



Sustainability Report 2025

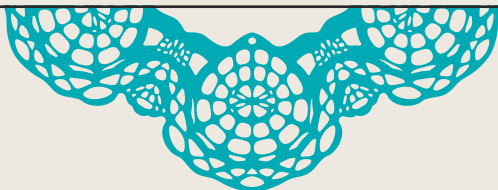


This report was conceived as a tribute to the knowledge passed down through generations and that, with both delicacy and strength, sustains Brazil’s cultural richness. By valuing handcrafted work, especially crochet, we recognize the importance of practices that carry history, identity, and meaning — practices that, at their core, represent a genuine commitment to sustainability by respecting people, processes, and cultures.

In an increasingly fast-paced, automated world driven by immediate results, handcrafted work reemerges as an invitation to embrace time, attention, and meaning. Crochet embodies this movement profoundly, as each handwoven stitch carries not only technique, but also history, memory, and care.

Crochet is a living part of Brazilian culture. Present across different regions, it transcends generations, connects knowledge, and strengthens community ties. It is an expression of craftsmanship that respects the pace of the process, values traditional knowledge, and transforms thread into art, utility, and income. Each piece carries a silent narrative: of hands that learned from other hands, of stories shared in circles, and of legacies that endure and continually reinvent themselves.

Enjoy the read!
Henrique Lucas



CONTENTS

Introduction	
About the Report.....	03
CEO Message	04
2025 Highlights	06
1. Who We Are	
Cateno.....	09
Ourocard Arrangement.....	12
Materiality	13
2. Corporate Governance	
Governance structure	15
Ethics and integrity.....	18
Sustainability management	20
Risk management.....	22
Information security and data privacy	24
3. Performance	
Financial and operational performance	27
4. People and Culture	
Our employees.....	31
Representation and belonging.....	37
Well-being, health and safety	40
Professional development.....	41
5. Innovation and Technology	
Innovation and Technology Culture.....	45
6. Social Impact	
Our social initiatives.....	53
7. Environmental Management	
GHG emissions.....	59
Appendices	
GRI Index.....	61
Assurance Statement.....	64
Credits.....	65

About this Report

We are pleased to present **Cateno's 2025 Sustainability Report.**

Through this annual document, we present to our stakeholders the Company's key strategies, operations, and achievements across the environmental, social, and governance (ESG) dimensions for the period from January 1 to December 31, 2025. **GRI 2-3**

This Report considers all activities under Cateno's operational control, and its content is guided by the organization's materiality matrix (see more on page 13). In order to ensure greater alignment with best market practices in sustainability reporting, this disclosure is based on the Global Reporting Initiative (GRI) Standards, referenced throughout the text. **GRI 2-2 | 3-1**

The information has been validated by the People Management and Sustainability Department, which is responsible for managing this Report, and duly approved by Cateno's Executive Board and Board of Directors. In addition, the Report is subject to an external assurance process (see more on page 64), which provides further validation of the information disclosed. **GRI 2-5 | 2-14**

For questions or suggestions, please contact us.: **GRI 2-3**
sustentabilidade@cateno.com.br



CEO Message GRI 2-22



2025 marked the consolidation of a new phase for Cateno.

We resumed growth in a consistent manner, delivering financial and operational performance above historical averages and market expectations. This result reflects a robust strategy focused on operational efficiency and the strengthening of our internal ecosystem as key drivers of sustainable value creation.

We closed the year with net revenue of BRL 4.8 billion (+9.3%) and net income of BRL 1.3 billion (+19.2%), reaching record levels in the Company's ten-year history. These figures reflect the consistency of our operations, supported by responsible management and a balanced approach between efficiency and profitability.

Achieving the highest score in the Financial Resilience Index demonstrates exceptional strength, underpinned by a robust capital structure and liquidity and solvency indicators that exceed market requirements. This result validates our effective governance model, which balances profitability with the security of resources and enables the Company to operate in adverse conditions without compromising business continuity.

We continue to strengthen our brand and our strategic partnership with Banco do Brasil, leading initiatives that enhance Cateno's relevance in the payments market. At the same time, we are advancing the transformation from a historically physical model to a more robust, resilient, and data-driven digital ecosystem.

With a focus on business digitalization, we have expanded the use of artificial intelligence and other technologies across the Company, supported by continuous team upskilling. Initiatives such as the expansion of digital billing statements and tokenization demonstrate how innovation and performance go hand in hand.

