

Social Report - 2012 and 2011

| 1 - Calculation Base | 2012 – R\$ thousand | | | 2011 – R\$ thousand | | |
|--|---|----------------------------------|---|--|----------------------------------|--------------------------------|
| Net Revenue (NR) ⁽¹⁾ | 33,757,412 | | | 28,128,237 | | |
| Operating Income (OI) | 13,835,226 | | | 14,629,498 | | |
| Gross Payroll (GP) | 12,186,492 | | | 11,558,635 | | |
| 2 - In-house Social Indicators | R\$ thousand | % of GP | % of NR | R\$ thousand | % of GP | % of NR |
| Meals | 1,080,919 | 8.9 | 3.2 | 938,601 | 8.1 | 3.3 |
| Compulsory social charges | 2,166,482 | 17.8 | 6.4 | 1,914,058 | 16.6 | 6.8 |
| Pension plan | 590,907 | 4.8 | 1.8 | 566,724 | 4.9 | 2.0 |
| Health | 600,904 | 4.9 | 1.8 | 549,028 | 4.7 | 2.0 |
| Occupational health and safety | - | - | - | - | - | - |
| Education | - | - | - | - | - | - |
| Culture | - | - | - | - | - | - |
| Professional qualification and development | 132,596 | 1.1 | 0.4 | 161,495 | 1.4 | 0.6 |
| Day care facilities and assistance | 66,980 | 0.5 | 0.2 | 58,769 | 0.5 | 0.2 |
| Employee profit sharing | 1,030,896 | 8.5 | 3.1 | 936,916 | 8.1 | 3.3 |
| Other | 183,380 | 1.5 | 0.4 | 164,789 | 1.4 | 0.6 |
| Total - in-house social indicators | 5,853,064 | 48.0 | 17.3 | 5,290,380 | 45.8 | 18.8 |
| 3 - External Social Indicators | R\$ thousand | % of OI | % of NR | R\$ thousand | % of OI | % of NR |
| Education ⁽²⁾ | 9,703 | 0.1 | 0.0 | 9,698 | 0.1 | 0.0 |
| Culture | 139,938 | 1.0 | 0.4 | 130,104 | 0.9 | 0.5 |
| Health and sanitation | 11,421 | 0.1 | 0.0 | 5,005 | 0.0 | 0.0 |
| Sports | 72,491 | 0.5 | 0.2 | 58,616 | 0.4 | 0.2 |
| Fight against hunger and food safety | 110 | 0.0 | 0.0 | 262 | 0.0 | 0.0 |
| Other | 28,728 | 0.2 | 0.2 | 37,316 | 0.2 | 0.1 |
| Total contributions to the community | 262,391 | 1.9 | 0.8 | 241,001 | 1.6 | 0.8 |
| Taxes (excluding social charges) | 10,589,949 | 76.5 | 31.4 | 8,117,454 | 55.5 | 28.9 |
| Total - External social indicators | 10,852,340 | 78.4 | 32.1 | 8,358,455 | 57.1 | 29.7 |
| 4 - Environmental indicators | R\$ thousand | % of OI | % of NR | R\$ thousand | % of OI | % of NR |
| Investments related to company production/operation | - | - | - | - | - | - |
| Investments in external programs and/or projects | 41,545 | 0.3 | 0.1 | 33,648 | 0.2 | 0.1 |
| Total investments in environment | 41,545 | 0.3 | 0.1 | 33,648 | 0.2 | 0.1 |
| Regarding establishment of "annual goals" to minimize wastes and general consumption in production/operation, as well as increase efficiency in the use of natural resources, the company: | () does not have goals () has met 51to 75% has met 0 to 50% () has met 76 to 100% | | () () does not have goals () has met 51to 75% () has met 0 to 50% () has met 76 to 100% | | | |
| 5 - Indicators of Administrative Body | 2012 | | | 2011 | | |
| No. of employees at the end of the period | 103,385 | | | 104,412 | | |
| No. of admissions during the period | 8,092 | | | 19,335 | | |
| No. of outsourced employees | 11,685 | | | 10,620 | | |
| No. of interns | 1,027 | | | 1,079 | | |
| No. of employees over 45 years old | 14,212 | | | 13,009 | | |
| No. of women who work in the company | 51,013 | | | 51,266 | | |
| % of leadership position held by women | 47.5 | | | 47.3 | | |
| No. of African descendent employees | 24,188 | | | 22,813 | | |
| % of leadership position held by African descendents | 20.1 | | | 19.2 | | |
| No. of physically disabled or people with special needs | 2,079 | | | 1,933 | | |
| 6 - Relevant Information Regarding the Exercise of Corporate Citizenship | 2012 | | | Goals - 2013 | | |
| Ratio between higher and lower compensation in the company | 17.4 | | | N/A | | |
| Total number of occupational accidents | 1,021 | | | Awareness of staff to avoid occupational accidents | | |
| Social and environmental projects developed by the company were defined by: | () officers | (x) officers and managers | () all employees | () officers | (x) officers and managers | () all employees |
| Safety standards and healthiness in the work environment were defined by: | () officers | () all employees | (x) all employees + Cipa | () officers | () all employees | (x) all employees + Cipa |
| Regarding trade union freedom, right to collective negotiation and internal representation of employees, the company: | (x) is not involved | () follows the ILO rules | () encourages and follows ILO | (x) is not involved | () follows the ILO rules | () encourages and follows ILO |
| Pension plan includes: | () officers | () officers and managers | (x) all employees | () officers | () officers and managers | (x) all employees |
| Employee profit sharing includes: | () officers | () officers and managers | (x) all employees | () officers | () officers and managers | (x) all employees |
| In the selection of suppliers, same ethical and social and environmental responsibility standards adopted by the company: | () are not considered | () are suggested | (x) are required | () are not considered | () are suggested | (x) are required |
| Regarding the participation of employees in volunteer work programs, the company: | () is not involved | () supports | (x) organizes and encourages | () is not involved | () supports | (x) organizes and encourages |
| Total number of complaints and critics of consumers: | in the company: | at Procon: | in court: 191,090 | Prepare and make our employees aware and, as a result, reduce number of complaints | | |
| % of complaints and critics solved: | at Procon: | at Procon: | in court: 78.2% | in the company: 100% | at Procon: 100% | in court: 100% |
| | 2012 | | | 2011 | | |
| Total value added to distribute (R\$ thousand): | 31,363,266 | | | 30,549,530 | | |
| Distribution of Value Added (Statement of Value Added): | 27.4% Federal Government 36.5% Shareholders | 33.6% Employees 2.5% Withheld | | 28.2% Federal Government 36.6% Shareholders | 33.0% Employees 2.2% Withheld | |
| 7 - Other Information | | | | | | |
| (1) Net Revenue (NR) is the Gross Income of Financial Intermediation | N/A - Not Available | | | | | |
| (2) Not including funds invested by Fundação Bradesco (one of the Bank's Parent Companies). | | | | | | |