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SUSTAINABILITY REPORT

CAIXA





SERP

Throughout this report we will refer to pillars of our Socio-environmental Responsibility Policy.



STAKEHOLDER RELATIONSHIP AND ENGAGEMENT



SOCIO-ENVIRONMENTAL RISK MANAGEMENT



ADMINISTRATIVE PRACTICES AND SUPPLY CHAIN MANAGEMENT



GOVERNANCE



INFORMATION DISCLOSURE AND REPORTING



PROMOTING SUSTAINABLE DEVELOPMENT

SDG

We also refer to Sustainable Development Goals in the report. You can follow up Caixa's actions aligned with the SDGs and their goals by means of references throughout the document.



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Message from the President

GRI 102-14

We are pleased to address Society and our relationship groups to present our performance highlights and results for 2018.


We took over the presidency of Caixa with great pride, responsibility and motivation. We accepted the mission given by the President of the Republic and Minister of Economy to lead Caixa with diligence and focus on the sustainable performance of your business. We will focus on improving efficiency and increasing the profitability of our operations, thus contributing to Brazil's economic and social development.

Caixa's strength is evidenced by the impressive numbers and a staff of 84 thousand employees committed to the company and its customers. We currently are the largest Brazilian bank in

number of customers number of customers (92.7 million), responsible for 37.4% of national savings and 68.8% of housing loans. We have 4,169 branches and banking services posts, 8,500 bank correspondents, 13,031 lottery units, and 54,103 ATM machines.

Our service points are present in 5,494 of the country's 5,570 municipalities, including the most needy and remote locations. That allows us to fully meet our social role of acting as the main policy implementing agent of Federal Government's public policies. In 2018, Caixa released more than BRL 111 billion in Employee's Severance Guarantee Fund (FGTS) withdrawals, including 4,477 withdrawals abroad; and made over 67.3 million payments to Brazilian workers, of which approximately BRL 65.6 billion refers to Unemployment Insurance, Social Integration Program (PIS) and Salary Allowance.

We emphasize that Caixa has paid BRL 164 million in social benefits associated with different programs income transfer. Regarding housing policies, under the Minha Casa Minha Vida Program we hired BRL 62.5 billion, totaling 505,494 houses contracted and 308,052 delivered.



Caixa has impressive numbers and a staff committed to its mission.



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In 2018, we took a number of steps to further strengthen our corporate governance and move towards becoming a benchmark in the industry.



Still in the social sphere, we also invested in initiatives to promote culture with investment of BRL 60 million and investments of BRL 170 million in Olympic and Paralympic modalities.

For 2019, we remain committed to act proactively to strengthen and improve governance, aiming at greater transparency and access to information. We will also reinforce our commitment to meritocracy while choosing people to occupy positions in the bank. We plan to strengthen operations in low-income population and infrastructure segments and we are committed improve credit quality, reduce expenses and increase efficiency.

Through the Caixa Mais Brasil program we will seek to take a regionalist approach to the Bank's activities to better understand the needs of different Brazilian realities. The program, which will go over all Brazilian states, prioritizing countryside regions, will start in the more needy places in the North and Northeast of the country.

Caixa Mais Brasil program will promote meetings with regional leaders, Caixa's employees, entrepreneurs, authorities and local communities, ratifying the Bank's mission to promote the sustainable development of the country.

Finally, we state that all our actions will always have the premise of keeping Caixa profitable self-sustainable, creating value for Society and guaranteeing that Caixa will continuous to be the bank of all Brazilians.

Pedro Guimarães
President of Caixa





CHAPTER 1

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We are Caixa

GRI 102-2, 102-5, 102-6

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Since our founding in 1861, we have worked to maintain our commitment to be an institution present in the daily life of all Brazilians.

We operate in government benefits and social programs, such as FGTS – severance guarantee fund, Social Integration Program (PIS), Unemployment Insurance, and social programs such as Bolsa Família – family allowance, Student Financing Fund (FIES) and Minha Casa Minha Vida – housing program (PMCMV). We also support several artistic, cultural, educational and sports activities. We contribute not only to the development of Brazil, but above all to the improvement of quality of life for the population.

Linked to the Ministry of Economy, Caixa is a 100% public corporation. Today we are the largest bank in terms of individual and corporate clients (92.7 million)¹ and we have about 56,000 service points. For account holders, we seek to offer the best credit options and services.

In 2018, our activities were responsible for injecting BRL 700 billion into the Brazilian economy by means of credit agreements, distribution approximately of social benefits, investments in own infrastructure, personnel compensation and lottery social allocation, among other actions. The initiatives led to the Recurring Net Income of BRL 12.7 billion.

For the Minha Casa Minha Vida program, in 2018 we contracted BRL 62.5 billion, totaling 505 thousand housing units that allowed for many Brazilian family dream of home ownership to come true, while propitiating warming of the economy through construction. In the same period, we also paid some 164 million in social benefits related to income transfer programs, amounting to approximately BRL 30 billion in resources invested to eradicate poverty and improve income distribution among the Brazilian population. The Bolsa Família program alone paid BRL 29.2 billion in benefits, accounting for 96% of the payments and some 97% of the total.



**To know more about
our history**, please visit
www.caixa.gov.br >
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1. We find that the corresponding number of customers per year 2017 is 88 million people physical and legal.



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Presence and relevance GRI 102-4, 102-6, 102-7, 102-45

With a nationwide capillarity with about 56 thousand service stations reaching virtually the entire population. We also have eight mobile-truck and three floating branches. Inaugurated in 2010, 2014 and 2015, respectively, the floating branches Chico Mendes, Marajó Island

and São Francisco provide banking services and promote citizenship to the population of riverside areas.

We also have a representative office in the United States².

THE CAIXA NETWORK GRI 102-7

Service Channels – 2018*	Caixa	North	Northeast	Midwest	Southeast	South
Branch	3,375	183	637	315	1,596	644
Service Point	805	46	113	115	278	253
Self-service facility	3,873	211	701	387	1,765	809
ATM	1,697	142	282	398	506	369
Lottery Unit	13,031	787	3,098	1,131	5,731	2,284
Corresponding Caixa Aqui	8,500	445	2,021	773	3,353	1,908
Banco24h (Banking Shared Red Network - TECBAN)	23,049	1,418	4,480	1,843	13,170	2,138
Banco do Brasil and Caixa shared ATM	1,827	172	436	269	625	325
Total	56,157	3,404	11,768	5,231	27,024	8,730

* Position December 2018

CONGLOMERATE

The Caixa Conglomerate is a group of companies comprising the institution and its direct and indirect shareholdings through our subsidiaries, in line with market strategy and positioning.

Caixa Seguridade Participações S/A is a holding company that concentrates equity interests in insurance and insurance brokerage, and whose main characteristic is that of being a wholly owned subsidiary of Caixa.

The company was the fourth largest insurance group in 2018, across the business of Caixa Seguradora, Too Seguros and PAN Corretora. Caixa Seguridade considers insurance premiums written, private pension contributions (VGBL and PGBL) and collections with capitalization bonds, according to data disclosed by SUSEP. Its performance has contributed to Caixa' brand competitive edge and access to more than 92.7 million customers. On the other hand, Caixa PARTICIPAÇÕES S/A - CaixaPAR is our strategic arm in

2. Caixa Representative Office in Japan closed down in July 2018.



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the business related to equity interests, operating in specific sectors of the economy connected with complementary and similar activities of its Parent company business.

Caixa Lotteries, still in the pre-operating condition, aims to manage federal lottery services under the specific legislation.

The Conglomerate's Policy establishes guidelines for the management, investment and contracting, within the Caixa Conglomerate, comprising the commercial relationship and corporate governance between Caixa and the relevant member companies. The goal is to drive gains in performance and establish strategic partnerships to ensure access to specific markets and segments.

Key partnerships include:

CAIXA SECURITY

- Caixa Seguradora (insurance, capitalization plans, consortiums, supplementary pension plans healthcare and insurance brokerage)
- Too Seguros (insurance, capitalization, pension and healthcare)
- Pan Corretora (insurance brokers)

CAIXAPAR

- Banco Pan (multiple retail bank)
- Elo (credit cards and means of payment)
- Cibrasec (securitization and property receivables)
- Caixa Crescer (microfinances)
- Partnerships involving support to Caixa operations, such as Capgemini (IT) and TecBan (service network)
- Branes (support in funding and processing credit operations)
- Quod (credit bureau)
- Caixa Imóveis S/A (solutions for property credit)

CAIXA LOTTERIES

The federal lotteries in Brazil have been managed by Caixa since 1962, when the Federal Government, by granting authorization to exploit that business in the country, adopted as pillars the protection of Brazilian society and the generation of resources for social ends, for investments nationwide. Part of the funds raised by means of the portfolio of the lottery products, in 2018, BRL 6.57 billion were onlent to fund sports, education, culture and security, in addition to other. That amount is 0.34% greater than that invested in the previous year.

AGRIBUSINESS

With working capital, investment, industrialization and commercialization lines for Individuals and corporations, including production cooperatives, the bank operates with mandatory and free LCA and BNDES resources. In 2018, the bank launched the PRONAF industrialization line, which provides access to credit by small producers organized in family farming cooperatives integrated in PRONAF, providing resources for the processing and/or marketing of farming products. The bank also started to finance, together with cooperatives and agribusinesses, fish farming ventures explored under the integration of rural producers.

In 2018, BRL 6.4 billion were granted in rural credit operations. Working capital stand out, accounting

for 57% of the contracted volume, followed by industrialization operations, which accounted for 34%. At the end of this period, 1,745 branches distributed in all regions of the country were authorized to grant rural credit, observing compliance with the applicable environmental legislation in each contract.

Financed crops: Cotton, garlic, peanuts, rice, coffee, sugarcane, carrots, eucalyptus, beans, sunflower, oranges, apples, cassava, corn, soy, sorghum, tomatoes, wheat and grapes.

Livestock activities: Cattle farming (meat and milk) aimed at individual producers and production cooperatives, and pig farming, fish farming and poultry farming for cooperatives and agribusinesses under the integrated production system.



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MICROCREDIT

Productive Oriented Microcredit is a line of credit aimed to low-income entrepreneurs, microenterprises and individual micro entrepreneurs (MEI), whether formalized or not. The product can be used to purchase machinery, equipment, raw material, infrastructure improvement or for working capital.

To grant microcredit, the Bank works primarily with Caixa Crescer, which has a team capable of paying visits to the borrower, clarifying doubts about payment methods, terms, limits, among other, and above all, providing proper guidance to ensure contracting qualified credit. In 2018, we granted BRL 88 million in microcredit, split between individuals and corporations.

PRODUCTS FOR INDIVIDUALS**CONSTRUCARD**

A Credit line for the purchase of construction material in businesses accredited by Caixa, providing opportunities to improve housing conditions by enabling renovation, construction or expansion of the property, the reduction of expenses in the medium or long term by installing photovoltaic and wind power and heating equipment, as well as any other material resources leading to sustainable construction. In 2018, we had more than 80,000 accredited businesses and granted approximately BRL 398 million in credit to expand the civil construction segment.

SAVINGS AND BASIC EXPANSION

Caixa Savings ended 2018 with a balance of BRL 298.4 billion, representing 37.4% of the entire banking market balance. The easy access and simplicity of the product are the main attractions, together with the safety we offer to those saving.

As one of the safest and simplest investments in the market, savings are suitable for any type of investor. Its advantages include income tax exemption and immediate liquidity, meaning that customers can withdraw any time they need to. An important product in promoting banking services among the Brazilian population, it allows for the opening of some 800 thousand new accounts per month.



Further information for opening a savings account in Caixa is available on the website www.caixa.gov.br



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Governance, Ethics and Integrity

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Agile and Assertive

Corporate Governance is part of the Caixa Management Model and enables the definition and organization of the roles and relations among governance agents, with an aim of improving the the company performance and protecting the rights of all our stakeholders. Our Corporate Governance model allows us to promote greater speed, accountability and assertiveness in the decision-making process. It also allowed us to achieve as significant advances in the management process, constant improvements in relations with our stakeholders and ensured discipline in addressing critical issues, in line with the adoption of referenced market practices.

We adopt practices that allow us to integrate the social, economic and environmental aspects, based on sustainability triple bottom line. This practices reinforce, responsible business performance, and prioritize transparency and ethics in the generation of value for society.

We have a Corporate Governance Manual, which guides the decision making processes together with other documents - such as the Code of Ethics, the Company's Bylaws, the Operating Policies (including Internal Controls and Compliance, Corporate Governance and Social and Environmental Responsibility) and the Limits of Authority.

Our Corporate Governance model is in line with the provisions of Decree 6.021/2007, which creates the Inter-ministerial Commission for Corporate Governance and the Federal Government Equity Interest Management (CGPAR).



Diogo Rafael Costa Gomes – employee Caixa



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Governance mechanisms were implemented to comply with Law No. 13.303/2016, Decree No. 8.945/2016 and Resolutions of the Inter-Ministerial Committee for Corporate Governance, the Federal Government Equity Interest Management (CGPAR) and the National Monetary Council (CMN), strengthening our corporate governance. Among the actions implemented, some of the most important were:

- **Adjustments to the Bylaws**, contemplating most of the legal provisions.
- **Establishment of the General Meeting**
- **Election** of independent members for the Board of Directors.
- **Approval of policies regarding Related-Party Transactions**, Information Disclosure and Spokespersons.
- **Constitution of the Eligibility Committee.**
- **Publication of the Annual Letter** of Public Policies and Corporate Governance and the Internal Rules of Bids and Contracts.
- **Independence of the internal controls** and risk management division.
- **Trainings** for elected officers.
- **New transparency rules**, including disclosure of the minutes of Audit Committee meetings.
- **Annual individual and collective performance** assessment of directors and members of the statutory committees.
- **New rules for investiture** and management performance.
- **Establishment of new criteria for the selection** of vice presidents, including the possibility to hire consultancy specialized in executive recruitment and selection.
- **Responsibilities of the Board of Directors** and the Steering Council for the supervision and overseeing of FUNCEF.
- **Approval of the Conglomerate Strategic Plan**, the Information Technology Strategic Plan (PETI) and the Information Technology Master Plan (PDTI).
- **Approval of the new version** of the Corporate Governance Policy of Caixa and its subsidiaries in compliance with Law No. 13.303/2016 and Decree No. 8.945/2016A.
- **Level I Certification by the Secretariat of Coordination** and Governance of State Enterprises (SEST), in the 3rd Assessment Cycle of the Corporate Governance Indicator (IG-SEST), with grade 9.75.
- **Hiring a company to provide services** for receiving, analyzing and classifying complaints from both Caixa's internal and external audiences.

In addition to the legal obligations, the Board of Directors has established several measures aimed at improving and strengthening our Corporate Governance, among which we point out:

- **Adjustment to the Customer Relations** Policy by standardizing performance throughout the organization in line with the best practices of corporate governance, ethics and integrity, ensuring business sustainability by means of continuous improvement of customer and user relationships.
- **Creation of Caixa Transparency Portal** (<http://www.caixa.gov.br/acesso-a-informacao/Paginas/default.aspx>), emphasizing the pursuit to always clearly and objectively disclosing any and all information of public interest concerning Caixa and its role regarding the society and the State, such as tenders, contracts, programs, organizational structure, etc.
- **Adherence to the Business Movement for Integrity and Transparency**, organized by the Ethos Institute, by signing a letter of commitment to promote integrity, transparency and anti-corruption actions in public and private institutions, in order to add a set of commitments, within its scope, to promote transparency and integrity in the business environment in Brazil.
- **The Letter of Commitment from the Directors and Officers** is available for download on our website (www.caixa.gov.br).



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Strategic Vision

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As a public company, aligned with the Brazilian State Company Law (13.303/2016) and subject to the need to review its long-term plans, Caixa's Strategic Plan must be periodically reviewed. The bank's current Strategic Plan includes the corporate guidelines for the 2017-2027 period, which were defined on the basis of interviews, surveys and workshops with vice-presidents and approved by the Board of Directors.

With an aim at extending knowledge and commitment to the strategy, in February 2018 we held the event "Caixa Connection", which disclosed the guidelines of the next 10 years for executives and employees. Other dissemination actions were also carried out, such as workshops, dialogues and meetings with various groups of our staff. Additionally, we developed a strategic content blog with access made available to employees.

Finally, we have an integration program that provides material and seeks to introduce the company, its performance and strategy to the new leaders.

GOVERNANCE STRUCTURE GRI 102-18

All members of our organizational structure must be Brazilians residing in the country, with a flawless reputation and notorious knowledge in the areas within their competence. We have a General Meeting and the statutory management bodies that follow: the Board of Directors and the 35 members of the Board of Executive Officers, described below:

- I. PRESIDENT DA CEF.
- II. 12 VICE PRESIDENTS.
- III. LEGAL DIRECTOR.
- IV. 21 EXECUTIVE OFFICERS.



To access the Caixa strategy (in Portuguese), visit www.caixa.gov.br
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Governance Structure of Caixa

BOARD OF DIRECTORS

6 Members
appointed by the
Ministry of FinanceCaixa
President1 Employee
representative

STEERING COUNCIL

Caixa President

10 vice presidents

THIRD-PARTY ASSET ADMINISTRATION AND MANAGEMENT COUNCIL

President

VP Administration-
and Management
of Third-Party
AssetsVP Internal
Control and Risk
ManagementVP Clients,
Business and Digital
Transformation

GOVERNMENT FUNDS AND LOTTERY COUNCIL

President

VP Government
Funds and Lottery

+2 vice presidents

STEERING COUNCIL DEPUTY COMMITTEE

President (except for Credit
and Business)Vice presidents (Depending on
the Committee)

STATUTORY COMMITTEES

AUDIT COMMITTEE
4 members selected
and appointed by the
Audit CommitteeSELECTION AND
REMUNERATION
COMMITTEE
3 members selected and
appointed by the ACINDEPENDENT RISK
COMMITTEE
3 members selected and
appointed by the ACELIGIBILITY
COMMITTEE
4 members selected
and appointed by
the ACCORRECTION
COMMITTEE
3 members selected
and appointed by
the ACRELATED PARTIES
COMMITTEE
3 members selected
and appointed by
the ACASSETS AND
OPTIMIZATION
COMMITTEE
3 members selected
and appointed by
the ACTECHNOLOGY
AND INNOVATION
COMMITTEE
5 members – Board of
Directors, EO Information
Technology, EO Organization
and Strategy, EO Digital
Transformation, EO Retail
ProductsOTHER
COMMITTEES
Members selected by
CAIXA President –
CAIXA managers

OFFICERS

President

12 vice presidents

21 Executive
Officers (EO)

Legal Director

FISCAL COUNCIL

5 effective members
and relevant
deputies, elected
by Shareholders'
MeetingOne member and
relevant deputy
representing the
National Treasury

For more details of our governance structure, (in portuguese), visit www.caixa.gov.br > Sobre a Caixa > Governança Corporativa



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The Sustainability and Socioenvironmental Responsibility Committee (RSA Committee) is a strategic and autonomous decision-making body that operates on the national level. Aiming to articulate and engage the different areas of Caixa in the process of developing, implanting, assessing and tracking issues related to the Bank's social and environmental responsibility, until 2018,

the committee was chaired by the leader of the Organization and Strategy Management, linked to the president's office.

The chair of the RSA committee is responsible for informing the Steering Council about funds involved in socioenvironmental projects and their impact on the company and on society. It is also responsibility of the chair of the committee to provide the senior management with information about the Sustainability Report.

Board of Directors' Performance Assessment

GRI 102-28

The performance of our Board of Directors (BOD) is assessed based on the guidelines of Law 13.303/2016, which deliberates on the assessment of the managers and members of committees of public companies for renewal purposes. This process consists of a self-assessment and the methodology used comprises three distinct blocks: Committee/Council responsibilities (50%), corporate indicators (30%) and specific member competences (20%).

The Committee/Board duties block is measured by means of its own form, and built on the duties of the Board and under Decree 8.945, the company's Internal Standards Manual and Caixa By-laws. The specific competency block of the members is also analyzed by means of its own form, consisting of the competencies necessary for the

performance of each of the members on the Board of Directors.

The corporate indicator block consists of indicators from Caixa Strategic Plan, IT and Risk indicators (specific to the Information Technology Vice-Presidency and Internal Controls and Risk Management Vice-Presidency) and financial indicators, such as Operating Income, Profit, Efficiency Ratio, among others.

The competencies of the council members have already been mapped and are in the final phase of validation with the deliberation bodies. Subsequently, the assessments will be performed considering the competences related to the responsibilities of these members.



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Caixa participates in a complex and wide-reaching regulatory system, which comprehends, among other institutions, the Brazilian Central Bank (BACEN), the tax authority, Receita Federal, the National Financial System and Brazil's Securities and Exchange Commission (CVM), overseen by the federal court of accounts – TCU (Tribunal de Contas da União) and the General Comptroller's Office (CGU). As a public institution, we are also subject to all regulations, laws and standards in force for financial operations with customers of different profiles, as well as the administration of lotteries and federal programs.

Caixa has a robust Internal Control System (SCI Caixa), guided by a set of policies, norms, conduct and culture standards to ensure consistent management and financial information, and conducts its activities in accordance with the law and applicable external standards.

The Caixa Conglomerate Internal Control Policy is aimed at promoting the effectiveness and strengthening the SCI, in order to provide reasonable guarantee that the Caixa Conglomerate meets its purposes and is aligned with the Committee of Sponsoring Organizations of the Treadway Commission (COSO).

The Internal Controls area is responsible for managing the Internal Controls System (SCI Caixa). Its duties include monitoring the control environment of Caixa and its subsidiaries, shareholdings and complementary sponsored pension plans, the assessment of compliance and prevention of money

laundering and the financing of terrorism. Among the practices adopted to drive ethical conduct and ensure the maintenance of the appropriate internal control environment are:

- **Governance structure** with multiple committees.
- **Independent internal audit** and external audits;
- **Segregation of the control** and risk management activities;
- **Decision-making regime** with clearly defined authority limits;
- **Wide-reaching policies and** rules of conduct for employees, service providers and sensitive activities;
- **Code of Ethics;**
- **Defined processes for attributing** responsibility and applying corrective measures.

Due to news released in the press from 2015, in connection with the operation "A Origem" and from 2017 and on, in connection with the operations "Cui Bono?", "Sepsis" and "Patmos", triggered by the Federal Police and the Federal Public Prosecution Service, Caixa's management has taken internal precautionary actions to identify any breaches of laws and regulations, and any impacts on Caixa's internal controls and financial statements by its employees, administrators and suppliers and actively collaborated with the public authorities responsible for those investigations.

Additionally, in August 2017, Caixa's Board of Directors decided to engage in an independent investigation, conducted by a law firm with recognized expertise in the matter and with the support



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of other external experts and overseen by an Independent Committee to ensure that the work is done developed without any undue interference.

The first phase of the independent investigation generated several recommendations that were adopted or are being adopted by Caixa, notably the statutory amendments approved at the Extraordinary General Meeting - AGE of 19/01/2018, which included a new process for selection and appointment of the Vice-Presidents as well as the inclusion of independent members on the Board of Directors. This independent inves-

tigation has not, to date, indicated the existence of any event capable of having a material impact on the financial statements.

An independent investigation is underway, being conducted by a law firm with recognized expertise in the matter and overseen by the Independent Committee. Caixa will continue to monitor and support the investigative processes of the competent authorities until their completion and systematically evaluate any new information that may require additional action.

Caixa Code of Ethics GRI 102-16

Our Code of Ethics was developed in accordance with the federal Public Administration Code of Ethics, published in Decree nº 1.171/94, and is aligned with CMN Resolution nº 2554/1998 - art. 4º, which identifies the primary values that should guide the Caixa business conduct: Respect, Honesty, Commitment, Transparency and Responsibility.

The Code of Ethics is intended to guide actions and relationships with internal and external par-

ties, and breach of it is subject to review by the Ethics Committee. It is disclosed to all employees and officers of the company through the bank's Regulatory Manual System (SISMN) and, as provided in the internal Term of Acknowledgement of the Code of Ethics, it is electronically signed by employees and officers annually on the Integra Mais Portal. By the end of 2018, 95.39% of a total of 84,929 employees had electronically signed the Term, noting that this percentage varies due to new hires and dismissals.



In addition to the intranet, our Code of Ethics is also available (Portuguese and English) at www.caixa.gov.br Sobre a Caixa > Governança Corporativa > Ética. The decisions made by resolution of the Ethics Commission may be accessed at the same address.



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Code of Conduct

GRI 102-16

Published in 2013, the Caixa Employee and Director Code of Conduct is disclosed to all employees and officers of the Company in the Caixa Regulatory Manual System (SISMN) and comprises a set of rules that favor the prevention of conflicts of interest and guide any conduct and action in the exercise of professional duties, whether inside or outside the company.



For further information on the Code of Conduct access www.caixa.gov.br.
Sobre a Caixa > Governança Corporativa > Integridade

Caixa's Board of Directors is the competent body to discuss, approve and monitor decisions related to the Code of Conduct.

It is worthy of mention that our Code of Conduct underwent a review in 2018, focused on updating and adapting it to external standards, including new provisions and prohibitions, expanding the target audience to include Caixa and FUNCEF Conglomerate public agents, and not only employees and officers, and compliance with the Prevention of Conflicts of Interest Policy in regards to situations that may give rise to a conflict of interest. The new version has already been approved by the company's senior management and published on 03/08/2019.

The Term of Acknowledgement of the Code of Conduct is electronically signed by employees and officers and renewed annually in accordance with the standards provisions. By December 2018 the percentage of employees who signed the aforementioned term was 45.07% of a total of 84,929 employees.

In addition to the Code of Conduct, the Caixa Board of Directors has prepared, among other documents, the internal rules on Conflict of Interest and Authorization for the Exercise of Private Activity, to comply with the provisions of Law 12.813/2013 - Conflict of Interest Law, as well as interministry Ordinance MPOG/MTFCGU No.

333/2013, which rules the consultation on the existence of a conflict of interest and the request for authorization to carry out a private activity by a public servant or employee of the Federal Executive Office, within the scope of the competence attributed to the Federal Comptroller General (CGU).

Also worthy of mention was the preparation of Caixa Conflict of Interest Prevention Policy, the first version of which was published in the Caixa Regulatory Manual System (SISMN) in December 2018. The policy aims to establish principles and guidelines to mitigate the risk of involvement of the statutory members in Caixa, including those appointed to participate in companies of the Caixa Conglomerate and in FUNCEF, officers, employees, suppliers, outsourced workers and partners in situations that constitute conflict of interest with the activities relevant to the Company's corporate purpose, in compliance with current legal provisions, so as not to undermine the mission and scope of Caixa and the conglomerate's corporate vision.



WE ARE CAIXA

Anti-corruption

GRI 102-11, 102-16, 103-2, 103-3/205, 205-2

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The bank's Anti-corruption Policy was published in 2016, and contains a set of principles and guidelines, the objective of which is to prevent and correct deviations in conduct, mitigating the risk of involvement of officers, employees, contract workers and partners in corrupt acts.

Also published in 2016, the Integrity Program was developed based on the requirements of Caixa business, and is available to all employees in an education platform to foster discussions about the subject and boost awareness in order to drive the effectiveness of the measure in day to day routines and ensure high quality results.