The digitalization of processes continued with investments in tools that enhance the customer experience and position payment methods as sources of insight, beyond transactional functions alone. In this regard, we have been working to deliver increasingly structured systems within a comprehensive information ecosystem.


~~~~~

Looking ahead, our challenge is to scale this transformation and establish ourselves as a preferred choice in Brazilians' wallets, combining results, innovation, and sustainability.

This is why, at Cateno, sustainability and strategy go hand in hand — it is a structural, consistent, and ongoing agenda, embedded in day-to-day decision-making to drive efficiency gains, cost reduction, and lower environmental impact.

We therefore prioritize building strong foundations through investment in our people's development. Over the past year, we regained the Great Place to Work (GPTW) certification, which recognizes our excellent work environment, and we continue to strengthen our organizational culture and knowledge accumulation.

For 2026, we remain committed to a responsible growth trajectory, based on people, technology, and consistent long-term decision-making.

**Henrique Fernando Lucas**  
CEO of Cateno



## 2025 Highlights



**10** Years

Cateno's  
operational  
milestones  
celebrated

**BRL 1.3**   
**billion**  
net profit

**BRL 4.8**   
**billions**  
gross operating  
revenue

**141**   
**Employees**  
dedicated to the business

**84**  **hours**  
average number of  
trainings per employee

**Great  
Place  
To  
Work®**

**Seal**  
**GPTW**  
regained in 2025



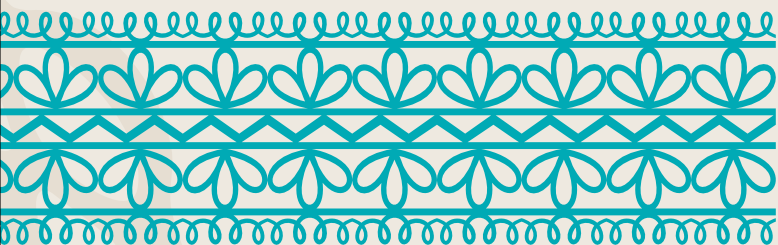
**COP30**  
**in Brazil**

with financial  
sponsorship from Cateno



**Hackateno**  
**2025**

With a focus on Artificial  
Intelligence



CHAPTER

# 1

# WHO WE ARE

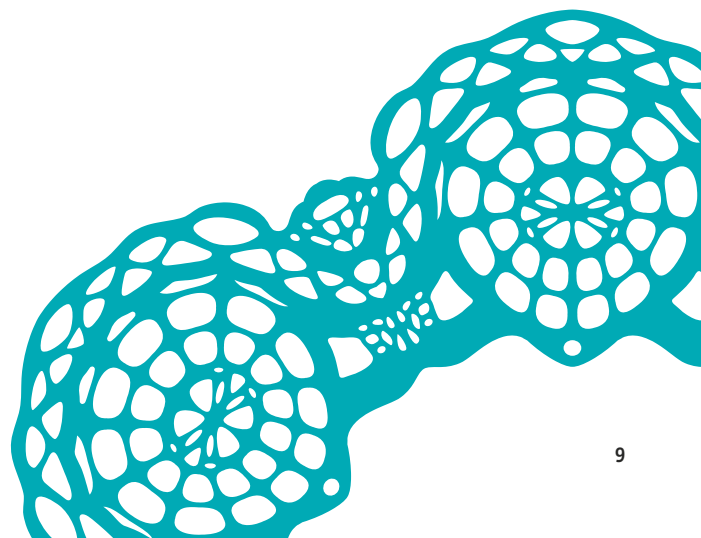


## Cateno

**We are Cateno Gestão de Pagamento S.A.**, a joint venture between BB Elo Cartões Participações S.A. and Cielo S.A., focused on managing the Ourocard Arrangement, which encompasses Banco do Brasil's credit, debit, and multipurpose cards. GRI 2-1

We were established ten years ago with the objective of bringing technological innovation, agility, corporate efficiency, and market advancements in the payments industry to Banco do Brasil.

Currently, we play a strategic role in the technological management of postpaid payment accounts, enabling debit purchase transactions, and processing credit card transactions within the Ourocard Arrangement, contributing to the efficiency, security, and scalability of BB's payment ecosystem solutions. GRI 2-6







## Mission

To drive technological advancements and modernize payment operations.



## Purpose

To create a simpler world, where it is easy to consume and do business.



## Principles

### ➤ Innovation:

we seek technological solutions that keep pace with the transformation of payment systems, simplifying the way people and businesses connect.

### ➤ Efficiency:

modern operations and optimized processes are essential foundations that enable us to deliver more agile, simple, and accessible services.

### ➤ Trust:

we operate with responsibility and solidity to deliver secure and reliable experiences, strengthening relationships across the payments ecosystem.

### ➤ Agility:

we believe agility stems from the autonomy and integration of our teams, which work to simplify experiences and accelerate transformation.



Board of Directors – 10  
Years in Brasília



## A decade of history

In 2025, we celebrated the milestone of a decade connecting technology, innovation, and people, evolving with a focus on transforming Brazil's payments ecosystem.

To mark this occasion, we held a special reception in Brasília and São Paulo, during which a commemorative book was presented to each employee. The publication was designed as both a meaningful and strategic record, highlighting the people, projects, and results that have shaped the Company's history.

## The Ourocard Arrangement GRI 3-3

With a 30% equity stake held by BB Elo S.A. (a wholly owned subsidiary of Banco do Brasil) and 70% by Cielo, Cateno is responsible for ensuring the efficiency, security, and integration of the entire technological, operational, and processing infrastructure for Banco do Brasil's credit, debit, and multipurpose cards.

Cateno provides technological support for postpaid payment accounts and manages the transaction processing activities for credit and debit cards within the Ourocard Arrangement. In this context, we combine innovation and sustainability applied to the product as essential drivers of long-term value creation.



*"We have the challenge of ensuring that our products are aligned with the positioning of the most sustainable bank in the world. Innovation and sustainability are strong allies in this regard and demonstrate that there is a broad pipeline of opportunities capable of combining value for the customer, business value, and positive impact for the planet."*

**Anderson Dorneles**

Director of Institutional and Government Relations

## Implemented solutions

# Cateno works to improve customer journeys for Banco do Brasil, enhancing the overall user experience.

Our operations are guided by a holistic vision and data-driven decision-making, with the effectiveness of actions monitored through stakeholder feedback and benchmarking. Throughout 2025, the main solutions implemented by Cateno in partnership with BB and focused on the customer included:

### **BB Cards – Communicate and Convert**

A project focused on improving business indicators through customer relationship strategies, performance analytics, conversion reporting, and strategic reviews.

### **Cognitive Platform (BB Virtual Assistant)**

A development pipeline for conversational flows enabling Ourocard customer self-service, expanding digital services and automating both informational and transactional interactions.

### **BB Personal Banking Cards Platform Redesign**

A unified and modernized BB Personal Banking Cards platform designed to streamline processes, integrate channels, and enable new functionalities, with a focus on operational efficiency and enhanced user experience.

### **Enhancement of VIP Incident Management**

Promotes automation and intelligence in incident management processes through bots, including new capabilities for reconciliation, disputes, fraud prevention, and blocking management.

### **BB, It's Me!**

Creation of an integrated authorization hub to reduce false transaction declines and enhance customer security, including notifications, purchase confirmations, and system integrations.

## **Materiality**

In order to identify and prioritize the most relevant environmental, social, and governance ESG topics for Cateno's business model and its stakeholders, the Company conducted a materiality assessment in 2022. **GRI 3-1**

