consórcio" market.

Robust risk management, focusing on areas such as fraud, operational risks and environmental sustainability.

Solid Corporate Governance, with formal processes for appointing and selecting advisors, reinforcing transparency and compliance

Strategic planning is evaluated annually, as outlined in the Company's five-year plan, which focuses on enhancing management and reinforcing CAIXA Consórcio's market position.

FINANCIAL RESULTS

GRI 201-1, 203-2, 3-3: Transparency and relations with priority audiences

In 2023, CAIXA Consórcio further strengthened its growth trajectory. The volume of credit traded and the expansion of the active quota base allowed the Company to reach total revenue of BRL 645.1 million.

The company's structuring is designed to support the expansion of its operations, which, in 2023, achieved 120,586 active shares, 11,682 awarded shares, and over BRL 898.65 million in goods delivered (paid shares).

As a result of all the efforts undertaken, the Company achieved a net profit of BRL 121.7 million in the fiscal year.

CAIXA Consórcio adopts the accrual basis for calculating economic value generated and distributed (EVG&D), which has national scope. Find below the figures related to the year covered by the report.

DIRECT ECONOMIC VALUE GENERATED (BRL THOUSANDS)

GRI 201-1

Revenues

2023

581,358,751.00

ECONOMIC VALUE WITHHELD (BRL THOUSANDS)

GRI 201-1

Economic value withheld

2023

535,365,240.00

ECONOMIC VALUE DISTRIBUTED (BLR THOUSANDS) GRI 201-1

	2023	
	Amount (BLR thousands)	Percentage
Operating costs	10,562,611	1.82%
Personnel (remuneration and benefits)	35,430,900	6.09%
Payments to providers of capital	0	0%
Third party capital compensation	0	0%
Investments in the community	0	0%
Total	45,993,511	7.91%

Impact Mapping

GRI 203-2

In 2022 and 2023, the Company conducted analyses with a focus on sustainability, particularly emphasizing regulatory compliance. The strategic planning, including the definitions of sustainability and ESG structures, was approved in December 2023. Thus, in 2024 we will move forward with implementing the actions and initiatives planned for the year. The mapping of indirect impacts will be defined and structured based on the maturity of the discipline within the company.

This is the case with "Consórcio da Gente," an inclusive and democratic product designed for a segment of the population with lower purchasing power. It offers exclusive conditions to help more people achieve their dream of owning a home, buying a new car, or starting a business (read more in **Our Products**).

INNOVATION AND RESILIENCE IN BUSINESS

IN THIS CHAPTER

- > Process Upgrading
- > Digital Transformation and Cybersecurity
- > Financial Education and Social Responsibility
- > Environmental Commitment





PROCESS **UPGRADING**

GRI 3-3: Innovation and resilience in business, 3-3:
Product and service quality

One of our core values, which underpins the Company's organizational behavior, is innovation. In our journey of serving both internal and external customers, we recognize that innovation is crucial to maintaining our competitiveness and the quality of our services, and it is the responsibility of everyone. From this perspective, in 2023, CAIXA Consórcio made significant progress in upgrading its processes and systems, aiming to enhance operational independence and the scalability of its services.

It is also worth noting that our corporate strategic planning includes innovation initiatives planned for the upcoming years. For example, in the technology industry, an investment of BRL 18.5 million is planned over three years to enhance autonomy and innovation in the business, particularly in the sales and after-sales areas. The key milestones of this journey include the launch of a new after-sales portal and the development of a mobile application, both scheduled for 2024, with the goal of enhancing the customer experience.

Additionally, the company is developing artificial intelligence (AI)-based solutions to optimize customer service and internal processes. However, the implementation of AI is being approached carefully, with the goal of ensuring its effectiveness while maintaining the quality of services.

We also continue to expand our product offering for different audiences. An important example is the "Consórcio da Gente," launched in June 2023, aimed at the lower-income population, which was widely accepted on the market (read more in [Our Products](#)).

On another front, the company is exploring opportunities in the eco-efficient vehicle sector through an initiative that promotes the acquisition of sustainable vehicles, offering the benefit of exemption from billing

fees. This initiative promotes awareness of the issue and the reduction of GHG emissions. Furthermore, it demonstrates CAIXA Consórcio's commitment to sustainability and opens new business fronts in a growing industry.

BRL 18.5 MILLION
in investments
in technology in
3 years



DIGITAL TRANSFORMATION AND CYBERSECURITY

GRI 3-3: Data privacy and security, 418-1

CAIXA Consórcio has been making significant investments in technology to optimize its processes, enhance the customer experience, and ensure the security of its operations. Digital transformation is a key pillar of the company's strategy, with initiatives aimed at automation, process digitalization, and the adoption of emerging technologies, such as artificial intelligence (AI).

One of the pillars of CAIXA Consórcio's resilience is its robust cybersecurity strategy. The company, audited by its shareholders, has implemented a continuous testing system against cyber attacks. These measures aim to anticipate and mitigate possible vulnerabilities, ensuring data security and business continuity.