In 2018, the new Policy on Prevention of Money Laundering and Financing of Terrorism (PLDFT) was published, which was approved by the Board of Directors in August of that year. The purpose of this new policy is to preserve the company's institutional image by means of mechanisms that prevent its use in money laundering crimes. The changes implemented were aimed not only at refining the Policy, but above all, to align it with the best practices, including two new principles: "Know Your Partner" and "Know Your Supplier", to prevent Caixa from doing business with counterparties who may bring risks to the company.

In addition to including the new principles, new responsibilities were defined for all Caixa employees and officers: to conduct training on the Prevention of Money Laundering and the Financing of Terrorism at in Caixa University internal portal, and comply with the principles of the risk culture – Caixa Agir certo sempre (Always Do the right thing) program.

In 2018, we created a new management responsible for actions to prevent money laundering. The initiative strengthened our efforts to preserve the institution against possible criminal actions related to money laundering and financing of terrorism.

Caixa's Strategic Planning for 2019, in regards to preventing money laundering and the financing of terrorism, aims to strengthen the institution's controls and monitoring, using preventive intelligence and technological solutions, with the aim of improving routines and processes for detecting evidence of crimes of Money Laundering and Financing of Terrorism, making Caixa an efficient company in the communication of possible events, having employees engaged and trained to enable this continuous improvement.



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This planning is structured in six main pillars as follows:



Pillar 1: Centralized Model Implementation of a centralized model to address alerts of evidence of money laundering and financing of terrorism (LDFT), with the analysis of detections carried out by a dedicated and specialized technical staff.

Pillar 2: Evolution of the Technological Solutions for LD/FT Currently, detections of LD/FT are addressed by means of the System for the Prevention of Money Laundering - SIPLD, a robust corporate solution, with a full workflow, but that bears high maintenance cost and low flexibility for development, which makes unfeasible, for example, the use of predictive models for process evolution.

Pillar 3: Preventive Intelligence, Predictive and Specialized Models Implement the concept of Risk-Based Approach, focusing efforts on situations of higher risk, by using predictive models, Score indicator and scenarios based on the behavior of customers, channels, products, locations, among others, allowing for greater assertiveness in the process of detection of evidence of LD/FT.

Pillar 4: Quality Assurance in the Second Line of Defense Establish a continuous process of monitoring quality and assertiveness in the analyzes performed, ensuring accuracy and identifying dispersions in the pattern of performance of employees, units, regions, products and channels.

Pillar 5: Training and Acculturation Prepare content and materials for the training and acculturation of Caixa employees, mixing contents in the distance and in-person modalities, ensuring the involvement of the company's entire technical and functional body in policies and initiatives to fight Money Laundering and Financing of Terrorism.

Pillar 6: Onboarding and Registration Strengthening Process Facilitate the implementation of PLD/FT checking routines prior to the beginning of the relationship with customers and with monitoring throughout the business cycle, establishing flows and procedures, including the forecasting of termination, in cases where the maintenance of the customer relation represents image and reputation risks to Caixa.

LINES OF DEFENSE

In order to simplify and ensure the effectiveness of our risk management system, we adopted the model of "lines of defense". Aligned with the best market practices, the model defines performance roles and responsibility within the company's structure:

1st line

All areas

Identifies, assesses, monitors, reports and mitigates the risks inherent to the processes under their management.

2nd line

Risk, Control and Compliance units

This is responsible for monitoring the controls of the first line of defense, assessing the existence and effectiveness of indicators, elaborating indicators for the main weaknesses of Caixa and assessing the effectiveness of actions.

3rd line

Executed by the Audit area

Responsible for auditing the unit processes exercising the roles of first and second lines of defense, assessing the effectiveness of governance, risk management and internal controls, including how the first and second lines achieve their risk management and control goals.



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In 2018, the implementation of a new Line of Defense methodology began, with acculturation actions in risk management, especially in the First Line of Defense, involving 173 units of the main office. As a result of this work, we report:

2,176

Processes
cataloged

2,530

Risks identified

467

Risks with information on causes,
consequences, existing controls or
to be implemented, among others

350

First line of defense
indicators recorded

288

Risk mitigation action
plans, of which **132 plans**
already exist and 156 are
new

89

Agreements recorded, of
which **50 already exist**
and 39 are new proposals

TRAINING AND AWARENESS

At Caixa University, matters relating to conduct, ethics and anti-corruption are addressed in several workshops and educational courses specifically designed for each theme. In 2018, we point out the training program Agir Certo Sempre, purpose of which was to train Caixa employees on the Risk Management, Compliance and Integrity pillars, positively contributing to disseminate the Risk Culture and Compliance Improvement. These were the actions targeted to all levels of the organization, including senior executives and officers.

The program Agir Certo Sempre was widely disseminated among the employees, which ensured significant numbers of participants in the 2,243,286 hours of education.

The Training Program for Directors and Counselors also emphatically addressed content on the Fight against Corruption. Modules on Legal Parameters to Fight Corruption and Prevent Money Laundering, Conflict of Interest, Nepotism, among others, were offered. The educational actions of the Executive and Director Training Program reached 90% of its target audience.

Total number of employees that
attended workshops

INTEGRITY:

35,658 employees

ANTI-CORRUPTION:

78,341 employees



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Risk Management

GRI 102-11, 103-2, 103-3/205

With a risk and capital management structure compliant with the regulation in force and good corporate governance practices adequate to the nature and complexity of Caixa's financial instruments, products, services and operations, the bank's Risk Management Policy shapes the management of credit, market, operation, interest rate variation, liquidity and other relevant risks, including the socioenvironmental risk. Additionally Caixa establishes exposure and loss limits for each category of risk, thus ensuring solvency, liquidity, profitability and protection of the capital structure.

CAIXA BUSINESS CONTINUITY AND CRISIS MANAGEMENT PROGRAM

The Caixa Business Continuity Program, which includes Crisis Management, is an evolving program that aims to ensure the continuity of Caixa's critical activities in the event of incidents, crises and disasters, prioritizing the protection of people, reducing possible financial, operational and image impacts, and compliance with the current regulations.

INFORMATION SECURITY MANAGEMENT

It has a strategic character and aims to improve the processing and classification of information within the company, the constant assessment of tools that ensure the integrity, confidentiality and security of information, in accordance with established strategies, current legislation and good practices of corporate governance.

CYBER RISK AND INFORMATION TECHNOLOGY MANAGEMENT

We carry out integrated cyber risk, information technology and information security management in accordance with current regulations and market reference methodologies. Through effective management, we reduce the likelihood of these risks materializing and negatively impacting our customers, processes, services and employees.

CAIXA CONSEQUENCE POLICY

The Consequence Policy emerged from the need to increase awareness of the risks related to non-compliance with internal and external laws and standards, safeguarding the company's sustainability and in compliance with the deliberation of senior management and the demands of external agencies.

Published in June 2018, the policy establishes principles and guidelines that drive conduct for the application of consequence measures to employees, officers, contractors, contract professionals and employees/public servants transferred by Caixa.

By decision of the Board of Directors, the rules for the application of the planned measures will initially involve the headquarters units and employees holding the functions of National Manager and National Superintendent, in addition to the positions of Executive Director and Vice President, considering only the educational restrictive measures, aiming to minimize the risk of actions and conducts that generate this application.



Featured Governance and Integrity

Caixa's Corporate Integrity System is part of a broad regulatory system

FORMED BY LARGE INSTITUTIONS



Receta Federal



Sistema Financiero Nacional



Comissão de Valores Mobiliários

SUPERVISION



Tribunal de Contas da União (TCU)



Controladoria Geral da União (CGU)



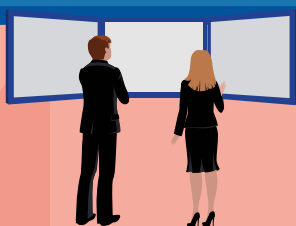
Internal Controls Policy and other standards and standards of conduct



Controls System Internals of Caixa (SCI Caixa)



Controls System Internals of Caixa (SCI Caixa)



monitoring the control environment of Caixa, subsidiaries, interests and pension plans



Prevention Initiatives and fighting corruption



Integrity Program

Improvement of
Prevention Policy
against the Crimes of
Money Laundering and
Financing Terrorism
(PLDFT)



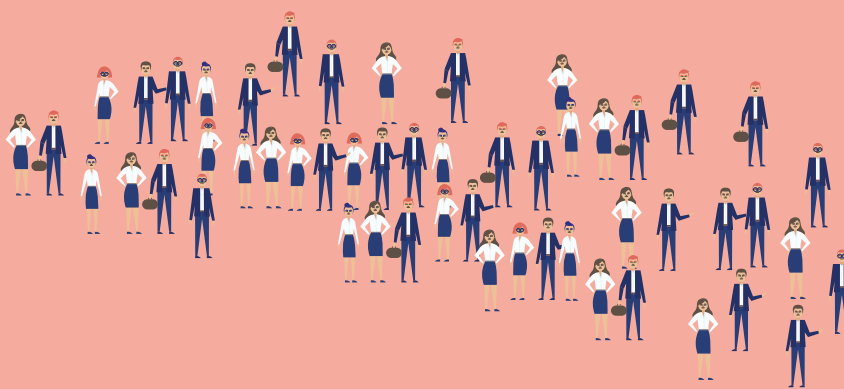
2

New Principles:

- Know your partner
- Know your supplier



News
responsibilities
for employees
and leaders



Caixa Agir Sempre Program

90% of the General Managers
of Cashier trained at workshop
of the new PLDFT

90% of employees from de
service network trained on
EAD at PLDFT

MAIN INITIATIVES 2019



- ✓ Constitution of the General Assembly.
- ✓ Election of Independent Members in Administrative Council.
- ✓ Publication of the Annual Policy Charter And Corporate Governance and the Internal Rules of Bids and Contracts.
- ✓ New transparency rules, among the which are the disclosure of the minutes of the Audit Committee meetings.
- ✓ Annual individual performance appraisal and collective management and members of statutory committees.
- ✓ New rules for investiture and performance of managers.
- ✓ Approval of the new version of the CAIXA's Corporate Governance and its subsidiaries aligned with Law No. 13.303/ 2016 and Decree No. 8.945/2016.
- ✓ Level I Certification by the Secretariat Coordination and Governance State Enterprises (SEST), in the 3rd Cycle of evaluation of the Governance Indicator (IG-SEST), with grade 9.75.
- ✓ Adjustment at Relationship with Client Policy.
- ✓ Creation of Caixa Transparency Portal.
- ✓ Membership of the Business Movement for Integrity and Transparency.
- ✓ Adequacy of the Statute to the provisions current legal.
- ✓ Approval of Transaction Policies with Related Parties, Disclosure of Information and Spokespersons.
- ✓ Constitution of the Eligibility Committee.
- ✓ Independence of Controls Area Internal and Risk Management.
- ✓ Accountability of the Board of Directors and the Board of Directors by supervision and supervision of FUNCEF.
- ✓ Approval of the Strategic Plans of the Conglomerate (PE), Strategic Plan for Information Technology (PETI) and Plan Information Technology Director (PDTI).



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Economic-Financial Results

GRI 103-2, 103-3/201

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From strategy to outcome
Business Performance

Sustainable
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In 2018 we seek to strengthen our governance, strengthen our operations in the low income and infrastructure segments, in addition to reducing expenses and increasing efficiency.

In line with the gradual improvement in the economic scenario, there were signs of recovery in the credit market, especially for free credit.

In 2018, the global economic scenario was followed by uncertainties amid rising interest rates in the United States, trade tensions and uncertainty surrounding the exit of the United Kingdom from the European Union. In this context, global economic growth performed similarly to the previous year and financial assets showed volatility, which made the situation more challenging for emerging countries.

The trade war, mainly between the United States and China, led to the mutual imposition of import tariffs and worsened global trade conditions, also affecting the growth prospects of other countries. However, the robustness of Brazilian external accounts allowed the country to minimize part of the impact of the uncertainties in the international scenario. With good results in the trade balance, the current transactions deficit of Brazil was historically low, while Direct Investment in the Country (IDP) and international reserves remained at very comfortable levels.

The domestic economic activity maintained a gradual recovery pace. The Gross Domestic Product (GDP) ended last year with growth of 1.1%, the same performance as in 2017. This gradual recovery was also shown in the labor market, with the unemployment rate measured by the Brazilian Institute of Geography and Statistics (IBGE) went from an average of 12.7% in 2017 to 12.3% in 2018.

Price indexes followed a favorable course, influenced by weak demand and inflation expectations at levels compatible with the targets set by the National Monetary Council (CNM). The Extended National Consumer Price Index (IPCA) ended last year with a year-to-date high of 3.75%, below target (4.5%). These factors allowed the SELIC rate to fall to 6.5% a year, the lowest level in the historical series. As to taxes, there was recovery of the federal collection. However, due to the primary deficit, the General Government Gross Debt (DBGG) reached 76.7% of the GDP at the end of 2018, compared to 74.07% in the same period of last year.

In line with the gradual improvement in the economic scenario, there were signs of recovery in the credit market, especially for free credit. Conversely the balance of earmarked credit declined throughout 2018, mainly influenced by reduced grants with BNDES funds. The real estate segment, in turn, showed signs of recovery, closing last year with accelerated growth pace.



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SUMMARY OF RESULTS (BRL MILLION, EXCEPT WHERE OTHERWISE INDICATED)

	2017	2018	12-month variation
Net book income	12,488	10,355	-17.1
Total assets	1,260,699	1,264,055	0.3
Extended credit portfolio	706,276	694,519	-1.7
Funding	1,016,155	1,003,849	-1.2
Deposits	506,226	520,738	3.0
Savings deposits	276,693	298,353	7.8
Basel Index (%)	0.177	0.196	1.9 p.p
Operational Efficiency Index (%)	0.486	0.465	-2.1 p.p
Payment of Social Benefits	28,692	29,827	4
Payment of Work Benefits	313,574	274,507	-12.5

FROM STRATEGY TO OUTCOME

In 2018, we started to revise the Caixa integrated strategic plan, which considers focusing mainly on end activities, reducing strategic holdings in non-strategic activities (divestments) and revising the 2019 business plan (capital, financial and budget). The purpose of these actions is to align goals and results expected from our subsidiaries.

Throughout the year, we sought to strengthening our governance, monetizing non-strategic assets to pay Caixa's debts with the National Treasury, improving our performance in the low-income and infrastructure segments, intensifying the grant of microcredit, regionalizing the bank's performance by understanding local needs, in addition to reducing expenses, increasing efficiency and operating in the capital market.

EVOLUTION OF RESULTS (BRL MILLION)

	2015	2016	2017	2018 (Account)	2018 (Recurrent)
Net Income	7.1	4.1	12.5	10.4	12.7
Operating Income	1.1	4.0	14.5	16.9	ND

	2015	2016	2017	2018	Variation (17/18)
Gross income from Financial Intermediation	21.3	24.1	31.2	36.0	15.5%
Revenues from Service Supply and Bank Charges	20.7	22.5	25.0	26.8	7.2%
Personnel Expenses	19.8	21.0	22.4	21.6	-3.6%
Other Administrative Expenses	11.5	12.2	12.0	12.0	0



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Business performance

ASSETS AND LIABILITIES

Caixa's assets totaled BRL 1.3 trillion, growing 0.3% in 12 months, due to the 6.2% increase in the securities and derivatives portfolio. Total assets managed amounted to BRL 2.3 trillion, 4.6% increase compared to December 2017, both FGTS and Investment Funds standing out, with a balance of BRL 524.3 billion, a 7.2% high, and 22.4% increase, respectively, compared to the 4Q17, totaling BRL 412.5 billion. The bank reached net equity of the order of BRL 81.2 billion, representing an improvement of 15.1% in 12 months.

EXTENDED CREDIT PORTFOLIO

The balance of Caixa extended credit portfolio in December 2018 was BRL 694.5 billion, a decrease of 1.7% in 12 months, with the portfolio movement still reflecting the strategy adopted by the company for balancing its capital structure. The successful adjustments made allowed to place the bank well above minimum capital requirements. Also reflecting that strategy is the growth of less risky portfolios such as housing and infrastructure and reduction of commercial portfolio exposure allowing a reduction in the allowances for doubtful accounts.

Commercial Credit: the balance of commercial credits was BRL 137.2 billion, a reduction of 15.2% in 12 months, totaling 7.8% of market share. The corporate portfolio's balance was BRL 55.3 billion in December 2018 and commercial operations with individuals amounted to a balance of BRL 81.9 billion, reductions of 18.8% and 12.6% respectively.

Housing Credit: the balance of the housing portfolio grew by 3.0% in 12 months, totaling BRL 444.7 billion in December 2018. From this total BRL 265.2 billion represent FGTS funds and BRL

179.4 billion Caixa/SBPE fund. Caixa is this market's leader with a 68.8% share, a gain of 0.6 p.p. in 12 months. By December 2018, we had granted loans in the amount of BRL 62.5 billion under the Minha Casa Minha Vida program, the equivalent to 505,494 new housing units. Of these new houses, 21.1% were destined to the Program's BAND 1 line, for beneficiaries whose monthly income is of up to BRL 1.8 thousand.

Infrastructure Credit: infrastructure operations increased by 2.0%, reaching a balance of BRL 84.3 billion in December 2018. Because it is highly relevant and an incentive for Brazil's economic development, in addition to generating long-term relationships with corporate customers, this segment is included in the bank's scope of strategic performance.

Rural Credit: the balance in December 2018 was BRL 7.5 billion, with emphasis on the arrangement available to corporate clients, which grew by 61.4% compared to December 2017. That balance represents a share of 2.9% of this market.

FUNDING

The total funding balance was BRL 1.0 trillion in December 2018. Cash deposits accounted for BRL 30.4 billion, a growth of 7.6% over the quarter. Savings had a balance of BRL 298.4 billion, growing 7.8% in 12 months and 2.4% in the quarter. With this balance, the bank maintains its market leadership with a 37.4% share.

In December 2018, we had 78.0 million savings accounts, growth of 3.2 million compared to the number recorded in December 2017. Housing, credit, mortgages, financial and agricultural bills totaled BRL 63.6 billion, a 45.9% reduction in 12 months, in line with the banks funding strategy.



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As the main operator of the federal government social programs, Caixa contributes towards improving the income distribution of the Brazilian population. In 2018 a total of BRL 96.5 billion³ were paid in social benefits.

STRATEGIC HOLDINGS

The Caixa Conglomerate, a group of companies comprising the financial institution Caixa and its direct and indirect subsidiaries seeks to optimize its performance based on driving gains originated by the integration with their holdings. This is based on business opportunities, complementarity of products and services and increased support to Caixa's macro processes and strategies, with the purpose of expanding business and operating ca-

capacity. The Caixa Conglomerate Policy sets guidelines for the management, realization of its investments and contracting, encompassing the business relationship and governance between Caixa and the companies that are members of this Conglomerate, seeking to establish strategic partnerships that enable access, under competitive conditions, to markets considered strategic and services that enable them to achieve their objectives.

3. Income transfer benefits and benefits to workers were considered.

BREAKDOWN OF SHAREHOLDINGS PORTFOLIO (BRL THOUSAND)

	DEZ/17	DEZ/18	Variation (%)
Caixa Seguros Holding	3,402,526	3,742,521	10
Too Seguros	368,764	319,773	-13.3
Banco PAN	759,948	937,258	23.3
TECBAN	112,049	112,934	0.8
Elo Serviços	44,692	100,782	125.5
Quod*	28,724	61,508	114.1
Cia. Bras. de Securitização – CIBRASEC	7,025	6,894	-1.9
FGO – Fundo Garantia de Operações	467,384	495,848	6.1
FGHAB – Fundo Garantidos de Habitação Popular	265,210	265,210	-
Other investments	84,229	37,064	-56
Total	5,540,551	6,079,792	9.7

7.8 %increase in the balance
of savings in 2018**40.4%**recurrent increase in
net income**51.9%**increase in mobile
banking transactions

*Income transfer benefits and benefits to workers were considered.



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Our people

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- Inclusion and Equal Opportunities
- Performance Management
- Professional Enhancement
- Health and Safety
- Organizational Climate
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Sérgio Guimarães Pinto
– employee Caixa



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We are present in the routine of thousands of Brazilians for over 150 years

Our team counts with over 145 thousand scattered people throughout the territory national.

Caixa is practically all over the national territory, with more than 145 thousand people - including employees, service providers, apprentices and interns - present in the routine of thousands of Brazilians for over 150 years, always valuing operational excellence, innovation and ethics and integrity.

Since Caixa is a public financial institution, to become a Caixa employee, the professional must take a public exam as provided for in the Federal Constitution and the bank's bylaws. As such, Caixa does not specifically prioritize hiring from the local community. The actual permanent position, to which the exam is taken, can be administrative – for the position of New Banking Techni-

cian (TBN) – or professional, for the positions of engineer, occupational physician, lawyer and architect. The company's senior management comprises directors who may be formally contracted or not, appointed in accordance with the hiring requirements defined in Caixa bylaws.

Due to the Employee Severance Program (PDE), our headcount decreased 3.08% compared to 2017. In this scenario, women represented 51.33% and men 48.67%, of the total of employees that joined the PDE.

EMPLOYEES AND OTHER CONTRACT WORKERS GRI 102-8

	2017			2018		
	Woman	Man	Total	Woman	Man	Total
Outsourced***	1	19	20	4	19	23
Apprentices*	2,213	1,524	3,737	2,737	1,962	4,699
Interns*	4,483	2,686	7,169	4,259	2,451	6,710
Service Suppliers**	24,902	21,740	46,642	26,624	22,419	49,043
Active employees	39,245	48,409	87,654	38,021	46,931	84,952

* Source: CEPES. Position 12/31/2018.

** Service Suppliers – Considers the total number of service suppliers included in the ongoing service agreements with dedicated labor.

*** Independent – Temporary workers and officers not formally contracted.



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Service providers (49,043 people in 2018) perform secondary activities. They are linked to specialized contractors and perform exclusively the services described in the contract. The activities performed by these contract workers are continuous services with a dedicated workforce - that is,

tasks that are a permanently necessary, repetitive and require the presence of employees of the outsourced company in our facilities or in a third party's facilities selected by the Bank.

EMPLOYEES PER REGION

Region	2017			2018		
	Woman	Man	Subtotal	Woman	Man	Subtotal
Midwest	6,533	8,164	14,697	6,724	8,364	15,088
Northeast	5,728	9,086	14,814	5,492	8,754	14,246
North	1,543	2,228	3,771	1,461	2,137	3,598
Southeast	18,741	20,530	39,271	18,031	19,724	37,755
South	6,700	8,401	15,101	6,313	7,952	14,265
Total	39,245	48,409	87,654	38,021	46,931	84,952

Source: SISRH Base - Position 12/31/2018

NEW HIRES AND EMPLOYEES' TURNOVER GRI 401-1

In 2018, we hired 541 new permanent employees, with people in the age group from 30 and 50 years standing out, representing 70.98% of the total number of employees admitted (refer to the table in the exhibit). The Southeast and Midwest regions also stood out, accounting for 42.69% (227) and 36.41% (195), respectively, of the total of new admissions during the year.

Despite the continuation of the severance program, the turnover in 2018 (2.31%) was lower when compared to the previous year (4.66%) due to the reduction in the number of employees who

joined the program. Dividing the number of terminations in 2018 (3,378) by the number of active employees in December 2018 shows a termination rate of 3.98% (refer to the table in the exhibit).

In 2018, another round of the Racial Self-Declaration Campaign was held, encouraging employees to update their registration and sensitizing them about the importance of registered information that reflects their self-identification. The campaign worked with reflective material, so that employees understood the meaning of race/color, and thus reliably update their records.



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Inclusion and Equal Opportunities

GRI 405-1

With a focus on gender, in 2018 we conducted the 16-Day Activism Campaign, which focused on addressing violence against women and engaged employees in promoting voluntary actions to welcome and empower women in situations of violence addressed by the coping network across the country. The Campaign encouraged employees to take voluntary action with the target audience. In all, 49 registered actions mobilized 1,376 employees with more than 10,000 women benefited across the country.

As a member of Febraban Diversity Subcommittee, we participate quarterly in the workshop "Diversity Appreciation in the Banking Sector", in order to introduce market practices that contribute to inclusion and equal opportunities in the banking sector.

PROFILES PER AGE GROUP AND RACE

GRI 405-1

Most employees (69.81%) are in the 30 to 50 years age group. Among officers this age group is more than 50 years of age (67.5%). This change in the structure of the company's age group is mainly linked to the implementation of retirement support programs and voluntary termination that took place in recent years and which affect older employees. Even accounting for less than 6% of staff in 2018, most employees under 30 years of age (some 60%) have an awarded function.

The distribution of employees' functions reveals a gender balance from operational career to middle management, where women account for more than 44% of employees across all functional categories. From the category of unit leadership to officers, women's representativeness decreases. In the category of non-managerial functions, in the 30 to 50 years age group, women are the majority (51%).

In reference to the groups responsible for corporate governance, in 2018, Caixa's Board of Directors comprised five men and three women, showing 37.5% women representation in the company's main governing body.



Vivianne Guimaraes de Souza –
employee Caixa



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EMPLOYEES BY GENDER, FUNCTIONAL CATEGORY AND AGE RANGE

Functional Category	Below 30 years			From 30 to 50			Above 50 years			Total		
	Woman	Man	Total	Woman	Man	Total	Woman	Man	Total	Woman	Man	Total
Officers	0	0	0	0	12	12	0	25	25	0	37	37
Unit Leader	6	31	37	868	2,102	2,970	235	814	1,049	1,109	2,947	4,056
Other Managers	331	608	939	6,953	8,122	15,075	801	1,340	2,141	8,085	10,070	18,155
Non-managerial	864	1,118	1,982	13,049	12,438	25,487	3,140	4,515	7,655	17,053	18,071	35,124
Professional	14	23	37	599	1,070	1,669	139	490	629	752	1,583	2,335
Operational	774	1,098	1,872	7,072	7,030	14,102	3,176	6,106	9,282	11,022	14,234	25,256
	1,989	2,878	4,867	28,541	30,774	59,315	7,491	13,290	20,781	38,021	46,942	84,963*
Total	5.73%			69.81%			24.46%			—		

*Considers 11 leaders without bond. Does not consider fixed-term employees.

EMPLOYEES BY RACE, GENDER AND AGE RANGE

Race/Color	Below 30 years			From 30 to 50			Above 50 years			Total		
	Woman	Man	Total	Woman	Man	Total	Woman	Man	Total	Woman	Man	Total
Yellow	45	52	97	1,014	813	1,827	354	375	729	1,413	1,240	2,653
White	1,282	1,790	3,072	20,823	21,241	42,064	6,032	10,239	16,271	28,137	33,270	61,407
Indigenous	1	5	6	51	89	140	15	28	43	67	122	189
Brown	574	882	1,456	5,725	7,414	13,139	969	2,339	3,308	7,268	10,635	17,903
Black	87	149	236	926	1,216	2,142	111	290	401	1,124	1,655	2,779
Not informed	0	0	0	2	1	3	10	8	18	12	9	21
	1,989	2,878	4,867	28,541	30,774	59,315	7,491	13,279	20,770	38,021	46,931	84,952
Total	5.73%			69.82%			24.45%			—		



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Performance Management

GRI 103-2, 103-3/404, 404-3

Applied to all Caixa employees, regardless of post or function, People Performance Management (PPM) considers in its scope the establishment of performance agreements at the beginning of each cycle, taking into account the results expected from the employee's performance, as well as the quality of this performance.