The process, structured in three stages, included a benchmarking exercise using relevant market sources and mechanisms for the sector, an analysis of the alignment between material topics, risk management, and strategic planning, and finally, a stage of discussion and validation of the topics with senior leadership. **GRI 3-1**

As a result, nine material topics were defined as priorities for the organization, each of which is associated with the United Nations Sustainable Development Goals (SDGs). **GRI 3-2**

## **Material Topics**

- » Talent attraction and development (**SDGs 8, 10**)
- » Cybersecurity and data privacy (**SDGs 9, 16**)
- » Technological trends and disruption (**SDG 9**)
- » Equality, diversity, and inclusion (**SDGs 5, 10**)
- » Customized solutions and customer experience (**SDGs 9, 12**)
- » Financial education, citizenship, and inclusion (**SDGs 4, 8, 9, 11, 16**)
- » Entrepreneurship (**SDGs 8, 9, 10**)
- » Ethics, integrity, and anti-corruption practices (**SDG 16**)
- » Sustainability applied to products and services (**SDGs 9, 11, 12, 13**)



CHAPTER

2

# CORPORATE GOVERNANCE



# Governance Structure

Cateno’s strategic management is grounded in a commitment to sustainability and long-term business continuity. Aligned with the most rigorous corporate governance practices of its controlling shareholders, our operations aim to generate continuous and consistent value for all stakeholders, strengthening the payments ecosystem and reaffirming our solid position in the market. **GRI 2-9**

This model is supported by strategic and oversight bodies such as Internal Audit, the Executive Board, the Fiscal Council, and the Board of Directors, and is further supported by four advisory committees that strengthen decision-making and supervisory processes. **GRI 2-9**

## Board of Directors

The Board of Directors (BoD) oversees executive management, ensuring that business decisions and conduct are aligned with the principles of transparency, fairness, corporate accountability, and accountability.

**GRI 2-9, 2-12**

Composed of five members elected for two-year terms, four men and one woman, the board brings together representatives of the controlling shareholders with strong technical backgrounds and extensive experience in Cateno’s industry. **GRI 2-9**

The appointment of board members follows the Company’s Shareholders’ Agreement and the Board of Directors’ internal bylaws, which provide for the nomination of members by shareholders, provided they are professionals with relevant experience and sector knowledge, in addition to meeting the requirements of the Brazilian Corporations Law. **GRI 2-10**

### Members of the Board of Directors<sup>1</sup>

|                                        | Election date | Term of office | Appointment |
|----------------------------------------|---------------|----------------|-------------|
| Estanislau Mendes Llobatera Bassols    | 04/2025       | Until 04/2027  | Cielo       |
| Louangela Bianchini da Costa Colquhoun | 04/2025       | Until 04/2027  | Cielo       |
| Carlos Eduardo Domingues Alves         | 04/2025       | Until 04/2027  | Cielo       |
| Rodrigo Mulinari                       | 04/2025       | Until 04/2027  | BB Elo      |
| Pedro Bramont                          | 04/2025       | Until 04/2027  | BB Elo      |

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

## Executive Board

The Executive Board is responsible for conducting the Company's operational activities, implementing the guidelines established by the Board of Directors, and ensuring the achievement of corporate targets.

Its structure is composed of four statutory officers elected by the Board of Directors (BoD), one of whom serves as Chief Executive Officer. In addition to the Executive Board, Cateno's management also includes two non-statutory officers.

## Fiscal Council

The Fiscal Council oversees the Company's administrative acts and ensures compliance with legal and statutory duties. Operating independently, the body is composed of three full members representing Cateno's shareholders.

## Advisory Committees

The advisory committees are responsible for providing technical recommendations to senior management and supporting strategic decision-making. Cateno currently has the following committees: Risk Committee, Audit Committee, People, Compensation, Eligibility and Governance Committee, and Finance and Operations Committee.

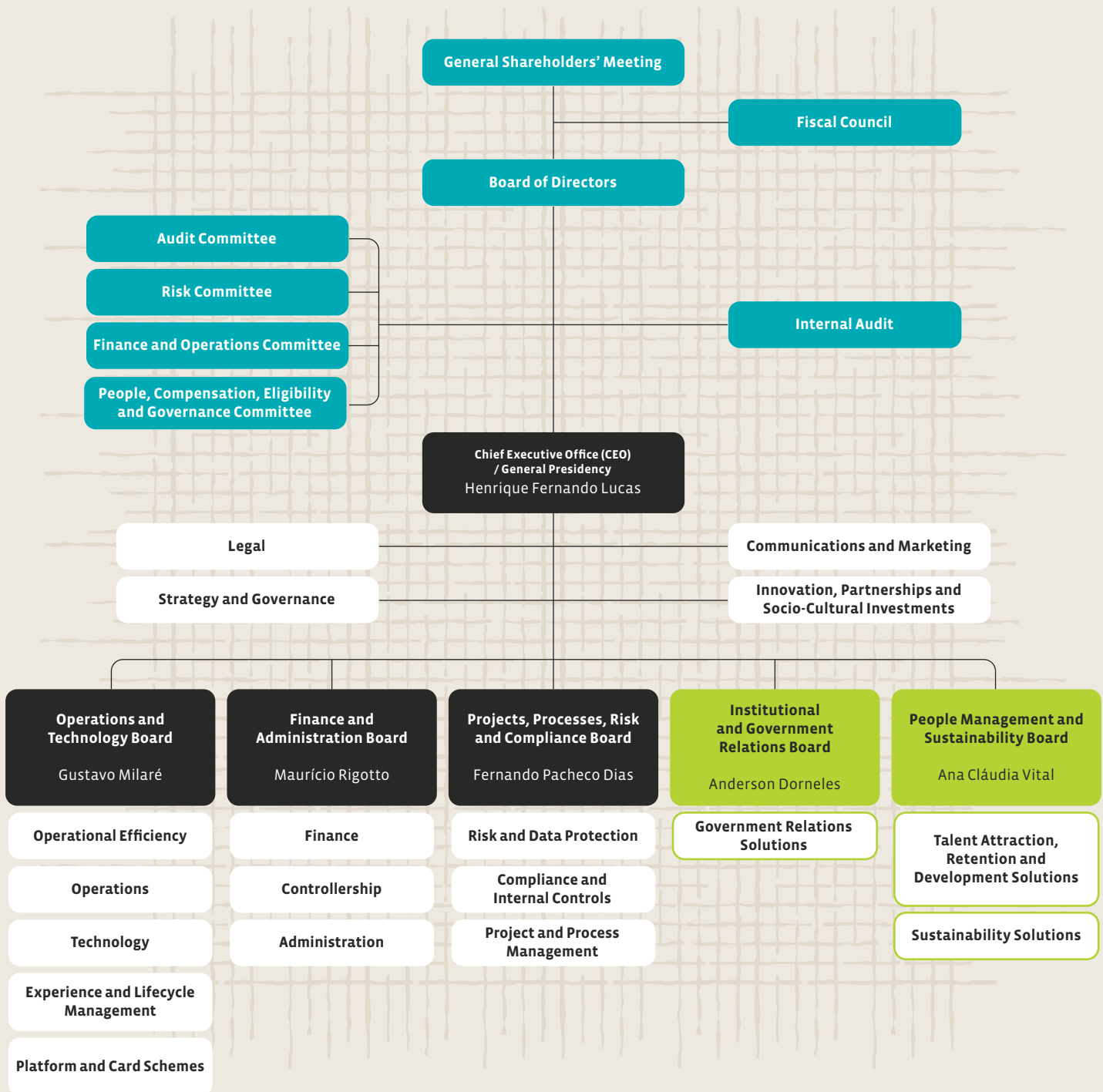


## Internal Audit

Internal Audit is responsible for assessing compliance with Cateno's internal rules and procedures and with applicable internal policies and standards, particularly in matters related to risk management, operating independently.

The area also manages reports received through the Ethics Channel (see more on page 19), investigating them in a timely, impartial, and confidential manner. When substantiated, Internal Audit forwards the cases to the relevant areas for the appropriate disciplinary measures and recommendations.

# Governance Structure



## Ethics and integrity GRI 3-3



### Ethics and integrity guide the way Cateno engages with its stakeholders and conducts its activities.

By adopting clear principles and responsible practices, we strengthen trust, reinforce a reputation grounded in transparency, and foster an organizational culture committed to compliance and respect. This approach contributes to a healthy work environment, the development of strong relationships, and the generation of sustainable long-term value.

#### Codes and policies

Our codes and policies establish clear standards of conduct and guide the actions of Cateno's managers, employees, and partners, with the aim of preventing risks and strengthening integrity in institutional relationships. GRI 2-23 | 2-24

The **Code of Conduct and Ethics** and the **Anti-Corruption Policy** establish the main guidelines that govern our operations and day-to-day activities. The **Supplier Relationship Policy** and the **Related-Party Transactions Policy** set out rules and processes aimed at preventing potential conflicts of interest. GRI 2-15

The policies address fundamental rights such as decent working conditions, non-discrimination, and data protection, and are based on references including the Universal Declaration of Human Rights, the principles of the United Nations Global Compact, and conventions of the International Labour Organization (ILO). In addition, they require rigorous due diligence for partners, including prior assessments and annual reviews, as well as the application of the precautionary principle in decisions involving socio-environmental risks. GRI 2-23

The policies are approved by the Board of Directors, apply to employees, suppliers, customers, and partners, and are communicated through training sessions, contracts, sustainability reports, and publications on the institutional website. GRI 2-23

#### Controls

The Compliance and Internal Controls Management area monitors the effectiveness of Cateno's control environment, with the aim of mitigating risks, ensuring the Company's adherence to ethical, legal, and regulatory standards, and acting promptly to remediate failures and deficiencies.

