

**SUSTAINABILITY  
REPORT**

**2024**



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## Presentation

### About the report

GRI 2-3, 2-5, 2-14

## Welcome to Cateno's 2024 Sustainability Report!

In another edition, we present to the market and our stakeholders the Company's most significant advancements, challenges, and impacts in the economic, social, environmental, and governance dimensions.

The report's content was defined based on our materiality matrix (learn more on page 04). To ensure reliability and alignment with best reporting practices, we drafted this report based on the Global Reporting Initiative (GRI) standards, a global benchmark for ESG reporting.

The information provided in this document covers the period from January 1 to December 31, 2024, and has been approved by the Company's Board of Executive Officers, as well as undergoing an independent assurance process.

### Enjoy your reading!

Information and questions about this Report should be sent to the People Management and Sustainability Department ([sustentabilidade@cateno.com.br](mailto:sustentabilidade@cateno.com.br)).

Materiality

GRI 3-1, 3-2

To map out and prioritize the environmental, social and governance (ESG) issues most relevant to our business model and stakeholders, we conducted, in 2022, a materiality survey. The process considered:

1 Identifying and mapping socio-environmental trends through benchmarking relevant sources for the Company and market engines.

2 Convergence analysis of the mapped themes with risk management and strategic planning tools.

3 Discussion, prioritization and validation of the issues identified with senior management.

Finally, nine themes were selected and linked to the Company's priority Sustainable Development Goals (SDGs).

1. Attracting and developing people

2. Cyber security and data privacy

3. Technology trends and disruption

4. Equal opportunities, diversity and inclusion

5. Customized Solutions and Customer Experience

6. Education, Citizenship and Financial Inclusion

7. Entrepreneurship

8. Ethics, integrity and anti-corruption practices

9. Sustainability applied to products and services

Message from the CEO

GRI 2-22

We persisted in our goal of enhancing Banco do Brasil's ecosystem throughout 2024, helping improve the Ourocard arrangement's significance in the Brazilian payment solutions industry.

Through solutions that go beyond transactions, we have increased the visibility of our products in a consumption scenario that is becoming more digital and interconnected. We make investments in technologies that turn the card into a platform for relationships, such the Banco do Brasil app's personal financial management capabilities, which let customers better plan their financial life, track their spending by category, and structure their budget.

As a force for change, we are also steadfastly devoted to using AI to enhance processes, expand the scalability of solutions, and boost the operational effectiveness of the company. The technology has been used to improve transactional security as well as to customize the user experience.

As part of our strategy to create value and development via innovation, we also consolidated significant advancements in people management and sustainability in 2024.

During this period, we performed our first internal census, with a focus on the representation of women and minority groups, and we saw considerable improvements in organizational climate indicators, thanks to measures focused on quality of life and leadership development. Also on this front, the People Committee was formed to assist the Company with organizational growth and to advise the Board of Directors on this matter.





Financial advances in 2024 reinforced our management's stability and commitment on balancing efficiency and profitability. We concluded the year with EBITDA of R\$ 2.1 billion and a net profit of R\$ 1.1 billion, down 7.4% and 13.2% from 2023, respectively.

Despite the accomplishments of 2024, the year also saw important difficulties, such as the impact of Cielo's delisting process on our governance and the necessity for strategic adaptability in a less predictable market. Even in this situation, we remained dedicated to creating long-term value, with a focus on measures that combine operational efficiency and a positive impact, such as more rational resource usage and more inclusion through accessible solutions.

As a result, we ended 2024 with notable increases in productivity along with developments in innovation, sustainability, and customer experience, which fueled efforts centered on value delivery and customization.

As Cateno marks its tenth anniversary in 2025, we will continue to bolster our operations while keeping a strategic eye on the future and getting our company ready for another innovation cycle.