Once agreements are set forth, the implementation is monitored by each immediate manager, who guides the development of the employees under their management and the achievement of the agreed objectives. At the end of this agreement implementation period, there is a three-stage performance appraisal:

Assessment of Results: measurement of the reach of the performance expected, according to the agreement;

Assessment of Competences: measurement of the employee's behavior regarding core competencies by assessing delivery behaviors in the multi-source methodologies;

Performance Consolidation: the current employee's manager analyzes the performance determined by the system based on the inputs generated by the results and style assessments and, if in agreement with the findings, consolidates his/her performance in the 9Box Matrix, which considers the two Axes of performance (Results and Style). In the event of disagreement with the performance determined, the manager of the appraised suggests a change in the performance rating, which requires the establishment of an Appraisal Board, which consists of a forum of leaders hierarchically superior to the appraised employee, who through analysis and consensus, consolidate the employee's performance.

The performance appraisal always takes place in the year following the beginning of the PPM cycle, therefore, in the first half of 2019, the 2018 Cycle was finalized. Considering the total number of Caixa employees on 12/31/18, to date 94% are participating in the 2018-PPM Cycle, representing some 80,000 employees with performance being evaluated.

Of the participating employees, 55.59% are men and 44.04% are women. Analyzing the functional category, 4.98% are head managers of the unit, 22.08% occupy the other management functions (middle management), 42.74% occupy technical functions and 30.18% do not have a rewarded function.

GDP has consequences for employees, which consist of corporate actions applied according to the performance shown by the employee in the current cycle, such as: the possibility of rise in the Awarded Functions Plan, educational solutions to improve the employee's professional performance, social recognition to the employee with high performance.



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The 2019 Promotion Based on the Merit model, base year 2018, allowed Caixa employees to obtain a salary reference (delta) in the actual post, based on a system in which criteria are defined in collective bargaining with the unions representing the employees. This is granted on an annual basis, from January of each year, referring to the previous base year, after the determination of results obtained from the sum of the accumulated scores in the criteria agreed at the bargaining table.

80,905**TOTAL EMPLOYEES
ELIGIBLE****77,736 (96%)****TOTAL EMPLOYEES
PROMOTED**

BASE YEAR 2018

CAIXA VISA

The Caixa Visa is a part of a strategy of Talent Management whose objective is to identify employees based on their skills, contribution of which can make a difference to our strategy in key issues. In 2018, the Caixa Innovation and Customer Satisfaction Visa was held, identifying professionals for challenges involving the following topics: User Experience, Data Science, People Analytics, Blockchain and Omnichannel.

With 105 employees from all over the country enrolled, the stages of Visa 2018 were: Expression of Interest; Pre selection; Skills and Attitudes Assessment and Potential and Interactive Practice. Eleven employees were selected as follows: three in User Experience, two in Data Science, two in People Analytics, three in Blockchain and one in Omnichannel.

Universidade Caixa (Caixa Universit)

GRI 103-2, 103-3/404, 404-1

The Caixa University is driven by professional enhancement in line with the company's Strategic Objectives. In 2018, with a strategy focused on digital transformation, efficiency and risk management, the employees were offered the training programs Agir Certo Sempre ("Always Do the Right Thing"), "Leader Training" and "Digital Culture" that worked on these themes.

The program Agir Certo Sempre has trained employees on the core principles of Risk Management, Compliance and Integrity. In addition to the impacts at the level of Learning and Growth, the Program's results also reflected on other fronts of the current Strategic Plan, such as Internal Processes, due to its focus on the risk culture and the continuous search for improvement in Compliance processes.

The Leader Empowerment Program has worked to develop leadership skills for current and future challenges, considering the new market context. In a structured way, the training solutions offered in this Program include all employees who perform management roles in the Company, and introduces educational actions intended to educate and qualify successors, preparing the future leaders of the Organization. Thus, the actions of this Program have been customized to serve five distinct groups: Officers and Directors, Senior Executives, Leadership and Succession, First Management and Leader in the Future.

Another highlight in this Program was the training of senior executives and directors. The Silicon Valley Mission was a groundbreaking action that provided a group of 16 top executives a five-day



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immersion in Silicon Valley - California, USA, with visits to startups, participation in lectures and workshops, providing attendees with a method focused on innovation.

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The Digital Transformation Program, on the other hand, was an initiative to develop digital capabilities among Caixa employees, preparing them to transform our operation and the way we interact with our customers, for the development of our competitive ability in a market with a strong trend towards digitization.

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In 2018 **Caixa University** expanded its ways of providing employee development and training solutions: it innovated by using Virtual Reality and hiring online course platforms that allowed a significant increase to the portfolio of courses offered to employees.

Employees in leadership positions received special attention throughout 2018. Of the 22,237 employees in management posts, 99.87% participated in development and training actions. Among the Officers, this number was even more significant: all Caixa Officers were served by an educational solution specially tailored for this audience.

TRAINING BY FUNCTIONAL CATEGORY GRI 404-1

Functional Category	Hours		Active Trained Employees in 12/31/2018		Active Employees in 12/31/2018		Average Hours per Total Active Employee	
	Woman	Man	Woman	Man	Woman	Man	Woman	Man
Officer ¹	0	2,009.75	0	26	0	26	0	77.3
Unit Leader	103,466.37	266,064.05	1,105	2,946	1,109	2,947	93.63	90.31
Management - other function	698,806.26	860,120.35	8,075	10,066	8,085	10,070	86.54	85.45
Non managerial	1,262,186.93	1,295,421.65	17,026	18,060	17,053	18,071	74.13	71.73
Professional ²	41,827.70	92,349.00	728	1,556	752	1,583	57.46	59.35
Operational ³	766,782.20	929,422.15	10,511	13,512	11,022	14,234	72.95	68.78
SubTotal	2,873,069.46	3,445,386.95	37,445	46,166	38,021	46,931	76.73	74.63
Total	6,318,456.41		83,611		84,952		75.57	

¹ Permanent employees in officer posts

² Professional career employees who do not perform gratified functions

³ Employees in administrative and general service posts who do not perform gratified functions

Source: Training Management system - Position Dec/2018 (GEDEC)



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Professional Enhancement

GRI 103-2, 103-3/404; 404-2

SCHOOLING

Caixa University fosters the culture of innovation, knowledge generation and continued education to contribute to the achievement of our business strategies, and encourages our employees to continue their studies with several courses that allow us to reconcile the company's strategy with the employees' interests. We currently offer incentives for undergraduate, postgraduate (lato and stricto sensu) and language courses.



Currently, 83.32% of employees have schooling levels equal to or higher than Undergraduate studies (Higher Education) and a total of 35.10% of employees have different levels of specialization (Postgraduate in various modalities), figures that reflect the impact of the investment made to encourage upgrading the formal education level of our employees (see table in the Exhibit).

HIGHER EDUCATION INCENTIVE (GRADUATION)

Its objective is to stimulate the continuity of studies, raising levels of formal education at Caixa. In 2018 we offer 300 new vacancies, of which 238 were filled, which added to ongoing incentives related to previous years, it generated a total of 913 scholarships active study programs, with a total investment of BRL 1,898,852.54.



POST-GRADUATE INCENTIVE

It encourages the completion of lato and stricto sensu postgraduate courses, the latter in the format of professional masters. In 2018, we offered 500 new vacancies and 352 were filled, selection of which allowed the participation of employees from all areas of Caixa, provided they already had a college degree in the curriculum. Considering the incentives granted in 2018 and the incentives in progress, 1,056 employees were benefitted, resulting in an investment of BRL 2,578,876.28.

LANGUAGE STUDYING INCENTIVE

It seeks to expand the ability of our employees in researches, for the use of relevant content published in other languages that match their activities, as well as for operating in international markets, facilitating customer service, conducting business and establishing relationships in these markets.

In 2018, 800 new vacancies were offered and 462 filled. Currently, 1,486 employees receive amounts related to the incentive of languages, in a total investment of BRL 1,322,119.35.



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Benefits

GRI 103-2, 103-3/401, 401-2

In order to promote quality of life and strengthen the bond of 85,000 employees, we offer attractive and comprehensive benefits compared to the market. Today, we have 69 benefits grouped into "labor law" and "strategic", with strategic benefits consisting of "extended legal", those "established in CCT/ACT" and "Caixa exclusive initiative" benefits. It is noteworthy that our benefits cover all employees, regardless of their working hours.

Among the benefits, we highlight the Caixa Health Plan, today one of the largest self-managed healthcare plans in the country, serving more than 298,000 beneficiaries including employees, spouses, children, retirees and pensioners. In 2018, Caixa Health management expanded access to care channels and demanded the hiring of medical audits in a new format, focusing on the adoption of best practices in financial and assistance regulation, thus ensuring access to health services within the deadlines established by the National Supplementary Healthcare Agency (ANS).

In 2018, we implemented a communication plan that resulted in the campaign "Caixa Health, you are part of this change!" Its creation was driven by the perception that there is a need for the conscious use of the benefit to ensure its sustainability. The campaign addressed the main issues

brought by the beneficiaries to the Caixa Healthcare Center: service channels, critical points involving prior authorization, request for reimbursement and analysis of medical/dental bills.

Caixa also sponsors three complementary pension plans that are managed by the Federal Economists Foundation (FUNCEF). Adherence to the plans is voluntary and Caixa's contributions match the participants' contributions, observing the limits provided for the regulations, which in the REB plan is up to 7%, and in Novo Plano 12%, calculated on the participation payroll. Employee adhesion to FUNCEF reached 96.49% at the end of 2018.

Bianca Fragoso Orioli
– employee Caixa



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HIGHLIGHTS OF STRATEGIC BENEFITS BOX

• **PATERNITY LEAVE:** in addition to the 5-day Paternity Leave provided in § 1 of art. 10 of the Transitional Constitutional Provisions Act, we grant a 15-day extension, based on Law No. 11.770/2008, as amended by Law 13.257/2016, totaling 20 days, provided that the employee makes a request in writing within two (2) days after the child's birth, and produces evidence of participation in a responsible parenting counseling program or activity;

• **SUPPLEMENTARY SICK PAY:** consists of the payment of the difference between the employee's basic compensation and the amount of the benefit paid by the Brazilian Social Security Institute -INSS;

• **CAIXA LEAVE:** consists of the full payment of the employee's basic compensation by Caixa during sick leave, in cases where the employee is not entitled to paid-sick leave provided by the INSS. Caixa, by means of expertise assessment, attests to the need for employees to remain on

leave from the workplace for health treatment;

• **ABSENCE DUE TO PRIVATE INTEREST - APIP:** The employee is granted the right to be absent from work up to 5 days a year to address private matters, and may accumulate those days if not used. It is also allowed to convert the APIP-day balance available in cash;

• **CAIXA-INSS AGREEMENT:** consists of the qualification in INSS directly by Caixa of the Employee's Health Treatment Leave which shall be no longer than 15 days;

• **INSS BENEFIT ADVANCE:** consists of a sick allowance advance to the employee who is on sick leave awaiting the granting of sick pay or accident insurance by INSS;

• **FAMILY MEMBER SICK LEAVE – LPF:** allows paid leave to the employee of up to 90 days due to sickness of family members.

MATERNITY AND PATERNITY LEAVES

GRI 103-2, 103-3/401, 401-3

In 2018, there were two forms of paternity leave: for children born until 12/26/2016, the period of leave was 10 working days, consecutive or not, including the day of registration of the child birth at the Register Office, and had to be taken within 180 days from the date of birth. From the 2016-2018 collective agreement, the period of paternity leave for children born after 12/27/2016 is 20 consecutive days, provided that the employee requests it within two days after the child's birth, and provides proof of participation in a responsible parenting program or activity.

In 2018, of the 1,932 employees who enjoyed paternity leave, 1,841 (95.29%) enjoyed paternity leave under the new arrangement. At Caixa, enjoying maternity and paternity leave is not linked to terminations - as the involuntary contract rescission at Caixa is only enforceable for administrative proceedings (just cause), non-approval of the evidentiary stage, court decision or death. Other motivations involve voluntary act of the employee.



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MATERNITY AND PATERNITY LICENSE BY TYPE

Type of License	Employees* who enjoyed the leave in 2018		Employees who enjoyed the leave and returned to work in 2018		Employees who returned from leave in 2017 and continued working for 12 months after the end of the license		Retention rate	
	Woman	Man	Woman	Man	Woman	Man	Woman	Man
Maternity	1,701	0	2,079	0	1,948	0	99.44%	100.00%
Paternity	1	1,931	1	1,981	0	240	100.00%	97.17%
Adoption	24	8	20	11	11	3	84.62%	100.00%

* Only permanently hired employees.

Source: SISRH - Position: 12/31/2018

Health and Safety GRI 103-2, 103-3/403, 403-2, 403-4



BE WELL PROGRAM (FIQUE BEM)

We have several programs aimed at promoting, preventing and recovering the employee's health in the workplace, driven by promoting the quality of life and encouraging employees to seek a more active, healthy and balanced life.

Be Well in Health: promotes employee health through health awareness activities, dissemination of relevant information materials with practical actions for a fuller and more balanced life, improving fitness and reducing illness.

Be Well in Prevention: encourages prevention actions in health for early disease monitoring and detection to increase the chances of treatment success. Prevention actions and programs go beyond legal requirements and provide other benefits by strategic decision.

Be Well Renewed: provides recovery programs for employees who have experienced major health problems with an aim to help employees recover their health, work and psychosocial capacity. It also provides financial guidance to employees in debt.

In 2018 the Be Well Program achieved more visibility through communication and actions offered throughout the country. An innovation implemented was the participation of employees in choosing the subject for SIPAT - Internal Work Accident Prevention Week. Based on the choice of the central theme "Health and Modern Life", SIPAT 2018 recorded the participation of 37,361 employees and contract workers, a record number of participants.

Worthy of mention is the Pink October Campaign - Women's Health, in which actions were taken to raise awareness of breast cancer prevention, such as donating hair and scarves, awareness-raising videos and the closing of the campaign, as well as regional actions throughout the country. More than 11,000 employees were mobilized. The Woman Program was widely publicized, a benefit granted to encourage the early screening of cervical and breast cancer among Caixa employees, as a measure of awareness to prevent these diseases.



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MATERIALITY**BE WELL SPACE IN BRASILIA**

Aiming to take care of the people behind Caixa and promote actions for the health and welfare of employees, the Be Well Space project was developed, and already has two spaces in Brasília, with the future opening of two more at Edifício Passeio Corporate and Theobaldo Nigres, in Rio de Janeiro and São Paulo, respectively.

**HEALTH CAMPAIGN:
THE TREASURE IS ME**

In 2018, on the physical activity and emotional health fronts, challenges were launched for all employees, with content that addressed self-knowledge and self-analysis. The Campaign provided the integration of teams through gamification of content and themes important for a balanced and healthy life.

ABSENTEEISM AND LOST DAYS

In 2018, there was a 7.89% decrease in the absenteeism LAT indicator compared to 2017. Injury rate fell by 7.86%, lost days rate 3.72% and occupational illness 3.32%.

There was also a 6.66% reduction in the number of days lost due to occupational disease. In the analysis of the LTS absenteeism indicator, we found that there was a decrease of 1.23% compared to 2017.

INJURY FEES, LOST DAYS, OCCUPATIONAL DISEASES, AND ABSENTEEISM BY REGION AND GENDER

2018	Injury Rate (TL)		Lost Days Rate (TDP)		Occupational Disease Rate (TDO)		Absenteeism Rate (TA)	
	Man	Woman	Man	Woman	Man	Woman	Man	Woman
Midwest								
Southeast	0.218	0.327	0.213	0.316	0.212	0.316	0.218	0.325
South	0.157	0.246	0.128	0.201	0.128	0.201	0.157	0.245
Northeast	0.16	0.227	0.129	0.221	0.129	0.221	0.16	0.227
North	0.374	0.49	0.357	0.484	0.356	0.484	0.373	0.487
Norte	0.36	0.621	0.31	0.591	0.309	0.591	0.359	0.617
Total Gender	0.218	0.307	0.194	0.28	0.194	0.28	0.218	0.306
Total Caixa	0.258		0.233		0.233		0.257	

For more details, see the tables in the appendix.



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Caixa negotiates with two Confederations that represent union entities: Confederação Nacional dos Trabalhadores do Ramo Financeiro (National Confederation of Workers of the Financial Sector) - CONTRAF/CUT and Confederação Nacional dos Trabalhadores em Empresas de Crédito (National Confederation of Workers of Credit Companies) - CONTEC. The collective bargaining

process at Caixa takes place at two different instances: on the category base date involving a specific negotiation and during the rest of the year via ongoing negotiation. The advantages of ongoing negotiation is the possibility of consolidating the negotiation process by means of constant dialogue with representative entities, seeking to address specific demands that may arise throughout the year.

Organizational Climate Management

The Caixa Organizational Climate Management Model was implemented in 2005 and is aimed at fostering a work environment that provides well-being, the identification of employees with the company and improved team productivity. One of the main Organizational Climate Management tools is the performance of surveys involving all employees, every two years.

The last climate survey cycle was held in 2017, and involved the participation of forty thousand employees who answered questions on the local and corporate environment, in different fronts as follows: material support; fairness and transparency; autonomy, innovation and performance; relations with peers; compensation and benefits; identification; meaning; diversity and ties.

In the first quarter of 2018 the units were invited to build Groups of Organizational Climate Improvement aimed at devising actions based on the results shown in the Survey. These actions were registered in a dedicated system, totaling more than 2,700 initiatives, and the most relevant ones were catalogued and disclosed to the company's areas.

The Logistics and Operations, People and Technology areas – managers of processes assessed in the Survey – agreed to draw up a corporate action plan for all areas of Caixa disclosed in the last quarter of 2018.

CAIXA VOLUNTEERS

We have a volunteer platform to encourage our staff to engage and promote volunteer actions in the communities where they live. Launched in 2016, the platform has more than 12,000 registered employees and, by the end of 2018, that already totaled around 1,200 different voluntary actions in all regions of Brazil, impacting some 2,694,497 people, with donations of BRL 376 thousand and 205,143 Kg of food.

In 2018, we promoted My Volunteer Day, when employees were able to devote a day's work to volunteering.



Volunteers Caixa website:
<https://voluntarioscaixa.v2v.net/pt-BR>



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CHAPTER 5

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Our Clients

GRI 103-2, 103-3/418

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- Relationship Practices
- Digital Transformation
- Financial Education
- Access and capillarity
- Technology for safety
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Sustainable
Development Goals

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Reputation and Transparency GRI 103-2, 103-3/418

We understand that building a solid reputation with clients is a competitive advantage and we always seek to adhere to practices that ensure transparency, reliability, speed and convenience for the people who use our services. Approved in 2017, our Client Relationship Policy is in compliance with the Brazilian Central Bank Resolution 4539/2016. The document shapes the guidelines of Caixa for implementing good practices and actions to improve organizational performance, with principles that are focused on clear and straight-forward communication, service tailored to the client profile and the region where the client lives, ethics and mobilization of the workforce.

The steering Committee meets on a monthly basis to address matters related to the relationship with clients. For such, it includes the participation of the Service Committee, several vice presidents and the president of Caixa.

The Code of Ethics and internal rules and other policies introduce respect, commitment and transparency values as core principles to the relationship with clients. This material is disclosed to all Caixa employees and partners.

In the event of any irregularity on the part of employees that may jeopardize a client, Caixa provides channels for reporting the employee's conduct via the **Intranet (ATENDER.Caixa)**, na internet (<http://fale-conosco.caixa.gov.br/>), **the Call Center - SAC (0800 726 0101)**, **the Caixa Ombudsman** for complaints not resolved via other channels (0800 726 01 01), **and the Reporting Channel** (www.caixa.gov.br/denuncia)



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Relationship Practices

Our main client relationship channels are: Client Service Center (SAC) and the on-site customer service points – especially branches and lottery units. Since 2017, the SAC has had a centralized handling of the complaints aimed at the branches, which had hitherto been responsible for the entire process of analyzing, responding to and contacting clients. This measure contributed to relieving the workload of the branches, boosting efficiency and standardization and improving the quality of the handling of complaints by the SAC.

The branches remain responsible for providing inputs for the National Centralized Service (CEATE), if necessary, and adopting corrective and preventive measures based on the diagnosis of the main reasons for the complaints.

SERVICE IN THE BRANCHES

In April 2018, the methodology Net Promoter Score (NPS) was implemented to measure customer satisfaction with the service at branches and service stations, with improved results throughout the year - from an NPS of 51.29 in April 2018 to 66.16 in October 2018, 65.55 in November and 65.98 in December.

MAIN RESULTS:

- **Reduced risk** of evasion of more than 200 thousand customers, strengthening the relations.
- **Reduced number** of complaints related to service.
- **Training** of more than 57,000 employees in the Caixa Way of Providing Services Course, which addresses topics such as preferential service, cordiality, respect for diversity, treatment of customer demands, qualifying employees for excellence in service.
- **Reduction** to the number of transgressions coming from the BACEN Ranking of the Most Claimed Institutions, resulting in the improvement of Caixa's position in that Ranking.

CAIXA WAY OF SERVING CAMPAIGN (O JEITO CAIXA DE ATENDER)

With the main objective of constantly striving for excellence in services and demonstrating care for customers, in 2018 we invited our employees to participate in the construction of the Caixa Manifesto and the definition of the behaviors crucial for this service.

The joint construction of this Manifesto and the behaviors of Caixa Way of Serving allowed the company to recognize the quality of the services already provided, but it especially allowed the entire staff to become stimulated to permanently render services based on assumptions such as credibility, receptivity, courtesy and attention, as well as behaviors such as listening, respecting and delighting.

Since its launch in 2018, the Caixa Way of Serving has been widely disseminated through the availability of the Caixa Way of Serving course and booklet at Caixa University, the promotion of Dialogue Rounds with teams from all areas of the company, the creation of the Caixa Way of Serving Hotsite, through which employees share service stories that have marked or thrilled them, as well as video streaming, articles in the Caixa Journal, e-mail marketing, among other actions that ensure the wide-reaching awareness building among those who perform customer contact services at Caixa.



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Complaints, suggestions, praise, cancellation requests, information about Caixa products and services.

The service takes place 24 hours per day, 7 days a week. The call can be made by landline and mobile.

CAIXA OMBUDSMAN 0800 725 7474

Reports and unresolved complaints.

Available on business days, from 9 a.m. to 6 p.m.

HEARING IMPAIRED 0800 726 2492

To answer questions about products and services, technology support, information, complaints, suggestions and praise.

Available 24 hours a day, 7 days a week.

AN EYE ON QUALITY (EXCLUSIVE FOR MINHA CASA MINHA VIDA) 0800 721 6268

Questions, complaints, suggestions and praise regarding the Minha Casa Minha Vida program.

Available from Monday to Friday, from 8 a.m. to 9 p.m., and Saturdays from 10 a.m. to 4 p.m.

The call can be made from a landline or mobile phone.

SERVICE TO CLIENTS ABROAD 55 (61) 3533-2000 (collect call – service in Portuguese)

CAIXA CIDADÃO 0800 726 0207

For services related to PIS, Social Benefits, FGTS, Social Card and Lottery Results.

Available from Monday to Friday, from 8 a.m. to 9 p.m., and Saturdays from 10 a.m. to 4 p.m., accepting calls from landlines and mobile phones.

The electronic query service is available 24 hours a day, 7 days a week.

COMMERCIAL SERVICE

Account services: balance, statement via fax, request and unblocking of checkbook, blocking of debit cards, among other.

3004-1105 – Capital Cities and Metropolitan areas and 0800 726 0505 – other areas.

The call can be made from a landline and mobile phone.

DEBT RENEGOTIATION

0800 726 8068 – Option 8, for guidance on how to settle debts

TECHNOLOGICAL SUPPORT

Capital Cities and Metropolitan areas: 3004 1104

Other areas: 0800 726 0104

DIGITAL BRANCH

Capital Cities and Metropolitan areas: 3004-8104

Other areas: 0800 208 8104



Information available on Caixa website. <http://www.caixa.gov.br/atendimento/Paginas/default.aspx>

TELESERVICES IN FIGURES

Copy of payment slips: The service initially meets commercial and renegotiation contracts. 50,906 bank slips were sent in 2018, representing a total of BRL 10,974,588.30 in contracts, with a payment effectiveness of 76.15%.



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SOCIAL NETWORKS

The use of social networks has enabled the implementation of new communication approaches that, together with monitoring tools and content and media strategies, have an impact on increased engagement with our stakeholders and increased campaign visibility. There were more than 172,000 spontaneous interactions (without media), 3.8 million interactions, 55,000 comments and 78,000 shares in campaign posts.

CONSUMIDOR.GOV PORTAL (CONSUMER GOVERNMENT PORTAL)

This service is intended to show customers our willingness to serve and satisfy their demand, in a satisfactory and timely manner, providing convenience, reducing the bureaucracy of face-to-face complaints with the Consumer Protection Institutes (PROCON) and allowing the assessment of services rendered. By way of the Consumidor.gov.br Portal, 1,570 monthly visits were made in 2018, with a 76.17% index in the item "solution".

SAC CENTRALIZED TREATMENT

In September 2018 the project reached 100% of the centralized treatment of the branch network's SAC. From January to December 2018, over 219,000 events were handled by five Centralizers with approximately 130 employees. For 64% of this volume it was not necessary to bring an action to the branches to request subsidies. With this work, we find that the initiative takes the workload of all branches, standardizes the service, improves customer experience and reduces the migration of complaints to external channels.

OMBUDSMAN OFFICE

The Caixa Ombudsman channel is the last resort for client and user complaints related to products and services that were not resolved by the primary service channels. Its role as a communication channel between the institution and customers is independent and unbiased, complying with the provisions of Resolution n°. 4.433/15/CMN.

The channel results and indicators are compiled by means of the Semi-Annual Report on the Ombudsman Activities (Article 6, V of Resolution No. 4.433/2015/CMN). The report is submitted to Caixa's Audit Committee, Internal Audit and Board of Directors. In 2018, the Ombudsman's Office recorded 115,334 events, 99,956 of which were complaints.

TOTAL OF COMPLAINTS

Origin	2017	2018	Variation
Bacen	48,503	43,618	-10.07%
Procon	24,155	34,698	43.65%
Internal Channels	26,299	21,640	-17.72%
Grand Total	98,957	99,956	1.01%

COMPLAINTS AND REPORTS

Nature	2017	2018	Variação
Report (external)	13,026	15,378	18.06%
Complaint	98,957	99,956	1.01%
Total	111,983	115,334	2.99%

Source: ATENDER.Caixa Database

In 2018, we achieved the 5th place in the BACEN Institutions Ranking by Complaint Index in the 4Q18, an excellent result considering that the company started 2018 in 1st place in the Ranking, with an index of 27.62 complaints per million customers. In the 4Q18, the index was 18.92, 31.5% lower than in the 1Q18. For further information, visit www3.bcb.gov.br/ranking

4. In the BACEN Ranking by Complaint the farther from 1st place, the better the placement.



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Digital Transformation

The Central Bank has been following up and interacting with the market giving signals that it will follow the steps of European regulators to stimulate increased competitiveness and reduced verticalization in the Brazilian banking sector by regulating the Open Banking movement.