Cateno also maintains a formal reporting and monitoring structure, which includes dedicated forums to ensure that senior leadership oversees ethical commitments.



## Anti-corruption

We subject 100% of our operations to integrity risk monitoring processes through negative media screening, criminal background checks, and the identification of Politically Exposed Persons (PEPs). These risks are addressed preventively through the application of ongoing due diligence protocols, with enhanced monitoring of cases considered critical and compliance assessments. **GRI 205-1**

All employees complete mandatory annual compliance training covering topics related to conduct prohibited by Cateno, such as harassment and discrimination prevention, anti-corruption, conflicts of interest, and diversity and inclusion matters.

As a result of these efforts, no cases of corruption were identified within the Company. **GRI 205-1 | 205-3**

 Learn more in [Cateno's Internal Controls and Compliance Policy](#).

## Ethics Channel

With the aim of fostering an organizational environment grounded in trust and accountability, Cateno provides a Whistleblower Channel through which employees, partners, and third parties can securely and confidentially report situations related to business conduct. **GRI 2-26**

Reports received are analyzed by an independent and specialized third-party company, responsible for assessing the content and defining the appropriate procedures for investigation. The cases are then forwarded to Internal Audit, which conducts investigations with technical rigor and impartiality.

**GRI 2-26**

## Communication

We communicate our policies to directors, employees, partners, and other relevant stakeholders in a broad and continuous manner. To ensure transparency and ease of access, all documents are made available on our **corporate website**.

Some of the measures adopted to ensure the dissemination and understanding of these guidelines among different audiences include:

 **Employees:** regular training sessions on ethics and compliance for the entire workforce;

 **Suppliers:** requirement to adhere to the policies through documentation and contracts during onboarding, qualification, and procurement processes.

The Ethics Forum, composed of the Executive Board and the Governance area, receives cases and deliberates on the application of disciplinary measures, while also monitoring the effectiveness of corrective action plans.

**GRI 2-26**

This entire process is supported by principles that ensure the protection and respect of all involved parties. Cateno rejects any form of retaliation against whistleblowers and reaffirms its commitment to transparency, ethics, and the continuous strengthening of an integrity-driven organizational environment. **GRI 2-26**

**The Whistleblower Channel is available 24 hours a day, seven days a week, through the following channels:**

 **Site:** <https://canalconfidencial.com.br/cateno/#home>

 **Telephone:** 0800 377 8008

## Sustainability Management GRI 3-3

Sustainability management at Cateno is structured based on the guidelines established in the Sustainability Policy, which directs the management of ESG aspects across all Company operations, and the Diversity, Equity and Inclusion Policy (see more on page 39). **GRI 2-13**

The implementation of these guidelines is coordinated by the People Management and Sustainability Executive Board, which is responsible for articulating and monitoring initiatives related to the topic. The execution of the ESG agenda is overseen by the Board of Directors, which is also responsible for approving strategies and policies in this area. **GRI 2-13**

 Learn more about: [Cateno's Sustainability Policy](#).



Kindle delivery



## Brazil at the center of COP30

In November 2025, Belém (Pará) hosted the 30th Conference of the Parties to the United Nations Framework Convention on Climate Change (COP30), the world's largest global event focused on sustainability and the future of the planet.

Held in Brazil for the first time, the Conference positioned the country as a key player in international negotiations on climate action, energy transition, and sustainable development. The event also represented an opportunity for governments and companies to align ESG policies and strategies with the emerging green economy.

In this context, Banco do Brasil stood out as a co-organizer of the event and a reference in sustainable finance, with significant investments in green credit, Amazon bioeconomy initiatives, clean energy, and productive inclusion. Cateno supported Banco do Brasil in enabling the organization of the Conference through financial sponsorship.

More than a diplomatic gathering, COP30 symbolized a collective effort toward a development model that integrates economic growth, social justice, and environmental balance.



Cateno's support for COP30 in Belém reinforces the Company's positioning with regard to the climate agenda and Brazil's leadership in global sustainability discussions.

Internally, sustainability is addressed in a structured and integrated way with Cateno teams and leadership through training programs, internal communication initiatives, and engagement actions.

The mandatory Sustainability Educational Path covers topics such as climate change, responsible resource consumption, and diversity, equity and inclusion (see more on page 39), contributing to the dissemination of knowledge and the alignment of behaviors with the Company's strategy.

These topics were further reinforced by the Sustainability Forum, held in May 2025, aimed at supporting the Executive Board in discussing environmental and social matters. The Forum encouraged institutional communications and internal campaigns, supported by leadership acting as sponsors and multipliers of key messages, strengthening the incorporation of ESG principles into the organizational culture.

Additionally, in September, we carried out a seedling distribution initiative on Arbor Day, reinforcing environmental awareness and employees' practical engagement with the topic.

## ESG in the Value Chain

A Cateno's Sustainability Policy extends to third parties, requiring partners to align with the Company's guidelines.

Throughout 2025, we promoted the development of ESG practices across the value chain through the following initiatives:

- **ESG training and awareness:** includes the application of a Sustainability Questionnaire to standardize suppliers' understanding, identify improvement opportunities, and foster ESG engagement, as well as providing a direct channel with Cateno's sustainability team for questions and suggestions.
- **Support for improvement implementation:** offers remote or on-site support for the execution of ESG action plans through diagnostics tailored to suppliers' activities.
- **Technical support and development programs:** encourages dialogue, transparency, and ESG best practices across the value chain, while facilitating partnerships with government entities and NGOs to promote social and environmental responsibility.