We adopt a proactive approach to cybersecurity by conducting regular audits to assess system vulnerabilities. Among other measures, we have contracts with ethical hackers who simulate cyberattacks to identify potential vulnerabilities and ensure our systems are protected from external threats. Continuing on this topic, in 2023, the implementation plan for the information security awareness and internalization program was developed.

Throughout the year, we did not record any significant cybersecurity incidents, reflecting the success of our prevention and monitoring strategies. There were no complaints related to privacy violations or loss of customer data during the year covered by the report. Maintaining this level of security is crucial to the trust of our customers and partners, especially as digitalization progresses.



Our digital transformation includes automation, digitization and AI

Data protection

In line with industry best practices, the Company has a Personal Data Protection and Privacy Policy, approved by the Board of Directors, which establishes principles and guidelines for the management, processing, and use of personal data, in compliance with Act No. 13,709/2018 – the General Personal Data Protection Law (LGPD). The document is reviewed whenever necessary, within a period of no more than one year, with the aim of considering best governance practices, adaptation to the Company's strategy and compliance with the LGPD.

We also have a Privacy Notice on our website, through which we demonstrate our commitment to protecting the customers' personal data.

The Privacy Channel is intended to receive requests from holders of personal data regarding privacy, protection and processing of these data. These communications are addressed to the Data Controller, who monitors the requests. Periodic reports are provided to governance bodies, upon request, to keep them informed and enable them to make decisions on necessary actions related to the protection of personal data and privacy.

Among the mechanisms implemented to prevent and mitigate risks related to the protection of personal data and privacy, it is important to highlight:

- Personal Data Protection and Privacy Policy approved by the Board of Directors
- Privacy Policy
- Privacy Channel intended for receiving requests from personal data holders
- The Data Controller is defined and disclosed on the Company's website.
- The Risk, Internal Controls, and Compliance Team, which plays a second-line role in managing issues related to privacy, personal data protection, and the Company's information security, among other risks.



Learn more about the topic on the **Privacy Portal**.

- Acculturation actions on personal data protection and privacy aimed at CAIXA Consórcio employees.
- Inventory of personal data (RoPa) processed by the Company
- Conducting of periodic phishing tests, carried out by CAIXA Consórcio.

In 2023, the Company did not identify any actual negative impacts related to Privacy and Data Protection, such as data breaches. Internally, we hold an annual week dedicated to data protection for our stakeholders during the Risks and Compliance Month. GRI 2-25

Automation and New Digital Tools

Our technological development project includes initiatives over a three-year period aimed at achieving independence for our entire ecosystem, from infrastructure to applications, as we currently still share some processes with other companies in the group. The digitalization plan includes the creation of a new after-sales portal, designed to simplify and streamline customer interactions. This platform will not only enhance customer support but also optimize document management and streamline the resolution of requests digitally.

Still on this front, in 2024, CAIXA Consórcio developed and launched an application to enhance the customer journey. The app allows customers to access their data, make inquiries, track purchasing processes, and contact the company directly via their mobile phones.

These digital tools are designed to offer greater convenience and agility to customers, providing a smoother experience without the need for travel or in-person interactions. The goal is to ensure that all sales and after-sales journeys can be conducted digitally and efficiently, thereby expanding the reach of our services.



ARTIFICIAL INTELLIGENCE AS AN ALLY

The use of artificial intelligence in our business is a vast topic and must be approached with caution to ensure it delivers the desired results, whether in process optimization, communication, or data processing.

To make the best use of the tool, a study is planned to identify opportunities in this area, which will be implemented in the next cycles of our operations.

Among the benefits of the tool that have already been mapped, we can mention*:

OPTIMIZATION IN DATA ANALYSIS AND DECISION MAKING:

More efficiency in discovering relevant patterns, trends, and insights, enabling better-directed investments, enhancing fraud prevention, and improving risk management.

INCORPORATION OF ARTIFICIAL INTELLIGENCE MECHANISMS INTO CYBERSECURITY AND FRAUD PREVENTION ROUTINES:

This reduces organizational risk and strengthens the business's sustainability profile.

IMPROVEMENTS IN THE CUSTOMER SERVICE PROCESS:

Smarter virtual assistants can accelerate the customer service process, enhancing customer satisfaction with the organization.

Among the challenges related to the topic, it is important to highlight:

INFORMATION SECURITY AND PRIVACY RISKS:

The adoption of AI systems increases access to sensitive information, which requires greater attention to the processing of this data.

DANGER OF ALGORITHMIC BIASES AND THE PROMOTION OF INEQUALITIES AND SOCIOECONOMIC DIFFERENCES:

If the data used to train an AI model is biased towards race, gender, or other characteristics, these biases can perpetuate difficulties in accessing financial products.

DEPENDENCE ON ALGORITHMS FOR BUSINESS CONTINUITY:

This situation could lead to increased cyber vulnerability.

RESPECTING COPYRIGHT ON AI-GENERATED CONTENT:

This is a heated ethical debate.

LACK OF TRANSPARENCY:

It is necessary to expand access to and the understanding of the internal logic of how AI works.

REDUCTION IN JOB OFFERS:

The advancement of AI is likely to reduce the availability of jobs that involve repetitive and routine tasks.

* Source: Harvard Business Review, Boston Consulting Group, New York Magazine and ChatGPT.