In Brazil, BACEN will follow this global movement and has already created a group to study and regulate the new Open Banking structures being implemented in the country, which has raised great concern from banks and FEBRABAN regarding issues such as: security and investments seeking to identify who will pay the bill for all the infrastructure needed to develop, host and maintain these APIs, "free" access by fintechs and startups to customer's data and services that will drive market movements.

Another issue that has taken on significant proportions in many businesses around the world, but still needs a regulatory view, is cryptocurrency. A movement that seemed to be tied to large financial institutions is now starting to have new players deploying new models to generate business.

DIGITAL TRANSFORMATION PROGRAM

The challenges of digital transformation include cultural adjustment and talent management in an increasingly dynamic and complex market, which is why the People Management Board has also taken a leading role in the program, which is organized into three major axes: Digital Business Cycles, Digital Bases and Change Management.

Digital Business Cycles: some organization issues have been chosen to undergo a complete digital transformation, that is, a review of how to approach the problem from the customer's point of view, understanding their course and fully analyzing processes and value proposition, as well as adjustments to the digital architecture to bring about technological upgrade. These initiatives forced us to rethink our models and standards, changing the way we were used to thinking and developing digital solutions. The disruptive character of these initiatives aims to deepen the internal diagnosis of everything we need to evolve to gain speed and effectiveness.

Digital Bases: we seek in the market the best in terms of Digital Transformation practices and have established a medium-term planning for full review of our production lines. The main point was to realize that the process goes far beyond technology and is based on changing the mindset of the entire organization. It involves to clearly define digital strategic priorities that are no longer just a portion of the IT portfolio, but a matter of competitive differentiation for Caixa.

Change Management: All of these moves require great care for employees. We have the most engaged staff in the entire financial system and it is on this note that we structure a set of actions that focus on preparing our professionals for the Caixa of the future. Awareness raising and digital awareness promotion activities were conducted in the Headquarters and Branch Network involving six Headquarters and eight Regional Business Offices, resulting in the development of 62 digital accelerators. Additionally, we held seven Design Thinking workshops with the participation of 100 branch managers, awareness of the Digital theme for more than 400 employees of the Customers, Business and Digital Transformation Vice-President Office, 69 regional managers and some 700 general managers in the Regional Superintendence offices.

DIGITAL BRANCH PROJECT

The Digital Branch Project consists of the creation of a new service channel to enable customers (initially individuals and corporations) to maintain a relationship with Caixa by means of a new technological platform (IVR, Mobile Application, web, among others), which provides customized remote service to negotiate and authorize the contracting of Caixa products.

The new technology solution implements process automation and reduces the operational cost of customer service, while strengthening Caixa's image as an agile and modern bank.

As of December 2018 there were 100 digital branches serving clients.



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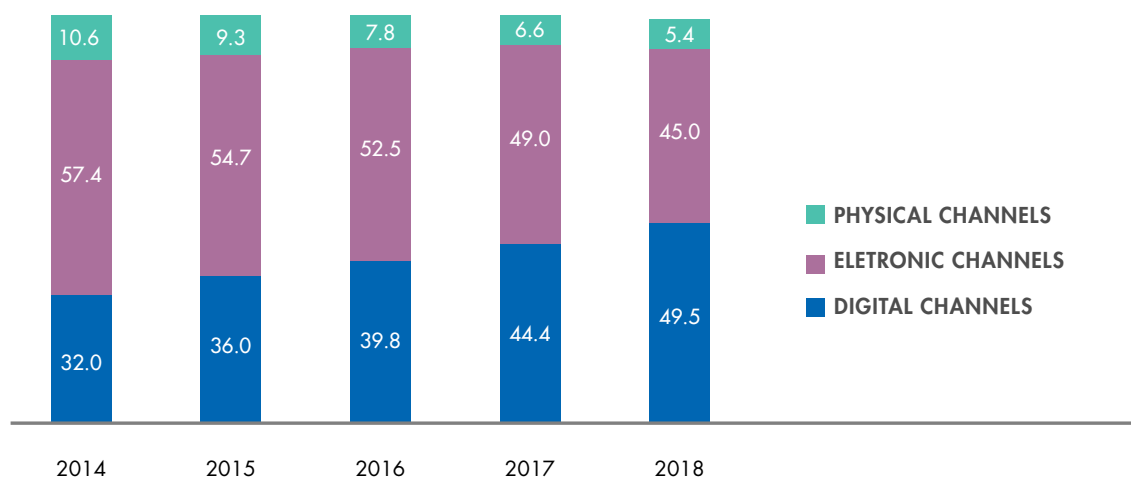
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As one of the leading multiple retail banks in Brazil and with renowned performance in providing public services such as the administration of FGTS, PIS, Lotteries and performance on Popular Housing programs, among others, we have a latent and growing demand for providing public services in mobile devices and digital channels.

We serve all Brazilians: whether in financial services, administration of the severance guarantee fund, housing financing, or even the hope of a better

life in Caixa Lotteries. There are more than 92.7 million bank customers, 19.4 million of which are active users of Caixa Application and Internet Banking, with the digital reaching the position of Caixa's biggest transaction channel.

Caixa's audience is so big that our digital strategy involves converging these services in a simpler manner for our customers and exploring this true Market Place.

Digital Media Numbers**TRANSACTIONS BY CHANNEL TYPE (%)**

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In 2018, Caixa's application was the most sought after in the financial segment in application stores, positively standing out among the biggest global technology companies and Internet giants, according to an independent survey. Surveys have also shown that among traditional banks the only app that increased its share on Brazil's main smartphones screen was Caixa, in addition to leading the financial category in run time.

Improvements and new customer services in the digital channels drove the growth of number of users of the Caixa application, recording one of the greatest growth rates of the digital customer base in the market. With effective security architecture to prevent events even with significant growth in the use of digital media, electronic fraud has been reduced. With this growth, we have placed ourselves at the forefront, being one of the banks with the largest number of active digital clients in Brazil.

2018 HIGHLIGHTS OF DIGITAL TRANSFORMATION PROJECTS

Caixa Digital Strategy: elaboration of the proposal for the Digital Strategy of Caixa and conglomerate for the 2018-2022 period. This action establishes the strategic digital positioning of the company in face of the significant technological advances of recent years to ensure the company's sustainability and survival in the market.

WhatsCaixa: Caixa services on the WhatsApp Business API platform by means of a partnering with Whatsapp/Facebook to launch digital services on this platform. Trial with 36,000 Caixa employees, as customers, with account and card alert notification services, totaling more than 2.8 million messages sent in approximately 3 months. It has great strategic potential for cost reduction, new business and services and Caixa's innovative positioning with the market and customers.

Voice services for Caixa virtual assistant: a partnership with Google to provide three services on the Google Assistant platform, such as consulting lottery results, dollar and euro currency exchange rates, and consulting general PIS information. As the first Financial Institution to put services on this technology, we have been invited to be part of a select group of companies that will receive free support from Google and help to develop the Voice Assistant. The project also provides social inclusion, with the opportunity of natural use by illiterate people and people with

special needs, such as the visually impaired and people with mobility problems. It also has the potential to reduce telephone information services costs and include new business and services.

Mobile banking improvement and optimization: defining a new architecture for the Caixa Mobile app, since the mobile banking loading/startup was too delayed, which generated many user complaints. After applying the architecture there was improvement and the response time of the application became 6 times faster, reducing data traffic and energy.

Data Science/Analytics Excellence Center – by means of partnerships with business areas, exploratory actions and experiments were carried out to prove the efficiency and effectiveness of initiatives to further develop this competence at Caixa. An experiment carried out with data scientists to build a predictive analytics engine for ATM cash monitoring that generated an increase in the assertiveness of the supply forecast from 5% to over 65%, directly impacting the cost savings of this activity and consequently the CO2 reduction from vehicles for cash transportation.



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Caixa Lotteries: In 2018, the strategy of performing in social networks for Lotteries was redesigned in order to have greater presence in the digital environment, identify the profile of users and their behaviors, position the brand with content and actions best suited to each profile.

To reposition the brand and products with the younger audience, the @loteriasCaixaoficial Instagram profile was opened on Instagram, on June 7, 2018, bringing a language that more modern and focused on the pillars of consideration and conversion. With the launch of the official online sales channel - www.loteriasonline.Caixa.gov.br - it was possible to provide new business solutions, and re-marketing, retargeting and e-commerce strategy.

Also in 2018, **1,427 new Lottery Financial Terminals (TFLs) were installed in addition to the existing ones and 8,351 pieces of equipment were replaced by more recent models**, in order to optimize the service and results of the Lottery Network. In addition to increasing the service capacity, this action enabled better equipment response time and reduced maintenance.

Also in 2018, we held the first live broadcast of the Mega da Virada special contest draw via our official Facebook profile. More than 80,000 people were impacted and 7,000 users joined the live broadcast.

Diogo Leonardo de Oliveira
Cesar - employee Caixa

INTERNET BANKING

1,347,800,094

2018 Internet Banking Transactions

1,771,746,293

2018 Mobile banking Transactions

30,539,856

Number of CPFs that accessed the Mobile Banking app in 2018

9,270,296

Number of CPFs that accessed the Internet Banking in 2018

21,329,804

Number of accounts that carried out transactions in the Internet Banking and/or Mobile Banking



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17 Applications in APP Store and Google Play

In 2018, Caixa APP had 108,090,643 downloads. Caixa has 22,272,643 active installs (devices with any Caixa applications installed that have been online at least once in the last 30 days) according to the criteria of the app stores (Google Play and App Store).

108,090,643
Downloads in 2018

CAIXA CARDS APP

In November 2018, Google Play and Apple Store released version 3.0 of the Caixa Cards App. The new version brought as main novelty access to card services for corporate clients legal representatives.

Legal Representative customers may have access to the same Application services available to Individual holders for managing contract and associated cards. Non-representative joint holders and additional Individuals can view their specific card information, such as limit available, limit used and purchases made, and have temporary blocking and clearance of card service for international use. By the end of December 2018, Caixa achieved 1,374,000 in-app active card accounts.

NEW TECHNOLOGIES

Caixa already makes Samsung Pay and Google Pay technologies available to MasterCard and Visa branded debit-card holders for mobile payment, and is extending the use of these technologies to Elo branded debit-card holders as well as for its credit card portfolio.



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Financial Education

GRI 103-2, 103-3/417, 417-1, FS15, FS16

Due to the nature of our activities, we are responsible for introducing thousands of citizens to banking services and we have become key agents for their entry into segments such as personal credit and financing for productive activities. Therefore, we see financial education as our responsibility, especially regarding the responsible use of credit.

In the branches, with communication actions and information leaflets, and in the virtual environment, we adopt simple and didactic language in order to clarify all the conditions and rules of our products and services. We strongly disapprove the practice of combined sale or refusal to service, continuously promoting training to employees and determining responsibilities in case of any deviations.

We have the Customer Relationship Policy, which sets principles and guidelines that rule the relationship with the customer and users from their first service at Caixa for the definition of service and business strategies, their development and pre-contract, contract and post-contract of products and

services, promoting the convergence of interests and the consolidation of Caixa's institutional image of credibility, security and competence.

We believe in educating citizens as a way of meeting their social role and mitigating the risk of conflicts and complaints, with concern for the soundness of the National Financial System and conscious credit. For this reason, we have made available on our website a page dedicated to the financial education of our clients and the Brazilian population at large.



For further information, access www.caixa.gov.br/educacao-financeira/Paginas/default.aspx

LOTTERY ENTREPRENEUR

The Lottery Entrepreneur is a program that was launched in 2017 with the purpose of expanding the results of the Lottery Network by means of improving financial and cost management.

In 2018, 12,208 lotteries were visited throughout the country, which is equivalent to 94% of the Lottery Network. The average revenue of the Lottery Network grew by 9% in 2018 compared to the previous year. The actions taken to implement the Lottery Entrepreneur were:

Booklet distribution

- **Video conferences** of the concepts and actions that permeate the management of the Lottery Network
- **Lectures** in partnership with SEBRAE
- **Roadmaps** for Caixa managers
- **Lottery tracking** panel and step by step usage
- **Lottery Entrepreneur** Blog



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Available in the Teleservices channel (0800 726-8068), in 2018 some 1.5 million clients were assisted to renegotiate their debts in arrears: commercial, housing, credit cards and vehicles. In this channel, customers can find information about the collection company responsible for their contract, telephone and hours of service and get information on alternatives for solving late payments, without having to go to a branch just to find out and renegotiate their debt.

Debts can also be renegotiated on social networks on Caixa's official Facebook and Instagram pages. In 2018, bank slips of commercial credit renegotiation were sent for a total of BRL 2.9 million in debts, corresponding to 2,325 agreements, with 56% payment effectiveness, in addition to BRL 1.6 million in 552 credit card debt agreements recorded.

QUITAFÁCIL Campaign (Easy Settlement)

The campaign continued in 2018, with an exclusive offer for cash settlement of the debts involved. As a result of the 2018 actions, BRL 4.3 billion of total debt were reversed and BRL 838 million in cash were received. We have several channels to execute the default strategy.

Reception Channels

Branch: clients can pick the branch of their choice to address and negotiate their debts.

Negotiate debts: access on the website <https://www.negociardividuas.Caixa.gov.br>, for corporate market service, with contracts past due for over 60 days.

Outsourced Collection companies.
Social Networks (Facebook and Twitter).
Default truck.
Telephone exchanges.

Active channels

Branch: Client can pick the branch of their choice to get service and negotiate their debts.

Regional Superintendence Offices and Platforms. Default Branch Affiliate Management. Outsourced Collection companies

In December 2017, our delinquency rate was 2.25% with a default portfolio of BRL 15.9 billion. In December 2018, with the implementation of strategic actions over the year, that rate reached 2.18% with a portfolio of BRL 15.1 billion.



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Access and capillarity

GRI FS13, FS14

Due to the nature of its business and its role as a financial partner of the Federal Government in social programs, Caixa maintains a presence in the most diverse regions of the country and faces the daily challenge of providing quality services while guaranteeing the minimum standards of accessibility.

An important aspect of accessibility is the capillarity of service points in low population density or economically disadvantaged areas. Caixa uses the Brazilian Institute of Geography and Statistics (IBGE) definition of low population density municipalities - those with a density of less than 16 inhabitants/km². Economically disadvantaged municipalities are considered to be those areas with a 2010 Municipal Human Development Index (MHDII) lower than 0.6 (Low and Very Low categories).

SERVICE CHANNELS IN DISADVANTAGED OR LOW-DENSITY REGIONS

Service Channels - 2018	North	Northeast	Midwest	Southeast	South
Branch	87	128	104	40	25
Service points (PA)	13	8	9	3	2
Self-service facilities	97	136	112	42	27
ATM	34	15	28	5	10
Lottery Units	444	1,276	441	436	289
Caixa Aqui Correspondent	251	605	216	164	81
BANCO 24h (Red Network - TECBAN)	170	10	45	8	5
Terminals shared with Banco do Brasil	52	43	21	11	21
Total	1,148	2,221	976	709	460

*Position December 2018

ITINERANT BRANCHES

Caixa also works with eight branch trucks that operate in different poles. These units carry out itinerant, priority and preferential services in situations of public calamity or natural disasters, Federal Government social programs services to the unassisted population in the case of payroll formalization, in events, or in support of a Branch or PA closed due to structural problems or disaster. In

addition to the trucks, we have three floating branches: Chico Mendes Floating Branch inaugurated in 2010; Marajó Island Floating Branch inaugurated in 2014; and São Francisco, Floating Branch inaugurated in 2015, which provide services to riverside populations, allowing access to banking services and citizenship to the population living in areas of difficult access.



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We have Braille statements for Individual customer accounts, as well as contracts and booklets to assist visually impaired customers. We emphasize that alternative measures to the use of Braille content to meet the needs of those who, despite the disability, lack the knowledge and ability to effectively read using the Braille system.

In 2018 a survey of the current scenario was carried out to comply with accessibility standards and the Febraban TAC signed in 2008, reaching a percentage of 67% performed in a total of 3,387 Caixa service units. The survey was made in order

to update the adequacy and maintenance strategies in full compliance with Decree 5,296 / 2004.

REVIEW OF THE ENVIRONMENTAL MODELS OF LOTTERY UNITS

In 2018 the revision of the Environmental and Visual Model of Lottery Units was completed, comprising the Concept Manual, Signaling Manual, executive furniture and signaling projects, as well as Ergonomic and Accessibility Opinions. The review job was carried out to comply with current laws and technical standards, especially regarding accessibility and ergonomics.

THE CAIXA AQUÍ MANAGER CORRESPONDENT

The Caixa AQUÍ Manager Correspondent model operates with the signing of a productivity and performance agreement of specific products with Caixa and its assumption is to increase the business result and optimize the management of the Partner Network. Its operating and business strategy follows Caixa guidelines, but has its own structure for the implementation of a new management model, streamlining and product modernization, productivity and performance mapping, as well as providing administrative, operational and training support for the network of Delegated Correspondents.

In August 2018 we started the pilot of this model with the participation of Caixa Crescer and Caixa Imóveis. The pilot was devised with the purpose of assessing the performance, the effectiveness and the reach of the results expected by the Correspondent Caixa AQUÍ Manager. In addition to the increase in turnover, the implementation of the model is expected to result in improved customer experience, improved quality of service and expansion of the network of correspondents.



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Technology driving security

GRI FS13, FS14

In regards to strengthening the Security process, we inform that in 2018 the risk prevention action was consolidated with the launch and repositioning of products, services and channels. By means of the Risk Treatment Plan, an important step in this process, business managers in consultation with the Security, Risk and IT areas, identify and propose actions to mitigate their risks.

By means of the Thematic Committee on Physical Security in Environments, of People and Property, several actions were defined to contain new attacks on the pawn units, as well as issues related to the explosions in self-service terminals, with new request for hiring shutter support system.

As a result of the implementation of fog generator in self-service terminals and the reinforcement of the ATM banknote dispenser (shutter), there was a reduction of more than 40% in the attacks, comparing 2017 and 2018.

Another relevant action in the fight against criminal attacks, especially against explosions in the Units, was the normative change that provides for a nationwide standardization of the delay time of the safes to at least 30 minutes in all Caixa branches/PAs.

During the PIS Quota Payment action, held in 2017 and 2018, Caixa's Security area acted in partnership with Public Security Bodies, providing a safe environment for beneficiaries. In 2018, 17 actions were carried out as a way to drive greater efficiency. Here are some highlights:

- **Monitoring of PIS Quotas:** of all quotas paid we monitored more than 16.5 million transactions, exceeding BRL 15 billion, with only 6,551 accounts found with signs of fraud, in the amount of BRL 6.7 million, which corresponds to 0.045% of all payments made.

- **Monitoring of Lottery Scam:** opening of a direct channel between Lottery Units and our security area by means of the 0800 partners, in order to minimize the risks involved in scams against the partners.

BIOMETRICS

In February 2017, the Board of Directors defined a working model based on prioritizing IT projects and demands. The Biometrics Project was created and was given the status of priority project in the structuring category. The project duration period was set from May 2017 to December 2018, with delivery schedules established for this period. In November 2018, the end of the project was reset to June 2019 to meet all expected deliveries.

By the end of 2018 all self-service facilities had at least 1 ATM with a biometric reader and all Lottery Units had at least one Lottery Financial Terminal with biometric reader. Our biometric basis has been qualified and we currently have seven million customers able to effectively use biometrics functionalities.

Until September 2018, it was possible to receive Family Allowance, Unemployment Insurance, INSS Benefits and also perform the Proof of ATM Terminal Life with Biometric Readers Caixa, which generated an average of 8,000 biometric endorsements per month. In October, 2018, the biometric was deployed on 001, 013 and 023 on the ATM Channel which raised the average to 51,000 signatures biometric month. In 2018 were made 250,640 biometric authentications.



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Fraud prevention

Preventing Lottery Fraud

In 2018, we introduced a new lottery 0800 functionality to reduce the risk of lottery scam or fraud. In the event of a scam or fraud, the lottery may call 0800-724-5555, option 2 followed by 6, and inform the attendant that unit was the victim of any of these situations. Immediately the call will be transferred to Caixa's security area, which will take the appropriate measures to avoid the successful completion of the attack.

We emphasize that Caixa does not call or send messages requesting credit or debit transactions at the lottery's financial terminal. All communication is done by letter. Our participation in the exercise stresses the company's commitment to consolidate the partnership relations with the network of lottery units. As a result of these and other measures adopted (already mentioned) in 2017, in regards to electronic and digital fraud, we have had the lowest fraud figures of the last 5 years.

Monitoring of Credit Card Fraud

In 2018, several actions were taken to mitigate credit card fraud, with emphasis on:

- **SMS acculturation campaign:** continuous action taken with customers to guide them in regards to Caixa security practices.

- **Account Burglary Monitoring:** monitoring the use of Caixa employees' credentials to identify internal fraud.

- **Self-Fraud Monitoring (CPF Repeat):** Tracking of the number of customer-initiated dispute processes within 365 days for self-fraud identification.

- **Password maintenance on credit card renewal:** restraints in sending the password by mail in case of automatic renewals, in order to enable the mitigation of losses associated with fraud connected to misdirected mail.

- **IBC credit card password query:** restraints in sending the password by mail, in cases where the customer forgets the password, avoiding losses associated with mail fraud.

- **Positive Token Identification for ATC:** Expansion for the services that follow: Additional Card and Credit Card Reissue. When contacting Caixa Cards Call Center for these services, the customer receives, via SMS, a six-digit code that must be informed to the attendant, as a support to the identification routine. It aims to reduce account intrusion fraud and provide a safer business process.

- **Recovery of amounts derived** from fraud by blocking fraudsters' assets.



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• **Standardization of the Rule Creation Policy:** a regulation that deals with the treatment of credit card and multiple card fraud events in the credit function.

• **Monitoring of payment of court-order debts**

Across our extensive service network, we process payments of court-order debts, which consist of payment requests issued by the judiciary to collect from municipalities, states or the Federal Government, as well as autarchies and foundations, the payment of amounts due after a final conviction in court.

With the purpose of adding more security to the payment process of these debts and minimizing the losses resulting from fraud in the survey of federal court-order debts involving amounts equal to or greater than BRL 100,000.00 (one hundred thousand reais), the anti-fraud monitoring process pilot for the payment of court-order debts began in October 2018.

NUMBER ANALYZED

	Number analyzed	Amount avoided	Fraud avoided
Oct/18	58	BRL 16,919,094.00	BRL 2,943,667.00
Nov/18	72	BRL 45,588,146.00	BRL 7,875,874.00
Dec/18	65	BRL 21,989,637.36	BRL 8,786,653.05
Total	195	BRL 84,496,877.36	BRL 19,606,194.05





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CHAPTER 6

PERFORMANCE
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Support to Public Policies

Sustainable
Development Goals



Connection
with PRSA



In This Chapter

**Citizenship and Income
Distribution**

**Benefits to
Worker**

**Sustainable Cities
and housing**

**Promotion of Culture
and to sport**



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Citizenship and Income Distribution

GRI 103-2, 103-3/203, 203-1, 203-2, FS7

In 2018 alone, Caixa paid 164 million in social benefits associated with the 19 cash transfer programs, totaling approximately BRL 30 billion to improve the quality of life of the vulnerable population. Of this total, 97% was allocated to the Bolsa Família Program.

The management of social programs is carried out by Caixa, who is responsible for maintaining the Cadastro Único (Single Register) database. The information includes the profile of the beneficiaries and can be accessed by the Federal Government, the states and municipalities to develop public policies and ensure integration with other social programs. Between 2017 and 2018, the family register base increased by 11.38%, with data on 49 million families and 165 million people.

Maintaining our commitment to sustainable development, we are one of the main institutions who maintain partnerships with the Federal Government, putting public policies into practice in our business strategies and operating programs responsible for generating income, improving the quality of life and providing support to workers and citizens across the nation.

TRAINING MUNICIPAL MANAGERS AND TECHNICAL SERVANTS

In 2018, Caixa trained municipal civil servants in the Single Register and in the Citizen Benefits System, totaling 6,466 users split into 323 classes. The purpose of the initiative is the qualification of municipal managers and technical staff to improve the quality of the services to families in the Single Register and beneficiaries of the Bolsa Família program.

SERVICE TO THE BENEFICIARY

By means of the Social Benefit Teleservice Center we answered nearly 21.5 million calls in 2018, of which 17.09% by operators and 82.91% via IVR (audible response unit).

BOLSA FAMÍLIA PROGRAM (FAMILY ALLOWANCE)

Created to combat poverty and inequality, the program remains as a highlight among distribution actions of income that are operated through the Caixa.

5. Bolsa Alfa (DF), Bolsa Atleta, Bolsa Escola do Ipojuca, Bolsa Família, Bolsa Família Mun. Consorciada - Manaus (AM), , Bolsa Verde, Cartão Família Carioca, Chapéu de Palha, De Volta Para Casa, DF Sem Miséria, Família Paranaense, Fomento, Garantia Safra, Incluir Capixaba (ES), PETI, Primeiro Passo, Renda Cidadã (GO), Santa Renda (SC), Vida Nova - Nova Lima (MG)



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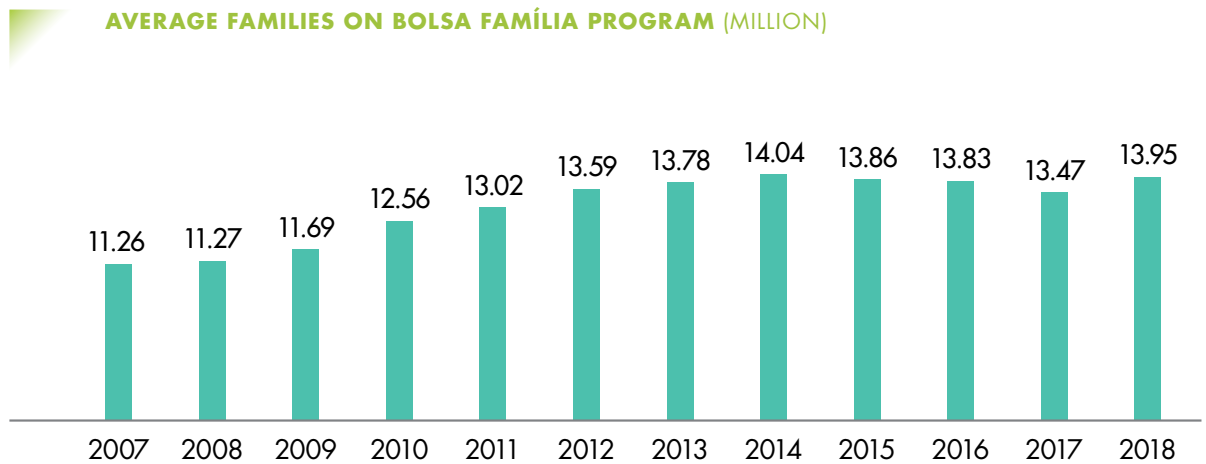
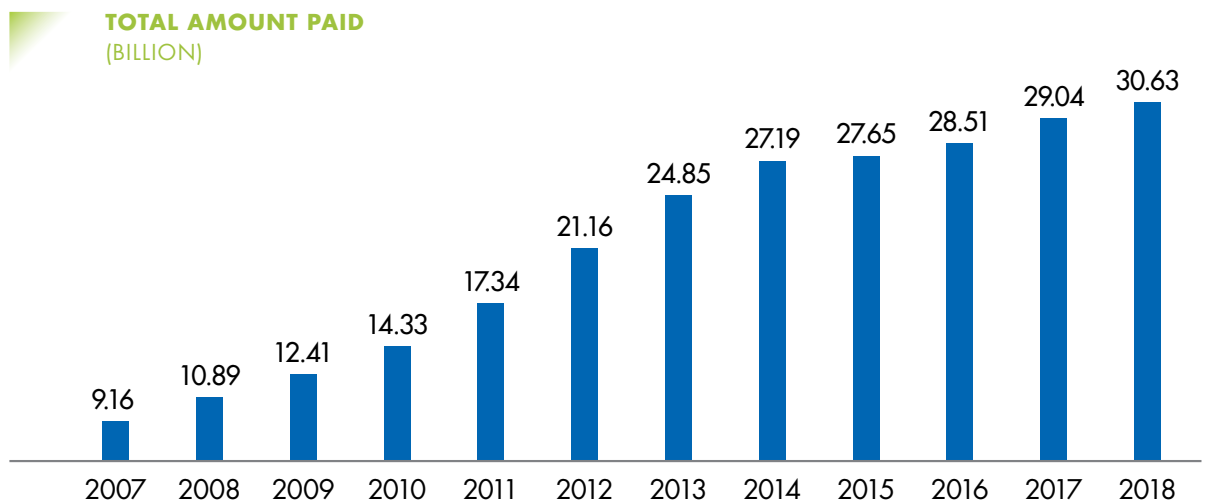
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AVERAGE FAMILIES ON BOLSA FAMÍLIA PROGRAM (MILLION)

TOTAL AMOUNT PAID
(BILLION)PROGRAM
HIGHLIGHTS

BRL 13.9 million
families benefitted in
5,570 municipalities

BRL 44.1 million
people served

BRL 30.6 billion
paid to benefitted families⁷

6. For 2017 we rectified the number of families benefitted by the Bolsa Família Program to some 13.4 million families.

7. For 2017 we rectified that the BRL 29 billion were paid to the families benefitted by the Program, representing an increase of 1.89% compared to 2016.