# Risk Management

Cateno’s risk management framework is directly integrated into its highest level of governance. As part of this process, the most relevant topics are regularly submitted to the Executive Board and Advisory Committees, and the Company’s strategic decisions must be supported by technical risk assessments.

The process of identifying, assessing, measuring, monitoring, and reporting risks is aligned with market best practices and is structured based on a taxonomy organized into categories and subcategories, including Social, Environmental, and Climate Risks (RSAC)

The Board of Directors guides corporate strategy, approving ESG-related policies and objectives and monitoring their performance. This body is also responsible for defining the Company’s risk appetite, including sustainability-related risks, ensuring that these aspects are integrated into strategic decision-making and the organization’s business model. **GRI 2-12**

In its risk management process, the Company adopts the three lines of defense model, as presented below.



## 1<sup>st</sup> Line of Defense

Composed of managers, who are responsible for identifying and ensuring effective control of risks related to processes within the scope of their activities.



## 2<sup>nd</sup> Line of Defense

Composed of risk management, compliance, and internal controls functions, it is responsible for managing risks and reporting to the Executive Board on risk exposure and its alignment with the Company’s objectives.



## 3<sup>rd</sup> Line of Defense

Composed of internal audit, it provides independent and objective assurance to the Board of Directors and the Audit Committee regarding the risk management process, the effectiveness of internal controls, and corporate governance.

During the annual risk management cycle reviews, managers across all areas identify and assess the events to which Cateno is exposed.

Throughout 2025, we updated the risk matrix and its respective Key Risk Indicators (KRIs), improving the monitoring and reporting stages and strengthening the continuous oversight of the organization's exposure levels against established limits.

KRIs are reported to different governance bodies, according to observed values, at predefined intervals and in line with defined criticality criteria. When necessary, responsible managers present action plans aimed at adjusting processes and activities.

## Training

The risk culture is disseminated through training content designed to mitigate corporate risks, addressing topics such as anti-corruption, conflicts of interest, whistleblowing channels, cybersecurity, privacy, and others. **GRI 2-24**

These trainings are provided to all Cateno employees, with part of them being delivered remotely and on a mandatory basis, including objective assessments to evaluate acquired knowledge. **GRI 2-24**



*"By integrating risk and compliance into governance and decision-making processes, the Company strengthens the quality of strategic decisions, transforms risks into value, and ensures its operations remain aligned with best practices, with a focus on emerging risks."*

**Fernando Pacheco**

Director of Projects, Processes,  
Risk and Compliance





## Information Security and Privacy GRI 3-3

**In a context of increasing digitalization, the protection of information, data, and privacy, as well as the continuity of systems and business operations, are priorities.**

Throughout 2025, we advanced in structuring our data governance model and integrating controls, focusing on strengthening prevention and incident response capabilities, as well as fostering an organizational culture aligned with these topics across all areas of Cateno.

Compliance, reputational, cybersecurity, and privacy risks, including data protection, are identified as relevant factors in the organizational context due to their potential legal, operational, financial, and reputational impacts associated with the Company's activities.

In this regard, Cateno seeks to maintain a robust governance framework supported by corporate policies and technical and organizational controls, inspired by international best practices and frameworks.

Throughout 2025, relevant initiatives were carried out to strengthen cybersecurity, data protection, and privacy, including updates to policies and internal regulations, security testing, maturity assessments, structuring of vulnerability and access management processes, and reviews of identity controls.

With a view to continuous improvement of controls and regulatory compliance, we maintained monitoring and evaluation processes, such as business continuity simulations, risk indicators, legitimate interest assessments, and contract reviews.



Learn more about [Cateno's Information Security and Cybersecurity Policy](#) and [Privacy Policy](#).

As a result of these actions, the Company strengthened its maturity in **security and privacy, achieved continuous process improvements, and enhanced team capabilities**, consolidating a preventive and resilient posture in the face of digital challenges.

These initiatives reinforce Cateno's ongoing commitment to information security, data protection, and privacy, with the aim of mitigating risks, preserving business continuity, and strengthening the trust of its shareholders, employees, partners, and the market.



### Participation in events

In August, Cateno participated in the 2<sup>nd</sup> Data Protection Officers Meeting promoted by the Brazilian National Data Protection Authority (ANPD). The event represented a unique opportunity for the exchange of experiences, professional development, and the strengthening of the data protection culture in Brazil.



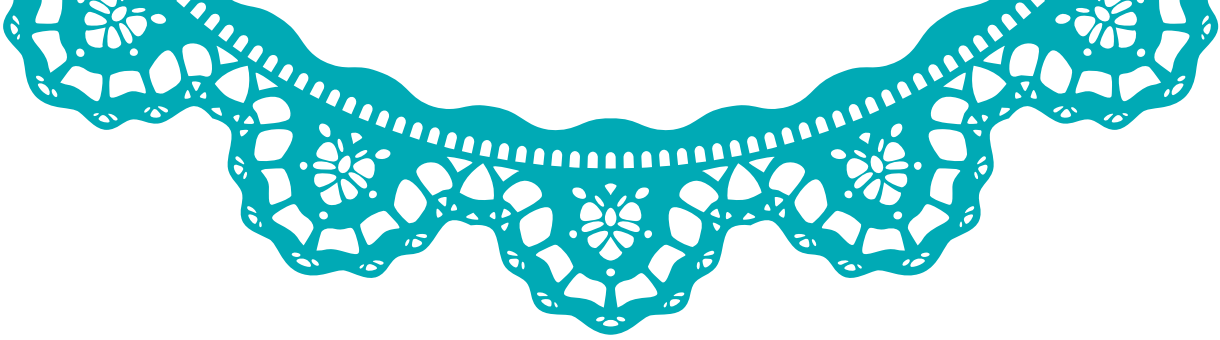
Artificial Intelligence training



CHAPTER

3

# PERFORMANCE



## Financial and Operational Performance

In the year we celebrated our tenth anniversary of operations, **we achieved historic financial results.**

In 2025, net revenue maintained its growth trajectory, reaching BRL 4.8 billion (+9.3%), and we achieved a record net profit of BRL 1.3 billion, representing a 19.2% increase compared to the previous period.

A significant portion of this result was primarily driven by the growth agreement established with Banco do Brasil, an unprecedented partnership that accelerated financing and business expansion, delivering results above expectations and more than doubling the initially projected value.

The year also demonstrated Cateno's budgeting excellence, with a significant improvement in budget accuracy (above 98%), outperforming projected results, as well as strong discipline in the management of administrative expenses.



*"A Cateno remains focused on the continuity of strategic investments and on consistent growth planning. The strength of its corporate governance underpins this positioning, reinforcing transparency, compliance, and the ability to compete consistently in the financial market."*

**Maurício Rigotto Moreira**  
Director of Finance and Administration

