

A woman with curly hair is smiling and looking down at a device in her hand. The background is dark with bokeh lights in orange and blue. A network diagram with white nodes and lines is overlaid on the right side of the image.

Sustainability Report 2023



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Presentation

About this Report

GRI 2-3

We present another edition of Cateno's Sustainability Report, confirming our commitment to transparency and business sustainability.

In this document we present the Company's main results, challenges and impacts throughout 2023, focusing on the priority economic, social, environmental and governance aspects for our business.

To prepare this document, we referred to the guidelines of the Global Reporting Initiative (GRI), a global standard for reporting ESG information.

The scope definition was based ourselves on the most important themes for our sustainability strategy, identified in our materiality study (read more on page 6).

Information presented here refers to the period between January 1 and December 31, 2023 and has been analyzed and approved in the last instance by the Company's Board of Executive Officers.

We wish you a
great reading!



Information and questions about this Report should be sent to the People Management and Sustainability Department - Sustainability Management.
sustentabilidade@cateno.com.br

Reading tool

HOW TO READ THIS REPORT?

The reference used to prepare the Report can also be used as an alternative to reading the document in a linear fashion.



GLOBAL REPORTING INITIATIVE

Throughout these pages, GRI tags appear next to the titles or subtitles of the chapters in which the corresponding indicators are reported. You can also find a full listing of the indicators in the GRI table of contents, with a description of each indicator and a reference to the page on which it is reported.

Materiality

GRI 2-29 • 3-1 • 3-2

In order to identify and prioritize the environmental, social and governance (ESG) issues most relevant to our business model and stakeholders, *we conducted, in 2022, a materiality survey.*

This process took into account:

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

In the end, nine themes were selected and associated with the Company’s priority SDGs.

Material themes

Attracting and developing people	<div><div>4 QUALITY EDUCATION</div><div>5 GENDER EQUALITY</div><div>8 DECENT WORK AND ECONOMIC GROWTH</div></div>
Cyber security and data privacy	<div><div>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</div></div>
Technology trends and disruption	<div><div>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</div></div>
Equal opportunities, diversity and inclusion	<div><div>5 GENDER EQUALITY</div><div>10 REDUCED INEQUALITIES</div></div>
Customized Solutions and Customer Experience	<div><div>11 SUSTAINABLE CITIES AND COMMUNITIES</div></div>
Education, Citizenship and Financial Inclusion	<div><div>1 NO POVERTY</div><div>4 QUALITY EDUCATION</div><div>8 DECENT WORK AND ECONOMIC GROWTH</div><div>10 REDUCED INEQUALITIES</div><div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div></div>
Entrepreneurship	<div><div>1 NO POVERTY</div><div>8 DECENT WORK AND ECONOMIC GROWTH</div><div>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</div><div>10 REDUCED INEQUALITIES</div><div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div></div>
Ethics, integrity and anti-corruption practices	<div><div>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</div></div>
Sustainability applied to products and services	<div><div>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</div><div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div></div>



Message from the CEO

GRI 2-22

We are a **benchmark for innovation and efficiency** in a plural, competitive and constantly evolving market.

The year 2023 was marked by a commitment to creating value, guided by the ESG agenda and driven by the vision of reinventing the experience of creating payment solutions, always with the customer at the center of our decisions.

We established an environment of tighter cooperation with Banco do Brasil, cementing Cateno's standing as an indispensable strategic partner that adds value to the Ourocard Arrangement.

We also invested in strengthening our organizational culture, which led to an internal restructuring of our management model, ensuring greater speed and assertiveness in conducting our work.

We reached a transacted financial volume of R\$414 billion, an increase of 4.8% compared to the previous year, in addition to a net profit that totaled R\$1.2 billion - around 25.8% higher than that recorded in 2022, mainly driven by operating leverage.

These outcomes provide us even greater assurance that we are headed in the right direction and that we can continue to advance, assisting in the payment industry's transition.

In 2024, we will continue to work very closely with our team, aiming to build a Company that is even more focused on innovation, quality and sustainability, prepared to face the challenges presented by the transforming world of means of payment.



Henrique
Fernando Lucas
Cateno CEO



About us

Cateno

GRI 2-1 • 2-2 • 2-6

We are a joint venture between BB Elo Cartões Participações S.A. and Cielo S.A., which since 2015 has been managing Banco do Brasil's credit, debit and multiple cards, the Ourocard Arrangement.

Since then, we have sought to increase profitability and business opportunities, exploring new possibilities for products

and services by developing and making available secure technologies to meet the demands of the payment means sector.

Therefore, in an increasingly digital world, we want to expand our operations to simplify consumption, enabling payments to be made easily and securely throughout the country for both consumers and business owners.

Purpose and Principles

Our *purpose is creating a simpler world*, where it's easy to consume and do business.



Innovation and Efficiency

The longevity of our business depends on constant **innovation** and **operational efficiency**, made possible by **knowledge** and valuing **people**.



Trust

We create trust when we believe in **people**, when we **support** each other and when we act with **transparency** and **integrity**.



Speed

Our speed is the result of **integrated** and **autonomous** teams that seek **simplicity** supported by **technology**.