**HENRIQUE FERNANDO LUCAS**  
CATENO CEO

# Highlights for 2024



## R\$ 1.1BI

NET PROFIT



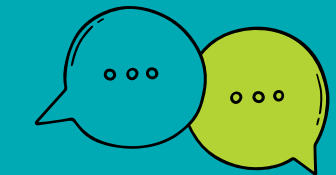
## R\$ 4.9BI

NET OPERATING REVENUE



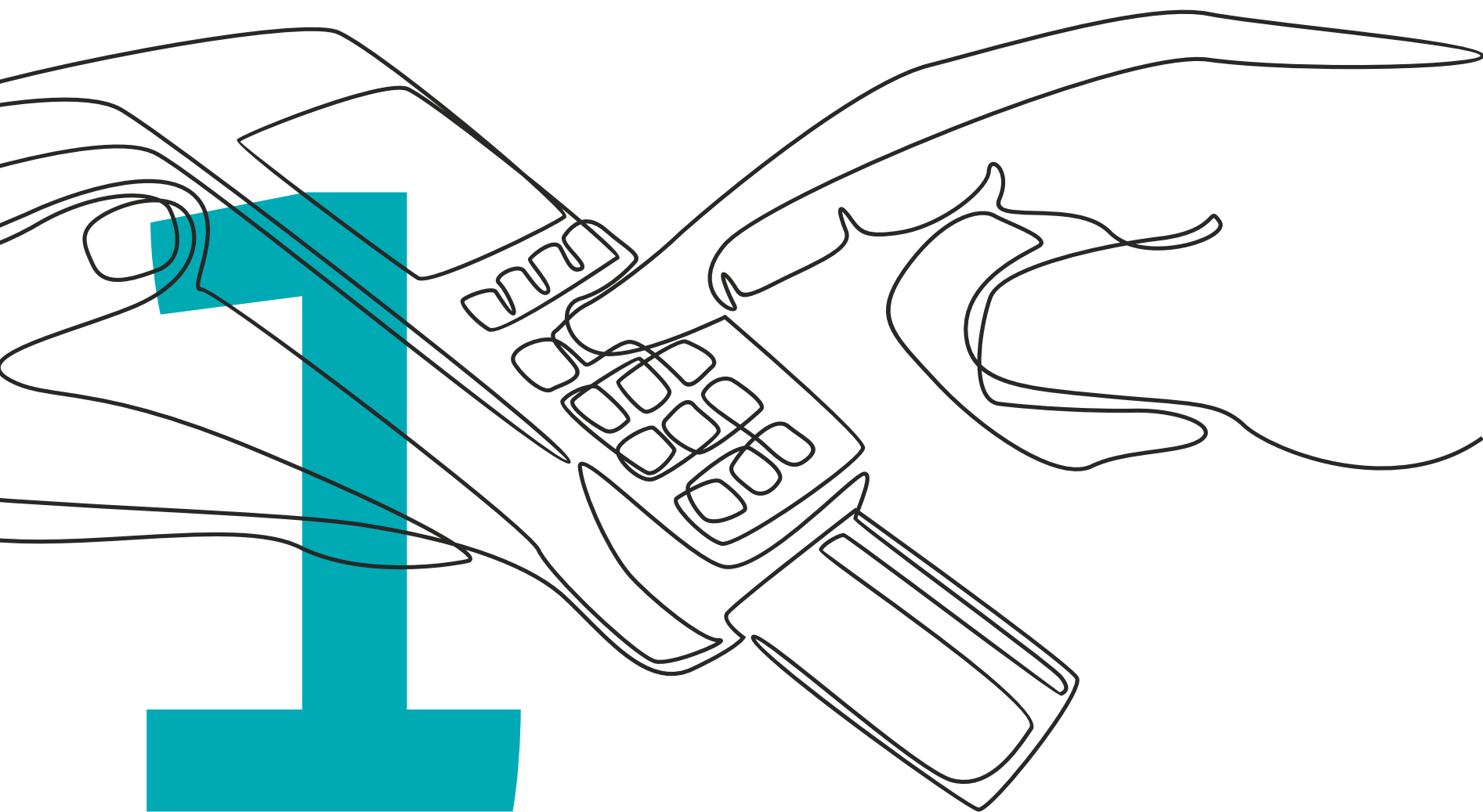
## FICO Decision Awards

FOR THE FCM FALCON  
COMPROMISE MANAGER  
PROJECT



CREATING THE NEW  
**Committee**  
OF PEOPLE, COMPENSATION,  
ELIGIBILITY, AND GOVERNANCE





# Cateno

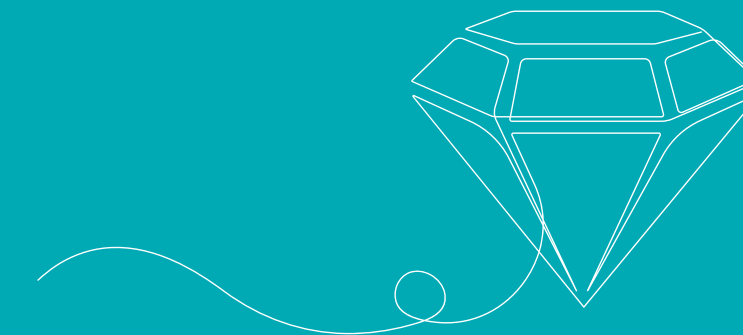
## About Us

GRI 2-1, 2-6

Joint venture between BB Elo Cartões Participações S.A. and Cielo S.A., for 10 years, Cateno Gestão de Pagamentos S.A. has been dedicated to managing the Ourocard Arrangement, consisting of Banco do Brasil's credit, debit, and multiple cards.

We are the foundation of the payment means journey, ensuring that the entire technological, operational, and processing structure works efficiently and in an integrated manner.

We therefore work to ensure that payments are made daily, easily and securely, across the country.



## Mission

**DRIVE TECHNOLOGICAL ADVANCES AND MODERNIZE PAYMENT MEANS OPERATIONS.**

## Purpose

**CREATING A SIMPLER WORLD, WHERE IT'S EASY TO CONSUME AND DO BUSINESS.**

## Principles

### INNOVATION

We pursue technological solutions that keep pace with the transformation of payment means, simplifying the way people and businesses connect.

### EFFICIENCY

Modern operations and optimized processes are essential foundations for us to offer faster, simpler, and more accessible services.

### TRUST

We operate responsibly and soundly to deliver secure and reliable experiences, strengthening relationships in the payment ecosystem.

### SPEED

We believe that speed comes from the autonomy and integration of our teams, who work to simplify experiences and accelerate transformations.



## The Ourocard Arrangement

With a 30% stake held by Banco do Brasil and 70% by Cielo, Cateno is dedicated to ensuring that Banco do Brasil's entire technological, operational, and processing infrastructure for credit, debit, and multiple cards operates efficiently, securely, and in an integrated manner.

### That means managing activities such as:

- » The technological support for postpaid payment accounts;
- » Processing of credit and debit card transactions for the Ourocard Arrangement.

"In 2024, Cateno enhanced its strategic role as an essential support to Banco do Brasil, widening the dialogue with the public sector and its main stakeholders. These efforts resulted in significant progress in strengthening the company's institutional framework, consolidating its position in the market responsibly and with a vision for the future."

**ANDERSON DORNELES**  
Institutional and Government  
Relations Director

## Evolution of Ourocard solutions

We advanced the delivery of on-demand solutions for the Ourocard Arrangement in 2024.

Backed by our specialized teams, we've improved journeys like new customer onboarding and developed prototypes for adding cards to digital wallets such as Apple Pay and Google Pay.

Additionally, we have expedited the modernization of the physical card production process by integrating state-of-the-art technology to guarantee increased responsiveness and efficiency in end customer deliveries.

The results have improved as a direct result of these developments, which demonstrate our dedication to ongoing enhancement in creating value for the Ourocard Arrangement. The acceptance rate for online transactions made using cards that are not physically present has increased over the past year, while fraud rates have remained low. This performance shows how strong the collaboration with Banco do Brasil is and reaffirms the trust of the end user.

"We had the greatest card-not-present authorization rate in 2024. This was a huge accomplishment since it meant that we not only raised the financial volume, but mainly enhanced the end customer's impression, hence improving their experience."

**GUSTAVO MILARÉ**  
Operations and Technology Director





# Corporate Governance

GRI 2-9, 2-11, 2-12, 2-13

## Governance Structure

Cateno is committed to ensuring the continuity of its business and generating value for its stakeholders. To this end, it has adopted a corporate governance system that is aligned with the standards and requirements followed by its controlling partners. Its structure includes a Board of Directors, a Fiscal Council, an Internal Audit Department, an Executive Board, and four advisory committees.

### Board of Directors

The Board's purpose is to oversee executive management and ensure that business conduct is aligned with the values of transparency, fairness, accountability, and corporate responsibility.

The Board is made up of five members elected in 2023 for a two-year term and includes representatives of the controlling shareholders, whose technical expertise covers topics such as sustainability, climate change, and risk management, as well as extensive experience in Cateno's sector of activity.

### Executive-Board

The Executive Board leads the company's operational management, implementing the strategies defined by the Board of Directors and ensuring compliance with corporate objectives.

Currently, Cateno's Executive Board has four statutory directors, elected by the Board of Directors, one of whom is the Company's Chief Executive Officer.

Besides the Executive Board, two non-statutory directors are members of the Company's management.