Access the full results in [Cateno's 2025 Financial Statements](#).





## Process Digitalization

In June 2025, we implemented the Nimbi platform, which enables bidding processes that make pricing more modern, agile, and transparent, while also meeting internal requirements for supplier onboarding and re-onboarding processes.

In October, we initiated the replacement of the payroll system, a process still under implementation that forms part of the ongoing evolution of administrative and financial routines in the digital environment.



**Income Statement (DRE) (in BRL millions)**

|                                    | 2023    | 2024    | 2025    |
|------------------------------------|---------|---------|---------|
| Net operating revenue              | 4,182.0 | 4,412.4 | 4,823.1 |
| EBITDA                             | 2,212.0 | 2,145.2 | 1,697.9 |
| EBITDA margin                      | 52.9%   | 43.3%   | 35.2%   |
| Financial result                   | 104.8   | 76.2    | 139.6   |
| Income tax and social contribution | -657.1  | -571.9  | -685.3  |
| Net profit                         | 1,271.1 | 1,102.4 | 1,314.3 |

**Total Payment Volume (BRL million)**

|                      | 2023    | 2024    | 2025    |
|----------------------|---------|---------|---------|
| Total Payment Volume | 414,976 | 427,945 | 451,039 |
| Debit Volume         | 169,725 | 170,422 | 167,042 |
| Credit Volume        | 245,250 | 257,523 | 283,998 |

**Macroeconomic Environment**

The payments industry maintained a consistent growth trajectory throughout 2025, primarily driven by the digitalization of consumption and the widespread adoption of electronic payment solutions.

In 2025, the market recorded an increase in the number of transactions compared to 2024. This trend was reinforced by the expansion of e-commerce, the growing use of virtual cards, and the increasing adoption of contactless payments, highlighting the acceleration of digital transformation in the sector.

Against this backdrop, Cateno has been consolidating itself as a strategic player focused on innovation, with key differentiators including customer experience and personalization in product offerings.

CHAPTER

4

# PEOPLE & CULTURE



Employee Year-End Celebration



Monthly Birthday Celebration



Women's Event

## Our People

Cateno fosters the development of an ethical organizational culture grounded in respect and teamwork, with a strong focus on belonging and inclusion.

In 2025, we advanced in our journey of valuing people by encouraging professional development and recognizing our talents.

We closed the year with 141 direct employees, a highly qualified group of professionals who are essential to the sustainability of the business. As a result, we invest in team development and adopt best practices in people management to promote an environment that reinforces our corporate values and sense of belonging. **GRI 2-7**

In addition, we have 129 outsourced professionals working in cleaning, reception, pantry services, and technology support at Cateno. **GRI 2-8**

# 141

## Employees



Learn about [Cateno's People Management Policy](#).



## Organizational Culture

Cateno has been strengthening its organizational culture through initiatives focused on people recognition, cross-team collaboration, continuous learning, and the practical embodiment of its values.

Throughout 2025, we promoted actions aimed at fostering an inclusive and open environment for dialogue, with an emphasis on active listening and collective participation. We also reinforced cultural alignment throughout the recruitment process, ensuring best practices from the very beginning of the employee journey.

Among the initiatives implemented, highlights include technical and behavioral training programs, corporate learning pathways, internal engagement activities, and thematic events related to sustainability, diversity, and inclusion.

---

These actions contribute to a better employee experience, strengthen engagement, and **support the development of a positive and sustainable work environment.**



Commemorative Dates Celebrations



Blue November





## GPTW Seal

With the aim of mapping employees' perceptions of the organizational environment, engagement, and people management practices, we conduct internal organizational climate surveys.

The results showed a significant increase in the overall satisfaction index, which led to the Company's inclusion in the Great Place to Work (GPTW) ranking in early 2025.

The seal recognizes the development of a healthy, people-centered workplace, as well as strengthens our good practices based on trust and collaboration.

Over the past year, the survey has been used in a structured and strategic way, supporting decision-making, monitoring organizational climate, and prioritizing ongoing employee engagement and well-being initiatives, focused on the five pillars of the seal: credibility, respect, fairness, pride, and camaraderie.

Based on the insights gathered from the survey, we will continue to evolve our management initiatives, reinforcing our commitment to a healthy and motivating work environment.



Arraiá 2025 (traditional Brazilian June festival celebration)



IT Team at BB Week



Cateno Team – 10 Years in Brasília

### Talent Attraction and Retention GRI 3-3

Throughout 2025, the Company further matured its talent attraction and retention strategy by strengthening its employee value proposition, combining professional development opportunities, a collaborative work environment, and policies aligned with governance and sustainability best practices.

With a focus on internal growth and on maintaining teams that are up to date and prepared for new market demands, we invested in offering reskilling and upskilling programs for our employees.





Also noteworthy are initiatives that promote diversity and inclusion (learn more on page 37) and quality of life initiatives (page 40), as well as the ongoing review and continuous improvement of people management processes.

From a technological perspective, Artificial Intelligence (AI) has become increasingly integrated into people management processes — such as recruitment, data analysis, and employee engagement — through the automation of repetitive tasks. In 2025, we also launched our internal talent marketplace with the objective of exploring and enhancing the mobility of professionals across different areas whenever feasible, while continuing to ensure the protection of personal data and privacy in accordance with the Brazilian General Data Protection Law (LGPD).



*“For the coming year, the People area will remain focused on strengthening employee listening through the application of the GPTW Survey and the integrated use of data to guide strategic actions related to climate, culture, and leadership. The initiative aims to promote more meaningful feedback, stronger relationships between leaders and teams, and the continuous enhancement of the employee experience.”*