2

Corporate Governance

Governance Structure

GRI 2-9 • 2-11 • 2-12 • 2-13

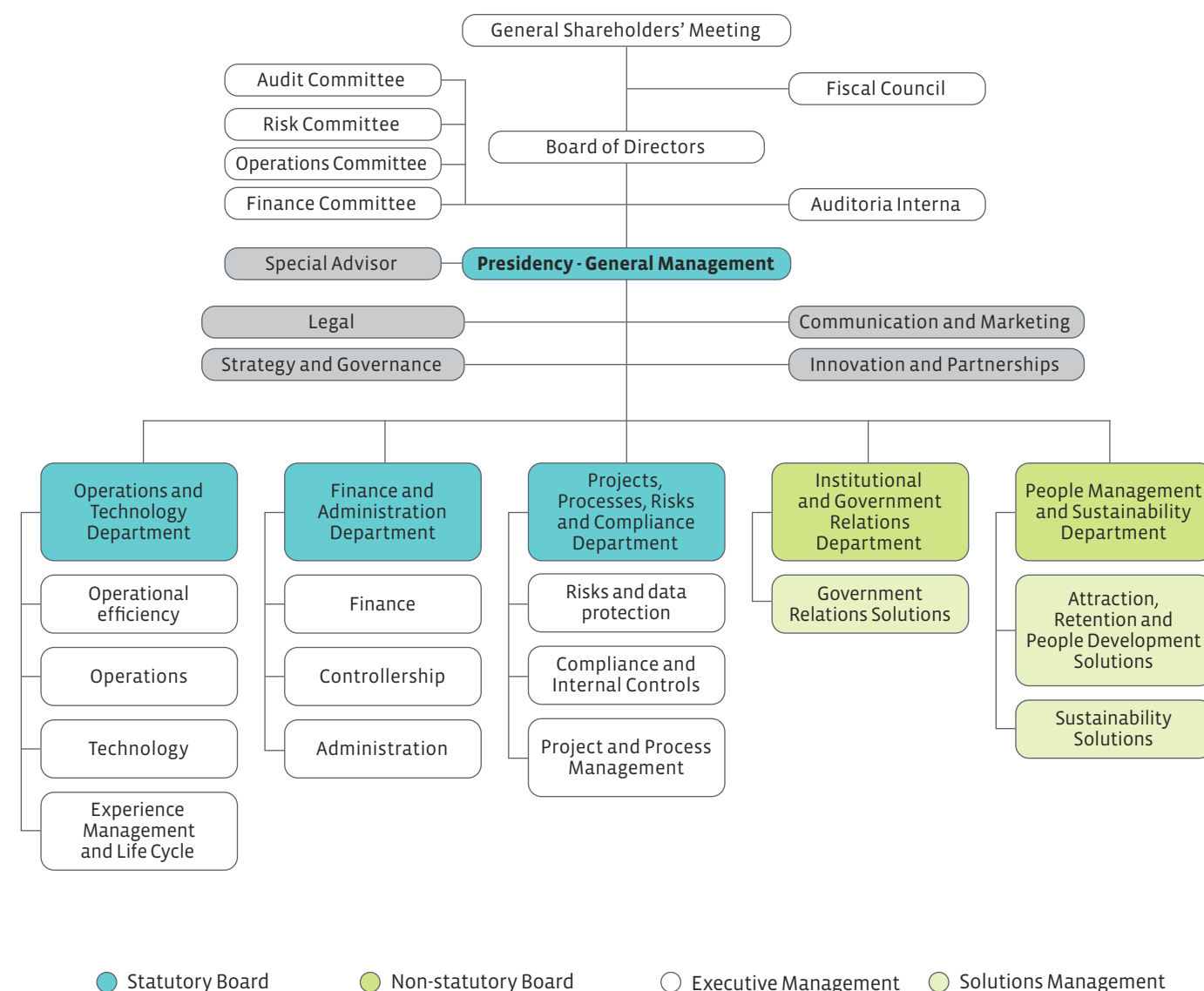
Cateno is a privately-held corporation. However, because its controlling shareholders are regulated by the Brazilian Central Bank (BCB) and the Brazilian Securities and Exchange Commission (CVM), the Company strives to follow the regulations of these bodies and adopt best governance

practices in the segment in order to align with its shareholders.

As such, we have implemented a corporate governance system whose objective is to ensure the smooth running of the business, guaranteeing its continuity over time and creating value for the Company's stakeholders.

Cateno's governance structure is currently made up of the Board of Directors, the Fiscal Council, the Executive Board and the following Advisory Committees: Audit, Finance, Operations and Risks.

Governance Structure



Board of Directors

The Board of Directors’ task is to protect the Company’s reputation, ensuring that business is conducted in accordance with values and principles such as transparency, fairness, accountability and corporate responsibility.