FINANCIAL EDUCATION AND SOCIAL RESPONSIBILITY

GRI 3-3: Financial education, accessibility to products, services and positive impacts on human rights, GRI G4: FS7

CAIXA Consórcio plays a key role in promoting financial education and aims to strengthen its connection with society, aligning its operations with sustainability principles and social well-being. These initiatives not only benefit customers and society but also reinforce the company's commitment to ethics and transparency in its operations.

It offers products that contribute to economic and sustainable access to assets and property. Among the available products, "Consórcio da Gente" was specifically designed to cater to lower-income customers, offering favorable conditions such as reduced administration fees for the acquisition of properties and vehicles. CAIXA Consórcio also promotes sustainable practices by offering exemption from the billing fee for electric vehicles and supporting the purchase of eco-friendly agricultural technologies.

Below are the financial data regarding the monetary value allocated to products with social benefits, considering "consórcio" sales made in 2023, with the amount allocated to social benefits referring to "Consórcio da Gente."

RATIO BETWEEN THE TOTAL MONETARY VALUE AND THE VALUE EARMARKED FOR PRODUCTS WITH SOCIAL BENEFITS GRI G4: FS7

Value	Data
Total monetary value	BRL 14,981,538,353
Amount earmarked for products with social benefits	BRL 405,730,000
Ratio	2.64%

NUMBER OF ACTIVE QUOTAS OF THE "CONSÓRCIO DA GENTE" BY REGION AND GENDER

2023 Portfolio	Real estate	Light-duty Vehicles	2023 Portfolio	Real estate	Light-duty Vehicles
Southeastern Region	1,110	1,383	Midwestern Region	165	0
Individuals	975	1,252	Individuals	147	0
Men	466	532	Men	79	0
Women	509	720	Women	68	0
Corporation	135	131	Corporation	18	0
Northeastern Region	479	809	Northern Region	215	253
Individuals	451	737	Individuals	185	222
Men	211	300	Men	103	88
Women	240	437	Women	82	134
Corporation	28	72	Corporation	30	31
Southern Region	551	573	Total	2,520	3,336
Individuals	526	530			
Men	237	233			
Women	289	297			
Corporation	25	43			

Financial Education: Focus on the Customers

GRI G4-DMA (formerly FS16)

Many of our customers may encounter difficulties in understanding how to effectively manage their finances and fully capitalize on the advantages offered by the “consórcio”. To foster a more transparent and sustainable relationship with our customers, we implement ongoing and accessible initiatives that provide clear information on the responsible use of financial products.

In 2024, we will launch a financial education campaign, featuring marketing initiatives and campaigns (combined with a focus on specific product offerings) that promote planned purchasing and entrepreneurship. In this way, the company aimed to enhance customers' understanding of topics such as wealth building and the benefits of “consórcios” as an alternative to traditional credit.

The action involved e-mailing a financial planning newsletter to customers who purchased a “consórcio” share, delivered 15 days after their purchase. The objective was to provide guidance on personal financial planning. In 2024, up until October, more than 4,000 newsletters were sent to individual quota customers. Of these, 46 percent were opened, allowing customers to access the content.

These financial education actions are in line with our Social, Environmental and Climate Responsibility Policy. These newsletters include guidelines to encourage the responsible use of products and reflect our commitment to transforming the customer experience into an educational journey, where financial decisions are made based on knowledge and planning.

More than 4,000 customers
received information about financial planning in 2023



PRIMER ON FINANCIAL EDUCATION

In compliance with the Central Bank's regulatory resolution of December 2023, we provide a **primer** in the Financial Education tab on our **site**. The document addresses topics such as:

**1**

PERSONAL AND FAMILY BUDGET

Creating a detailed budget that balances income and expenses, setting clear financial goals, and regularly monitoring finances are crucial steps in ensuring long-term economic stability.

2

SAVING AND CREATING FINANCIAL RESILIENCE

Building solid savings, automating deposits, investing in financial education, and diversifying income sources are key strategies for establishing a strong financial foundation. Maintaining an emergency fund and managing debt are crucial practices for dealing with unexpected events.

3

PREVENTION OF DEFAULT AND OVER-INDEBTEDNESS

Managing finances, controlling expenses, using credit responsibly, and monitoring debts are essential strategies to prevent significant financial issues. Identifying warning signs and taking corrective actions, such as renegotiating debts and adjusting the budget, are effective preventative measures.

4

EMOTIONAL FINANCIAL EDUCATION

Understanding and managing emotions related to money is vital to balanced financial decisions. Practices such as mindfulness, keeping a financial journal, seeking professional advice, and fostering open communication within the family help incorporate emotional aspects into financial management.



Our stakeholders include business partners, civil society organizations, NGOs, and associations

Impact on Internal Audiences and the Community

CAIXA Consórcio has been establishing a strong track record in social responsibility, with initiatives targeting employees and projects that have a positive impact on the community. In 2023, the company reinforced its role as an agent of social change by broadening its efforts in areas such as social and environmental inclusion.