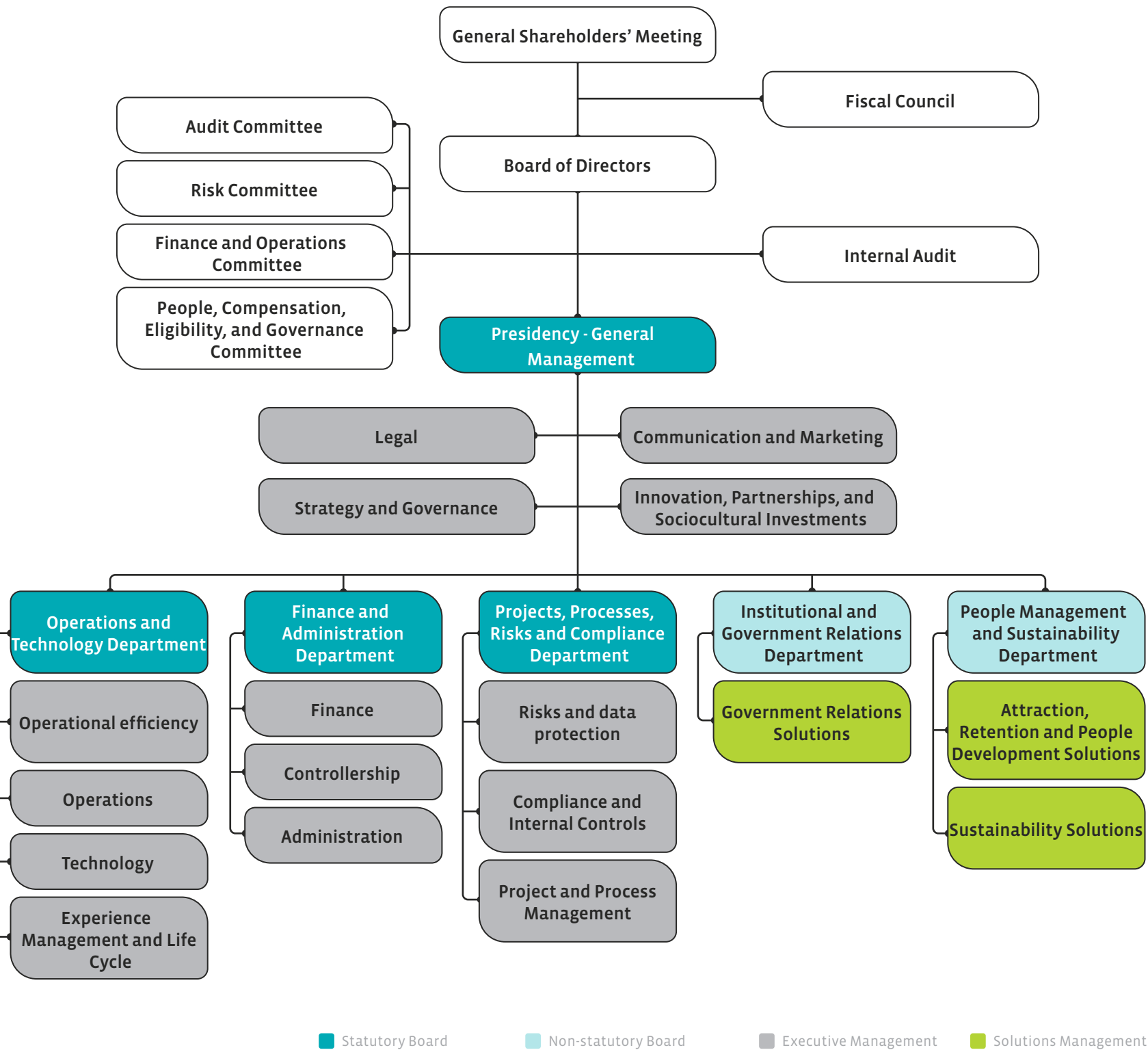
Board of Directors members <sup>1</sup>	Election date	Term of office	Indication
Estanislau Mendes Llobatera Bassols	Oct/2023	Until Oct/2025	Cielo
Louangela Bianchini da Costa Colquhoun	Oct/2023	Until Oct/2025	Cielo
Yvan Calil Zanetti	Dec/2023	Until Apr/2024	Cielo
Carlos Eduardo Domingues Alves	Apr/2024	Until Oct/2025	Cielo
Rodrigo Mulinari	Oct/2023	Until Oct/2025	BB Elo
Pedro Bramont	Oct/2023	Until Oct/2025	BB Elo

<sup>1</sup> No member of the Board of Directors is considered to be independent.

Name	Position
Henrique Fernando Lucas	General Manager
Fernando Pacheco M. Dias	Projects, Processes, Risks and Compliance Director
Gustavo A. Milaré	Operations and Technology Director
Maurício Rigotto	Finance and Administration Director
Ana Cláudia Vital <sup>2</sup>	People Management and Sustainability Director
Anderson Dorneles <sup>2</sup>	Institutional and Government Relations Director

<sup>2</sup> Non-statutory.

Organizational chart



Advisory Committees

With the aim of improving our governance structure, the committees—which are responsible for providing technical recommendations to senior management and supporting strategic decisions—underwent a restructuring process in 2024. Apart from the existing Risk and Audit Committees, the People, Compensation, Eligibility, and Governance Committee (CPGOV) was created. In this process, two previous committees were integrated, resulting in the new Operations and Finance Committee.

Fiscal Council

Acting independently, the Fiscal Council oversees the Company's administrative acts, ensuring compliance with its legal and statutory duties, based on transparency and equality.

In total, four sitting members, representing our controlling shareholders, make up the collegiate body.

Internal Audit

Supporting the governance structure, Internal Audit independently assesses compliance with Cateno's internal rules and policies, with a special focus on those related to risk management.

Moreover, it manages cases received through the Ethics Channel, ensuring that complaints are investigated in a timely, independent, impartial, and confidential manner. If the complaint is upheld, it forwards the recommendation for disciplinary measures to the competent authorities.





# Ethics and integrity

GRI 2-15, 2-23, 2-24, 3-3

We believe that when we implement a solid culture based on ethical principles and values, we strengthen the trust of our stakeholders and build a reputation distinguished by transparency, integrity, and accountability.

This stance enables a prosperous work environment and fosters the development of lasting and successful partnerships, generating opportunities for the Company's sustainable growth.

## Codes and Policies

Our Code of Ethical Conduct and Anti-Corruption Policy define the guidelines that should govern conduct, applying to managers, employees, and business partners, among other stakeholders.

We also have a Supplier Relationship Policy and a Related Parties Policy, which set out rules and processes to prevent potential conflicts of interest in relationships.

The policies and Code of Ethical Conduct are approved by the Board of Directors. Furthermore, the policies are reviewed periodically to ensure their relevance, effectiveness, and alignment with shareholder guidelines.

- See our full codes and policies:
- [Code of Ethical Conduct](#)
  - [Anti-Corruption Policy](#)
  - [Related Party Transactions Policy](#)
  - [Internal Controls and Compliance Policy](#)

## Communication

Policies are communicated broadly and continuously, reaching managers, employees, partners, and other relevant audiences. To ensure transparency and access, all policies are available on the corporate website.

To further demonstrate its dedication to an integrity-based corporate culture, the Company additionally promotes its workers to get regular ethics and compliance training.

In relationships with suppliers, documents and contracts that require adherence to policies are incorporated directly into the approval and contracting processes, ensuring alignment from the outset of the partnership.

The **CatIA virtual assistant** was developed throughout 2024—and launched in early 2025—to make it easier for employees to consult Cateno's rules and policies on a daily basis.

The chatbot, which relies on generative AI, quickly and easily answers questions about processes and rules.

## Controls

The Compliance and Internal Controls Management regularly monitors processes and controls to ensure that ethical standards are met and that possible failures are identified and corrected promptly.

The Company also has a reporting and monitoring structure, with specific forums to ensure that ethical commitments are monitored by senior management.

## Ethical Conduct Channel

GRI 2-26

Cateno provides employees, third parties, and partners with safe, accessible, and confidential means to report concerns or complaints related to business conduct.

Our Ethical Conduct Channel is operated by an independent and specialized company, which records and evaluates the content received, as well as recommending investigation procedures. The complaint is then forwarded to Cateno's Internal Audit department, which conducts the investigation in a technical and impartial manner.

"Our IT staff was extremely skilled in allowing an AI solution to read all of our policies and guidelines, and whenever anyone has a query, they can utilize the CatIA chatbot, which functions in natural language and indicates the best option to take."