The body is currently made up of five members representing our controlling shareholders, all of whom were elected in 2023 to serve two-year terms. In line with best corporate governance practices, none of the Board members

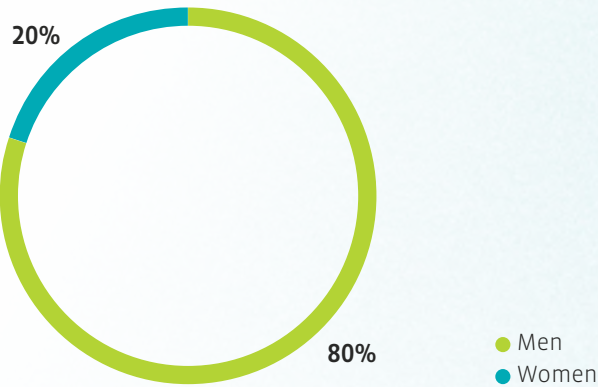
holds executive positions in the Company, which allows for greater independence from the operational lines.

Board of Directors members*	Election date	Term of office	Indication
Estanislau Mendes Llobatera Bassols	10/27/2023	Until 2025	Cielo
Louangela Bianchini da Costa Colquhoun	10/27/2023	Until 2025	Cielo
Yvan Calil Zanetti	12/12/2023	Until 2025	Cielo
Rodrigo Mulinari	10/27/2023	Until 2025	BB ELO
Pedro Bramont	10/27/2023	Until 2025	BB ELO

*No member of the Board of Directors is considered to be independent.

DIVERSITY ON THE BOARD OF DIRECTORS

GRI 405-1



Executive-Board

The Executive-Board is entrusted with managing Cateno’s day-to-day operations, coordinating efforts to ensure the efficiency and success of the organization, guaranteeing that it achieves its strategic objectives and fulfills its mission.

According to the Company’s Bylaws, a total of four members make up its composition, all of whom were elected by the Board of Directors in 2023.

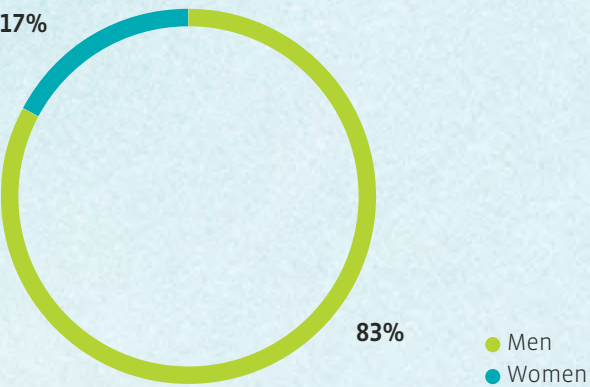
Apart from the Executive-Board, the Company has two other non-statutory directors who contribute to management.

Name	Position
Henrique Fernando Lucas	General Manager
Fernando Pacheco Machado Dias	Projects, Processes, Risks and Compliance Director
Gustavo André Milaré	Operations and Technology Director
Jandir Moraes de Feitosa	Finance and Administration Director
Ana Cláudia Vital*	People Management and Sustainability Director
Anderson Dorneles*	Institutional and Government Relations Director

*This composition refers to December 2023. **Non-statutory.

DIVERSITY ON THE EXECUTIVE BOARD

GRI 405-1



Fiscal Council

The Fiscal Council, an independent body from the Executive-Board and the Board of Directors, has the mission of supervising the Company, monitoring the managers’

actions and compliance with their legal and statutory duties, contributing to the organization’s best performance by ensuring transparency, fairness and accountability.

The body is currently made up of three members and three alternates, who represent our controlling shareholders. They were all elected in 2023 for one-year terms.

Effective members	Elected in	Term of office	Indication
Caroline da Costa Carvalho Moreira	2023	Until 2024	BB ELO
Vagner Akihiro Tatebe	2023	Until 2024	Cielo
Rafael Magalhães	2023	Until 2024	Cielo

Advisory Committees

The Board of Directors has the permanent support of five statutory Advisory Committees, with specific duties to analyze and recommend certain matters. It is aimed to assisting in strategic matters, ensuring that the decision to be taken by senior management is technically grounded.

Ethics and Integrity

GRI 2-15 • 2-23 • 2-24 • 3-3


We believe that only by embracing a culture based on ethical principles and values, we can fully achieve our objectives, contributing to the generation of value for our stakeholders and preserving the Company’s image and reputation.

We therefore have a Code of Ethical Conduct, approved by the Board of Directors in tandem with the Ethics Forum and the Compliance department.

We also have an Anti-Corruption Policy, which sets out the guidelines for fighting corruption, in accordance with the Brazilian Anti-Corruption Law (Law No. 12.846/2013, regulated by Federal Decree No. 8.420/2015).

The effectiveness of the actions is monitored by assessing the suitability of the internal controls and policies established, carried out by the Projects, Processes, Risks and Compliance Department.

The internal audit also periodically reports to the Executive-Board and governance bodies on complaints filed with the Ethics Channel.



See the full text of our **Anti-Corruption Policy**



Ethical Conduct Channel

GRI 2-26

Cateno has a reporting channel for notifying any violation of the principles established in the Code of Ethical Conduct and in other corporate policies.

The channel can be accessed by employees, suppliers, service providers, partners or other stakeholders.

The information reported is received by an independent and specialized company, ensuring confidentiality and proper treatment of each situation by the Internal Audit. If the incident is found to be justified, the results are submitted to the Ethics Forum, made up of members of the Executive Board, who decide on any sanctions to be applied.

Communications made can be followed up in the Ethics Channel itself, guaranteeing the whistleblower a visible view of the entire process.