Another key aspect of this system is the promotion of engagement with stakeholders, including business partners, civil society organizations, consumers, employees, NGOs, shareholders, suppliers, and associations. The commitment is established through transparent communication, diversified channels, active feedback, involvement in decision-making, corporate social responsibility, training, and continuous evaluation. The objectives of this closer relationship include identifying real and potential impacts, defining responses to prevent and mitigate negative effects, fostering lasting relationships, enhancing decision-making and risk management, and promoting sustainability and innovation. [GRI 2-29](#)

AWARENESS INITIATIVES FOR EMPLOYEES AND SOCIETY GRI 2-29

Campaign/ Project/ Action	Brief Description of the Campaign/ Project/Action	Target Audience	Channels for Divulging	Venue	Execution Period	Action Results	Number of People Impacted
White January	An internal communication campaign aimed at valuing mental and emotional health, promoting a healthy and balanced lifestyle, and offering tips on maintaining emotional well-being	Employees	Internal communication channels	São Paulo Federal District	Since January, permanent	Does not apply	102 employees - 13 interns Total: 115
World Blood Donor Day	An internal communication campaign focused on solidarity and raising awareness about the importance of blood donation	Employees	Internal communication channels	São Paulo Federal District	June, recurring action	Awareness program	As the campaign took place in June, 124 people were impacted - the number of employees at the time
LGBTQIAPN+ Pride Day	An internal communication campaign focused on raising awareness about combating oppression and promoting equality, with an emphasis on LGBTQIAPN+ issues	Employees	Internal communication channels	São Paulo Federal District	June, recurring action	Does not apply	111 employees - 11 interns 2 minor apprentices Total: 124
1st Risk and Compliance Month	An internal communication campaign on risk management and compliance, aligned with the ESG principles, focusing on Governance, Transparency, and Ethics in corporate relations	Employees	Internal communication channels	São Paulo Federal District	August	Does not apply	127 participants
Support for the Ronald McDonald Institute	An initiative to support the Ronald McDonald Institute on childhood cancer awareness, involving the distribution of McHappy Day vouchers to employees	Employees	Internal communication channels	São Paulo Federal District	August, recurring action	The 360 vouchers were distributed among the employees. Ronald McDonald House issued a certificate of participation	2 vouchers per employee + 1 for each child
Yellow September	An internal communication campaign focused on raising awareness about mental health and suicide prevention was implemented. Notices were sent with the number of the Center for the Appreciation of Life (CVV)	Employees	Internal communication channels	São Paulo Federal District	September, recurring action	Does not apply	124 employees - 16 interns 2 minor apprentices Total: 142

Campaign/ Project/ Action	Brief Description of the Campaign/ Project/Action	Target Audience	Channels for Divulging	Venue	Execution Period	Action Results	Number of People Impacted
Pink October	Internal communication campaign to raise awareness about early breast cancer diagnosis. A notice was sent with tips on self-examination and the cure rate for cases of early diagnosis	Employees	Internal communication channels	São Paulo Federal District	October, recurring action	Does not apply	132 employees - 13 interns 2 minor apprentices Total 147
Incentive for purchasing eco-efficient vehicles.	Communication campaign for "Consórcio" product customers, offering the benefit of fee exemption when purchasing an electric vehicle	Customers who purchase eco-efficient vehicles (electric or hybrid) within the campaign period	Channels for communicating with customers	Brazil	The fee exemption benefit for the purchase of electric and hybrid vehicles began in June 2023 and has no set end date	Does not apply	83 vehicles from June/23 to December/23
Environment Month Campaign	Several initiatives were promoted during the Environment Month: For each light vehicle "consórcio" quota sold, a tree was planted in the Brazilian Cerrado in partnership with the Arvoredo Institute; customers who used the Letter of Credit to purchase hybrid or electric vehicles were granted an exemption from billing service fees	CAIXA/Arvoredo Institute Customers	Sales network for CAIXA Consórcio products	Brazil	June	4,048 trees planted in the Brazilian Cerrado	Does not apply
Winter Campaign	Delivery of sweatshirts donated by CAIXA Consórcio to the Salvation Army + donations made by employees	Employees	Internal communications	São Paulo	From June to August	150 items donated by CAIXA Consórcio	Salvation Army
Blue November	Internal communication campaign focused on solidarity and raising awareness about the importance of the cause	Employees	Internal communication channels	São Paulo Federal District	November, recurring action	Does not apply	132 employees - 13 interns 2 minor apprentices Total: 147
A possible dream 2023	Christmas event with the Samambaia Residents Association (AMS), a non-profit organization	Samambaia Residents Association	Internal communication channels	Federal District	December	Monetary collaboration to maintain the implementation of the project: BRL 41,800 raised	3,200 participants 234 volunteers 1,270 dreams made true



Accessibility to financial services GRI G4: FS14

In 2024, we are launching two key initiatives aimed at removing barriers to accessing financial services, specifically targeting individuals with hearing and cognitive disabilities. The first project, Hand Talk, integrates a plugin on its website that uses an avatar to translate text from Portuguese to Brazilian Sign Language (Libras) and provides support tools for individuals with low vision or cognitive impairments. Additionally, in partnership with ICOM, a simultaneous translation platform for Libras, we developed a customer service feature in Libras through video calls, enhancing communication with CAIXA Consórcio's support team. In 2024, ICOM conducted its first employee training sessions focused on the inclusion of individuals who are deaf. The project is expected to be completed in 2025.