**FERNANDO PACHECO**  
Projects, Processes, Risks and Compliance Director

Misconduct or ethical violations may be referred to the Ethics Forum, composed of the Executive Board and the Governance department. The forum deliberates on disciplinary measures and monitors the effectiveness of corrective action plans

Cateno rejects any form of retaliation against whistle-blowers and reinforces its commitment to ethics, transparency, and the continuous strengthening of an upstanding organizational environment.

# Sustainability Management

GRI 2-12, 2-13, 2-23

A Sustainability Policy governs our sustainability actions, defining how social, environmental, and governance aspects should be managed by the Company. The coordination of actions aimed at its implementation is carried out by the People Management and Sustainability Department.

The Board of Directors monitors the execution of the Company's ESG agenda through periodic meetings. The board is also responsible for approving the strategies and policies that guide this topic.

In 2024, we organized several awareness-raising and employee well-being initiatives, as well as actions focused on the rational use of resources and materials. Among the highlights, we held an awareness lecture on the topic of sustainability for the entire team, along with the distribution of BCI-certified T-shirts. We also introduced recycled paper as standard for all company printers, replacing the use of conventional paper.

Visit our [Sustainability Policy](#)

# Risk Management

The risk identification, assessment, measurement, monitoring, and reporting process follows a taxonomy that organizes risks into categories and subcategories, such as Social, Environmental, and Climate Risk (RSAC). In the annual reviews of the risk management cycle, managers identify and assess the risk events to which Cateno is exposed.

During the update of the 2023-24 cycle, in the specific case of RSAC, managers in the Sustainability, People, and Operations departments began to monitor the risks identified through risk indicators (KRIs), against exposure limits also set jointly with the Executive Risk and Data Protection Management.

Risk indicators (KRIs) are reported at various levels of governance, according to the values observed, at specific intervals and according to criticality criteria. Any needs for action plans to adapt processes and activities are presented by the respective risk managers.

# Information Security

GRI 3-3

With the focus on the integrity of our operations and the trust of the audiences with whom we interact, we have taken preventive measures related to this issue that reinforce our compliance with current legislation and best market practices.

This proactive stance also helps reduce risks associated with system downtime and security incidents that could expose customer data and other stakeholders.

During 2024, we continued to implement actions aimed at strengthening data governance, increasing cyber resilience, and continuously evolving information security controls throughout the Company.

Learn about some of them:



## Cybersecurity

- Review of internal rules on the subject;
- Creation of testing routines for periodic review of access to the system environment;
- Creation of second-line testing routines for reviewing blocked accesses;
- Conducting internal and external web pentests;
- Enabling digital security rules and tools that assist in controlling access to the environment; and
- Information Security Workshop with participation of experts.

## Data protection and privacy

- Updating the personal data inventory and introducing an internal privacy notice;
- Update to the Privacy by Design standard;
- Training update on the General Data Protection Law (LGPD), intended for all employees;
- Improved service to data holders; and
- Holding internal events for promotion and awareness raising.

Access our [Information and Cyber Security Policy](#).





# Performance

## Operational and Financial Performance

In 2024, the financial volume transacted reached R\$ 427.9 billion, up 3.1% from the previous year.

Net revenue grew year-on-year, reaching R\$ 4.4 billion, driven mainly by the greater share of credit product, which have higher revenue in the product mix.

Net profit for the period was R\$ 1.1 billion, representing a 13.2% decrease over 2023, partly due to increased costs related to labels and technology, as well as the recognition of backdated expenses. Even so, the Company showed resilience and adaptability, with a continued focus on innovation to sustain its competitiveness and profitability.

"We achieved tremendous accomplishments in 2024, despite a hard environment, thanks to our efficiency, technical innovation, and prudent management style. The Company's strength conveys our dedication to corporate sustainability and people-oriented values."

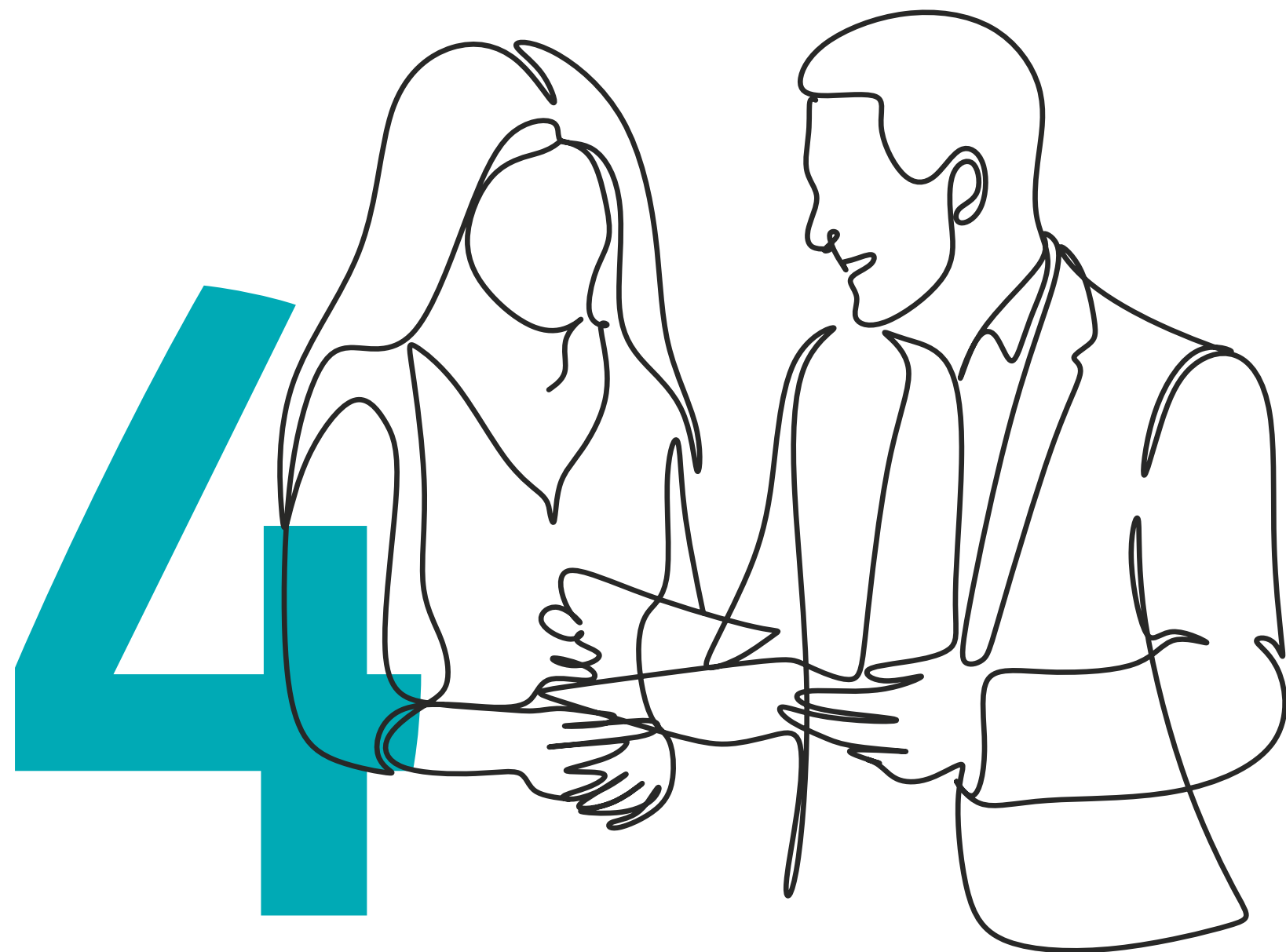
**MAURÍCIO RIGOTTO**  
Finance and  
Administration Director