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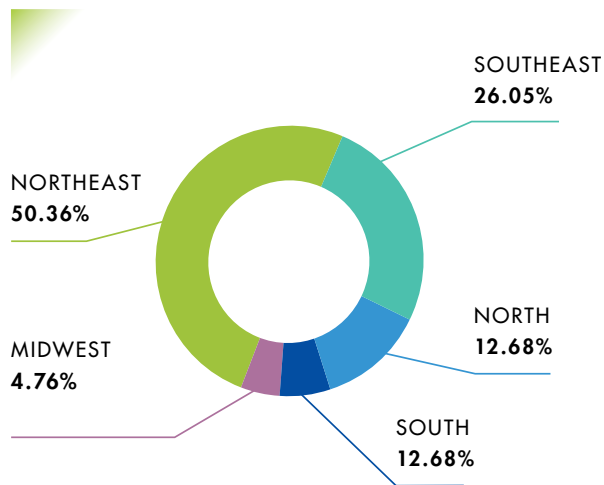
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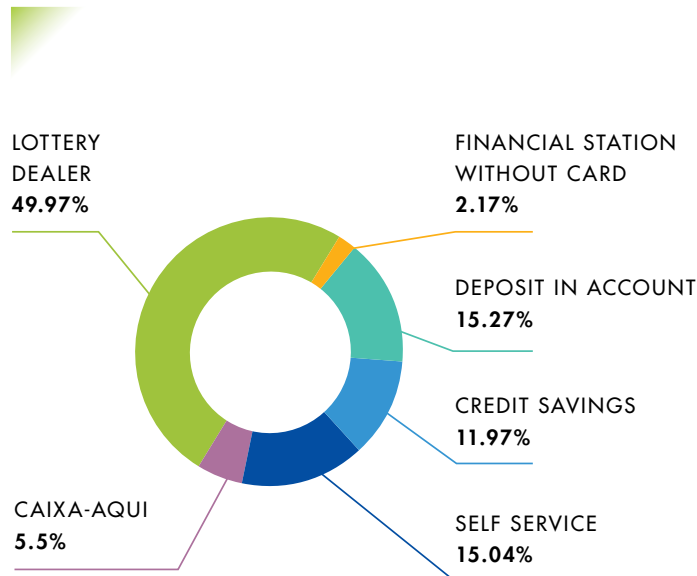
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BREAKDOWN OF FAMILIES PER REGION



BREAKDOWN OF PAYMENTS BY CHANNEL

PROGRAM
HIGHLIGHTS

5.45%
increase in the
amounts paid
compared to 2017

50%
of the benefitted
families
concentrated in the
Northeast region

49.97%
of payments made
in the Lottery
Channel

9.4 million
downloads of the
program app since
its launch



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**SUPPORT TO
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The Caixa lotteries completed 56 years of existence in 2018 with total revenues of BRL 13.84 billion, in line with the previous year. The best selling product once again was the Mega Sena - accounting for 38% of the revenue followed by Lotofácil (29%) and

Quina (17.45%). As part of the objective of generating funds for investments in social programs in such as social security, culture, education, security and sports, in 2018, BRL 6.57 billion were transferred for the execution of these initiatives.

**Transfers of
Caixa Lotteries 2017**

BRL 2.31 billion
Social Security

BRL 1.29 billion
Education

BRL 1.08 billion
Income tax on
prizes paid

BRL 1.06 billion
Sports

BRL 417.10 million
Safety

BRL 384 million
Culture

BRL 14.70 million
Other

BRL 6.56 billion
Total

**Transfers of Caixa
Lotteries 2018**

BRL 2.33 billion
Social Security

BRL 1.09 billion
Income tax on
prizes paid

BRL 1.02 billion
Safety

BRL 1.00 billion
Sports

BRL 730.36 million
Education

BRL 387.99 million
Culture

BRL 6.83 million
Health

BRL 2.07 million
Other

BRL 6.57 billion
Total



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2018 was a year of innovation for Caixa Lotteries, and in May we launched a new product on the market – Dia de Sorte (Lucky Day). The Lotteries Online portal was also launched. Agile, secure and fully digital, the portal www.loteriasonline.caixa.gov.br is, together with Caixa Internet Banking (IBC), the official internet betting channel for Caixa Lotteries.

The digital platform initiative meets market demand and is part of the innovation project for our products and services, aimed at reaching a new audience, especially young people, who are always connected and have an increasing habit of consuming in a virtual environment. The new sales channel also allows to reduce paper use in lottery transactions, contributing to efficiency and sustainability. The online platform has also been developed according to the main international guidelines for good practices of Responsible Gaming.

RESPONSIBLE GAMING

Caixa Lotteries respect and carry out the best world's practices of Corporate Social Responsibility applied by the most prominent lotteries associated with the World Lottery Association (WLA). The structure of the Caixa Lotteries Responsible Gaming Program is in line with the WLA's assumptions for the development of policies and actions aimed at preventing compulsive gambling, seeking to protect the most vulnerable people from possible damages associated with gambling. The Responsible Gaming Program framework consists of four levels of certification:

- Commitment
- Self-assessment and gap analysis
- Planning and implementation of good practices
- Continuous improvement

Currently, Caixa Lotteries has Level 3 certification in responsible gaming representing the second highest WLA level, and has been enhancing its internal processes for the continuous improvement provided for in the guidelines of the entity's Certification Program (Responsible Gaming Framework – RGF).

In September 2018, we attended the CSR International Seminar (Corporate Social Responsibility/Responsible Gaming Seminar) in Lisbon (Portugal), an opportunity to learn about other practices associated with responsible gaming implemented by lotteries around the world, as well as to enable the training of employees working in the execution of the Responsible Gaming Program in Caixa Lotteries.

INFORMATION SECURITY

Between the 22nd and 26th of October 2018 an independent audit was conducted by the BSI-British Standards Institution, which attested to the implementation of the Information Security Management System (SGSI) in the enforcement of our federal lotteries, resulting in the recertification of Caixa Lotteries by ISO/IEC 27001 and recommendation to renew the WLA-SCS:2016 certificate for another three years until 2021. The certification is a sign of recognition of our governance, information security management, risks management and business continuity.



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Workers' Benefits

GRI 103-2,103-3/203

In 2018, we were responsible for more than 67.3 million benefit payments to workers, from which nearly BRL 65.6 billion were distributed into actions such as Unemployment Insurance, PIS and Salary Bonus. Details of initiatives and their relevant results are summarized below.

PIS

The PIS (Social Integration Program) was created by complementary law n° 7, dated 09/07/1970, to enable workers to participate in the development of companies. The funds raised by PIS together with the PASEP Program (Program of Formation of the Civil Servant's Heritage), are part of the FAT, Workers Support Fund, which has the purpose of generate funds for the payment of the Unemployment Insurance and the Salary Bonus.

In 2018, Caixa paid out approximately 12.5 million PIS quotas, amounting to BRL 13.5 billion, and we also distributed nearly BRL 170 million in income from the program to 3.3 million participants. In the same period, we paid out Salary Bonus to 21 million Brazilian workers, totaling approximately BRL 15.5 billion. In the table below we show the distribution of benefits in each

8. For workers registered until 10/04/1988, the participation account represents an individual equity, updated annually.

program.

BENEFIT PAYMENTS

	2017		2018	
	Number of Installments (in million)	Amount Paid (in billion)	Number of Installments (in million)	Amount Paid (in billion)
Salary Bonus				
PIS (Quotas)	20.48	BRL 14.59	21.06	BRL 15.51
PIS (Income)	1.59	BRL 2.06	12.49	BRL 13.58
Unemployment Insurance	7.67	BRL 0.43	3.33	BRL 0.17
Seguro Desemprego	31.8	BRL 37.10	30.42	BRL 36.36
Total	61.54	BRL 54.18	BRL 67.30	BRL 65.63

Obs.: The benefits above may not be aggregated because the yield is paid in the bonus.



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Regarding the Unemployment Insurance, we paid out 30.42 million benefits, in the total amount of BRL 36.36 billion, distributed according to the table below.

UNEMPLOYMENT INSURANCE BY TYPE (2018)

Type Insured	Number (in million)	Amount (in billion)
Formal/Domestic/Redeemed Insurance	27.61	33.69
Defense Insurance	2.81	2.68
Total	30.42	BRL 36.36

The Salary Bonus and the Unemployment Insurance programs are funded with resources from the Workers' Support Funds (FAT).

CAIXA TRABALHADOR APP

With over 11 million downloads made through December 2018, the application allows queries about PIS, Salary Bonus and Unemployment

Insurance, as well as the search for service channels. In 2018 the app achieved a 4.17-user rating (rating scale 1 to 5).

UNEMPLOYMENT INSURANCE BY REGION (2018)

Region	Number (In Million)	Amount (In Billion)
Midwest	2.55	BRL 3.11
Northeast	6.67	BRL 7.29
North	2.53	BRL 2.74
Southeast	13.8	BRL 17.12
South	4.87	BRL 6.10



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**SUPPORT TO
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We maintain employee benefit program and their families who are in the field. Next we report the main initiatives and results.

RURAL PRODUCTION ACTIVITIES PROMOTION

PROGRAM: created by Law nº 12.512/2011 and regulated by Decree 7.644, of December 16, 2011, the program is aimed at stimulating the generation of work and income, promoting food safety and nutrition, and encouraging beneficiaries to participate in social, educational, technical and occupational initiatives, in addition to encouraging association and cooperative organization.

2018 Results:

- 38,151 benefits made available
- 37,201 benefits paid
- BRL 44.5 million in payments

CHAPÉU DE PALHA (STRAW HAT): a project implemented by the Government of the state of Pernambuco aimed at mitigating the impacts of unemployment arising from the period between harvests of sugarcane and irrigated fruit growing, as well as the adverse conditions for small fishing communities or emergency situations.

2018 Results::

- 174 thousand families benefitted;
- BRL 42.1 million in payments.

GARANTIA SAFRA (HARVEST GUARANTEE): benefit granted by the Federal Government in partnership with the National Integration Ministry, integrating the Risk Management and Disaster Response program. It offers financial support to families living in disaster-stricken areas, which have declared a state of public calamity or emergency.

2018 Results:

- 2 million families served
- BRL 389,2 million in payments

BOLSA ATLETA (ATHLETE GRANT)

Under the Ministry of Sports the purpose of this program is to ensure a minimum individual maintenance grant to high performance athletes, enabling them to train and participate in competitions to fully develop their sporting career. The benefit is granted monthly for a period of 12 months.

2018 Results:

- 59 million allowances granted
- BRL 87.9 million in payments

FGTS

With 52 years of existence, the state severance fund – FGTS is a relevant player for moving the country's economy by supporting workers in achieving their goals. In 2018, FGTS recorded gross revenue of BRL 120.7 billion, showing a 2.3% reduction compared to 2017 (BRL 123.5 billion). Withdrawals amounted to BRL 111.4 billion, resulting in net revenue of BRL 9.3 billion. The substantial result of the tax collection in 2018 was due to the reduction in the volume of withdrawals and not to the increase in the total collection by the companies



Know more about FGTS on
www.fgts.gov.br/Pages/default.aspx.



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FGTS MOVEMENTS (BRL)

Year	Gross Revenue	Withdrawals	Net Revenue
2010	61,797,213,442.77	49,890,310,136.85	11,906,903,305.92
2011	72,260,939,292.62	57,646,929,757.99	14,614,009,534.63
2012	83,033,513,518.83	65,049,000,360.25	17,984,513,158.58
2013	94,415,141,165.54	75,663,002,033.88	18,752,139,131.66
2014	104,744,192,951.54	86,320,173,011.54	18,424,019,940.00
2015	113,529,384,750.98	99,124,208,039.14	14,405,176,711.84
2016	119,089,336,907.90	108,892,614,296.48	10,196,722,611.42
2017*	123,535,007,570.02	118,564,184,177.70	4,970,823,392.32
2018	120,658,280,961.47	111,405,542,012.77	9,252,738,948.70

*Does not consider the payment of inactive accounts

FGTS IN FIGURES

80 million

Around 80 million printed FGTS account statements mailed, representing a 25% reduction compared to 2017

3.3 million

of physical extracts sent, representing a reduction of 25% compared to 2017

53%

increase in the volume of downloads of the FGTS app, totaling approximately 16 million in 2018

1.66 million

Monthly average of 1.66 million accesses to the FGTS website

133 million

increase in the volume of FGTS app downloads, totaling 16 million in 2018

BRL 143.7 million

in payments on 4,477 withdrawals abroad



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BRL 351.3 billion of balance of operations credit in December 2018. The total asset of background in it period was estimated at BRL 529 billion.

FGTS – 2018 HIGHLIGHTS

Withdrawal for the payment of orthosis and prosthesis: By means of Decree n° 9.345/18, of April 16, 2018, the workers with disabilities were ensured the right to withdrawal FGTS funds for the acquisition of orthosis and/or prosthesis. The decree considers workers with physical or sensory (auditory and visual) disabilities that produce effects for at least two (2) years and that, in interaction with one or more obstacles, may hinder the full and effective participation of the worker in society on equal terms with other people. In the same year, we made more than BRL 1 million available for workers to purchase prosthesis and/or orthosis.

eSocial: a Federal Government project for the unification of the supply by the employer of social security, tax and labor information, including FGTS, reducing costs and simplifying procedures. Implemented in 2015, in compliance with Complementary Law No. 150 of 2015, eSocial established rules in regard to the household labor contract, resulting in a growth of the FGTS collection of the category, which today totals 1.07 million employers for more than 1.23 million household workers.

Distribution of Profits: Law 13,446 / 17, of May 25, 2017, empowered the FGTS Board of Trustees to authorize the distribution of the Fund's earnings in order to increase the profitability of the linked

accounts held by employees. With the result of BRL 12.46 billion achieved in 2017, FGTS distributed, in 2018, BRL 6.3 billion to some 90.74 million workers, totaling more than 258 million credited accounts, which achieved profitability of 5.59%, exceeding indices such as IPCA and INPC which, in 2017, were 2.95% and 2.07%, respectively. With the 2018 operation, we consolidated ourselves as the operator of one of the biggest bank credit actions on the planet, which reached on average 90 million people each year.

2018 FGTS BUDGET

On October 24, 2017, by means of Resolution n° 865, the Curatorship Council approved the FGTS budget for the fiscal year of 2018, based on the reformulation by Resolution n° 888/18. Considering the reformulation approved by means of Resolution n° 907, of November 13, FGTS used approximately BRL 73.4 billion to fund housing, basic sanitation, urban infrastructure and FGTS-Health.

Adding the BRL 14.4 billion for FI-FGTS (BRL 1.4 billion), the Portfolio under Management (BRL 3.5 billion) and discounts (BRL 9.5 billion), the total budget for 2018 was BRL 87.8 billion.

HIRING WITH FGTS FUNDS IN 2018

Area	2017		2018	
	Loan amount/financing (BRL thousand)	Number of Units	Loan amount/financing (BRL thousand)	Number of Units
Mass Housing	52,095,327	459,826	55,231,882	503,951
Urban Infrastructure	227,711	0	219,064	7,472
Other Operations Underway in Housing	7,111,500	37,461	4,585,904	26,399
Basic Sanitation	3,940,732	0	2,065,696	3
Total	63,375,270	497,287	62,102,546	537,825



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The FGTS grants discounts on financing focused on low-income individuals for the acquisition of low-income property, boosting the mortgage holder's payment capacity by means of reduced payments on the installments and the liquidation of part of the purchase price.

Worthy of note was the 138% increase in the amount granted by FGTS to the subsidy program in 2009, both for housing under the Minha Casa Minha Vida Program – PMCMV and similar programs, from BRL 4.0 billion in 2009 billion to BRL 9.5 billion in 2018.

**EVOLUTION OF DISCOUNTS GRANTED BY THE FGTS
(AMOUNTS IN BRL MILLION)**

Year	Estimated (BRL)	Actual (BRL)
2009	4,000	2,952
2010	5,048	5,043
2011	5,500	5,403
2012	6,865	6,665
2013	8,900	7,983
2014	8,900	7,897
2015	8,900	7,511
2016	8,900	6,609
2017	10,200	8,532
2018*	9,500	9,277

Source: FGTS website – Position Dec/2018



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Sustainable Cities and Housing

GRI 103-2, 103-3/203, 203-1, 203-2

Since 1996, Caixa has been the main operator of Federal Government measures aimed at implementing social and urban development projects in the country including projects such as mass housing, basic sanitation, urban and rural infrastructure, sports, tourism, culture, and water resources and solid waste management, among other, based on the use of funds from the federal budget – OGU.

Since the new OGU regulatory framework in 2018, all official financial institutions can be accredited as federal government agents. In this sense, ratifying our unique role in the development of the country and the experience and quality in the services provided since 1996, Caixa is the only institution accredited as an Agent of the Federal Government. It has performance capillarity that allows it to serve all municipalities, as well as technical and specialized personnel in the modeling process, and acknowledged expertise in financial transfers and monitoring of the execution of works and services.

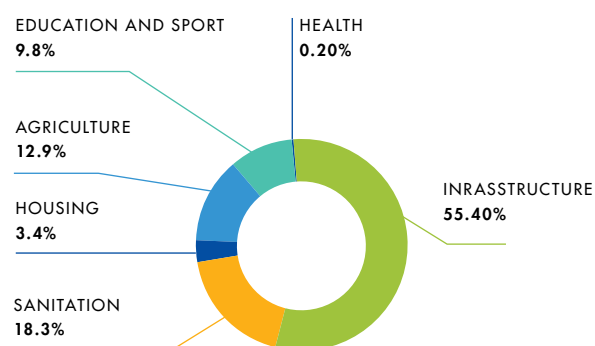
In 2018, we showed outstanding performance, injecting into the Brazilian economy more than BRL 4.97 billion in fund transfers for projects and public works. This year alone, more than 1,803 works were completed and delivered to the Brazilian population.

FEDERAL BUDGET TRANSFER OPERATIONS

Resources by investment areas

Over the years of services rendered to the Brazilian society, the bank has proven its qualifications to operate other types of federal fund transfers, such as agreements, terms of commitment and fund-to-fund transfers. Since 2008 our market share leaped from 5.47% to 47.97% in 2018, with emphasis on the Health State Funds, in which market share achieves some 57.4% of transfer amounts.

Resources by investment areas



Social Work

For 22 years we have been following the social projects undertaken with funding from several sources, including the Federal Budget (OGU), the Employees Severance Indemnity Fund (FGTS) and Caixa Socioenvironmental Fund (FSA Caixa).

In regard to Social Work, our role is that of contributing to the sustainability of the actions to be achieved by means of the proper use of the equipment implanted, the guarantee of access to basic services, the conservation and maintenance of installations and, when applicable, the return to investments.

Undertaken on the basis of integrated and participative studies of the territory, this Social Work is focused on four structuring fronts: Social Mobilization, Organization and Strengthening; Monitoring and Social Management of the action; Environmental and Asset-Oriented Education; and Socioeconomic Development.



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SUPPORT TO
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MATERIALITY**Performance in Public-Private Partnerships (PPP)**

We started providing technical advisory services to public entities for the modeling and structuring of concessions and PPPs, which allows creating innovative technical solutions that result in improved quality and efficiency in the provision of public services. The advantages of using Concessions and PPPs are::

- Financiamento do Projeto pelo setor privado
- Project Financing by the Private Sector
- Improved service quality - Performance
- Better risk sharing
- Reversal of assets to the public partner at the end of the Concessions

To fund services, the FEP Caixa, a private fund created with the purpose to support the structuring and development of concession projects and public-private partnerships of interest to the Federation entities was created. In 2018, 10 concession structuring projects were signed between a private partner and a public entity to provide a public service.

Also in 2018, Caixa expanded the scope of Social Work to include it in the Advisory Services on Concessions and Public Private Partnerships (PPPs), resulting in Caixa's strategic differential in providing this type of operation.

SOCIAL WORK NUMBERS IN THE TRANSFER AND FINANCING OPERATIONS**24**

programs or actions in which
social work is an investment item

1% to 3%

of the investment destined to the
actions applies to social work

BRL1.4 billion

invested in social projects linked to
the Growth Acceleration Program
– PAC operations

89

social project assistants in the
government area



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GOALS FOR 2019

In order to identify the social and environmental impacts on the products and services operated by the Bank, for 2019, we set the target of developing a methodology specifically designed to meet this purpose. The initiative will also support public managers in making decisions about investments and their resulting impacts.

OPERATIONS IN SANITATION AND
INFRASTRUCTURE

We provide credit lines for sanitation and infrastructure, and in 2018 BRL 7 billion were paid out in 299 operations and BRL 6.25 billion were disbursed in active operations in the portfolio.

Macro-segment	2018
Total Energy	344,286,481.82
Total Urban Infrastructure	478,638,723.06
Total Logistics	119,300,000.00
Total Urban Mobility	1,608,245,872.02
Total Multi-sector	2,038,871,100.38
Total Basic Sanitation	1,663,839,148.51
Grand Total	6,253,181,325.79

MINHA CASA MINHA VIDA
(MY HOUSE MY LIFE)

GRI 103-3/203, 203-2, FS7

Launched in 2009, the PMCMV - Program was devised due to the shortage of over seven million housing units identified in the 2009 National Household Sampling Survey (PNAD), aimed to create incentive mechanisms to the construction and acquisition of new housing units, the remodeling of urban property and the construction and remodeling of rural properties for low-income families, based on the grant of a subsidy/discount. We are responsible for the funding of 87.20% of the total volume of the PMCMV operations.

PMCMV	2018	Accumulated 2009/2018
Housing Units contracted	505,494	4,855,004
Housing Units delivered	308,052	3,772,521
Amount contracted (BRL billion)	62,5	418,19

2018 MAIN ACTIONS

In February 2018, the publication of the Ministry of Cities of Ordinance n° 114 defined the guidelines and procedures for Minha Casa Minha Vida program Band 1 contracts - using FAR (Residential Leasing Fund) funds. The Ordinance established the new criteria and procedures for selecting proposals under the PMCMV with FAR funds.

The proposals for contracting the projects, in which all the documentation is produced, are received by the Financial Institution, in order to allow matching the projects with the conclusion of the technical analyses (land, legal and engineering) and credit risk for subsequent submission to the Ministry for authorization and selection.

One of the main changes was the inclusion of arrangements for emergency and public calamity, hazardous and unhealthy area operations, as well as operations related to PAC and FAR Empresas. For Phase 3 of the Program, approximately 80,000 HUs were contracted, 20% of which were destined to the PMCMV/FAR Operations linked to the PAC - Growth Acceleration Program, Emergency and Public Calamity Operations decreed by the Government, and Operations with families in situations of Hazardous and Unhealthy Areas.

MINHA CASA MINHA VIDA
VALUES & DELIVERIES

Tracks	Contracted Housing Units	Units Delivered	Amount Paid (BRL)
Tracks 1	1,532,738	1,172,488	BRL 78,212,851,313
Tracks 2	2,780,908	2,215,401	BRL 287,465,019,675
Tracks 3	541,358	384,632	BRL 52,521,498,957
Total	4,855,004	3,772,521	BRL 418,199,369,945

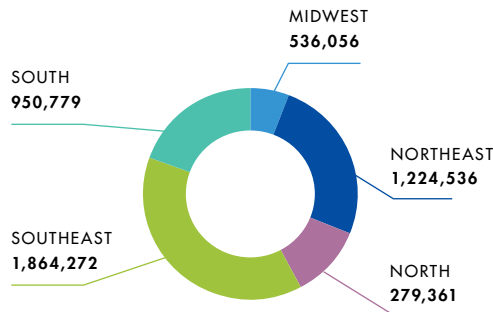
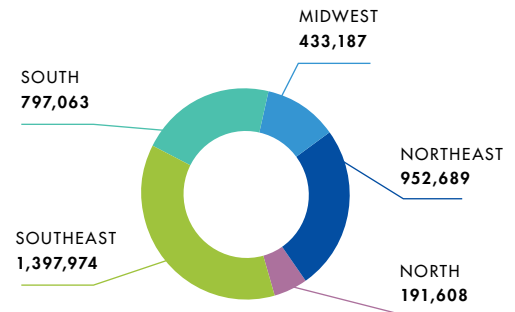


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**SUPPORT TO
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MATERIALITY**Total units contracted by region -
MCMV Caixa****Total units delivered by region -
MCMV Caixa****FOCUS ON QUALITY
(DE OLHO NA QUALIDADE)**

In 2018, 397,984 calls were received regarding request and information, complaints, questions, praise, requests and suggestions regarding the MCMV Focus on Quality Program, of which 318,159 were requests for information about the Minha Casa Minha Vida Program and 79,825 complaints and reports of violation.