The Ethical Conduct Channel can be reached by telephone on 0800 377 8008. To speak to an analyst, the available hours are Monday to Friday from 9 a.m. to 5 p.m.

Reports can also be made or followed up via the [link](#).

Sustainability Management

GRI 2-12 • 2-13 • 2-23

Cateno has a Sustainability Policy that establishes the guidelines for promoting sustainable development to be followed by every employee, Director, member of the Board of Directors and the Advisory Committees.

Apart from the Sustainability Policy, the *Diversity, Equality and Inclusion Policy* and the *Sustainability Forum* were introduced in 2023.



Read our full **Sustainability Policy**.

Risk Management

We have a Risk Management Policy that provides guidelines for strengthening and managing Cateno's Risk Structure, compatible with our business model and the complexity of our operations.

From 2024, we recognize and classify risk events into ten categories: Market; Liquidity; Counterpart/Credit; Operational; Strategic; Reputational; Social,

Environmental, Climate; and Cyber/ Data privacy.

In line with the Risk Management Policy, the Risk Appetite Statement was established, in which we disclose the main risks incurred in the activities carried out by Cateno and the respective tolerance levels acceptable to senior management.



Read our full **[Risk Management Policy](#)**.

Information and cyber security

GRI 3-3

We take preventive action as a way of protecting the Company's reputation and promoting action that complies with all legal requirements and market standards, minimizing the unavailability of systems and security failures that lead to the leakage of information about our clients and other stakeholders.

The following are the actions implemented by the Company to manage the topic and related impacts:

- » Monitoring of CTI (Cyber Threat Intelligence) and Incident Handling Reports;
- » Review of Information Security Policy and Regulations and BCM (Business Continuity Management);
- » Review of DLP (Data Loss Prevention) criteria;
- » Carrying out BCM (Business Continuity Management) tests; and

- » Revision of the IRP Standard (Incident Response Plan).



Check out the full text of our **[Information and Cyber Security Policy](#)**.

Data Privacy

GRI 3-3 • 418-1

Cateno takes care of the privacy and security of the personal information of its customers, employees, suppliers and partners. Any information provided to the Company or collected by it is handled with care and following security standards, in compliance with the requirements of the General Personal Data Protection Act.

The handling processes comply with legal guidelines and best practices,

fostering transparency and ensuring the rights of data subjects and their privacy are respected. Access to this information is restricted and controlled and, in the event of a breach of these rules, those responsible will be subject to the appropriate administrative, disciplinary and legal sanctions.

In 2023, there were no incidents involving personal data.



We provide data subjects with a **Privacy Notice**, informing them about how Cateno processes personal data.

To manage this issue and its related impacts, the Company follows the following procedures, among others:



Using the
Temporality Table



Implementation of the
Privacy Forum



Awareness-raising
activities



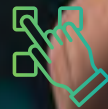
Review of contractual
clauses



Carrying out the
Personal Data Inventory



Monitoring the
Customer Service
Channel



Find additional information in our **Privacy Policy**



3

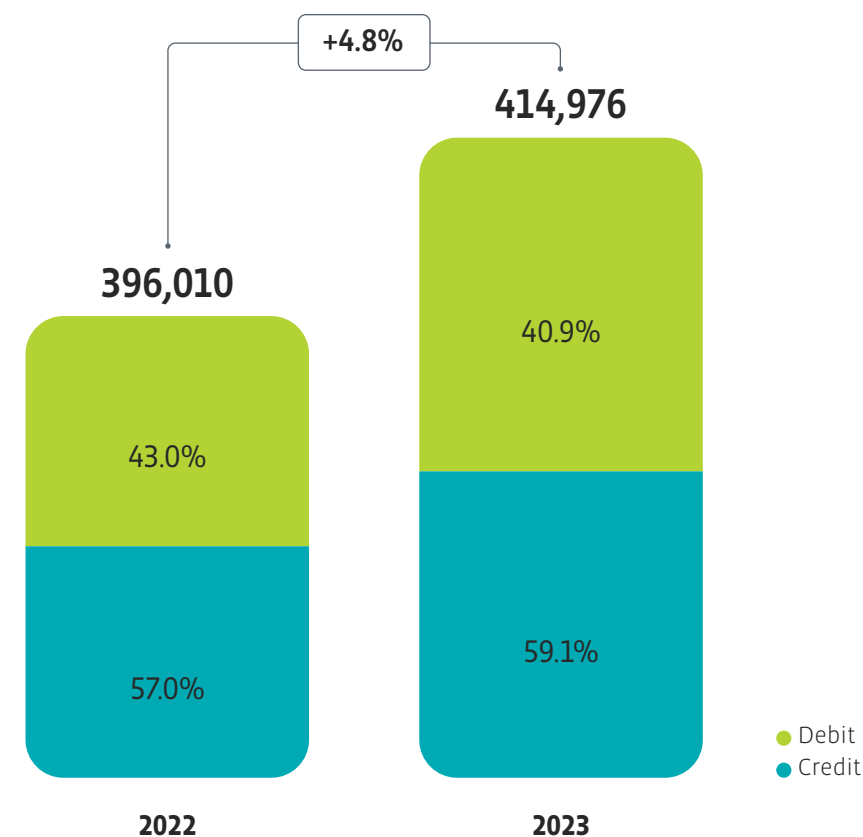
Operational and Financial Performance

GRI 201-1

In 2023, the Company recorded a net profit of R\$1.2 billion, representing a 25.8% over the previous year. This growth was driven by operating leverage, as net revenue rose by 6.3%, resulting in an increase of R\$ 248.1 million.