**Ana Cláudia Vital**

People Management and Sustainability  
Director



Women's Event

Hiring GRI 401-1

|                             | Number of Hires | Hiring Rate (%) | Number of Hires | Hiring Rate (%) | Number of Hires | Hiring Rate (%) |
|-----------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
|                             | 2023            |                 | 2024            |                 | 2025            |                 |
| Age group                   |                 |                 |                 |                 |                 |                 |
| Up to 30 years old          | 2               | 15.4%           | 6               | 60.0%           | 5               | 38.5%           |
| Between 30 and 50 years old | 24              | 31.2%           | 19              | 21.1%           | 5               | 5.6%            |
| Over 50 years old           | 11              | 31.4%           | 7               | 19.4%           | 5               | 12.8%           |
| Gender                      |                 |                 |                 |                 |                 |                 |
| Male                        | 22              | 31.4%           | 14              | 19.7%           | 8               | 10.5%           |
| Female                      | 15              | 27.3%           | 18              | 27.6%           | 7               | 10.8%           |
| Region                      |                 |                 |                 |                 |                 |                 |
| Southeast Region            | 37              | 29.6%           | 32              | 23.5%           | 15              | 10.64%          |

Turnover GRI 401-1

|                             | Number of Terminations | Turnover Rate (%) | Number of Terminations | Turnover Rate (%) | Number of Terminations | Turnover Rate (%) |
|-----------------------------|------------------------|-------------------|------------------------|-------------------|------------------------|-------------------|
|                             | 2023                   |                   | 2024                   |                   | 2025                   |                   |
| Age group                   |                        |                   |                        |                   |                        |                   |
| Up to 30 years old          | 4                      | 30.8%             | 4                      | 40.0%             | 1                      | 7.7%              |
| Between 30 and 50 years old | 11                     | 14.3%             | 8                      | 8.8%              | 5                      | 5.6%              |
| Over 50 years old           | 16                     | 45.7%             | 9                      | 25.0%             | 4                      | 10.3%             |
| Gender                      |                        |                   |                        |                   |                        |                   |
| Male                        | 21                     | 30.0%             | 12                     | 16.9%             | 3                      | 3.9%              |
| Female                      | 10                     | 18.2%             | 9                      | 13.8%             | 7                      | 10.8%             |
| Region                      |                        |                   |                        |                   |                        |                   |
| Southeast Region            | 31                     | 24.8%             | 21                     | 15.4%             | 10                     | 7.1%              |



## Representation and belonging GRI 3-3

Cateno believes that fostering a **diverse, inclusive, and respectful workplace** creates value for both people and the business.

In 2025, we advanced our Diversity, Equity and Inclusion (DE&I) agenda through initiatives integrated into our people strategy, organizational culture, and sustainability framework. In doing so, we encouraged our people to broaden their perspectives, strengthening creativity and engagement, while enhancing our capacity for innovation and reinforcing our reputation.

We have a Diversity, Equity and Inclusion Policy that formalizes our commitment to promoting and respecting plurality. Through this policy, we reaffirm our stance against any form of discrimination, ensuring safe, accessible, and transparent channels for reporting and resolving conflicts.

Throughout the year, DE&I was discussed in internal governance forums, executive meetings, and decision-making bodies, ensuring alignment between discourse and practice and strengthening institutional commitment to the topic.



Women's Event



Access the [Diversity, Equity and Inclusion Policy](#).

## DE&I Training

The mandatory Sustainability Learning Journey was expanded to incorporate DE&I topics, including dedicated modules on racial and gender awareness, neurodiversity, combating ableism and structural racism, preventing sexist behaviors, and promoting a respectful, ethical, and inclusive workplace. The initiative, which engaged all employees, contributed to raising awareness, fostering understanding, and strengthening behaviors aligned with Cateno's values.

In addition to participating in the Learning Journey, senior leadership was actively and systematically engaged through the integration of the topic into the Company's people and sustainability strategic agenda. Leaders also acted as sponsors of internal communication initiatives and awareness campaigns, reinforcing key messages and consolidating diversity and inclusion as core elements of the organizational culture.

Throughout the year, additional internal communication and engagement initiatives were developed and strengthened through institutional campaigns tied to symbolic dates, the encouragement of respectful dialogue, and the reinforcement of corporate conduct guidelines. These initiatives were supported by participation and training adherence indicators, enabling the continuous monitoring of the effectiveness of the actions implemented.



Women's Event

# Pay Equity

In 2025, Cateno initiated a structured effort aimed at strengthening gender pay equity and increasing diversity in leadership positions, with a focus on transparency, governance, and the adoption of market best practices.

To review existing structures, identify potential pay disparities, ensure technical and impartial compensation criteria, and support equity-driven decision-making, we launched a pay equity and compensation benchmarking assessment, as well as the development of a Job and Salary Framework, both conducted with the support of a specialized external consultancy.

The initiative, which remains ongoing, is establishing stronger foundations for advancing diversity in leadership by defining clear criteria for career progression, development, and recognition, contributing to fairer, more transparent, and more inclusive processes.