Additionally, the company is planning a training course in Libras for its employees, scheduled for completion by the first half of 2025. A few of the employees who got the training may volunteer in our internal volunteering program.

However, CAIXA Consórcio is not responsible for initiatives related to the accessibility of physical facilities, such as bank branches and ATMs, as these are managed by CAIXA Econômica Federal.

The projects aim to provide access to financial services for individuals with hearing and cognitive disabilities

ENVIRONMENTAL COMMITMENT

GRI 3-3: Climate strategy

One of CAIXA Consórcio's strategic pillars is environmental sustainability, which is aligned with the principles of social and climate responsibility. The company aims not only to promote sustainable practices within its operations but also to positively influence the behavior of its customers, partners, and employees.



Environmental and Risk Management Policies

GRI G4-DMA (formerly FSI)

We take positions that prioritize environmental preservation and support the transition to a low-carbon economy. This commitment is reflected in our corporate governance planning, policies, and guidelines, which integrate sustainable practices into our operations and promote products that are environmentally responsible.

Our **Social, Environmental and Climate Responsibility Policy**, implemented in accordance with CMN Resolution No. 4,945/2021 – which sets guidelines for the socio-environmental responsibility policy of financial institutions – was launched in June 2022. The document, approved by the Risk Management and Compliance team in collaboration with the Board of Directors of CAIXA Consórcio, addresses social, environmental, and climate risks, in alignment with the regulations set by the Central Bank of Brazil. This policy, integrated into the company's strategic planning, applies to all business lines and is reviewed at least every three years or in response to relevant events, with the goal of monitoring

and ensuring its effectiveness. The document outlines principles related to social, environmental, and climate issues, guiding the institution's business, activities, and processes, with an emphasis on transitioning to a low-carbon economy and mitigating climate impacts. The policy is aligned with the Company's business model and takes into account the risks and opportunities associated with these aspects.

We are attentive to the environmental and climate risks that are incorporated into risk management. In 2024, we will complete a carbon footprint study, which, starting in 2025, along with the review of ESG risks, will aid in establishing a monitoring process to mitigate climate risks. Additionally, the company actively supports the transition to a low-carbon economy by implementing actions focused on reducing emissions and mitigating the impacts of climate change.

Our policies and management are focused on the transition to a low-carbon economy and mitigating climate impacts

Sustainable Initiatives

CAIXA Consórcio has adopted initiatives that reinforce its commitment to sustainability. Among the actions for the internal audience, the following stand out:

We seek to raise awareness in society regarding issues such as clean energy and waste reduction

In 2024, CAIXA Consórcio joined the CNP Latam Sustainability Community, a platform that discusses ESG actions across Latin America, and the CAIXA Seguridade Sustainability Forum, which focuses on environmental issues, including responses to the flooding catastrophe in Rio Grande do Sul. In addition, the CNP Latam community holds bimonthly meetings, and the CAIXA Seguridade Sustainability Forum generally holds monthly meetings.

ENERGY EFFICIENCY

The company has adopted measures to reduce energy consumption in its operations, including the use of energy-efficient technologies such as LED lamps and the prioritization of equipment with the Procel seal of classification A. Energy consumption, both inside and outside the organization, was analyzed in terms of its energy intensity and total consumption. Internally, the energy intensity rate was 2.53, with a total consumption of 333.86 GJ. Externally, it was 8.89, with a total consumption of 1,173.66 GJ. For both cases, the total number of employees was used as the calculation metric, with a numerical value corresponding to 132 employees. The analysis includes fuels and electricity. GRI 302-2, 302-3

AWARENESS-RAISING PROJECTS

The company runs internal awareness campaigns for its employees, focusing on topics like conscientious consumption of water and energy, as well as the importance of preserving natural resources. The initiative to plant trees in the Brazilian Cerrado (read more in the table **Employee and Society Awareness Initiatives**) and participation in shareholder sustainability forums and events are worth highlighting.

WASTE REDUCTION

In all operational areas, CAIXA Consórcio promotes responsible waste management through internal marketing campaigns. In 2023, we carried out a volunteer activity for the first time at the NGO Ecopatas, during which we delivered and sorted (by color) 12 kilos of PET bottle caps donated by employees. In the same year, we donated three kilos of can tabs that had been collected to the NGO Heróis do Lacre.

12 kg
of plastic
caps and

3 kg
of donated
can tabs



Sustainable Products

In addition to operational initiatives, CAIXA Consórcio has distinguished itself through the development of sustainable financial products that promote responsible practices among consumers. One example is the promotion of “consórcios” designed for the acquisition of eco-efficient vehicles, aimed at reducing the carbon footprint of customers and encouraging more sustainable mobility alternatives. The initiative generated significant engagement, resulting in the purchase of 83 electric and hybrid vehicles by our customers from June to December 2023. Also worth mentioning was the launch of “Consórcio da Gente.”

These products demonstrate the company's dedication to embedding sustainability into its portfolio, empowering customers to make informed decisions that contribute positively to the environment.