This increase was mainly due to the rise in TPV (Total Payment Volume), reaching R\$414.9 billion at the close of last year.

Total Payment Volume (in R\$ billion)



In the same period, costs grew by just 1.2% and operating expenses fell by 77.7%, given the better performance in the line of operating losses and the movement of ISS-related provisions.



For more details on the operating and financial results, click on the [x](#) to the “Cateno” section of Cielo’s fourth quarter 2023 earnings release.

INCOME STATEMENT FOR THE YEAR (R\$ MILLION)

	2021	2022	2023
A. Net operating revenue	3,237.9	3,934.3	4,182.0
B. EBITDA	1,298.8	1,811.5	2,212.0
C. EBITDA Margin	40.10%	46.0%	52.90%
D. Financial result	49.0	111.5	104.8
E. Income tax and social contribution	(326.6)	(523.6)	(657.1)
F. Net profit	626.8	1,010.7	1,271.1

4

Relationships

Employees

GRI 2-7 • 3-3 • 401-1 • 405-1 • 405-2

We believe that the dedicated and committed work of our employees is one of the pillars for sustaining our business. As such, we invest in developing and valuing our team in order to create an environment conducive to innovation and growth.

In 2023, the People and Sustainability “Management” Board was created, with the purpose of supporting the Company in achieving its strategic objectives and establishing an organizational culture fostering ethics, integrity, excellence, productivity, respect, teamwork, initiative, a sense of belonging and the active participation of employees.

Profile of own employees*



125
EMPLOYEES

70
MEN

55
WOMEN

Employees by age group

Under 30
years old

13

Between
30 and
50 years
old

76

Over 50
years old

36

* The data presented considers Statutory Directors and employees under the CLT regime (121 CLT and 4 statutory)

Benefits

We strive to recognize our employees' collaboration and commitment, valuing their health and quality of life. Among the benefits offered to the team, we highlight the following:



Health
Insurance with
co-participation
and extended to
direct dependents



Medical checkup
100% covered by
Cateno



Dental plan with
co-participation
(50% paid by Cateno
and 50% by the
employee)



Life Insurance
100% paid by
Cateno



Food and meal
vouchers



Private Pension



Childcare
allowance



Scholarships



Transport
vouchers



Gym pass



Fuel vouchers

HIRES						
	Total Hires	Hiring rate (%)	Total Hires	Hiring rate (%)	Total Hires	Hiring rate (%)
	2021	2021	2022	2022	2023	2023
AGE GROUP						
Under 30 years old	7	54%	4	24%	2	15.4%
Between 30 and 50 years old	24	38%	14	22%	24	31.2%
Over 50 years old	5	26%	15	38%	11	31.4%
GENDER						
Male	21	38%	19	28%	22	31.4%
Female	15	38%	14	28%	15	27.3%
REGION						
Southeast	36	38%	33	28%	37	29.6%

TURNOVER						
	Total Terminations	Turnover rate (%)	Total Terminations	Turnover rate (%)	Total Terminations	Turnover rate (%)
	2021	2021	2022	2022	2023	2023
AGE GROUP						
Under 30 years old	7	54%	0	12%	4	30.8%
Between 30 and 50 years old	23	37%	11	20%	11	14.3%
Over 50 years old	4	21%	3	23%	16	45.7%
GENDER						
Male	18	33%	10	21%	21	30.0%
Female	16	40%	4	18%	10	18.2%
REGION						
Southeast	34	29%	14	20%	31	24.8%

RATIO BETWEEN WOMEN’S AND MEN’S PAY		
Level	Ratio between base salary of women and men	Ratio between compensation of women and men
Executive	0*	0*
Managers	1.15	1.15
Non-leadership	0.85	0.85

* In 2023, there were no women in executive positions.

Development

GRI 3-3 • 404-1

The entire team has an individual and annual target of achieving 20 hours in training related to their area. To help meet this, we offer a range of courses through the Alura platform.

The platform also allows managers to monitor the learning of their teams, supporting leaders so that technology development is linked to business goals.

Every year, the information in the Corporate University is updated to meet the team’s demands and business needs.

PERFORMANCE EVALUATION

Cateno’s employees’ performance is measured using the Performa platform, and the results obtained by the employees affect the payment of the Profit Sharing Program.

AVERAGE TRAINING HOURS	
Male	68.80
Female	87.11
AVERAGE TRAINING HOURS BY FUNCTIONAL CATEGORY	
Board/CEO	92.26
Management	87.10
Non-leadership	72.69
Total	76.86



Customers

GRI 2-6 • 3-3

We have a single strategic partner, Banco do Brasil. We are therefore exclusively dedicated to providing personalized solutions for the Ourocard Arrangement.

We are currently centering our attention on improving our partners’ experience, meeting their

specific needs in order to increase their satisfaction and loyalty.