### INCOME STATEMENT FOR THE YEAR (R\$ BILLION)

	2022	2023	2024
Net operating revenue	3,934.3	4,182.0	4,412.4
EBITDA	1,811.5	2,212.0	2,145.2
EBITDA Margin	46.0%	52.9%	43.3%
Financial result	111.5	104.8	76.2
Income tax and social contribution	-523.6	-657.1	-571.9
Net profit	1,010.7	1,271.1	1,102.4

### TOTAL PAYMENT VOLUME (R\$ BILLION)

	2022	2023	2024
Total Payment Volume	396,010	414,976	427,945
Debit volume	170,284	169,725	170,422
Credit volume	225,725	245,250	257,523



# People and Culture



**136**  
EMPLOYEES<sup>1</sup>

**71**  
MEN

**65**  
WOMEN

<sup>1</sup>132 employees under the CLT system and 4 Statutory Directors.

## Profile

GRI 2-7, 401-1

By implementing programs that encouraged diversity, ongoing education, and acknowledgment, the Company made progress in 2024 in its mission to appreciate people.

The internal census allowed us to map out the presence of women and minority groups, which will allow us to structure diversity, equality, and inclusion actions based on tangible data.

Simultaneously, feedback and evaluation programs reinforced behaviors aligned with the organizational culture, strengthening an environment of trust and development.

The innovation and intrapreneurship culture also stood out, with the 2024 edition of Hackateno and the expanded use of artificial technology among teams.

These advancements reflect the Company's commitment to a people-centered culture capable of driving both individual growth and organizational results.



HIRES

	Total Hires	Hiring rate (%)	Total Hires	Hiring rate (%)	Total Hires	Hiring rate (%)
	2022		2023		2024	
Age group						
Under 30 years old	4	24%	2	15.4%	6	60.0%
Between 30 and 50 years old	14	22%	24	31.2%	19	21.1%
Over 50 years old	15	38%	11	31.4%	7	19.4%
Gender						
Male	19	28%	22	31.4%	14	19.7%
Female	14	28%	15	27.3%	18	27.6%
Region						
Southeast	33	28%	37	29.6%	32	23.5%

TERMINATIONS

	Total Terminations	Turnover rate (%)	Total Terminations	Turnover rate (%)	Total Terminations	Turnover rate (%)
	2022		2023		2024	
Age group						
Under 30 years old	0	12%	4	30.8%	4	40.0%
Between 30 and 50 years old	11	20%	11	14.3%	8	8.8%
Over 50 years old	3	23%	16	45.7%	9	25.0%
Gender						
Male	10	21%	21	30.0%	12	16.9%
Female	4	18%	10	18.2%	9	13.8%
Region						
Southeast	14	20%	31	24.8%	21	15.4%

Organizational culture

The Company has steadily strengthened its internal culture through initiatives focused on valuing people, team collaboration, continuous learning, and putting our values into practice. In 2024, the recruitment and onboarding process began to emphasize cultural alignment from the very beginning of the employee's journey. Actions were also promoted to encourage an inclusive, respectful, and open environment for dialogue, with an emphasis on active listening, collective participation, and continuous recognition.

Employees' mental and physical health is one of our priorities. We implemented workplace exercise programs, provided guidance on ergonomics, maintained a mixed work model, and created opportunities for team building and good health practices. One such opportunity was a lecture by psychologist Rossandro Klinjey, who explored topics such as empathy, self-awareness, and emotional balance, which are essential aspects of team well-being.

We carried out an organizational climate survey for the year 2024 in early 2025 to gauge the success of the measures put in place and comprehend employee opinions.

The results indicated a significant increase in the overall satisfaction index, which led us to join the Great Place to Work (GPTW) ranking in 2025. The data collected from the survey will underpin improvements in our management practices, strengthening our commitment to a healthy and motivating work environment.

Development

GRI 3-3, 404-1

We invest in initiatives that foster the deepening of technical knowledge and prepare our people for the challenges of their roles, while also driving the business forward.

Through the Formal and Continuing Education Program, we support training courses, as well as participation in events and fairs of national and international relevance.

We also encourage the creation of an Individual Development Plan (PDI) for each employee, together with their managers, promoting alignment between individual expectations and organizational needs.

For leaders and managers, we offer training to develop skills such as communication, team delegation, and motivation.

AVERAGE TRAINING HOURS<sup>1,2</sup>

	2023	2024
By job category		
Board/CEO	92.26	107.1 <sup>3</sup>
Management	87.10	38.0
Non-leadership	72.69	36.3
Total	76.86	39.9
By gender <sup>4</sup>		
Male	68.80	49.0
Female	87.11	29.3

<sup>1</sup> We had a cut in the training and development budget, impacting the average hours per employee, compared to the previous period.

<sup>2</sup> Data for 2022 has not been included due to changes in the organization's job structure that year. Therefore, the data is not comparable with that of the following two years.

<sup>3</sup> In 2024, we focused our efforts on programs aimed at the Board.

<sup>4</sup> As the training sessions focused on the board of directors, which is predominantly male, we saw a reduction in training hours among women.

# Equality, Diversity, and Inclusion

GRI 2-4, 3-3, 405-2

We believe that by promoting a diverse and respectful work environment, our employees benefit from having their perspectives broadened and their creativity boosted, and the business itself benefits from having its capacity for innovation increased and its reputation strengthened.

We have implemented policies that reaffirm this commitment, making clear our stance against any form of discrimination, as well as ensuring secure, accessible, and transparent channels for reporting and resolving conflicts.

We achieved great improvement on organizational climate metrics in 2024. This was accomplished by strategic measures such as leadership development and quality of life initiatives, which helped us earn a spot in the GPTW ranking for 2025.

ANA CLÁUDIA VITAL  
People Management  
and Sustainability  
Director



In terms of gender diversity, in 2024, we noticed a rise in the number of women in leadership roles at our Company. Executive Management had a 17% rise over 2023, while Managerial saw a 13% increase.

We also highlight the promotion of two female employees who did not hold leadership positions and the promotion of a Senior Manager to the executive level, reinforcing our commitment to the development of female leadership.

## RATIO BETWEEN WOMEN'S AND MEN'S PAY<sup>1</sup>

	Ratio between base salary of women and men	Ratio between compensation of women and men	Ratio between base salary of women and men	Ratio between compensation of women and men
Level	2023		2024	
Executive	0 <sup>2</sup>	0 <sup>2</sup>	1.11	0.62 <sup>5</sup>
Managers	1.15	— <sup>3</sup>	0.88 <sup>4</sup>	0.54 <sup>5</sup>
Non-leadership	0.85	0.85	0.83	0.87

<sup>1</sup> Data for 2022 has not been included due to changes in the organization's job structure that year. Therefore, the data is not comparable with that of the following two years.

<sup>2</sup> In 2023, there were no women in executive positions.

<sup>3</sup> The figure reported for the ratio between women's and men's compensation in the 2023 Sustainability Report referred only to base salary.