**NATIONAL RURAL HOUSING PROGRAM
GRI 203-2, FS7**

Created by the Federal Government, within the scope of the Minha Casa Minha Vida Program, with the purpose of enabling access to dignified housing in rural areas, the program aims at rural workers, family farmers and equivalent (quilombo settlements, indigenous people, PNRA/ INCRA, extractivist communities and artisanal fishermen) by building or remodeling/concluding/expanding existing housing in rural areas. In parallel to the construction or renovation of properties, resources were made available for the construction of cisterns to ensure the food safety of families in regions with no drinking water supply solution for human consumption. Additionally, the 2018 contracts included the possibility of adding a wastewater treatment solution to the housing projects.

The families are organized by non-profit Organizations (cooperatives, associations, foundations, unions or government) and can be classified into three groups of beneficiaries based on annual gross income:

Group I: families with annual gross income of up to BRL 17,000.00;

Group II: families with annual gross income from BRL 17,000.01 to BRL 33,000.00;

Group III: families with annual gross income from BRL 33,000.01 to BRL 78,000.00.

The funds invested between 2009 and 2018 amounted to approximately **BRL 5.60 billion** and benefited **216,039 families of farmers and rural workers** with access to housing in all states of the country, and provided a solution to supply drinking water with the construction of cisterns, benefiting 9,517 families.



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BY REGION - 2018

Region	UH
Midwest	825
Northeast	6,246
North	1,781
Southeast	1,011
South	839
Grand Total	10,702

2009-2018 TOTAL AMOUNT OF CONTRACTS

Region	Total HU	Total Contracted (BRL)
Midwest	7,547	BRL 207,617,436.83
Northeast	85,284	BRL 2,619,464,940.50
North	25,765	BRL 788,211,420.67
Southeast	24,956	BRL 680,723,601.30
South	52,669	BRL 1,304,148,898.45
Grand Total	196,221	BRL 5,600,166,297.75



To know more about the National Rural Housing Program, access, acesse www.caixa.gov.br/poder-publico/programas-uniao/habitacao/programa-nacional-habitacao-rural/Paginas/default.aspx

FIES GUARANTEE FUNDS

With the publication of Law No. 13.530/2017 we now concentrate three functions: operating agent, financial agent and administrator of the Student Financing Fund - FIES. The funds provide FIES with guarantees in the event of student default during the amortization period.

FG-FIES: private fund, with its own equity divided into quotas, whose purpose is to guarantee to FIES the credit of financing to students of private higher education courses, contracted from the first semester of 2018. In 2018, BRL 500 million were paid into the FG-FIES by the Federal Government and BRL 55 million by Education Maintenance Entities. The fund's assets amounted to BRL 591,8 million in 12/31/2018.

FGEDUC: in August 2018, we became the administrator of the Educational Credit Operations Guarantee Fund - FGEDUC, whose purpose is to guarantee part of the risk in educational credit operations, within FIES, formalized until the second half of 2017, by the authorized financial agents of the National Fund for the Development of Education - FNDE. At the end of 2018 the fund's assets totaled 11.4 billion and the Guarantee Fund a balance of secured financing operations of some BRL 56,4 billion.

SALARY VARIATION COMPENSATION
FUND (FCVS) GRI 103-2/203, 203-2, FS7

We are FCVS administrators, pursuant to Decree No. 4,378 of 2002. Created by Resolution No. 25 of June 16, 1967 of the Board of Directors of the National Housing Bank (BNH) and ratified by Law No. 9,443 of 1997, the FCVS aims to assume, on behalf of the mortgage holder, part of the housing financing debt that is covered by the fund at the end of the term or at early settlement, according to the governing legislation.

In 2018, specifically as regards FCVS Guarantee, which takes on the expenses with the recovery of the real estate resulting from physical damage to the property (DFI) and the mortgage holder's debt to the financier in the event of death or permanent disability (MIP), as provided for by law, we estimate that approximately 1,636 people (considering the average number of people of Brazilian families, disclosed by the IBGE, corresponding to four people), which represents the administrative and judicial payments of 147 DFI claims and indemnity claims of 258 cases of MIP.



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For 2019, the FCVS aims to carry out 37,000 approvals of FCVS credits and carry out the instruction of processes for debt restructuring as provided for in Law No. 10,150 of 2000, and as regulated by Resolution 439/2018.

RESIDENTIAL LEASING FUND (FAR)

The FAR was created by MP No. 1,823, 1999 and converted into Law No. 10,188, 2001. It is a private financial fund with the sole purpose of segregating financial and real estate assets destined to PAR. From 2009, with the creation of the Minha Casa Minha Vida program (PMCMV) (Law No. 11.977, of 2009) the FAR was authorized to participate in this program benefiting families with an income of up to BRL 1,800.00, also known as PMCMV Band I.

Currently, FAR aims to provide funds to PAR and PMCMV for investments in the development of real estate projects (housing units), the construction of education, health and other housing equipment, based on the constitution of a diversified portfolio of real estate financial assets and/or operation arrangements available within the financial market. In compliance with the Manager's guidelines and in order to meet the purpose of the Fund, 95,083 PMCMV residential units were delivered.



FINANCING WITH FAR FUNDS IN 2018 FOR MASS HOUSING

Disbursement (BRL billion)				Units Contracted				UH Delivered
2015	2016	2017	2018	2015	2016	2017	2018	2018
11	6.8	3.1	3.6	736	25,640	22,180	75,111	95,083

SOCIAL DEVELOPMENT FUND (FDS)

The FDS is a financial fund with an indefinite time limit. It was established in accordance with Decree No. 103 of 1991, and Law No. 8,677 of 1993, with the purpose of meeting housing needs and contributing to improve the quality of life of the low-income population, organized in cooperatives, associations and other civic organizations, aimed at the production and acquisition of new housing, the conclusion and the remodeling of homes and the upgrading of urban properties.

The amount disbursed by the FDS for PMCMV-E operations comprises the costs necessary for the construction of the HU, the expenses related to the granting of guarantee by DFI, the payment of notary costs and fees to record the contracts entered with the beneficiaries, and administration fee to the AF.

9. With the publication of the MCidades Ordinance n° 267, of March 22, 2017, the building of public housing equipment was restricted to public education equipment.



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In 2018 there was a selection of proposals by the Ministry of Cities, as follows::

- **In the 1st semester**, pursuant to MCidades Ordinance No. 162, dated 02.27.2018, which provided for the contract of 310 projects, with 30,793 housing units, of which 74 were contracted, totaling 5,903 housing units.

- **In the 2nd semester**, MCidades Ordinance No. 595, dated 09.25.2018, provided for contracting 83 projects, with 8,889 housing units, but during the year no operations of this selection were contracted but may still be contracted until 03.31.2019 under Ordinance No. 772, dated 12.28.2019.

MINHA CASA MINHA VIDA – ENTIDADES (MY HOUSE MY LIFE – ORGANIZATIONS)

In the period from 2009 to 2018, 535 projects were contracted with the expectation of constructing 74,917 HU, totaling BRL 4.761 billion. Of this amount, BRL 3.798 billion were contracted, and BRL 2.670 billion were disbursed.

The PMCMV-E portfolio closed 2018 with 282 projects under construction, corresponding to 41,949 HUs. From this total, 72 developments comprising 10,734 HUs are suspended, with the resumption of works to be prioritized according to Resolution No. 217 of November 1, 2017, published on March 14, 2018. In 2018, 34 projects were concluded and all of its 3,100 HUs were delivered.

CRÉDITO SOLIDÁRIO (SOLIDARITY CREDIT)

Focused on families with a monthly gross income of up to BRL 1,125.00 organized in associations (families with income of up to BRL 1,900.00 may also enter the program), the Solidarity Credit program (PCS) involves financing with diverse subsidies, including exemption from the payment of interest rates and monetary correction during the construction works, as well as a 10% discount on the monthly installment paid up to the due date. Final beneficiaries aged over 60 years may purchase up to 5% of the total units financed under the program.

During the term of the program 333 developments were contracted for the construction of 21,190 housing units, in the total amount of BRL 391,907,775 and 85 thousand people were at-

tended. Of the developments contracted, 277 were concluded with 14,907 housing units delivered.

COOPERATION AGREEMENTS

GRI 102-12, 203-2

CERRO CHATO ENTORNO II WIND FARM PROJECT

We have signed a loan agreement with KfW to transfer to Eletrosul – a company in the Eletrobrás Group, the amount of 73 million dollars for the implementation of the Wind Complex Entorno II, in Santana do Livramento, Rio Grande do Sul. The complex has a generation capacity of 48 MW of clean energy. The partnership is an International Financial Cooperation project under the Basic Cooperation Agreement between the governments of Brazil and Germany.

MEMORANDUM OF UNDERSTANDING – CAIXA, CAISSE DES DÉPÔTS ET CONSIGNATIONS (CDC) AND FRENCH DEVELOPMENT AGENCY (AFD)

In January 2018, we signed with the French Development Agency and Caisse des Dépôts et Consignations (CDC) a memorandum of Understanding (MoU) with the purpose of developing cooperation among the three institutions to drive investments in sustainability, energy efficiency, renewable energy, sustainable sanitation and infrastructure, comprising especially Public-Private Partnership (PPP) projects.

SUBSTANTIVE REVIEW PROJECT CAIXA- PNUD BRA09/004

The bank renewed its partnership with the United Nations Development Program (UNDP) by means of the entering into the Substantive Review of the BRA09/004 project. The international Cooperation project between the two institutions, regulated by the Brazilian Cooperation Agency (ABC/MRE), was extended until November 2019, enabling thus the continuity of the joint efforts for the development of crucial matters for our management and Brazil: Internationalization, Sustainability and Agribusinesses.

The project provides technical cooperation that bring knowledge and expertise that are fundamental for the improvement of the company's processes and structures, in addition to enabling



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technical and strategic improvement in overcoming the proposed challenges.

The technical consultancy specialized in georeferenced data integration and processing and geographic information management stood out, and was concluded in 2018, contributing to the improvement of the rural credit granting and the maintenance process, in order to enable the creation of a methodology for collecting and treating Agribusiness-related geoprocessing information.

The technical services in Archival Document Management were also concluded, aiming at strengthening our sustainability by means of the improvement of the document management system. The consultancy made it possible to develop essential tools to expedite recovery and facilitate tasks associated with the assessment, selection, exclusion and permanent storage of documents.

Caixa, within the scope of the Judicial Agreement signed between the Companhia Energética de São Paulo (CESP) and the Federal and State Public Prosecution Service of São Paulo, acted in receiving the amounts destined to three project categories, as set forth in the clauses:

- **Socioeconomic Projects** the amount of BRL 50 million for socioeconomic projects of the municipalities impacted with a flooded area of São Paulo margin of the Sérgio Motta HPP Reservoir (Porto Primavera).

- **Socioeconomic projects of Paranapanema Pontal**, the amount of BRL 20.000.000,00 (Twenty millions of reais), which will be used to carry out of projects of regional interest.

- **Environmental Projects of Paranapanema Pontal**, the amount of BRL 49.000.000,00 (forty nine million of reais), which will be used to carrying out environmental projects.

We also act as the party responsible for selecting, contracting and monitoring the aforementioned projects. In 2018 the accounts managed by the Bank had a total balance of BRL 29,011,091.25.

FOSTERING CULTURE AND SPORTS

In 2018, we carried on encouraging cultural and sports practices that drive citizenship and contribute to the education of millions of Brazilians. As one of the major sponsors in these fields in Brazil, the bank has seven Caixa Cultural units that organize art exhibitions, shows, cultural sessions, workshops and activities in the cities of Brasília, Curitiba, São Paulo, Rio de Janeiro, Salvador, Recife and Fortaleza.

In the sponsorship program, the organizations that Caixa supports are required to make social and environmental contribution in return, such as donating recycled material, collecting and recycling waste, controlling CO² emission and using recyclable materials and paper.

Within the strategy of broadly valuing the national culture, supporting various artistic expressions, we develop and sponsor several initiatives in the segments of fine arts, photography, musical performances, dance, theater, film exhibition, book release, lectures and workshops.

The Caixa Cultural Space Occupation program is one of the main tools of our sponsorship policy. Having its own cultural facilities allows the company to put its cultural policy into practice from the perspective of promotion. Social results related to sectors of the creative economy, audience building, market professionalization, support to diversity of manifestations and democratization of access by the most different audiences are established. In 2018, we emphasized the impact of public project selection by linking them to strategic promotional actions.

In 2018 alone, we invested more than BRL 60 million in cultural sponsoring.¹⁰

10. Source: accounting statements.



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Region	Number of Projects	Audience	Amount sponsored (BRL)
Northeast	134	18,177,728	15,114,907.74
Midwest	90	922,277	10,990,762.50
Southeast	159	18,428,060	26,403,215.10
South	57	181,262	7,534,970.00
Total	440	37,709,327	60,043,855.34

SPORTS SPONSORSHIP

We believe in promoting citizenship by means of sports, stressing the commitment with the enforcement of education and sports public policies. In 2018, we included among the activities sponsored Triathlon, combined style swimming, cycling and running, in an opportunity to rejuvenate and upgrade the Caixa brand as a reference for sponsorship of the Brazilian sport.

Caixa-sponsored sports are prominent on the national and international scenario, such as the 2017/2020 Olympic Cycle for the Athletics and Gymnastics Confederations and the Paralympic Committee, in addition to sponsoring Novo Basquete Brasil (NBB) and the Women's Basketball League (LBF) and the Brazilian Gymnastics Confederation (CBG). In 2018, 156 Street Races were sponsored, including Circuits, Social Projects and Opportunity Events. The purpose of the investments is to boost the growth and massification of these sports, contributing to the development of athletes and driving social inclusion. We also sponsor 25 soccer clubs, contributing to tax restructuring and strengthening the Bank's image.

11. Supported Olympic and Paralympic modalities: Since 2001 - Athletics – CBA (Confederação Brasileira de Atletismo); Since 2004 - Paraspports – CPB (Comitê Paralímpico Brasileiro); Since 2006 - Gymnastics – CBG (Confederação Brasileira de Ginástica)



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SPONSORSHIPS OF OLYMPIC AND PARALYMPIC SPORTS (IN BRL)

	CBA ¹	CBG	CBLA	CBC	CPB
2014	22,500,000.00	9,000,000.00	2,500,000.00	5,000,000.00	29.000.000,00
2015	22,500,000.00	9,000,000.00	3,500,000.00	5,000,000.00	32.000.000,00
2016	22,500,000.00	9,000,000.00	3,000,000.00	5,000,000.00	31.000.000,00
2017	13,000,000.00	4,000,000.00	NOT RENEWED FOR CYCLE 2017/2020		20.000.000,00
2018	14,500,000.00	5,000,000.00	NOT RENEWED FOR CYCLE 2017/2020		20.000.000,00

*Brazilian Athletics Confederation (CBA¹); Brazilian Confederation of Gymnastics (CBG); Paralympic Committee Brazilian (CPB); Brazilian Confederation of Associated Struggles (CBLA); and Brazilian Cycling Confederation (CBC).

In 2018 alone, we invested around BRL 170 million in sponsoring sports¹².

12. Source: accounting statements



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Performance and Sustainability

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Sustainable Development

Integrating sustainability aspects into our planning initiatives and operations is underpinned by the Socio-Environmental Responsibility Policy (PRSA). Approved in 2015, our PRSA places Caixa among the financial institutions with the best market practices and holder of regulatory standards that comply with the social, environmental and governance responsibility in force in Brazil and around the world. The PRSA Principles, Guidelines and Implementation Plan are permanently pursued by our governance and seek to ensure that business impacts, risks and opportunities are constantly monitored.

In addition to the PRSA, the FGTS Socio-Environmental Policy established in 2014 aims to establish principles and guidelines to prevent and manage social and environmental impacts in the investment of FGTS funds, and seeks to contribute to the Brazilian sustainable development process, complying with the principles of prevention and mitigation of environmental impacts and the responsible use of natural resources, as well as the protection of workers' rights and human rights, the protection of historical, cultural, artistic, landscape and archaeological heritage.



PACTS AND PARTNERSHIPS GRI 102-12, 102-13

Institution	Description
Global Compact – PNUD	This is a United Nations initiative (UN) aimed at mobilizing the international business community around the core values in the areas of human rights, labor, environment, sustainability and inclusive markets. Caixa has three (3) representatives in the organization.
WWC - World Water Council	The World Water Council is an international organization based in Marseille, France, who gathers different stakeholders in its mission to mobilize actions aimed at addressing critical water issues at all levels, including the highest decision-making level. The Council is focused the political aspect of water safety, adjustments and sustainability.
Instituto Ethos	The Ethos Institute for Business and Social Responsibility is an OSCIP (Civil Society Organization Public Interest), whose mission is to mobilize, raise awareness and help companies to manage their businesses in a socially responsible way, making them partners in building a fair and sustainable society. The Caixa has 4 (four) representatives.
Equator Principles	A set of procedures adopted by financial institutions to manage socioenvironmental matters associated with project financing operations. Caixa joined the program in August 2009 (Resolution CD 4073/2009), assuming the commitment to execute an action aligned with exhibit I of the referred to resolution. Caixa has one (1) representative in the organization.
CEBDS (Brazilian Business Council for Sustainable Development)	It is a non-profit civil organization that promotes sustainable development among companies operating in Brazil by means of liaison with governments and the civil society, in addition to disseminating the latest concepts and practices in this area. Caixa has seven (7) representatives in the organization.
GCF – Green Climate Fund	After being unanimously approved, Caixa became a member of the companies accredited by the Green Climate Fund (GCF) – an international entity that supports projects to limit or reduce the emissions of Greenhouse Gas (GHG). Now Caixa is an accredited entity and can fund over USD 250 million to finance projects in the environmental sanitation, energy efficiency and urban mobility fields.
PRI – Principles for Responsible Investment	With more than 2,000 signatories, the Principles for Responsible Investment formalize the commitment of major institutional investors worldwide to fostering sustainable business by means of six principles applicable to each organization's activities.
GHG Protocol Brazilian Program	Aims to stimulate corporate culture for the drafting and publication of greenhouse gas (GHG) inventories, providing participants access to international quality instruments and standards.
Gender and Race Pro-Equity Program	Caixa participates in the Gender and Race Pro-Equity Program acting as a member of the Coordination and Monitoring and Liaison Committee of the National Plan of Policies for Women (CMPPM).
Women's Empowerment Principles – WEPS	Caixa is a signatory to the UN Woman Empowerment Principles (WEPS) and the Global Compact, which are a set of considerations to help the business community to incorporate into its business values and practices aimed at gender equity and the empowerment of women. The company also received an honorable mention in the 2016 WEPS Brazil Award for its differential in complying with Principle 3 - Ensuring Health, Safety and Welfare of All Workers.
Business Movement for Integrity and Transparency	Institutions that become signatories, and therefore officially join the Business Movement and commit to implement policies and procedures that are aligned with the changes proposed by the Movement. These are initiatives intended to deepen the culture of integrity and not to exhaust the discussions about other actions necessary for a cultural change that go beyond compliance.
Associação Brasileira do Agronegócio ABAG (Brazilian Agribusiness Association)	Created on March 10, 1993, ABAG's contribution since then has been to stress with the government, private sector, class entities and universities the importance of the management work of the entire agroindustrial system and the implementation of measures to strengthen it. The entity seeks balance in agribusiness production chains, in order to value them, emphasizing their crucial importance for the sustainable development of Brazil. The consequence of our efforts should be the Brazilian global leadership in the competitive offer of agroindustrial products.
Associação Brasileira de Engenharia Sanitária e Ambiental – ABES (Brazilian Association of Sanitary and Environmental Engineering)	It is a non-governmental association with non-economic purposes that gathers in its associative body some 10,000 professionals of the sector. Its mission is to be the driving force for technical-scientific, political-institutional and management activities that contribute to the development of environmental sanitation, aiming at the improvement of people's health, environment and quality of life. The purpose of the entity is to develop and improve activities associated with Water, Sanitation and Environmental Engineering, as well as to promote social awareness in order to increase the quality of life in Brazil.

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Sustainability in Business GRI FS1, FS2

Caixa applies sustainability criteria to its different businesses by means of policies, procedures, practices and commitments assumed, which aim at ensuring the efficient management of social and environmental risks inherent to its operations, especially in granting loans.

With regard to the commitments made, two that the Bank is a signatory to stand out: Principles for Responsible Investment (PRI) and the Equator Principles. Both commitments integrate the sustainability standards and principles set forth and that must ensure compliance with risk management by Caixa client companies.

The Bank's social and environmental risk management aims to identify, classify, evaluate, monitor, mitigate and control the risk in our activities and operations and present possible impacts arising from social and environmental damage generated. To provide more robustness to risk management and comply with art. 7 of CMN Resolution No. 4.327/2014, since August 2018, the risk management structure has been incorporated into the vice president of risk office. By integrating so-

cial and environmental risk into the existing risk structure, we are now contributing to the compliance with CMN Resolution 4557/2017.

METHODS AND CRITERIA FOR SOCIAL AND ENVIRONMENTAL RISK ASSESSMENT

Social and environmental risk management takes place in the first line of defense of daily operations and is complemented by the support of the second line of defense with a team of social and environmental management experts.

For commercial credit operations of BRL 10 million or more, for companies whose activities employ natural resources or may effectively or potentially pollute, according to CONAMA Resolution 237/1997, a specialized analysis model is adopted. For projects under the Equator Principles, a prior risk assessment is carried out and a risk monitoring procedure is used throughout the term of the financing. It is understood that social and environmental issues may affect our activities and our clients' revenues, leading to late payments or delinquency, especially in the event of more serious incidents.

It is also part of the socioenvironmental risk analysis, the verification of the borrower's presence in the list of companies that subject their workers to degrading forms of work or keep them in conditions similar to slave labor disclosed by the Ministry of Economy's Secretariat of Labor. Recently, climate risk has been incorporated into the analysis, understanding that these may interfere in our operations, as well as in various sectors of the economy.

In 2018, we contracted only one project under the Equator Principles. With a loan amount of BRL 130 million and a total investment of BRL 137 million, the Sanitation project for sanitary exhaustion was classified as medium risk - category "B".

118

loan operations analyzed whose amount is equal or greater than BRL 10 million.

BRL 12.2 billion

billion is the total amount of operations studied

41.5 %

of the operations analyzed were subject to implementing an action plan for mitigating risks

BRL 8.3 billion

is the amount concerning operations subject to the implementation of an action plan.



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Specificities of the risk analysis and credits contracts:

- **In compliance with the self-regulation** of FEBRABAN SARB 14, we applied the Contamination Evidence Survey (LIC) to identify contaminated areas in properties listed in proposed loan operations;
- **Real Estate Guarantee: Restrictions** on properties that have use-related restrains, including restrictions related to zoning, land parceling, preservation of archaeological and historical heritage, restriction of activities due to insertion in an APA (Environmental Preservation Area) or APP (Permanent Preservation Area), which meets the requirements imposed by the competent agencies or are located in indigenous land or community, as defined by the competent authority;
- **Housing projects: In housing** projects we require the presentation of Environmental Licenses, the granting of the right to use water resources and the statement of forest origin (DOF), if applicable, as well as compliance with the FGTS Socioenvironmental Policy when this is the financial resource used in the operation;
- **Rural credit operations: Rural credit** in the Amazon Biome is conditional on proof of environmental and land regularity of properties and the absence of producers in the list of areas embargoed by deforestation or irregular burning disclosed by Ibama. It is also required that the Rural Environmental Registry - CAR of its clients is produced, when the property is located in the Amazon Biome or in other places in the national territory;
- **Assessment of socioenvironmental risk** of the project: As signatories to the Equator Principles since 2009, large-scale industrial and infrastructure projects are subject to a set of requirements based on the International Finance Corporation (IFC) Socioenvironmental Sustainability Performance Standards, and in the World Bank's Group Environmental, Health and Safety Guidelines.
- **Human Rights: We contribute to the** agenda of the Ministry of Human Rights in formulating a proposal of Resolution by the National Council for the Rights of Children and Adolescents - CONANDA, which sets out parameters and actions to protect the rights of children and adolescents in the context of works and developments;
- **Regulatory compliance: mechanisms** are applied for prior assessment of the potential negative socioenvironmental impacts of new modalities of products and services, manifesting themselves in regards to the socioenvironmental risk. This obligation is in line with CMN Resolution No. 4,327/2014 and the guidelines of the Caixa Socioenvironmental Responsibility Policy;
- **Socioenvironmental protection:** Clauses that make customers responsible for socioenvironmental aspects are incorporated into credit agreements.



Risk Evolution

Social and Environmental 2018

QUESTIONNAIRE

We have improved the structure of social and environmental questionnaires applied to our customers to know better the practices adopted by them.

GOOD PRACTICE GUIDES

We have published three new guides on best practices to support the client seeking management sustainable development of its activities.

CONTAMINATED AREAS

We held a workshop on Contaminated land for strengthen the methodology of Evidence Survey Contamination.

RISK STRUCTURE

Risk management social and environmental by the vice presidency of Bank risks.

SOCIO ENVIRONMENTAL RATING

10 MILLION BRL

Rating for commercial credit operations equal to or greater than 10 million BRL. Applicable to companies with activities subject to licensing and projects that undergo socioenvironmental analysis.

EXPERT ADVICE

We count on consulting support external to indicate methodologies and best practices for evaluating the Caixa's socio-environmental risk model.

Socioenvironmental Analysis of Projects

For credit operations associated with the activities of the credit infrastructure, sanitation and energy, in accordance with the Ecuador, evaluations and monitoring of the management of environmental risks, including:



Verification of social and environmental regularity (license, permits, grants, etc.);



Management System Evaluation environmental impact of the projects financed by Box regarding compliance standards at the bank and the Equator Principles.

Audit performance independent socio-environmental for higher risk projects social and environmental

Continuous monitoring projects funded with risk management social and environmental of action plans.

Project Compliance Check financed with the following themes: health and worker safety, resettlement processes involuntary impacts on communities cultural heritage, impacts on communities and environmental preservation.

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Accords and Agreements

CERRADO JALAPÃO PROJECT

Intended to preserving, controlling and monitoring the irregular burning and fire in the Brazilian savannas, the Cerrado Jalapão project is a technical and financial cooperation between the Brazilian Ministry of Environment (MMA) and the Ministry of Environment, Nature Conservation and Nuclear Security of Germany (BMU), with KFW Entwicklungsbank, a sustainability-oriented German development bank, as intermediary.

We work on this project as an agent of the Federal Government. The financial resources come from a donation from the German government worth € 6 million. Caixa has so far invested approximately BRL 16 million, equivalent to around 82% of the funds available. In 2018 alone, approximately BRL 1.5 million were spent in acquisitions. In exchange for the donations, the beneficiaries of the project must provide goods, services and labor, and since the start of the project some BRL 59.5 million in corresponding exchanges have been executed.

Among the acquisitions made in 2018, the most relevant was the acquisition of image processing software for ICMBio and IBAMA, enabling the elaboration of georeferenced maps for conservation units, as well as the acquisition of tablets for field use and validation of data produced by remote sensing.

PROJECT CAR – RURAL ENVIRONMENTAL REGISTER. ENVIRONMENTAL REGULARIZATION OF RURAL PROPERTY IN AMAZÔNIA AND IN AREAS OF TRANSITION TO THE SAVANNAS:

Law 12.651, of 2012, which governs the protection of native vegetation in Brazil, introduced some regulations necessary to its implementation, among which the Rural Environmental Register - CAR stands out. The CAR is an electronic public register that is mandatory for all rural properties integrating environmental information about such properties and landholdings.