Therefore, our goal is to create a closer collaborative environment with Banco do Brasil, consolidating Cateno’s position as a vital strategic partner, adding value to the Ourocard Arrangement.

Given the importance of strengthening the relationship between the parties, Cateno has set up an executive management dedicated exclusively to the Product Life Cycle and Customer Experience.

Given the importance of strengthening the relationship between the parties, Cateno has set up an executive management dedicated exclusively to the Product Life Cycle and Customer Experience.

Structured processes are being developed through this initiative to increasingly support Banco do Brasil in the Ourocard Arrangement products. This includes the implementation of Customer Experience discovery and delivery

procedures to ensure a continuous improvement and innovation process.

At the same time, indicators and metrics are being identified and mapped out that will enable effective monitoring of the customer experience, allowing adjustments to be suggested and optimizations to be made over time.

Besides these initiatives, in the last cycle Cateno proposed new solutions for the Ourocard

Arrangement and improved the existing ones, taking into consideration topics relevant to the business objectives of both organizations, such as card benefits, management of expenses with card brands, relationship rules, revitalization of Ourocard and improvement of self-service channels. All these initiatives led to the areas of collaboration between the parties being expanded, promoting a more effective and comprehensive synergy.

Customer relationship guidelines



Innovate to conquer new markets and maintain current relationships;



Ensure the quality and agility in services provision;



Disseminate the Code of Conduct to guide our relationships;



Stimulate customer communication with the Company, providing relationship channels for easy access;



Maintain a transparent, honest, clear and ethical relationship;



Adopt measures to prevent fraud and financial losses for our customers;



Ensure the security, integrity and confidentiality of the information provided;



Ensure excellence in payment account management.

Suppliers

GRI 2-6 • 2-24

We strive to maintain an *ethical, honest and transparent relationship* with our suppliers.

Last year, we had around 190 direct suppliers with whom we maintained commercial relations, totaling a payment of approximately R\$107 million. Among the main supplier categories, we highlight technology, health plans, benefits and consultancies.

To govern our practices with this public, we have a **Supplier Relationship Policy**. In it, we underline our commitment to fair

competition and that we do not work with suppliers who offer advantages or benefits of any kind to our employees in exchange for the award of services or business prospects.

The document also states that we do not make purchases or contracts with natural or legal persons who have been declared unfit; who have been sanctioned or punished for acts of corruption or who have administrative, legal, financial, tax, labor or socio-environmental

proceedings that would disqualify their participation in Cateno’s purchasing and contracting process.

To support this, we recently implemented an approval process, through which we ask strategic suppliers for information on ESG aspects. To date, we have only collected the data until the company’s ESG area has been structured to monitor the reports.

5

Innovation and Technology

GRI 3-3

We create and manage technological solutions for the means of payment industry. In a market ruled by constant innovation and the swift transition between physical and digital, we connect banks, clients and issuers in a diversified ecosystem of possibilities, generating efficiency, speed and security.

In 2023, one of the main action fronts in technology and innovation was focused on improving our processes, aiming for profitability and sustainability, with an emphasis on the user experience in a customized way.

In support of Banco do Brasil's credit card strategies, Cateno has implemented Data Science and machine learning projects with Python to optimize various fronts for the benefit of Credit Card actions in 2023.

The most important benefits of these technologies include:

- » Decision Making Assistance
- » Individual Customer Segmentation Model
- » Default Propensity Models
- » Predicting the Value of Net Credit Card Fraud

Innovation Culture

With the goal of encouraging entrepreneurs, designers, programmers and anyone interested to innovate and develop new and functional solutions for the payment chain, every year we organize the

Hackateno, our innovation event. Through this initiative, we want to create an ideas program that involves employees, ensuring and stimulating a culture of innovation and intrapreneurship.

In doing so, we strive to promote awareness and adherence to the development of ideas, offering appropriate feedback to participants.



6

Environmental Action

Our environmental approach

GRI 3-3

We are working *to minimize the environmental damage* caused by our activities in order to preserve the planet.

This is why we have a sustainability department, based on our **Sustainability Policy**, which lays down principles and guidelines for our social, environmental and governance activities

Emissions

GRI 305-1 • 305-2 • 305-3

Aiming to understand and mitigate our emissions, contributing to the climate change response agenda, we carry out an annual Greenhouse Gas Emissions Inventory and offset our emissions through Cielo.

In 2023, we emitted a total of 246.94 tCO₂, lower than the previous year.

	2022	2023
Scope 1 (tCO₂e)*		
Mobile fuel	67.5	0
Fugitive emissions	0.01	0.01
Subtotal	67.51	0.01
Scope 2 (tCO₂e)**		
Electricity purchase	8.09	8.23
Subtotal	8.09	8.23
Scope 3 (tCO₂e)*		
Employee commuting (home-work)	128.81	105.66
Transport and distribution (upstream)	0.04	1.97
Business travel	45.99	131.07
Subtotal	174.84	238.70
Total	250.44	246.94

*We follow the GHG Protocol standards and the emissions and global warming potential (GWP) factors provided by the Brazilian GHG Protocol Program Calculation Tool.