<sup>4</sup> The variation in the wage ratio between women and men at the managerial level in 2024 is explained both by internal movements—such as the leaving of senior female managers (with higher salaries), replaced by men—and by the admission of women to positions of lesser seniority, which included the promotion of two female employees to leadership positions.

<sup>5</sup> The comparatively lower values of the ratio between women's and men's compensation at the managerial and executive levels reflect the addition of new female leaders who, as they were not yet eligible, did not receive PPR during the period, negatively impacting the average total female compensation.





# Innovation and Technology

GRI 3-3

## Tailored solutions

In 2024, we continued to develop digital solutions for Ourocard Arrangement, focusing on delivering simpler, safer, and more integrated journeys. Highlights include 100% digital Ourocard card sign-up, eliminating the need for plastic issuance, and improved card inclusion journeys in digital wallets, encouraging digital card use from the very beginning.

The commitment to excellence in customer experience was also reflected in the creation of the digital journey tagging manual.

This enabled a more accurate view of user behavior at each stage of the journey, strengthening product governance and the ability to detect and correct flaws.

Furthermore, we started expanding the use of artificial intelligence models to personalize the journey, prevent fraud, and increase engagement with Ourocard cards.







## Fostering good ideas: Hackateno

We are committed to creating an atmosphere conducive to innovation, capable of keeping up with industry trends and changes in consumer behavior.

Last year, we held the third edition of Hackateno, an event that has established itself as one of the Company's main initiatives to foster creativity. Inspired by the concept of a hackathon – a programming marathon – the program encourages collaboration between departments and the development of creative solutions with the potential to have a real impact on the business.

The solutions proposed by the teams are evaluated by a panel, and those with the highest scores receive awards, as well as the chance to be implemented by the business.

To ensure that the proposed initiatives evolve sustainably over time, we monitor the ideas with the highest potential, ensuring their feasibility and strategic alignment.



## BB Digital Week

During BB Digital Week 2024, an event organized by Banco do Brasil with the theme “Sustainable Technologies in the Age of Multi-Experience,” Cateno was represented with a booth that highlighted its innovative work in the payment means sector.

At the event, over 700 participants were able to instantly print their personalized Ourocard cards—including the “Raízes” (Roots), ‘Cordel’ (String Literature), and “Orgulho” (Pride) versions, which allocate part of the transaction value to projects that promote culture and diversity in the country. The initiative reinforces the role of technology as a tool for inclusion and social impact, aligning innovation with responsibility.

Apart from engaging with the public, the Cateno booth hosted talks about the new embossing project and the benefits of the BB card.

Participation in the event confirmed the strategic partnership between Cateno and Banco do Brasil, one of our controlling shareholders.





6

## Social Actions

We encourage and promote activities that **appreciate diversity and have a positive impact** on our employees and the communities where we operate.



### PINK OCTOBER

In October, a month dedicated to raising awareness about breast cancer, Cateno addressed the issue with its employees, inviting them to raise funds for the manufacture of wigs for patients undergoing treatment, in partnership with the NGO Cabelegria. Reinforcing the importance of prevention, free exams were also offered to female employees, such as mammographies, ultrasounds, and biopsies.



### BLUE NOVEMBER

In November, a month that raises awareness about men's health, we sensitized our team through educational activities, encouraging them to undergo regular checkups and adopt healthy habits. Tests such as PSA and ultrasound were offered free of charge to employees, and the Company also made a financial contribution to the Vencer o Câncer Institute, strengthening its commitment to the cause and to promoting health.



### 23RD CULTURAL DIVERSITY FAIR

During the 23<sup>rd</sup> Cultural Diversity Fair, held by Banco do Brasil in May, Cateno was present with the instant issuance of the Ourocard Orgulho card, with a personalized design featuring rainbow colors, celebrating diversity and the LGBTQIA+ community.

The initiative was extended to several events throughout the year, such as BBDW 2024, where almost 700 cards were printed, and Comic Con Experience - CCXP 2024, with almost 300 cards printed.



Incentivized projects

We cherish national culture and aim to help democratize access to the arts while also training children and adolescents to be responsible citizens. That is why we fund social initiatives through the Rouanet Law and the Sports Incentive Law.

FRINGE

CURITIBA FESTIVAL (PR)

Through the Culture Incentive Law, we sponsored the 32nd Curitiba Festival, contributing to the strengthening of the creative economy, sociocultural inclusion, and access to art as a tool for social transformation.

Held between March 26 and April 7, the Festival brought together over 200,000 people, presented 22 shows, and promoted over 650 performances at the Fringe exhibition, focused on independent theater, circus, music, and dance initiatives—a major showcase on the Brazilian theater scene.

The program also included workshops, debates, masterclasses, and book launches, impacting over 1,900 participants.



Gerando cidadãos

Organized by the Mauá Association of Basketball Friends (AMAB), the project—which received our support through the Sports Incentive Law—provided free introductory volleyball and futsal classes for 320 children and teenagers in the municipalities of Franca and Ribeirão Preto (SP), as well as distributing full uniforms to participants. The activities were carried out in four school centers, with methodologies suited to the physical and social development of the students.

The project encouraged inclusion, healthy use of free time, strengthened ties with the school and community, and contributed to the civic education and overall development of the young people involved.

Cidade Encantada

Supported by Cateno, through the Culture Incentive Law, the project brought free and accessible cultural experiences to over 30,000 people in three cities in Minas Gerais. There were four editions of the event, totaling 28 hours of programming, with artistic performances, theatrical shows, live concerts, recreational activities, painting workshops, virtual reality interaction, and translation into Brazilian Sign Language.

Apart from the cultural impact, the project also generated economic and social impact: 215 people were hired to carry out the activities, and it is estimated that the financial turnover exceeded R\$ 950,000.





## Reciclando Vidas Esporte

With free judo, jiu-jitsu, and karate classes for approximately 200 socially vulnerable children and adolescents in cities in Minas Gerais, the initiative goes beyond sports: it promotes values such as discipline, respect, and overcoming challenges, contributing to the integral development of beneficiaries and strengthening community ties.

Supported by Cateno through the Sports Incentive Law, the project enabled students to prepare for the II Martial Arts Festival and graduation ceremonies, strengthening their sense of belonging and individual appreciation.



## Tatai Prado Esportes

In total, 100 children and teenagers benefited from soccer lessons in São Paulo (SP) and São Gonçalo do Amarante (RN) through this project supported by Cateno, via the Sports Incentive Law.

The classes, organized by age group and shift, participated in playful and progressive training sessions focused on the fundamentals of the sport, with individualized methodology aimed at recovering motor skills affected by the pandemic. The project also included school monitoring, directly contributing to the participants' continued school attendance.



## Arraiá da Juventude Festival

The Arraiá da Juventude Festival brought excitement to the city of Serra Talhada (PE) with a diverse and accessible cultural program, reinforcing its commitment to social development and the strengthening of popular culture.

The initiative, which was supported by Cateno via the Culture Incentive Law, featured dance and entrepreneurship workshops, children's theater performances, musical shows, and the participation of the Vilabelense Philharmonic Orchestra. The event also promoted inclusion, with accessibility resources such as a sign language interpreter, Braille printed materials, and adapted bathrooms.