The registration and the implementation of the other instruments that subsidize the environmental regularization are considered as crucially important steps to consolidate policies for fighting deforestation and reducing greenhouse gas emissions.

The project is a partnership with the German bank KFW who donated € 33 million. The project comprises the states of Mato Grosso, Pará and Rondônia, directly benefiting 75 municipalities of the region. The arrangement also involves EM-BRAPA (Empresa Brasileira de Pesquisa Agropecuária), which is responsible for the transfer of Technologies for the Recovery of Degraded Areas in the states benefited.

This year especially, efforts were made to prepare the IT infrastructure necessary for the proper functioning of the SICAR - National Rural Registration System, as well as hiring the specialized international consulting company, through a bidding process, which will support technically and administratively the project implementation. In 2018, BRL 2.1 million were executed, based on the CAR Procurement Plan.

GREEN CLIMATE FUND (GCF)

The Green Climate Fund is a global fund created by the United Nations Framework Convention on Climate Change with the purpose of giving support to the efforts of the developing countries to face the challenges imposed by climate changes, with a focus on the reduction of greenhouse gas (GHG) emissions and the adjustment to climate changes. Thus it is intended to promoting a change of paradigm for the development of low and climate-resilient carbon, taking into consideration the needs of the nations most vulnerable to the impacts of climate changes.

In 2014, the GCF launched its initial resource mobilization, with more than USD 10 billion committed and donated mainly by developed countries. To invest the funds raised, GCF operates through a wide range of institutions called Accredited Entities, which are responsible for financing projects and programs.



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We have been nominated - among other institutions - by the Federal Government to become a GCF Accredited Entity, allowing direct access to the fund resources with a focus on implementing the Brazil Country Program for the GCF. Following a rigorous accreditation process designed to assess the institution's competencies with respect to financial management, socioenvironmental and gender protection, Caixa's accreditation was approved by the GCF Board of Directors in October 2018, and the institution is now entitled to formalize the accreditation with the fund.

In the capacity of an Accredited Entity, GCF resources will be accessed to fund projects and programs that promote mitigation and/or adjustment to the effects of climate change by submitting fund raising proposals that may exceed USD 250 million.

SOLID WASTE AND CARBON

Caixa is the first bank in the country to offer a financial solution for compliance with the National Solid Waste Policy (Law 12.305/10) together with carbon credits. The project contributed to the reduction of greenhouse gas emissions, the purpose of the Climate Change National Policy (Law 12.187/2009).

In the area of Solid Waste and Carbon, we have in our portfolio financing for the implementation of landfills, a financial solution for enforcing the National Solid Waste Policy (Law 12.305/10, for the eradication of dumps and the implementation of landfills). Caixa currently funds the largest landfill in South America, the Santa Rosa Waste Processing Plant (CTR), in the municipality of Seropédica, RJ, which has received waste from the Rio de Janeiro (RJ) metropolitan area since the closure of the Jardim Gramacho operations. This is the first financing operation to integrated Caixa credit lines with the Global Carbon Market by accepting Certified Emission Reductions (CERs), or carbon credits, as an ancillary guarantee to the operation, incorporating new concepts into financing solutions that involve the generation of specific results, in this case, carbon credits.

In 2016, the São Gonçalo Solid Waste Center – in Rio de Janeiro municipality of São Gonçalo/RJ, was the second project to participate in the Program of Activities (PoA) of Clean Development Mechanism (CDM), dedicated to the Urban Solid Waste segment. Caixa PoA, the “Caixa Econômica Federal Solid Waste Management and Carbon Finance Project”, was created to implement carbon project activities in landfills, in an innovative medium and long-term strategy with the potential to leverage a large volume of CDM projects in one sole program, under the coordination of Caixa.

In 2018, we recorded the 5th Carbon Credit Issue. The credit refers to the methane flaring carried out by the Santa Rosa and São Gonçalo Sanitary Landfills, both in Rio de Janeiro. The carbon credits were generated in 2017, and only after extensive audit by UNFCCC consultants were they finally resolved to issue credits for projects in September 2018.

In addition to the certified emissions, in 2018 we submitted a new commercial proposal on behalf of Caixa for the renewal of the contract with the buyer fund, thus continuing the PoA Caixa. The proposal was approved by the board of the international buyers fund, authorizing the 2nd Emission Reduction Contract - ERPA, valid from 2019 to 2020. The entry of two new landfills to POA Caixa, located in Pernambuco was also approved, as was the continuity of the São Gonçalo landfill.



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Social Housing Good Practices

GRI 103-2, 103-3/203, 203-1

As a result of social interest housing programs, we are an important partner that brings together the construction sector and the Brazilian population. We are concerned with adopting criteria that enable the reduction of the impacts of housing developments throughout their life cycle.

SOLAR WATER HEATING SYSTEM

The Solar Heating System is a mandatory item in the house-type housing developments built with resources from MCMV's FAR and FDS (BAND 1) for the Midwest, Southeast and South regions. In other regions or for projects with funds from FGTS and SBPE it is a fundable item in the construction of housing units.

CASA AZUL SEAL

The Caixa Casa Azul (Blue House) Seal seeks to recognize the projects carried out for the housing developments financed by Caixa. Recognized projects are those that demonstrate sustainable environmental and financial solutions by means of the adherence to good constructive practices and that contribute to the quality of life of the population. Projects are classified according to the categories associated with urban design, architectural design and environmental comfort, conservation of material and natural resources, social and environmental practices and financial sustainability.



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Caixa Socioenvironmental Fund

GRI 103-2, 103-3/203, 203-1, FS7, FS8

Caixa Socioenvironmental Fund (FSA) was created to receive and invest funds in social and environmental projects that, in technical partnership with other public agencies, encourage the integrated and sustainable development of the low-income population. FSA Caixa's investments contribute to the strengthening of the company's image and to the engagement between the Bank and the communities in its operating territories, in addition to leveraging strategic partnerships that unite the government with Brazilian and international private entities.

The thematic lines, the action fronts and the distribution of resources to support the projects are defined annually by the Socioenvironmental Responsibility Committee and validated by the Steering Council. There are 3 areas of resource allocation:

Public Selection: projects selected based on criteria set forth in specific regulations based on the activity fronts and thematic lines defined on an annual basis.

Support to internal policies: strategic projects proposed by external bodies, donors or contributors to FSA Caixa funds, also based on the activity front and thematic lines on an annual basis.

Financial incentives to sustainable businesses: this area subsidizes Caixa internal demands for products that add socioenvironmental value..

In 2018, Caixa entered into 27 Financial Cooperation Agreements with the FSA, totaling a commitment of BRL 19,713,991.12, distributed to Water Sustainability, Sustainable Cities, Socioeconomic Promotion and Agroforestry Sustainability.

We currently monitor the execution of 71 cooperation agreements, 46 of which received funds in 2018, totaling BRL 18,703,746.79, among releases for first installments signed in the year and releases of agreements signed in previous years and still not completed.

PROJECTS SIGNED INTO IN 2018

20 projects

Sustainable cities

1 project

Socioeconomic promotion

2 project

Water sustainability

4 projects

Clean and sustainable energy:

27 signed projects

Total



For further information on Caixa Socioenvironmental Fund, access www.caixa.gov.br/sustentabilidade/fundo-socio-ambiental/Paginas/default.aspx



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Territory Development

GRI 103-2, 103-3/203, 203-1, 203-2

With the Integrated Sustainable Territory Development (DIST), Caixa supports projects that propose solutions for local development, public policy integration and the best use of the spaces built in the territories of the Minha Casa Minha Vida – MCMV program developments. Structured on four fronts, Territorial Governance, Economic Vitalization, Environmental Management and Sociocultural Promotion, the purpose is to promote citizenship and improve the communities quality of life.

To achieve the goals of the methodology with the communities, partnerships were made with specialized entities renowned for their expertise in local development. Since the beginning of the application of the methodology there are already 17 projects executed or under execution in 91 MCMV ventures. From 2013 to 2018, Caixa Socioenvironmental Fund invested BRL 28.82 million in these territories and supported more than 50,000 families in every region of the country.

TERRITORIAL GOVERNANCE

- Implementation of a Development Forum comprising community associations that meet monthly to enable agendas defined in community meetings (mobility, health, education, etc.) in the DIST Rio Largo, Alagoas.
- In June 2018, the UNICAMP Teachers Association (ADUNICAMP), with approximately 100 participants, held the II Entrepreneurial Communities Festival with inspiring speeches, introduction of projects carried out by the residents of the territories, presentation of the biennial development plans of the territories and launch of the publication of experience systematization, strengthening the communities cooperation networks and integrating different public and private players in the activities - DIST Campinas.

In DIST Campinas Videos of the School of Transformation were created on:e:

- The challenge of arrival in the territories;
- How to cultivate life in the community;
- Identity and territory;
- Inspiring projects: A report on different community initiatives that strengthen local development, mobilization, bonding and coexistence and the achievement of rights
- New Narratives: testimonials from writers, social and environmental activists inviting to think about what future you would like to build and be a part of;
- Community leaders;
- Mobilization, creating meetings spaces for dialogue and discovery of the common;
- Non-violent communication;
- How to live in condominium;
- Sociocultural, Socioeconomic and Socioenvironmental projects and
- Documentary School of Transformation.

ECONOMY REVITALIZATION

- Community Bank Mutum das Alagoas founded in 2017 with 21 members today has 34, including an Incubation Fund in Rio Largo, Alagoas.
- Preparation of business plans for individual and collective entrepreneurs of DIST-SHOPPING PARK - execution in partnership with UFU.
- Development and consolidation of Park Ateliê Fashion Criação - conclusion of the Atelier assembly (with 4 new sewing machines), two education and production courses on sales (DIST Shopping Park - Uberlândia).
- Pre-incubation (consulting for project guidance) of 11 productive groups, based on lectures and meetings held with entrepreneurs in gastronomy, fitness fashion clothing, handmade dolls and handbags, ecological soap and beauty.



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- Creation of Horta Orgânicos Park (Park Biological Vegetable Garden) - with the first harvest and sale in November 2018, Shopping Park - Uberlândia.
- 100 hours of environmental education workshops were held, focusing on the gathering of the Environment Commission, environmental education for housewives, visits to eco parks and a photography workshop for adolescents and young people. Young people and teenagers participated in the photography contest on the theme - DIST Fortaleza.
- Sustainable collective eco-soap production projects were identified and supported using waste oils collected by means of selective collection, community garden and gardening - DIST Fortaleza.
- After the initial environmental education work, open to all residences, the environmental commissions were set up, and a selective collection was implemented in the residential complexes, which received containers and bags for selective collection.

Assistance was also provided for the organization of the management centers and the selective collection was implemented - DIST Fortaleza.

SOCIOCULTURAL PROMOTION

- The Credit Committee was incorporated, and has already granted 21 loans – DIST Rio Largo/AL.
- Sociocultural strengthening of the district by providing cultural, sports and leisure activities such as Cine Comunidade (Community Cinema), guided visits, soccer, volleyball, dance, capoeira, graffiti, painting, drawing, among other – DIST UFU/Uberlândia.
- Creation and support of the Shopping Park Mothers' Club for the development of reception, entrepreneurship and income generation activities with embroidery, handicrafts and basic cooking activities - DIST UFU / Uberlândia.
- Community actions with circus events - DIST Fortaleza



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Environmental Management

We carry out eco-efficiency actions for water, energy, sustainable construction, greenhouse gas (GHG) emissions, waste, paper, awareness and communication and monitoring.

Together with other instruments, such as the Socio-environmental Responsibility Policy (PRSA) and the Sustainable Procurement Plan, these eco-efficiency actions contribute to the permanent revision of their processes, the incorporation of technologies and the change of management models in order to reduce the use of natural resources and materials and avoid damage to the environment caused directly by the business.

GHG EMISSIONS

In order to contribute to a low carbon economy, and recognizing the environmental impact generated by our operations, we prepare and report the Greenhouse Gas Emissions Inventory annually, monitoring the results and proposing mitigating actions. The Greenhouse Gas Emissions Inventory follows the guidelines of the IPCC - Intergovernmental Panel for Climate Changes and GHG Protocol - Greenhouse Gas Protocol guidelines, and covers the following sources of GHG emissions: fuel, air conditioning, electricity, transportation, paper, home-work commuting and travel.

Our GHG Emissions Inventory is annually audited externally to ensure the transparency and reliability of data. From 2013 to 2018, we achieved the Gold Seal of the Brazilian GHG-Protocol Program for the reliability of the information provided guaranteed by the external inspection. The Caixa 2018 GHG emissions inventory is available for consultation in Emissions Public Registry of the Brazilian GHG-Protocol Program.

ENERGY EFFICIENCY

In 2018, BRL 310 million were invested in the incorporation of energy efficiency concepts with a highlight on:

- 54 works for changing the address/repositioning of the network and administrative units or to upgrade their facilities;;
- 201 improvement/upgrade works for HVAC systems (investment of 55 million);
- Restoration of 48 Accident Units (explosions, fires, floods, among other);
- Installation of 92 digital branch units.

BRL 27 million were also invested in photovoltaic energy:

- Installation of the Solo Photovoltaic Plant (Fazenda Jardim in Uberlândia), consisting of 7,952 panels and an installed capacity of 2,124 kWp (BRL 16 million investment).
- 25 rooftop units were connected to the utility network in 2018 (investment of BRL 11 million).

ENERGY ECONOMY

In 2018, the internal guidelines consider actions for energy saving whose internal standard was revised to include more restrictive requirements that address water and energy resources management. With the adoption of these measures, coupled with additional measures to raise awareness of the use of natural resources and energy efficiency, a reduction of 1.95% in energy consumption was recorded in 2018 compared to the previous year. This resulted in savings of approximately BRL 8.95 million.



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The solar plant of Agência Vazante (MG) launched in December 2014, with total power of 74.5kWp, consisting of 276 solar panels and four inverters, produced in 2018 some 100 MWh of renewable energy. The energy produced by the ground-based plant (Fazenda Jardim) will be offset in a total of 35 branches (remote self-consumption concept), which is expected to produce savings of the order of BRL 2.3 million/year.

By the end of 2018, we already had 138 units generating electricity and connected to the utility network. It should be pointed out that the ground plant was connected to CEMIG's network in 2018. Considering the project as a whole (ground plant and rooftop units) some 13 GWh/year will be produced, representing 2.5% of Caixa's energy savings and annual savings of approximately BRL 11.5 million. At the end of the project we will have approximately 168 roof-mounted plants plus the ground-based plant.

LUX CAIXA PROGRAM – INTEGRATED ENERGY EFFICIENCY

Lux Caixa is an internal program that integrates all the company's energy efficiency actions. The focus is on reducing expenses and making consumption more sustainable. For such, a total of BRL 140 million will be invested: BRL 50 million in replacing common light bulbs with LED and other BRL 90 million in the installation of photovoltaic panels. This investment will be paid in three and a half years.

Another action that the program intends to implement is the migration of part of its energy consumption to the so-called Free Market, prioritizing the purchase of energy by renewable sources. This will allow us to buy energy from any company and not just the local utility and reduce our emissions.

Expected outcomes:

- 25 new Caixa photovoltaic units connected to local utilities.
- Delivery of Caixa's first solar farm (2.1 MW of power, 3.3 GWh of power generation and estimated savings of BRL 2.3 million/year).
- Replacement of 275 thousand LED bulbs, representing savings of BRL 8 million;
- Remote shutdown of 67 thousand computers and notebooks from the Customer Service Network (estimated savings of BRL 2.8 million/year).

- Contracting of invoice management and energy contracts solution, on the web platform, and expertize consulting on energy efficiency to advise on the management of more than 5,100 electricity invoices and 1,600 medium voltage contracts.

WATER FOOTPRINT

In 2018, actions were taken to reduce water consumption in some of our units, aiming at reducing costs and the sustainable and efficient use of natural resources, in accordance with our environmental guidelines. The adoption of the measures imposed, led to a 5.7% reduction in water consumption in 2018 compared to 2017. This percentage is equivalent to approximately 96.3 thousand m³ of water.

PRINTING OUTSOURCING

We point out initiatives that were included in the new Term of Reference for the provision of distributed printing services (print outsourcing) in Caixa units, which were hired in August 2018.

- To mitigate waste of printing by preventing the employee from commanding the print and forgetting to fetch it from the printer, printing will only take place by acceptance of the very employee (on-site) on the printing equipment..
- The first ranked bidder must produce an ISO 14001 (Environmental Management System) certificate or a contract that proves that it maintain a legal relationship with a company specializing in waste treatment, in which case an ISO 14000 certificate will be required to certify this condition of specialized company.
- Alert message of the toner level on the printer display showing the missing percentage, thus preventing early toner changes.
- Automatic sending of electronic message to users when the individual quota set forth by the manager reaches 90%..



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We used to have a large volume of electro-electronic equipment waste in our sheds without proper disposal, due to the characteristics of the waste and the obstacles to its disposal, given the company's status as a public entity;

In this context the Project Electronic-Waste and Socioenvironmental Responsibility was conceived, funded by FSA Caixa in partnership with the GEA Institute - Ethics and Environment, enabling waste collectors' cooperatives to receive our electronic waste.

Held over 4 years, the project trained 21 cooperatives in the main Brazilian capitals with an

investment of BRL 2,788,596.00 by FSA Caixa. The members received face-to-face training for the correct handling of electro-electronic waste and for the sale of components after dismantling.

In 2018, the project was closed, but the process of waste disposal to cooperatives was ensured, by mapping institutions in all cities where we have sheds that can receive the electro-electronics waste to transfer it to the cooperatives trained in the project. This was an important initiative for Caixa, since besides promoting the socioeconomic inclusion of the collectors, it reduced the maintenance cost of the warehouses used for the storage of waste equipment.

Total number of electro-electronic equipment donated		Income of cooperatives with the sale of waste (BRL)	
2015	1,232	2015	25,939.57
2016	10,734	2016	156,996.99
2017	8,146	2017	183,552.72
2018	4,697	2018	50,258.30
Total	24,809	Total	416,747.58



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Caixa's Solid Waste Management Plan was developed as a result of Law No. 12.305/10, which created the National Solid Waste Policy (PNRS) and established some monitoring and control instruments, among which we highlight the Solid Waste Management Plan (PGRS).

The Solid Waste Management Plan points out and describes the actions related to the management of solid waste from the activities developed, observing its characteristics, considering the aspects in regard to generation, segregation, packaging, collection, storage, transportation, processing and final disposal, as well as the protection of public health and the environment. PGRS Caixa was published on March 2, 2018.



To know more about the plan, download www.caixa.gov.br/Downloads/plano-de-gerenciamiento-de-residuos-solidos/Plano_de_Gerenciamiento_de_Residuos-Solidos_Caixa.pdf

CAIXA ECO EFFICIENCY CONTEST

In 2018, we sponsored the Caixa Eco efficiency Contest, encouraging the units to overcome challenges regarding the matters that follows: Water and/or energy saving, conscious use of consumables (paper, plastic cups, reels, etc.), selective collection and sustainable disposal and reduction of printing. More than 550 Eco efficiency actions were submitted to the contest and the most recurring theme was the conscious use of consumables.

EDUCATION FOR SUSTAINABILITY

We offer training in sustainability by means of our Corporate University. In 2018, 1,536 employees completed the Introduction to Social and Environmental Responsibility Course in the Financial System. Since its launch in 2015, 23,835 employees have already been trained, which corresponds to 28% of our workforce.

SUSTAINABLE PURCHASES

GRI 102-9, 103-2, 103-3/204, 204-1

It is the responsibility of the manager of the contract object to establish sustainability criteria and/or aspects in the technical specification of the object, in the execution of the contracted services, in the supply of goods or in the contractor's obligations, with a view to contributing to the promotion of sustainable development.

In 2018, we contracted approximately BRL 4 billion for the acquisition of goods and services by means of agreements with 3,182 different suppliers, all selected under Law No. 13.303/2016, Trading Law 10.520/2002 and Decree 5.450/2005, which regulate tenders and contracts carried out by public companies; on the other hand, priority in choosing suppliers follows the guidelines of Complementary Law No. 123/2006, which sets forth the right of preference to micro and small businesses as a way to stimulate the economy of the municipalities through job creation and the local collection of Taxes on Services of Any Nature (ISSQN). The electronic trading corresponded to approximately BRL 2.6 billion.

Regarding the hiring of local labor by our suppliers, the decision is up to the contractor. Due to the civil nature of the contracts and for legal reasons, there can be no interference by the public administration in the labor issues of contractors.

As a way of managing the impacts generated by our business, we extend our attention to socio-environmental aspects throughout our supply chain. In addition to economic and financial matters, the agreements entered into with our suppliers include clauses related to ethics, socioenvironmental responsibility, as well as human rights, such as the rejection of child labor or degrading or slave-like conditions and the use of discriminatory practices based on religious belief, race, color, gender, sexual orientation, political party, social class or nationality. A supplier who fails to comply with contractual obligations of any kind is subject to penalties for misconduct, ranging from warning to a declaration of disreputable status.



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Based on our internal policy, we defined sustainability criteria and social and environmental responsibility for the procurement of supplies and infrastructure, specifying the requirement for the use LED bulbs, air-conditioning system with eco-

logical cooling gas, use of elevators with early call, use of photovoltaic panels for power generation, and the adoption of systems for rainwater reuse, among other. In 2018, we signed 13,366 administrative contracts, totaling 3,182 different suppliers.

Corporations		Individuals		International		Total
Number	Percentage	Number	Percentage	Number	Percentage	
1,815	57.04%	1,352	42.49%	15	0.47%	3,182

* Lottery permits were not accounted for.



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Region	Corp. Number	Indiv. Number
North	81	39
Northeast	242	155
Southeast	810	866
South	421	162
Midwest	261	130

We have participated since 2016 in the CPD Supply Program Chain, which allows the company to manage impacts of climate change and of water use in your supply chain. The Program offered to our suppliers the opportunity for training, diagnosis of risks related to GHG emissions (Greenhouse Gases) and management of the use of water in their business, in addition to of work plan.

In 2018 were invited to participate of the 131 suppliers program and the index response rate was 37%. The participation index effective increased from 26% to 37% in 2017 to 2018.



Engagement and mobilization for sustainability

In 2018 two initiatives were the highlight of our performance in Sustainability with the internal public



Contest Eco-efficiency Caixa

Stimulate changing habits to foster the culture of the conscious consumption, promoting operational efficiency, cost reduction and rational use of natural resources.

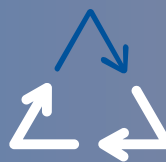
Theme Challenges:



Water Economy



Conscious use of material of consumption (glasses plastics, coils, etc)



Selective Collection and sustainable disposal



Print Reduction



Each unit Caixa proposed one or more actions for each challenge introduced

553

Actions Indexed

18%

of Caixa employees participated



Actions submitted to Evaluation Committee



Selection of 3 best actions in each theme



My day of Volunteer

The Campaign encouraged our employees to donate a working day for the promotion of citizenship and sustainable development.



Registration
of interested
parties in the portal
BOX Volunteers

255

Registered
actions

Voluntary actions were performed
in the month of October 2018



3,893 people
involved in
actions



4,989 pounds
of food
raised



2,940 pieces of
clothes collected



4,317 toys
donated



Disclosure
of actions
performed
through
the portal

Allowance of up to one working day.

2.8 million BRL

estimated value equivalent to working day
of the employees involved in the Campaign.



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CHAPTER 8

Report and Materiality

GRI 102-50

In This Chapter
About our Report

Sustainable
Development Goals

Connection
with PRSA



WE ARE CAIXA

Our Report

GRI 102-42, 102-43, 102-44, 102-46, 102-48, 102-49, 102-50, 103-1

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**REPORT AND
MATERIALITY**

In 2018, we released our eleventh Sustainability Report, as a tool to inform our different stakeholders about the Bank's performance on the issues considered most relevant at the social, economic and environmental levels.

The eleventh consecutive edition of our report continues to be drafted in accordance with the Global Reporting Initiative (GRI) guidelines based on the GRI Standards version under the Essential reporting option. The reported indicators address Caixa's management from January 1 to December 31, 2018 and cover Caixa's entire service network in Brazil - branches and administrative units. They also cover the broad range of external impacts of social and transfer programs that the Institution operates in its capacity of a strategic partner of the Federal Government.

For another year, the content of the report was analyzed by an independent audit, which checked compliance with the indicator protocols considering the mandatory reporting of at least one indicator for each topic deemed material for Caixa. The information was collected by means of mobilizing different senior managements, superintendence offices and national managements of the Bank. The financial data are based on Caixa's Management Report and follow the Brazilian accounting guidelines (BR GAAP). Non-fi-

nancial data were reported according to GRI guidelines.

The materiality showed in the report followed the results obtained during 2015 when direct consultations were held with the public throughout the national territory, based on the GRI guidelines and the AA1000 Stakeholder Engagement standards, as well as sector and corporate documents. In total, 11 stakeholder groups of the Bank were engaged, such as employees and leaders, sector entities, unions, customers and business partners. The audiences were mapped from the Bank's accumulated experience in its relations with Brazilian society. In total, more than 3,330 people were involved in online consultations and targeted interviews, and were responsible for defining Caixa's priority themes.

In total, five material macro themes were identified - Governance and Leadership; Business Model and Innovation; Human Capital Development; Equity capital; and Natural Capital - which correspond with GRI topics and performance indicators. This theme map also guided the choice and prioritization of the contents presented in the report.