CAIXA Consórcio will continue to invest in technologies and initiatives that reduce the environmental impact of its operations, as well as expanding its sustainable products, aligning itself with the global transition to a green economy.

Energy

TOTAL CONSUMPTION OF FUELS WITHIN THE ORGANIZATION (GJ) IN 2023 GRI 302-1

Non-renewable sources – gasoline	103.52
Renewable sources – ethanol (in gasoline)	26.49
Total	130.01

ENERGY CONSUMED BY SOURCE (GJ) IN 2023 GRI 302-1

Electricity	230.34
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TOTAL OF ENERGY CONSUMED (GJ) IN 2023 GRI 302-1

Energy from non-renewable sources	103.52
Energy from renewable sources	26.49
Energy consumed internally	230.34
Total	333.86



Emissions

In 2024, CAIXA Consórcio conducted its first Greenhouse Gas (GHG) inventory, with 2023 as the base year. This inventory covered Scope 1 (direct emissions resulting from the company's activities), Scope 2 (indirect emissions from purchased electricity used by the company), and Scope 3 (emissions not directly controlled by the company, such as those from the supply chain and travel, for example). To measure our carbon footprint, we utilize the methodology of the Brazilian GHG Protocol Program, specifically the 2023.0.1 version of its tool. Additionally, we apply the GHG Protocol for agriculture methodology from the World Resources Institute (WRI Agriculture) and ISO 14064 standards.

Our total emissions reached 231.96 tCO₂ equivalent. In scopes 1 and 2, 11.74 tCO₂ equivalent were emitted. In scope 3, we reached the amount of 220.22 tCO₂ equivalent. The next steps include developing an action plan to mitigate/offset our emissions.

DIRECT GREENHOUSE GAS EMISSIONS (GHG) (tCO₂E) ^{1, 2, 3}

GRI 305-1

Scope 1	2023
Mobile combustion	7.44
Biogenic emissions	1.81

INDIRECT ENERGY (SCOPE 2) GREENHOUSE GAS (GHG) EMISSIONS FROM THE ACQUISITION OF ENERGY (tCO₂E) ^{1, 2, 3}

GRI 305-2

Scope 2	2023
Electricity (Approach by location)	2.49

OTHER INDIRECT (SCOPE 3) GREENHOUSE GAS (GHG) EMISSIONS (tCO₂E) ^{1, 2, 3, 4}

GRI 305-1

Scope 3	2023
Employee transportation	60.94
Waste generated in operations	0.67
Business travel	132.23
Total	193.84
Biogenic emissions	26.38

GHG EMISSIONS INTENSITY, SCOPES 1 AND 2 ^{1, 2}

GRI 305-4

Metrics	2023
Number of employees ³	75.23
Awarded and active quotas ^{3, 4}	0.85
Active quotas ^{3, 4}	0.08

¹ The primary source for the emission factors and global warming potentials (GWP) used is the Fifth Assessment Report (AR5) by the Intergovernmental Panel on Climate Change (IPCC). Additionally, factors from the GHG Protocol tool are utilized, including those from the UK Department for Environment, Food & Rural Affairs (DEFRA), the National Interconnected System (NIS), and ISO 14064.

² This inventory is the inaugural one conducted by CAIXA Consórcio, establishing it as the baseline year for future comparisons. The consolidation method employed to compute direct emissions was operational control.

³ The greenhouse gases included in this report are CO₂, CH₄, N₂O, HFCs, PFCs, SF₆ and NF₃.

⁴ In 2023, CAIXA Consórcio implemented a reforestation initiative that resulted in the removal of 28.93 tons of biogenic CO₂. This removal was allocated to the category "Scope 3 emissions not classifiable in categories 1 to 15."

¹ For the calculation, we considered the total emissions of the scopes in kilograms (kg), resulting in a value of 9,930 kg.

² The greenhouse gases included in this report are CO₂, CH₄, N₂O, HFCs, PFCs, SF₆ and NF₃.

³ The numerical value for the relevant metrics are as follows: The employee metric stands at 132; for both awarded and active quotas, the value is 11,682; and for active quotas alone, the value is 120,586.

⁴ "Awarded and active quotas" are those that were drawn in 2023, allowing immediate use, but which still have pending installments for the buyer. "Active quotas," meanwhile, include all quotas that are in the process of being paid, regardless of whether they have been considered for use or not.



ABOUT THE REPORT

IN THIS CHAPTER

> Global Reporting Initiative (GRI) Content Summary



GRI 2-2, 2-3, 2-14

Through this publication, CAIXA Consórcio initiates annual reporting cycles, providing detailed information on the company's environmental, social, and governance (ESG) practices to the market, shareholders, and customers, underscoring its commitment to corporate responsibility both internally and externally. In alignment with our commitment to transparency, the report — covering only the company itself — highlights topics such as environmental commitments, diversity, and corporate governance, among others. This enables stakeholders to assess the Company's sustainability performance.

Covering information from January 1 to December 31, 2023, the reporting period coincides with the organization's financial reporting period, ensuring consistency between the two documents. The report was prepared based on the standards of the Global Reporting Initiative (GRI) — an international benchmark for best practices in sustainability reporting —, in its most recent version (2021). GRI content indications are duly numbered throughout the report.