## Rio das Ostras Jazz & Blues Festival 2024

With Cateno's support, through the Culture Incentive Law, the festival has become one of Rio de Janeiro's main cultural events, giving over 128,000 people free access over four days of programming. Spread across five stages in the city, the festival brought together national and international attractions, fueled the creative economy, and boosted local tourism.

The event injected over R\$9 million into the city's economy, occupied 95% of the hotel network, and created 210 direct and temporary jobs.







# GHG emissions

GRI 305-1, 305-2, 305-3

## Monitoring

We complete our Greenhouse Gas Emissions Inventory on a yearly basis, in accordance with the GHG Protocol guidelines.

In 2024, the Company's total emissions amounted to 150.84 tCO<sub>2</sub>e, representing a drop of about 39% compared to 2023 (246.94 tCO<sub>2</sub>e).

Most emissions are concentrated in Scope 3, with 139.63 tCO<sub>2</sub>e, mainly due to employee commuting (71.05 tCO<sub>2</sub>e) and business travel (68.17 tCO<sub>2</sub>e). In Scope 2, emissions totaled 11.20 tCO<sub>2</sub>e, an increase of around 36% over the previous year (8.23 tCO<sub>2</sub>e). In Scope 1, emissions remained residual, with only 0.01 tCO<sub>2</sub>e associated with fugitive emissions, maintaining the 2023 level.



### SUSTAINABLE PARTNERSHIP

In 2024, Cateno's headquarters in São Paulo was recognized as a sustainable partner of the Birmann 21 Building, which has LEED Gold® certification.

### EMISSIONS<sup>1,2</sup>

	2022	2023	2024
Scope 1 (tCO <sub>2</sub> e)			
Mobile fuel	67.5	0	0
Fugitive emissions	0.01	0.01	0.01
Subtotal	67.51	0.01	0.01
Scope 2 (tCO <sub>2</sub> e)			
Purchase of electricity	8.09	8.23	11.20
Subtotal	8.09	8.23	11.20
Scope 3 (tCO <sub>2</sub> e)			
Employee commuting (home-work)	128.81	105.66	71.05
Transport and distribution (upstream)	0.04	1.97	0.41
Business travel	45.99	131.07	68.17
Subtotal	174.84	238.7	139.63
Total	250.44	246.94	150.84

<sup>1</sup> We follow the GHG Protocol standards and the emissions and global warming potential (GWP) factors provided by the Brazilian GHG Protocol Program Calculation Tool.

<sup>2</sup> Considers measurements in the RJ and SP offices.

Attachments

GRI Content Index

Cateno disclosed the information mentioned in this GRI content index for the period from January 1 to December 31, 2024, based on GRI standards.

UNIVERSAL STANDARDS		LOCATION / OMISSION / EXPLANATION
General Disclosures		
2-1	Organization details	09. Headquartered in São Paulo, the company is privately held.
2-2	Entities included in the organization’s sustainability reporting	Cateno Gestão de Contas de Pagamento S.A.
2-3	Reporting period, frequency and contact point	03
2-4	Restatements of information	27
2-5	External assurance	03 and 44
2-6	Activities, value chain and other business relationships	09 to 11
2-7	Employees	23. All employees work full-time.
2-8	Workers who are not employees	Cleaning and reception: 6 employees; IT services: 89 employees.
2-9	Governance structure and composition	13 to 15
2-10	Appointment and selection of the highest governance body	The process is performed through the nomination of controlling shareholders.
2-11	Chair of the highest governance body	13. The Chairman of the Board does not perform executive functions at the Company.
2-12	Role of the highest governance body in overseeing the management of impacts	13 and 18
2-13	Delegation of responsibility for managing impacts	18
2-14	Role of the highest governance body in sustainability reporting	03
2-15	Conflicts of interest	16
2-16	Communication of critical concerns	Pursuant to the Internal Bylaws of the Ethics Forum, it is incumbent upon the Board of Directors to deliberate on disciplinary sanctions to be imposed on statutory officers or employees of the Company who report directly to the Board, in the event of complaints deemed substantiated by Internal Audit. The Board is also responsible for proposing changes to the rules and the complaint investigation process, as well as approving revisions to the Code of Ethical Conduct.

UNIVERSAL STANDARDS		LOCATION / OMISSION / EXPLANATION
General Disclosures		
2-17	Collective knowledge of the highest governance body	Training, development and engagement processes are being developed, in line with the evolution of the performance evaluation model for Board members.
2-18	Evaluation of the performance of the highest governance body	Board members are evaluated annually by the shareholders of the controlling corporations. Evaluations may result in adjustments to the composition of the Board and improvements in organizational practices.
2-19	Remuneration policies	Board of Directors members are not compensated. Directors are paid a fixed salary and receive bonuses based on the achievement of targets set in advance by the Board.
2-20	Process to determine remuneration	The compensation proposal for Directors is recommended by the People, Compensation, Eligibility, and Corporate Governance Committee and approved by the Board of Directors.
2-21	Annual total compensation ratio	The average increase in compensation for all employees (except the CEO) was 5.06% in 2024, while the CEO's compensation varied by 3.71% over the same period. The ratio of compensation increases was 1.36 times.
2-22	Statement on sustainable development strategy	05
2-23	Policy commitments	16
2-24	Embedding policy commitments	16. Strategic suppliers are required to fill out an ESG questionnaire, which is analyzed by the sustainability team.
2-25	Processes to remediate negative impacts	The Company does not have any grievance mechanisms for repairing impacted stakeholders. We believe that the volume of such demands does not justify their implementation.
2-26	Mechanisms for seeking advice and raising concerns	17
2-27	Compliance with laws and regulations	The Company was not subject to any significant administrative/ legal sanctions or fines for non-compliance with laws and regulations during the reporting period. Classification as significant takes into account materiality, value, and classification as probable risk, in accordance with CPC 25.



UNIVERSAL STANDARDS

LOCATION / OMISSION / EXPLANATION

General Disclosures		
2-28	Membership associations	Cateno is a member of the Brazilian Association of Credit Card and Services Companies (Abecs), participating in forums and working groups that address issues related to payment methods, including federal, state, and municipal bills.
2-29	Approach to stakeholder engagement	Main audiences: partners, banks, professional associations, business partners, executive and legislative branches, and regulatory agencies. Main channels: publications on websites, widely circulated newspapers, social media, and internal newsletters; participation in trade shows, national and international events.
2-30	Collective bargaining agreements	100% of employees are covered by collective bargaining agreements.
Material Topics		
3-1	Process to determine material topics	04
3-2	List of material topics	04
3-3	Management of material topics: attracting and developing people	23 to 27
3-3	Management of material topics: cybersecurity and data privacy	19
3-3	Management of material topics: trends and technological disruption	28
3-3	Management of material topics: equality, diversity, and inclusion	26 and 27
3-3	Management of material topics: customized solutions and customer experience	29
3-3	Management of material topics: ethics, integrity, and anti-corruption practices	16 and 17
3-3	Management of material topics: sustainability applied to products and services	10
3-3	Management of material topics: entrepreneurship	30

UNIVERSAL STANDARDS

LOCATION / OMISSION / EXPLANATION

Energy and emissions		
302-1	Energy consumption within the organization	In 2024, 208,409 kWh* were consumed. Energy intensity, considering the revenue generated of R\$ 4,968,892,896.92, was 0.00000004194.  In 2023, 213,813 kWh* were consumed. Energy intensity, considering the revenue generated of R\$ 4,715,900,255.00, was 0.00004534.  * Calculations do not include the office in Brasília, managed by Banco do Brasil.
305-1	Direct (Scope 1) GHG emissions	39
305-2	Energy indirect (Scope 2) GHG emissions	39
305-3	Other indirect (Scope 3) GHG emissions	39
Social Disclosures		
401-1	Total number and rate of new employee hires and rate of employee turnover	24
404-1	Average hours of training per year per employee	25
405-2	Ratio of basic salary and compensation of women to men	27

# Assurance Letter

## INTRODUCTION

Bureau Veritas Certification Brasil (Bureau Veritas) was contracted by CATENO GESTÃO DE PAGAMENTO S.A. (CATENO) to conduct an independent verification of its 2024 Sustainability Report (hereinafter referred to as the Report).