**There is no measurement in the Brasilia office, only in RJ and SP.



Attachments

GRI Content Index

UNIVERSAL STANDARDS		LOCATION / OMISSION / EXPLANATION
GENERAL DISCLOSURES		
ORGANIZATIONAL PROFILE		
2-1	Organization details	Page 10
2-2	Entities included in the organization's sustainability reporting	Page 10
2-3	Reporting period, frequency and contact point	Cateno reported based on the GRI Standards for the period from January 1 st , 2023 to December 31 st , 2023.
2-4	Restatements of information	There were no restatements of information reported in previous periods
2-5	External assurance	Page 41
2-6	Activities, value chain and other business relationships	Page 10, 29 and 31
2-7	Employees	Page 24. All employees work full-time.
2-8	Workers who are not employees	We closed 2023 with four third-party employees working in cleaning and reception.
2-9	Governance structure and composition	Page 12
2-10	Appointment and selection of the highest governance body	The process is conducted through the appointment of the controlling shareholders.
2-11	Chair of the highest governance body	Page 12
2-12	Role of the highest governance body in overseeing the management of impacts	Pages 12 and 18
2-13	Delegation of responsibility for managing impacts	Pages 12 and 18
2-14	Role of the highest governance body in sustainability reporting	All information reported herein was subject to analysis and approval, ultimately, by the members of the Executive Board.

UNIVERSAL STANDARDS		LOCATION / OMISSION / EXPLANATION
2-15	Conflicts of interest	The guidelines governing management and employees with regard to conflicts of interest are addressed in the Code of Ethical Conduct and the Related Party Transactions Policy , approved and updated in 2023 by the Board of Directors.
2-16	Communication of critical concerns	The process of communicating critical concerns to the Board of Directors is carried out through reports presented during meetings. In 2023, no critical concerns about the organization’s potential and actual negative impacts on stakeholders raised through grievance mechanisms and other processes were reported to the Board of Directors.
2-17	Collective knowledge of the highest governance body	In 2023, we did not undertake actions to develop the collective knowledge, skills and experience of the highest governance body members regarding sustainable development.
2-18	Evaluation of the performance of the highest governance body	The Company does not have established processes for evaluating the performance of the Board of Directors’ members.
2-19	Compensation policies	Directors are entitled to a fixed compensation, according to the contract, and a variable compensation, which would be the Bonus and the Long-Term Incentive. Board members have a fixed remuneration and are not entitled to variable compensation.
2-20	Process to determine compensation	As decided by the shareholders.
2-21	Annual total compensation ratio	In 2023, an employee earned, on average, 14.96% of the amount earned by the highest-paid individual in the same period. For the calculation we consider Monthly Pro-labore, Bonuses and Benefits, paid to the highest paid individual. For employees, we consider Monthly Salary + ILP (Long-Term Incentive), PLR, Christmas bonus, Holidays and Benefits.
2-22	Statement on sustainable development strategy	Page 08
2-23	Policy commitments	Pages 16 and 18
2-24	Embedding policy commitments	Pages 17 and 31
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.

UNIVERSAL STANDARDS		LOCATION / OMISSION / EXPLANATION
2-26	Mechanisms for seeking advice and raising concerns	Page 18
2-27	Compliance with laws and regulations	The Company was not subject to any fines or non-monetary sanctions in the reporting period.
2-28	Membership associations	Cateno is part of the Brazilian Company of Credit Card Companies and Services (ABECS) and participates in forums, commissions and working groups dealing with payment means services, including federal, state and municipal bills on this subject.
2-29	Approach to stakeholder engagement	Page 06
2-30	Collective bargaining agreements	100% of employees are covered by collective bargaining agreements.
MATERIAL TOPICS		
3-1	Process to determine material topics	Page 06
3-2	List of material topics	Page 07
3-3	Management of material topics	<ul style="list-style-type: none">- Attracting and developing people: pages 24 and 28- Cyber security and data privacy: pages 19 and 20- Trends and technological disruption: pages 19 and 20- Equal opportunities, diversity and inclusion: pages 25, 27- Customized Solutions and Customer experience: pages 29 and 32- Ethics, integrity and anti-corruption practices: page 17- Sustainability applied to products and services: pages 29 and 30- Entrepreneurship: we have no structured management for this topic.- Education, Citizenship and Financial Inclusion: to be a benchmark in simple, inexpensive and safe digital payment solutions. By simplifying the means of payment, we improve people’s quality of life and access to the financial system in a simple and hassle-free manner. Financial citizenship is developed through a context of financial inclusion that improves understanding of financial products, concepts and risks. Furthermore, through information, instruction or objective advice, the capacity and confidence necessary to become increasingly aware of risks and opportunities is developed.