The report includes CAIXA Consórcio employees, as well as its interns, apprentices, and outsourced workers.

The structure of the publication was guided by the materiality matrix of shareholder CAIXA Seguridade, revised in 2021, based on the GRI methodology, its alignment with the United Nations (UN) Sustainable Development Goals (SDGs), and the AA1000 Stakeholder Engagement framework. From the next cycle onwards, the report will be based on its own independent materiality.

The Executive Board of CAIXA Consórcio is responsible for approving the information presented in the report, as well as for defining and approving material topics. The Board of Directors receives the materials for its information.



For inquiries or additional information regarding the report or the management of sustainability and ESG aspects of the organization, the company offers a communication channel at sustentabilidade@caixaconsorcio.com.br.



Materiality GRI 2-29, 3-1, 3-2

In 2023, CAIXA Consórcio did not yet have its own materiality matrix. The materiality matrix of one of its shareholders, CAIXA Seguridade, was used as the basis for preparing the 2023 Sustainability Report. However, the development of CAIXA Consórcio's specific materiality matrix is currently underway in 2024, following the necessary processes to identify the topics relevant to the Company's operations.

The process of identifying impacts encompasses both the company's own activities and those of its upstream and downstream operations. The company's highest governance body, represented by the CEO, monitors and validates the final list of material topics. The materiality process adopts the double materiality concept and will be completed in 2024, with no defined frequency as of yet.

The criteria for prioritizing topics include the likelihood and severity of impacts, considering factors such as intensity, extent, and reversibility, as well as the magnitude and relevance to stakeholders. CAIXA Consórcio fosters engagement with diverse audiences to identify both real and potential impacts, define strategies to prevent and mitigate negative outcomes, cultivate long-term relationships, enhance decision-making and risk management, and promote sustainability and innovation. The groups consulted in the process were shareholders, senior leadership, associations, customers, employees, Board of Directors, suppliers and service providers and the sales network. [GRI 2-25](#)

The list of CAIXA Consórcio's material topics (based on CAIXA Seguridade's materiality matrix) is aligned with the Sustainable Development Goals (SDGs) and has remained unchanged from the previous cycle.



Attraction, development and retention of employees



Diversity, inclusion and equity



Financial education, accessibility to products, services and positive impacts on human rights



Climate strategy



Ethics, integrity and compliance



Innovation and resilience in business



Data privacy and security



Product and service quality



Transparency and relations with priority audiences



To learn more about CAIXA Seguridade's materiality process, check out the company's **2021 Annual Report** (p. 80).

GRI CONTENT SUMMARY

Statement of Use	CAIXA Consórcio reported the information mentioned in this GRI content summary for the period ranging from January 1, 2023 to December 31, 2023 based on the GRI Standards.
GRI 1 used	GRI 1: Fundamentals 2021

GRI STANDARD	CONTENT	LOCATION	SDG
General disclosures			
The organization and its reporting practices			
GRI 2: General Content 2021	2-1 Organizational details	8	
	2-2 Entities included in the organization's sustainability reporting	CAIXA Consórcio does not include other entities in its sustainability report. The Company does not control or participate in entities that are relevant to its financial or sustainability reports, therefore, this issue is not considered applicable. There were no mergers, acquisitions, or divestitures of entities that impacted the handling of information or the material topics covered in this report.	
	2-3 Reporting period, frequency, and contact point	63	
	2-4 Restatements of information	This is the inaugural report.	
	2-5 External assurance	None.	



GRI STANDARD	CONTENT	LOCATION	SDG
Activities and workers			
GRI 2: General Content 2021	2-6 Activities, value chain, and other business relationships	8, 13, 23	
	2-7 Employees	25, 27	8, 10
	2-8 Workers who are not employees	25, 27	8
	2-9 Governance structure and composition	15, 16	5, 16
	2-10 Nomination and selection of the highest governance body	15	5, 16
	2-11 Chair of the highest governance body	The Chairman of the Board of Directors does not hold an executive position in the Company, nor does any other member of the Board of Directors.	16
	2-12 Role of the highest governance body in overseeing the management of impacts	15, 16	16
	2-13 Delegation of responsibility for managing impacts	15, 36	
	2-14 Role of the highest governance body in sustainability reporting	63	
	2-15 Conflicts of interest	20	16
	2-16 Communication of critical concerns	15, 19	
	2-17 Collective knowledge of the highest governance body	16	
	2-18 Evaluation of the performance of the highest governance body	16	
	2-19 Remuneration policies	17, 29	
	2-20 Process to determine remuneration	17, 29	
	2-21 Annual total compensation ratio	This information is confidential. The indicator is currently under review to assess the feasibility of future disclosure.	