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MACRO AND ASSOCIATED THEMES

GRI 102-45, 102-47

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	Associated Material Topics	Inside	Outside	Related Topics	GRI-Associated Disclosures
Governance and Leadership	Management of business continuity and technology risks	x	x	Organizational profile Strategy	102-1, 102-2, 102-3, 102-4, 102-5, 102-6, 102-7, 102-11, 102-12, 102-13, 102-16, 102-18, 102-28, 201-1, 201-4, 203-1, 203-2, 204-1, 205-2, FS1, FS2
	Information Security	x		Ethics and integrity Governance	
	Brand and reputation	x	x	Economic performance Procurement practices	
	Adjustment to external context	x	x	Indirect economic impacts	
	Managing systemic risk	x		Anti-corruption	
	Geographic coverage and new markets	x	x	Product portfolio	
	Frauds	x	x		
Human Capital	Working conditions	x	x	Employment	401-1, 401-2, 401-3, 403-2, 403-4, 404-2, 404-3
	Development of human capital (education)	x		Occupational health and safety Training and education	
	Organizational Culture	x			
	Occupational safety and health	x			
Business Model and Innovation	Client and consumer relations	x	x	Stakeholder engagement	102-18, 102-40, 102-42, 102-43, 102-44, FS1, FS2
	Innovation and opportunities	x	x	Governance	
	Sustainable finances	x	x	Product portfolio	
	Integration of environmental, social and governance factors in analyzing credit risk	x		Asset ownership	
Social Capital	Financial education	x	x	Client privacy	203-1, 203-2, 417-2, 418-1
	Responsible lending and debt prevention		x	Marketing and labeling	
	Client privacy and information security	x	x	Direct economic impacts	
	Financial inclusion		x	Governance	
	Information transparency and fair guidance for clients	x	x	Product portfolio	
Natural Capital	Measures to minimize environmental impact	x	x	Organizational profile Governance Economic performance Product portfolio Audit Asset ownership	102-9, 102-11, 204-1, FS1, FS2



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High Administration	Council, Boards and Superintendencies
Shareholders	CAIXAPAR
Customers	Retail, Corporate and City Halls
Communities	Metropolises and small cities
Suppliers	Top (volume and / or more frequent), lottery (sampling - regions of the country)
Partners	Banks, Correspondent, Caixa Aqui, Interamerican Development Bank (IDB), Lotteries
Government (Federal, state and municipal)	Ministries, BNDES, Congress
Regulatory Entities	Central Bank of Brazil
Employees	Own (employees with and without management function and employees without rewarded function / position on commission), third parties (service providers)
Representativeness	Febraban, ABDE, ABDIB, ACREFI, CEBDS, Instituto Ethos, IBGC, WSBI, The Equator Principles Association, ICLC, Conar e Cities Alliance
Unions	Bank and other unions which Caixa has a relationship



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Attachments

CORPORATE INTEGRITY GRI 205-2

2018 TRAINING

Functional Category	Employees Trained	Active Employees on 12/31/2018	Percentage of Employees Trained in 2018
Leader	37	37	100.00%
Head of Unit	4,051	4,056	99.88%
Managerial - other functions	18,141	18,155	99.92%
Non managerial	35,086	35,124	99.89%
Professional	2,284	2,335	97.82%
Operational	24,023	25,256	95.12%
Total	83,622	84,963	98.42%

Source: Training Management System - Position Dec / 2018 (GEDEC)

2018 CORRUPTION TRAINING TRAINING BY REGION

Region	Leaders	Head of Unit	Managerial - other functions	Non-managerial	Professional	Operational	Total
Midwest	17	611	2,972	7,824	418	2,648	14,490
North	0	218	810	1,333	119	987	3,467
South	0	723	3,258	5,303	432	4,206	13,922
Southeast	1	1,754	8,075	14,928	803	11,139	36,700
Northeast	0	732	2,937	5,481	475	4,277	13,902
	18	4,038	18,052	34,869	2,247	23,257	82,481
Total	0.02%	4.90%	21.89%	42.28%	2.72%	28.20%	100.00%

Source: Training Management System - Position Dec / 2018 (GEDEC)



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HUMAN CAPITAL - GENERAL INDICATORS GRI 102-8

Region	Apprentices	Internals
Midwest	630	721
South	1,004	1,329
Southeast	2,257	3,009
North	202	342
Northeast	606	1,309
Total	4,699	6,710

	Administrative		Professional		Endangered Carrer		Total		Subtotal
	Woman	Man	Woman	Man	Woman	Man	Woman	Man	
Midwest	6,521	7,964	199	396	4	4	6,724	8,364	15,088
Northeast	5,330	8,256	161	477	1	21	5,492	8,754	14,246
North	1,410	2,012	49	122	2	3	1,461	2,137	3,598
Southeast	17,668	18,976	359	726	4	22	18,031	19,724	37,755
South	6,164	7,531	149	419	0	2	6,313	7,952	14,265
Total	37,093	44,739	917	2,140	11	52	38,021	46,931	84,952



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HUMAN CAPITAL - ROTATIVITY AND CONTRACTS GRI 401-1

HIRING BY REGION

Region	Under 30 years			30 to 50 years old			Over 50 years			Total		
	Woman	Man	Subtotal	Woman	Man	Subtotal	Woman	Man	Subtotal	Woman	Man	Subtotal
Midwest	22	32	54	74	63	137	2	2	4	98	97	195
Northeast	12	19	31	23	25	48	0	2	2	35	46	81
North	3	4	7	13	6	19	0	0	0	16	10	26
Southeast	28	24	52	103	68	171	2	2	4	133	94	227
South	2	0	2	5	4	9	0	1	1	7	5	12
	67	79	146	218	166	384	4	7	11	289	252	-
Total	26.99%			70.98%			2.03%			541		

Source: SISRH Base. Position 12/31/2018.

TURNOVER BY REGION GRI 401-1

Region	Under 30 years			30 to 50 years			Above 50 years			Total		
	Woman	Man	Subtotal	Woman	Man	Subtotal	Woman	Man	Subtotal	Woman	Man	Subtotal
Midwest	2.97%	3.34%	3.19%	1.06%	0.86%	0.96%	7.41%	4.28%	5.37%	2.25%	1.91%	2.06%
Northeast	3.04%	2.46%	2.66%	0.64%	0.71%	0.68%	8.49%	5.03%	6.12%	2.45%	2.08%	2.23%
North	1.12%	2.71%	2.08%	0.87%	0.90%	0.89%	5.88%	4.47%	4.97%	1.71%	1.80%	1.76%
Southeast	2.51%	2.19%	2.33%	0.84%	0.81%	0.82%	8.79%	5.51%	6.82%	2.53%	2.20%	2.35%
South	0.61%	1.57%	1.18%	0.62%	0.56%	0.59%	11.68%	6.16%	7.94%	2.85%	2.51%	2.66%
	2.29%	2.43%	2.37%	0.81%	0.77%	0.79%	8.93%	5.32%	6.62%	2.49%	2.16%	-
Total	2.37%			0.79%			6.62%			2.31%		

Source: SISRH Base. Position 12/31/2018.



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	Under 30 years			30 to 50 years			Above 50 years			Total		
	Woman	Man	Total	Woman	Man	Total	Woman	Man	Total	Woman	Man	Total
Yellow	45	52	97	1,014	813	1,827	354	375	729	1,413	1,240	2,653
White	1,282	1,790	3,072	20,823	21,241	42,064	6,032	10,239	16,271	28,137	33,270	61,407
Indigenous	1	5	6	51	89	140	15	28	43	67	122	189
Brown	574	882	1,456	5,725	7,414	13,139	969	2,339	3,308	7,268	10,635	17,903
Black	87	149	236	926	1,216	2,142	111	290	401	1,124	1,655	2,779
Not informed by employee	0	0	0	2	1	3	10	8	18	12	9	21
	1,989	2,878	4,867	28,541	30,774	59,315	7,491	13,279	20,770	38,021	46,931	84,952
Total	5.73%			69.82%			24.45%			-		



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Education	Leaders			Head of Unit			Managerial - Other Functions		
	Woman	Man	Total	Woman	Man	Total	Woman	Man	Total
Literate without regular courses	0	0	0	0	0	0	0	0	0
First degree	0	0	0	0	0	0	0	0	0
Second degree and technical	0	0	0	1	21	22	492	999	1,491
Higher Education	0	2	2	475	1,355	1,830	4,042	4,995	9,037
Improvement / Specialization / Postgraduate studies	0	16	16	598	1,478	2,076	3,416	3,873	7,289
Master	0	7	7	29	85	114	125	193	318
Doctorate, posdoctoral, PhD	0	1	1	6	8	14	10	10	20
Total	0	26	26	1,109	2,947	4,056	8,085	10,070	18,155
Until Higher Education (%)	0	7,69	7,69	42,92	46,69	45,66	56,08	59,52	57,99
From postgraduate (%)	0	92,31	92,31	57,08	53,31	54,34	43,92	40,48	42,01



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PROFILE BY EDUCATION AND GENDER

Education	Non-managerial			Operational			Professional			Total		
	Woman	Man	Total	Woman	Man	Total	Woman	Man	Total	Woman	Man	Total
Literate without regular courses	0	0	0	0	0	0	0	0	0	0	0	0
First degree	0	0	0	1	1	2	0	0	0	1	1	2
High school or technical	1,801	3,629	5,430	2,645	4,483	7,128	24	63	87	4,963	9,195	14,158
Higher Education	7,919	8,714	16,633	5,745	6,824	12,569	277	620	897	18,458	22,510	40,968
Improvement / Specialization / Postgraduate studies	7,090	5,497	12,587	2,517	2,749	5,266	344	740	1,084	13,965	14,353	28,318
Master	224	218	442	106	162	268	100	148	248	584	813	1,397
Doctorate, posdoctoral, PhD	19	13	32	5	15	20	7	12	19	47	59	106
Total	17,053	18,071	35,124	11,022*	14,234	14,234	752	1,583	2,335	38,021	46,931	84,952
Until higher education (%)	57	68.3	62.81	76.13	79.44	78	40.03	43.15	42.14	61.6	67.56	64.89
From post graduation (%)	43	31.7	37.19	23.84	20.56	21.99	59.97	56.85	57.86	38.39	32.44	35.1



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Health and Safety

GRI 403-2

OCCUPATIONAL DISEASE

LAT 2018	Lost days		Employees with LAT		Absenteeismo rate by LAT disease	
Region	Man	Woman	Man	Woman	Man	Woman
Midwest	6,442	7,685	45	47	0.21%	0.32%
Southeast	9,183	13,163	72	104	0.13%	0.20%
South	3,730	5,077	26	37	0.13%	0.22%
Northeast	11,362	9,627	65	49	0.36%	0.48%
North	2,403	3,117	15	14	0.31%	0.59%
Total Gender	33,120	38,669	223	251	0,19%	0,28%
Total Caixa	71,789		474		0,23%	

TIPICAL ACCIDENT

LAT 2018	Lost days		Employees with LAT		Absenteeism with tipical LAT	
Region	Man	Woman	Man	Woman	Man	Woman
Midwest	15	192	3	9	0.00%	0.01%
Southeast	615	1,378	6	13	0.01%	0.02%
South	15	69	1	1	0.00%	0.00%
Northeast	0	0	0	0	0.00%	0.00%
North	391	33	5	1	0.05%	0.01%
Total Gender	1,036	1,672	15	24	0.01%	0.01%
Total Caixa	2,708		39		0.01%	



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COMMUTING ACCIDENT

LAT 2018	Lost days		Employees with LAT		Absenteeism rate by LAT	
Region	Man	Woman	Man	Woman	Man	Woman
Midwest	161	68	3	4	0.01%	0.00%
Southeast	1,447	1,567	23	27	0.02%	0.02%
South	901	80	12	6	0.03%	0.00%
Northeast	535	122	4	4	0.02%	0.01%
North	0	125	0	2	0.00%	0.02%
Total Gender	3,044	1,962	42	43	0.01%	0.01%
Total Caixa	5,006		85		0.02%	

Source: SISRH 12/31/2018



CONSOLIDATED STATEMENT OF ADDED VALUE GRI 201-1

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Description	2018 Consolidated 2nd Semester		Exercise		2017 (Nota 3(n)) 2nd Semester		Exercise	
	R\$	%	R\$	%	R\$	%	R\$	%
1. Revenue	63,755,777		128,784,233		77,195,191		153,880,365	
Financial intermediation	55,835,651		111,717,435		62,434,470		133,400,619	
Provision of tariff services	13,825,416		26,849,350		12,811,552		25,041,082	
Provision for debtors doubtful - constitution	(7,848,679)		(14,926,110)		(9,009,603)		(19,256,576)	
Others	1,943,389		5,143,558		10,958,772		14,695,240	
2. Financial intermediation expenses	29,804,935		60,754,873		36,910,956		82,934,728	
3. Acquired Inputs from third parties	14,539,812		26,847,910		15,849,546		28,083,128	
Materials, energy and others	1,321,111		2,591,679		1,306,691		2,531,490	
Data processing and communications	1,161,607		2,135,371		1,043,480		2,057,550	
Advertising, publicity and promotions	468,987		662,523		442,088		668,412	
Third party services and specialized	1,272,251		2,407,242		1,236,451		2,431,876	
Surveillance and security services	449,945		888,826		462,700		902,892	
Others	9,865,911		18,162,269		11,358,136		19,490,908	
Services delegated by federal government	809,553		1,447,751		1,149,436		2,248,077	
Expenses with lotteries and trading partners	1,751,405		3,217,137		1,339,332		2,561,296	
Discounts on credit operations	282,652		704,838		281,497		596,756	
Credit / Debit Card Expenses	536,967		1,030,344		491,157		922,094	
Post employment benefit	864,800		1,898,718		1,276,709		2,393,730	
Others operating provisions	3,066,908		4,733,596		2,208,626		4,560,267	
Others	2,553,626		5,129,885		4,611,379		6,208,688	



	2018				2017 (Nota 3(n))				
	Consolidated		Exercise		2nd Semester		Exercise		
	Description	R\$	%	R\$	%	R\$	%	R\$	%
WE ARE CAIXA	4. Gross value added (1-2-3)	19,411,030		41,181,450		24,434,689		42,862,509	
GOVERNANCE, ETHICS AND INTEGRITY	5. Holds	912,038		1,802,778		948,018		1,857,032	
	Depreciation, amortization and exhaustion	912,038		1,802,778		948,018		1,857,032	
	6. Added value Liquid (4-5)	18,498,992		39,378,672		23,486,671		41,005,477	
ECONOMIC- FINANCIAL RESULTS	7. Added Value Received in Transfer	685,859		1,382,643		468,668		780,255	
	Equivalence Result patrimonial	685,859		1,382,643		468,668		780,255	
	8. Added value to distribute (6+7)	19,184,851		40,761,315		23,955,339		41,785,732	
OUR PEOPLE	9. Distribution of Added value	19,184,851	100.00	40,761,315	100.00	23,955,339	100.00	41,785,732	100.00
OUR CLIENTS	People	10,224,955	53.30	20,267,158	49.72	10,786,939	45.03	21,059,181	50.40
SUPPORT TO PUBLIC POLICIES	Direct Remuneration	7,598,933		15,266,727		8,326,925		16,204,955	
	Benefits	2,136,997		4,060,285		1,992,405		3,920,086	
	FGTS	489,025		940,146		467,609		934,140	
PERFORMANCE AND SUSTAINABILITY	Taxes, fees and contributions	4,520,116	23.56	8,656,525	21.24	4,002,914	16.71	6,718,290	16.08
	Federal	4,117,805		7,783,291		3,603,705		5,866,851	
	State	375		1,194		523		1,037	
REPORT AND MATERIALITY	Municipal	401,936		872,040		398,686		850,402	
	Capital remuneration from third parties	739,473	3.85	1,482,301	3.64	751,769	3.14	1,520,200	3.64
	Rents	739,473		1,482,301		751,769		1,520,200	
	Own capital remuneration	1,205,897	6.29	3,335,317	8.18	1,330,127	5.55	2,349,542	5.62
	Interest on capital own dividends	433,889		1,740,942		1,276,012		2,294,881	
	Interest on financial instruments debt eligible for capital	772,008		1,594,375		54,115		54,661	
	Retained Earnings	2,494,410	13.00	7,020,014	17.22	7,083,590	29.57	10,138,519	24.26

The accompanying notes are an integral part of these financial statements.



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STANDARD GRI	RELEASE	PAGE/IVR	OMISSION
GRI 101: FOUNDATIONS 2016			
GENERAL DISCLOSURES			
GRI 102: General Disclosures 2016	102-1: Name of Organization	Caixa Econômica Federal	
	102-2: Activities, brands, products and services	7	
	102-3: Headquarters Location	132	
	102-4: Operations Location	9	
	102-5: Property and legal status	7	
	102-6: Markets served	7, 9	
	102-7: Size of Organization	9	
	102-8: Information on employees and other labor	36, 116	
	102-9: Suppliers chain	105	
	102-10: Significant organizational and suppliers chain changes	There was no change significant with respect to suppliers or the structure Caixa physical.	
	102-11: Concern principle or approach	22, 25	
	102-12: External Initiatives	85, 91	
	102-13: Shareholding in companies	91	
ESTRATEGY			
GRI 102: General Disclosures 2016	102-14: Statement of the most senior decision maker in the organization	4	
ETHICS AND INTEGRITY			
GRI 102 General Disclosures 2016	102-16: Behavior values, principles, norms and standards	17, 18, 19. Mission and Values Information Box are available at the following address: http://www.caixa.gov.br/sobre-a-caixa/presentation/Pages/default.aspx	
GOVERNANCE			
GRI 102: General Disclosures 2016	102-18: Governance Structure 102-28: Performance evaluation of the highest governance body	16, 18	
STAKEHOLDERS ENGAGEMENT			
GRI 102: General Disclosures 2016	102-40: List of stakeholders	114	
	102-41: Collective Agreements	100%	
	102-42: Basis for identification and choice of stakeholders for engagement	112	
	102-43: Approach for engagement of stakeholders	112	
	102-44: Main topics and concerns raised	112	



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STANDARD GRI	RELEASE	PAGE/IVR	OMISSION
REPORTING PRACTICES			
GRI 102: Disclosures Gerais 2016	102-45: Entities included in the consolidated financial statements	9, 113	
	102-46: Definition of reporting content and limit of topics	112	
	102-47: Material Topic list	113	
	102-48: Information redrafting	112	
	102-49: Changes to the report	112	
	102-50: Period covered by the report	112	
	102-51: Date of last report	2018	
	102-52: : Cycle of reports issuance	Annual	
	102-53: Contact for questions about report	gersa@caixa.gov.br	
	102-54: Statement of preparation of the report of compliance with GRI Standards	Core	
	102-55: Summary of GRI content	125	
	102-56: External check	130	
MATERIAL TOPICS			
ECONOMIC PERFORMANCE			
GRI 103: Management system 2016	103-1: Explanation and limit of the material topic	112	
	103-2: Management form of its components	29	
	103-3: Assessment of management method	29	
GRI 201: Economic Performance 2016	201-1: Direct economic value generated and transferred	123	
	201-4: Financial aid received for government	No financial aid was received from government	-
INDIRECT ECONOMIC IMPACTS			
GRI 103: management system 2016	103-1: Explanation and limit of material topic	112	
	103-2: Form of management of its components	68, 79, 98, 99, 100	
	103-3: Management system assessment	68, 79, 98, 99, 100	



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STANDARD GRI	RELEASE	PAGE/IVR	OMISSION
GRI 203 Indirect Economic Impacts 2016	203-1: Investments in infrastructure and services offered	68, 79, 98, 99, 100	
	203-2: Significant indirect economic impacts	68, 79, 81, 82, 83, 85, 100	
PROCUREMENT PRACTICES			
GRI 103 Management System 2016	103-1: Explanation and limit of material topic	112	
	103-2: Form of management of its components	105	
	103-3: Assessment of management system	105	
GRI 204 Procurement Practices 2016	204-1: Proportion of expenses with local suppliers	105	
ANTICORRUPTION			
GRI 103 Management System 2016	103-1: Explanation and limit of material topic	112	
	103-2: Form of management of its components	22	
	103-3: Assessment of management system	22	
GRI 205 Anticorruption 2016	205-2: Communication and training on anticorruption policies and procedures	22, 115	
SOCIAL			
EMPLOYMENT			
GRI 103 Management System 2016	103-1: Explanation and limit of material topic	112	
	103-2: Form of management of its components	44, 45	
	103-3: Assessment of management system	44, 45	
GRI 401 Employment 2016	401-1: New hires and turnover of employees	37, 117, 119	
	401-2: Full-time employees' benefits not provided to temporary or half-time employees	44	
	401-3: Maternity and paternity leave	45	
LABOR HEALTH AND SAFETY			
GRI 103 Management System 2016	103-1: Explanation and limit of material topic	112	
	103-2: Form of management of its components	46	
	103-3: Assessment of management system	46	



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STANDARD GRI	RELEASE	PAGE/IVR	OMISSION
GRI 403 Occupational Health and Safety 2016	403-2: Types and rates of injuries, occupational illnesses, days lost, absenteeism and number of labor-related deaths	59	
	403-4: Tópicos relativos à saúde e segurança cobertos por acordos formais com sindicatos	46, 48	
TRAINING AND EDUCATION			
	103-1: Explanation and limit of material topic	112	
GRI 103: Management System 2016	103-2: Form of management of its components	40, 41, 43	
	103-3: Assessment of management system	40, 41, 43	
	404-1: Average of training hours per year, by employee	41, 42	
GRI 404 Training and Education 2016	404-2: Program for the development of employees' abilities and assistance for career transition	Caixa does not have a specific learning program for employees who are preparing for retirement. Currently, Caixa University has a partnership agreement with FUNCEF to provide online educational actions for retired employees.	
	404-3: Percentage of employees who regularly receive performance and career development assessments	40	
MARKETING AND LABELING			
	103-1: Explicação do tópico material e seu limite	112	
GRI 103: Management System 2016	103-2: Forma de gestão e seus componentes	59	
	103-3: Avaliação da forma de gestão	59	
	417-1: Requirements for products and services information and labelings	59	
GRI 417: Marketing and Labeling 2016	417-2: Cases of non-compliance with product and services information and labeling	Due to the nature of operations, products and services rendered by Caixa, there is no record of violation of labels or non-compliance with voluntary regulations and codes.	



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STANDARD GRI	RELEASE	PAGE/IVR	OMISSION
CUSTOMER PRIVACY			
GRI 103: Management System 2016	103-1: Explanation and limit of material topic	112	
	103-2: Form of management of its components	49	
	103-3: Management Assessment system	49	
GRI 418: Client Privacy 2016	418-1: Claims and complaints regarding breach of privacy and loss of client data	Quantitative data are confidential and strategic and thus not informed by Caixa in this report.	
GRI G4 – FINANCIAL SECTOR SUPPLEMENT			
PRODUCT PORTFOLIO			
Financial Sector Supplement – Product Portfolio	DMA FS1: Policies with specific environmental and social components applied to the line of business	92	
	DMA FS2: Procedures for assessing and ranking environmental and social risks in the lines of business	92	
	FS7: Monetary value of products and services created to provide a social benefit specific to each line of business separated by purpose	68, 71, 81, 82, 83, 99	
	FS8: Monetary value of products and services created to provide an environmental benefit specific to each line of business separated by purpose	99	
	S13: Access points in sparsely populated or economically disadvantaged areas by type	61, 63	
	FS14: Initiatives to improve access to financial services for disadvantaged people	61, 63	
	FS15: Policies for fair development and sale of financial products and services	59	
	FS16: Initiatives to increase financial education by type of beneficiary	59	



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Assurance Report

GRI 102-56

To the Board of Directors
Caixa Econômica Federal
Brasília- DF

INTRODUCTION

We have been engaged by Caixa Econômica Federal ("CEF") to present our limited assurance report on the compilation of the information related to sustainability included in the Sustainability Report for 2018 of CEF for the year ended December 31, 2018.

RESPONSIBILITIES OF THE COMPANY'S MANAGEMENT

The management of CEF is responsible for the preparation and fair presentation of the information related to sustainability included in the Sustainability Report for 2018, in accordance with the guidelines of the Global Reporting Initiative (GRI-STANDARDS) and for such internal control as management determines is necessary to enable the preparation of this information free from material misstatement, whether due to fraud or error.

INDEPENDENT AUDITOR'S RESPONSIBILITIES

Our responsibility is to express a conclusion on the information related to sustainability included in the Sustainability Report for 2018 based on our limited assurance engagement carried out in accordance with the Technical Communication CTO 01, "Issuance of an Assurance Report related to Sustainability and Social Responsibility", issued by the Federal Accounting Council (CFC), based on the Brazilian standard NBC TO 3000, "Assurance Engagements Other than Audit and Review", also issued by the CFC, which is equivalent to the international standard ISAE 3000, "Assurance engagements other than audits or reviews of historical financial information", issued by the International Auditing and Assurance Standards Board (IAASB). Those standards require that we comply with ethical, independence, and other requirements, including regarding the application of the Brazilian Standard for Quality Control (NBC PA 01) and, therefore, that we maintain a comprehensive quality control system, with documented policies and procedures regarding the fulfillment of ethical requirements, professional

standards, and legal and regulatory requirements applicable.

Furthermore, those standards require that we plan and perform our engagement to obtain limited assurance that the information related to sustainability included in the Sustainability Report for 2018, taken as a whole, is free from material misstatement.

A limited assurance engagement conducted in accordance with the Brazilian standard NBC TO 3000 and ISAE 3000 mainly consists of making inquiries of management and other professionals of the entity involved in the preparation of the information, as well as applying analytical procedures to obtain evidence that allows us to issue a limited assurance conclusion on the information, taken as a whole. A limited assurance engagement also requires the performance of additional procedures when the independent auditor becomes aware of matters that lead the auditor to believe that the information taken as a whole might present significant misstatements.

The procedures selected were based on our understanding of the aspects related to the compilation and presentation of the information related to sustainability included in the Sustainability Report for 2018, on other circumstances of the engagement and on our analysis of the areas in which significant misstatements might exist. The following procedures were adopted:

A. Planning the work, taking into consideration the materiality and the volume of quantitative and qualitative information and the operating and internal control systems that were used to prepare the information related to sustainability included in the Sustainability Report for 2018 of CEF.

B. Understanding the calculation methodology and the procedures adopted for the compilation of indicators through interviews with the managers responsible for the preparation of the information.



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C. Applying analytical procedures to quantitative information and making inquiries regarding the qualitative information and its correlation with the indicators disclosed in the information related to sustainability included in the Sustainability Report for 2018.

D. Comparing the financial indicators with the financial statements and/or accounting records..

The limited assurance engagement also included application of procedures to assess compliance with the guidelines and criteria of the Global Reporting Initiative (GRI-STANDARDS) applied in the preparation of the information related to sustainability included in the Sustainability Report for 2018.

We believe that the evidence we obtained is sufficient and appropriate to provide a basis for our limited assurance conclusion.

SCOPE AND LIMITATIONS

The procedures applied in a limited assurance engagement are substantially less detailed than those applied in a reasonable assurance engagement, the objective of which is the issuance of an opinion on the information related to sustainability included in the Sustainability Report for 2018. Consequently, we were not able to obtain reasonable assurance that we would become aware of all significant matters that might be identified in an assurance engagement, the objective of which is the issue of an opinion. If we had performed an engagement with the objective of issuing an opinion, we might have identified other matters and possible misstatements in the information related to sustainability included in the Sustainability Report for 2018. Therefore, we do not express an opinion on these matters.

Non-financial data is subject to more inherent limitations than financial data, due to the nature and diversity of the methods used to determine, calculate and estimate these data. Qualitative interpretations of the relevance, materiality, and accuracy of the data are subject to individual assump-

tions and judgments. Furthermore, we did not carry out any work on the data reported for prior periods, nor future projections and goals.

The preparation and presentation of sustainability indicators followed the GRI-STANDARDS criteria and, therefore, they do not seek to obtain assurance that laws and social, economic, environmental, or engineering regulations are met. These standards, however, require the presentation and disclosure of any breaches to these regulations when they result in sanctions or significant fines. Our assurance report must be read and understood in this context, which is inherent to the selected criteria (GRI-STANDARDS).

CONCLUSION

Based on the procedures performed, described herein, no matter has come to our attention that causes us to believe that the information related to sustainability included in the Sustainability Report for 2018 of Caixa Econômica Federal has not been compiled, in all material respects, in accordance with the guidelines of the Global Reporting Initiative (GRI-STANDARDS).

Brasília, November 13, 2019

PricewaterhouseCoopers
Auditores Independentes
CRC 2SP000160/O-5

Guilherme Naves Valle
Contador CRC 1MG070614/O-5



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Corporate Credits GRI 102-3

GRI consulting, editorial coordination and design

KEYASSOCIADOS

Images

ACERVO CAIXA

Infographics and cover

JAZZUP

Typographic family

FUTURA STD

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