UNIVERSAL STANDARDS		LOCATION / OMISSION / EXPLANATION
ENVIRONMENTAL DISCLOSURES		
ENERGY		
302-1	Energy consumption within the organization	A total of 213,813 MWh* was consumed. The energy intensity, considering the revenue generated of R\$4,715,900,255.00, was 0.00004534. <i>*Calculation does not take into account the office in Brasília, which is managed by Banco do Brasil.</i>
EMISSIONS		
305-1	Direct (Scope 1) GHG emissions	Page 35
305-2	Energy indirect (Scope 2) GHG emissions	Page 35
305-3	Other indirect (Scope 3) GHG emissions	Page 35
SOCIAL DISCLOSURES		
EMPLOYMENT		
401-1	Total number and rate of new employee hires and rate of employee turnover	Page 26
TRAINING AND EDUCATION		
404-1	Average hours of training per year per employee	Page 28
405-1	Diversity of governance bodies and employees	Pages 14, 15 and 25
COMPENSATION		
405-2	Ratio of basic salary and remuneration of women to men	Page 27



Assurance Letter

GRI 2-5

INDEPENDENT ASSURANCE CLAIM – BUREAU VERITAS

INTRODUCTION

Bureau Veritas Certification Brazil (Bureau Veritas) was hired by CATENO to conduct an independent assurance of the 2023 Sustainability Report.

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

SCOPE OF WORK

The scope of this verification covered the standards and Principles 1 of the Global Reporting Initiative™ for Sustainability Reports and refers to the rendering of accounts for the period from January 1, 2023, to December 31, 2023.

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 interested parties, in accordance with the scope of work defined in this statement.

The CATENO Report was prepared in accordance with the guidelines of the Global Reporting Initiative (GRI Standards) and the Company’s internal controls determined to be necessary to enable the preparation of this information free from material misstatement, whether due to fraud or error.

METHODOLOGY

The assurance included the following activities:

- Interviews with those responsible for the material topics and content of the Report;
- Remote verification of corporate and operational processes (sample verification of GRI material indicators);
- Analysis of documentary evidence provided by CATENO for the period covered by the Report (2023);
- Analysis of engagement activities with interested parties (stakeholders) developed by CATENO;
- Evaluation of the system used to determine the material aspects included in the Report, considering the context of

sustainability and scope of the published information.

The verification level adopted was Limited, per the requirements of the ISAE 30002 standard, incorporated into Bureau Veritas’ internal verification protocols.

- Accuracy, Balance, Clarity, Comparability, Completeness, Sustainability Context, Timeliness, and Verifiability.
- International Standard on Assurance Engagements 3000 – Assurance Engagements other than Audits or Reviews of Historical Financial Information.

BUREAU VERITAS CERTIFICATION LIMITATIONS AND EXCLUSIONS

It was excluded from this verification any evaluation of information related to:

- Activities outside the reported period;
- Position claims (expressions of opinion, belief, objectives or future intentions) by CATENO;
- Accuracy of economic and financial data contained in this Report, extracted from financial statements, verified by independent auditors;
- Greenhouse Gas (GHG)

- emissions inventory, including energy data;
- Data and information of affiliated companies or outsourced employees, over which there is no operational control by CATENO.

The following limitations have been applied to this verification:

- The principles of Data Accuracy and Reliability were verified on a sample basis, exclusively in the light of the information and data related to the material themes presented in the Report;
- The principles of Data Accuracy and Reliability were verified on a sample basis, exclusively in the light of the information and data related to the material themes presented in the Report;

OPINION ON THE REPORT AND THE ASSURANCE PROCESS

- In 2022, CATENO carried out a materiality survey. The process considered identification and mapping of socio-environmental trends through benchmarking in sources relevant to the Company and in market mechanisms; convergence analysis of the themes mapped with risk

management mechanisms and strategic planning; discussion, prioritization and validation of the themes identified with senior leadership. In this sense, 9 material topics were listed.

- In our understanding, the CATENO Sustainability Report presents the impacts of the company's activities in a balanced manner.
- CATENO demonstrated an adequate data collection and compilation method in relation to the GRI Reliability Principle.
- The inconsistencies found in the Report were adjusted during the process and were satisfactorily corrected.

RECOMMENDATIONS

- It is recommended that Cateno report a greater number of indicators linked to the identified material topics, in order to have greater transparency of information.
- It is recommended to implement an internal collection system for all GRI indicators, aiming at data compilation and process optimization.

- It is recommended to have a calculation log for all indicators that require conversions, percentages and summations, in order to optimize the scheduled interviews.

CONCLUSION

As a result of our verification process, nothing has come to our attention that could indicate that:

- The information provided in the Report is not balanced, consistent and reliable;
- CATENO has not established appropriate systems for collecting, compiling and analyzing quantitative and qualitative data used in the Report;
- The Report does not adhere to the Principles for defining content and quality of the GRI Sustainability Reporting Standard.

CLAIM OF INDEPENDENCE AND IMPARTIALITY

Bureau Veritas Certification is an independent professional services company specializing 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 avoid conflicts of interest.

The verification team does not have any other link 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 carried out by our team.

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

CONTACT

<https://www.bureauveritas.com.br/pt-br/fale-com-gente>

São Paulo, July, 2024.



Camila Pavão Chabar
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Bureau Veritas Certification – Brazil



Nádia Lúcia Zuca Simões
Lead Auditor - Assurance Sustainability Reports (ASR)
Bureau Veritas Certification – Brazil

Credits

GRI 2-3

CORPORATE INFORMATION

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COORDINATION

People Management and Sustainability Board

CONSULTANCY FOR COLLECTING INDICATORS, WRITING TRANSLATION AND DESIGN

Ricca Sustentabilidade

<https://www.linkedin.com/company/riccasustentabilidade>

PHOTOS AND ILLUSTRATIONS

Image bank
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