GRI STANDARD	CONTENT	LOCATION	SDG
Strategy, policies, and practices			
GRI 2: General Content 2021	2-22 Statement on sustainable development strategy	4	16
	2-23 Policy commitments	21	
	2-24 Embedding policy commitments	17, 21, 23	
	2-25 Processes to remediate negative impacts	36, 49, 64	16
	2-26 Mechanisms for seeking advice and raising concerns	22, 38	
	2-27 Compliance with laws and regulations	19, 38	
	2-28 Membership in associations	15	
Stakeholder engagement			
GRI 2: General Content 2021	2-29 Approach to stakeholder engagement	54, 55, 64	8
	2-30 Collective bargaining agreements	25	
Material topics			
GRI 3: Material Topics 2021	3-1 Process of determining material topics	64	
	3-2 List of material topics	64	
Attraction, development and retention of employees			
GRI 3: Material Topics 2021	3-3 Management of material topics	25, 28, 29	4, 5, 8, 10
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	31	



GRI STANDARD	CONTENT	LOCATION	SDG
GRI 404: Training and education 2016	404-1 Average hours of training per year per employee	In 2023, despite all employees having undergone training, the Company did not record the number of training hours.	4, 5, 8, 10
	404-2 Programs for improving employee skills and career transition assistance	The Company does not offer specific assistance for career transition, either for retired employees or for those leaving the company.	8
	404-3 Percentage of employees receiving regular performance and career development reviews	30	5, 8, 10
Diversity, inclusion and equity			
GRI 3: Material Topics 2021	3-3 Management of material topics	25, 33	
GRI 401: Employment 2016	401-3 Parental leave	31	5, 8
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	16, 34	5, 8
	405-2 Ratio of the basic salary and remuneration of women to men	30	5, 8, 10
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	During this period, there were no cases of discrimination.	5, 8
Climate strategy			
GRI 3: Material Topics 2021	3-3 Management of material topics	58	
	302-1 Energy consumption within the organization	60	7, 8, 12, 13
GRI 302: Energy 2016	302-2 Energy consumption outside the organization	59	7, 8, 12, 13
	302-3 Energy intensity	59	7, 8, 12, 13



GRI STANDARD	CONTENT	LOCATION	SDG
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	61	3, 12, 13, 14, 15
	305-2 Indirect (Scope 2) GHG emissions from energy acquisition	61	3, 12, 13, 14, 15
	305-3 Other indirect (Scope 3) GHG emissions	61	3, 12, 13, 14, 15
	305-4 GHG emissions intensity	61	13, 14, 15
GRI 201: Economic performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	36	13
Ethics, integrity and compliance			
GRI 3: Material Topics 2021	3-3 Management of material topics	19	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	19, 20	16
	205-2 Communication and training about anti-corruption policies and procedures	19, 20, 40	16
	205-3 Confirmed incidents of corruption and actions taken	19, 20	16
GRI 206: Unfair competition 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	19, 20	16
GRI 415: Public policies 2016	415-1 Political contributions	The organization made no financial or other political contributions, whether directly or indirectly.	16
Data privacy and security			
GRI 3: Material Topics 2021	3-3 Management of material topics	48	
GRI 418: Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	48	16



GRI STANDARD	CONTENT	LOCATION	SDG
Financial education, accessibility to products/services and positive impacts on human rights			
GRI 3: Material Topics 2021	3-3 Management of material topics	51	
	FS7 Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	51	
GRI G4: Financial sector supplement	FS13 Access points in low population density or economically disadvantaged areas, broken down by type	8	
	FS14 Initiatives to improve access to financial services for people with disabilities	57	
	G4-DMA (formerly FS16) Initiatives to improve financial education by type of beneficiary	52	
GRI 203: Indirect economic impacts 2016	203-2 Significant indirect economic impacts	45	1, 3, 8
Innovation and Resilience in Business			
GRI 3: Material Topics 2021	3-3 Management of material topics	47	
	G4-DMA (formerly FS1) Policies with specific socio-environmental components applied to business lines	58	
GRI G4: Financial sector supplement	FS2 Procedures for assessing and screening environmental and social risks in business lines	36	
	FS4 Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines.	36	



GRI STANDARD	CONTENT	LOCATION	SDG
Product and service quality			
GRI 3: Material Topics 2021	3-3 Management of material topics	47	
GRI G4: Financial sector supplement	FS15 Policies for the fair design and sale of financial products and services	13	
Transparency and relations with priority audiences			
GRI 3: Material Topics 2021	3-3 Management of material topics	45	
GRI G4: Financial sector supplement	G4-DMA (formerly FS5) Interactions/engagement with customers, investors and/or business partners regarding social and environmental risks and opportunities	36	
GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	45	8, 9
GRI 417: Marketing and labeling 2016	417-2 Cases of non-compliance related to product and service labeling	No cases of non-compliance with information from our services were reported during the reporting period.	16
	417-3 Incidents of non-compliance concerning marketing communications	No cases of non-compliance were reported regarding marketing communications during the reporting period.	16



CREDITS

CAIXA CONSÓRCIO

Project Coordination

Strategic Planning and Sustainability Department

Participating Areas

Commercial Board

Financial Board

Operations and TI Board

Marketing Superintendence

Operations Superintendence

Product Superintendence

Customer Service and Relationship Department

Accounting and Tax Department

Financial Department

Customer Journey and Experience Department

Legal and Governance Department

Human Resources Department

Risk and Compliance Department:

IT Department

Communications Coordination

Ombudsman's Office

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