The information published in the Report is the sole responsibility of CATENO's management. Our responsibility is defined according to the scope below.

## SCOPE OF WORK

The scope of this verification was based on the analysis of compliance with the GRI Standards for Sustainability Reporting (GRI Standards), including the Principles<sup>1</sup> of the Global Reporting Initiative<sup>TM</sup> (GRI), and refers to the accountability for the period from January 1 to December 31, 2024.

## RESPONSIBILITIES OF CATENO AND BUREAU VERITAS

The preparation, presentation, and content of the Report are the sole responsibility of CATENO's management. Bureau Veritas is responsible for providing an independent opinion to the Stakeholders, in accordance with the scope of work defined in this statement.

## METHODOLOGY

The assurance included the following activities:

- 1. Interviews with those responsible for the material themes and the content of the Report.
- 2. Remote verification of the corporate and operational systems and processes used to generate consolidated data and information presented in the Report.

- 3. Verification of the presentation of information according to the Principles that ensure the quality of the Report, in accordance with the GRI Standards.
- 4. Analysis of documentary evidence provided by CATENO for the period covered by the Report (2024).
- 5. Analysis of the engagement activities with stakeholders developed by CATENO.
- 6. Evaluation of the systematics used for determining the material themes included in the Report, considering the context of sustainability and the scope of the published information;

The level of verification adopted was Limited, in accordance with the requirements of the ISAE 3000<sup>1</sup> standard, incorporated into Bureau Veritas' internal protocol.

## LIMITATIONS AND EXCLUSIONS

Excluded from this verification were any information related to:

- Activities outside the reported period.
- Statements of position (expressions of opinion, belief, objectives, or future intentions) by CATENO.
- Accuracy of economic-financial data contained in this Report, extracted from financial statements, verified by independent auditors.
- Inventory of Greenhouse Gas (GHG) emissions, including energy data.
- Data and information from affiliated companies or outsourced collaborators, over which CATENO has no operational control.

The following limitations were applied to this verification:

- The principles of Accuracy and Verifiability were analyzed on a sample basis, exclusively in light of the information and data related to the material themes presented in the Report.
- The economic information presented in the Report was verified specifically against the GRI principles of Balance and Completeness.

## OPINION ON THE REPORT AND THE ASSURANCE PROCESS

- CATENO prepared the Report following the GRI Standards and Principles, in the "in accordance" option.
- We found that CATENO built its sustainability report reflecting the GRI reporting principles, ensuring a quality sustainability report. The information was presented and demonstrated clearly, and the data were verified for completeness.
- We verified that CATENO conducted its materiality study in the period 2022/2023, which included an analysis of global trends and sustainability references, sector peer research, and internal documents. However, no direct consultation with external stakeholders was conducted, which constitutes a limitation in the comprehensive understanding of material themes as recommended by GRI guidelines. The study resulted in the identification of nine material themes. It is noteworthy that some of these themes may not be fully aligned with the organization's current strategy, making a complete assessment of their relevance and

impact impossible due to the absence of their incorporation into strategic management and governance processes. Cateno declares the intention to conduct a new materiality study to ensure greater alignment and scope in identifying the most relevant themes for its operations and stakeholders.

- Regarding the principle of completeness, we verified that the information provided in the Report was sufficient to allow a partial assessment of the organization's impacts during the reporting period, since indicators associated with most material themes that allow evaluating the performance of these themes, as well as an analysis relative to risks and opportunities, are not presented.
- Cateno demonstrated a methodology for data collection and compilation compatible with the GRI Principle of Accuracy, allowing to ensure the traceability of the reported data and indicators.
- The data presented to meet the GHG emissions indicators are part of the Cielo (Controlling Shareholder) GHG emissions inventory, which was independently verified by a specialized company. We found that the presentation of the data regarding the inventory followed the GRI Standards.
- The inconsistencies found in the Report were adjusted during the verification process and satisfactorily corrected.

## RECOMMENDATIONS

- We recommend conducting a new materiality study to present material themes that are aligned with the organization's strategy, including consultation with stakeholders.

- We recommend the inclusion of indicators associated with the material themes to demonstrate the organization's performance related to these themes;

## CONCLUSION

- As a result of our verification process, nothing has come to our knowledge that could indicate that:
- The information provided in the Report is not balanced, consistent, and reliable.
- CATENO has not established appropriate systems for the collection, compilation, and analysis of quantitative and qualitative data used in the Report.
- The Report is not adherent to the Principles of quality and presentation of information and is not structured based on the GRI Standards.

## DECLARATION OF INDEPENDENCE AND IMPARTIALITY

Bureau Veritas Certification is an independent professional services company specialized in Quality,

Health, Safety, Social, and Environmental management with over 195 years of experience in independent evaluation services.

Bureau Veritas has implemented and applies a Code of Ethics throughout its business to ensure that its employees maintain the highest standards in their daily activities. We are particularly attentive to the prevention of conflicts of interest.

The verification team has no other ties with CATENO other than the independent verification of the Sustainability Report. We understand that there is no conflict between other services performed by

Bureau Veritas and this verification conducted by our team.

The team that conducted this verification for CATENO has extensive knowledge in verifying information and systems involving environmental, social, health, safety, and ethics themes, which, combined with experience in these areas, allows us a clear understanding of the presentation and verification of good corporate responsibility practices.

SÃO PAULO, JULY 2025.

**Anna Carolina Guedes da Silva**  
Lead Auditor Assurance Sustainability Reports (ASR)  
Bureau Veritas Certification – Brazil

**Camila Pavão Chabar**  
Executive Sustainability Manager  
Bureau Veritas Certification – Brazil

<sup>1</sup>Accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness, and verifiability.

<sup>2</sup>International Standard on Assurance Engagements 3000 – Assurance Engagements other than Audits or Reviews of Historical Financial Information.





## Credits

### Headquarters

Av. Dra. Ruth Cardoso, 7.221 – 23º Andar  
Edifício Birmann, 21  
São Paulo, SP– Brasil  
CEP 05425-902

### Coordination

People Management and Sustainability Board

### Photos

Cateno Collection and image database


### Consulting, writing, design and translation

 Ricca Sustentabilidade

### Independent Audit

Bureau Veritas Certification

 [www.cateno.com.br](http://www.cateno.com.br)

 [company/cateno-brasil](https://www.linkedin.com/company/cateno-brasil)

 [cateno.brasil](https://www.instagram.com/cateno.brasil)