Learn more in [Cateno's Pay Transparency and Equal Pay Report](#).

## Ratio of women's to men's base salary GRI 405-2

|                | Ratio of women's to men's base salary | Ratio of women's to men's remuneration | Ratio of women's to men's base salary | Ratio of women's to men's remuneration | Ratio of women's to men's base salary | Ratio of women's to men's remuneration |
|----------------|---------------------------------------|----------------------------------------|---------------------------------------|----------------------------------------|---------------------------------------|----------------------------------------|
|                | 2023                                  |                                        | 2024                                  |                                        | 2025                                  |                                        |
| Level          |                                       |                                        |                                       |                                        |                                       |                                        |
| Executive      | 0 <sup>1</sup>                        | 0 <sup>1</sup>                         | 1.11                                  | 0.62 <sup>4</sup>                      | 1.13                                  | 1.22                                   |
| Management     | 1.15                                  | - <sup>2</sup>                         | 0.88 <sup>3</sup>                     | 0.54 <sup>4</sup>                      | 0.92                                  | 0.91                                   |
| Non-management | 0.85                                  | 0.85                                   | 0.83                                  | 0.87                                   | 0.87                                  | 0.70                                   |

<sup>1</sup> In 2023, there were no women in executive positions.

<sup>2</sup> The value reported for the ratio of women's to men's remuneration in the 2023 Sustainability Report referred only to base salary.

<sup>3</sup> The variation in the pay ratio between women and men at the management level in 2024 is explained both by internal movements — such as the departure of senior female managers (with higher salaries), who were replaced by men — and by the hiring of women into lower-seniority positions, which also included the promotion of two employees to leadership positions.

<sup>4</sup> The comparatively lower values for the ratio of women's to men's remuneration at the management and executive levels reflect the hiring of new female leaders who, as they were not yet eligible, did not receive Profit Sharing Program (PPR) during the period, negatively impacting the average total remuneration of women.

## Well-being, health and safety

# At Cateno, the safety and well-being of our people are fundamental priorities.

Our well-being programs go beyond traditional benefits, encompassing mental health care, work-life balance, and initiatives aimed at preventing burnout.

In addition to comprehensive health insurance coverage extended to employees and their dependents, throughout 2025 we maintained ongoing health promotion campaigns, with highlights including:

➤ **Wellhub (Gympass):** provides access to a broad network of gyms, studios, online classes, and mental health applications, such as meditation and therapy services;

➤ **Bradesco Saúde:** (health insurance provided by Bradesco, one of Brazil's largest financial institutions) in addition to medical coverage, the plan offers access to telemedicine services and health and well-being guidance programs, ensuring fast and convenient support without the need to travel;

➤ **Health campaigns:** focused on the prevention of breast and prostate cancer through the provision of free preventive screenings.

➤ **Annual health check-up:** offered to employees aged over 45, serving as an essential tool for prevention and early diagnosis of various health conditions;

➤ **Education and awareness:** lectures and sessions with renowned professionals in fields such as psychology, physiotherapy, urology, and oncology, addressing relevant health-related topics;

➤ **Workplace stretching programs:** offered twice a week to all employees.

Additionally, the Hybrid Remote Work Policy remains well established, contributing to reduced environmental impacts and promoting greater quality of life and employee satisfaction by enhancing flexibility and supporting day-to-day well-being.



## Professional development GRI 3-3

We invest in initiatives that **strengthen the technical development of our people** and prepare them for their roles, while also contributing to the advancement of the business.



To support the professional development of our workforce, Cateno managers are encouraged to work collaboratively with their team members to define each employee's Individual Development Plan (IDP), promoting alignment between career aspirations and the organization's needs. In this context, a new competency assessment methodology is being implemented, offering a more structured approach aligned with current and future business needs, alongside high-quality feedback modules that strengthen a culture of dialogue, continuous learning, and performance improvement.

A small, light blue wavy line graphic.

**We also offer a Formal and Continuous Education Program, through which we support the training and participation of our people in relevant national and international events and trade fairs.**

### **Deu Certo no Extrato**

In partnership with the Getulio Vargas Foundation (Fundação Getulio Vargas), our Communications and Marketing department, together with the Finance Directorate, developed Cateno's financial education program for employees: Deu Certo no Extrato.

To encourage engagement, the initiative allows participants to accumulate points by completing courses and exchange them for products available at the Cateno Store, our online shop featuring books, stationery items, and office supplies.

In addition, we offer dedicated training programs for leadership teams, focused on strengthening competencies such as communication, delegation, and employee engagement. Based on the results of our employee engagement surveys, we held sessions under the theme "Connected Leadership: assertiveness and empathy for sustainable results", addressing topics such as Nonviolent Communication (NVC), empathy as a strategic skill, managing difficult conversations, and delivering clear and constructive feedback.

We also invest in the participation of executives in events focused on payment technology and in specialized development programs for senior leadership. In this context, we conducted the "Workshop for the New Competency Assessment Cycle", delivered by the consulting firm Kienbaum, aimed at implementing a structured and cyclical competency management model to accelerate results and better prepare leaders for the coming years.



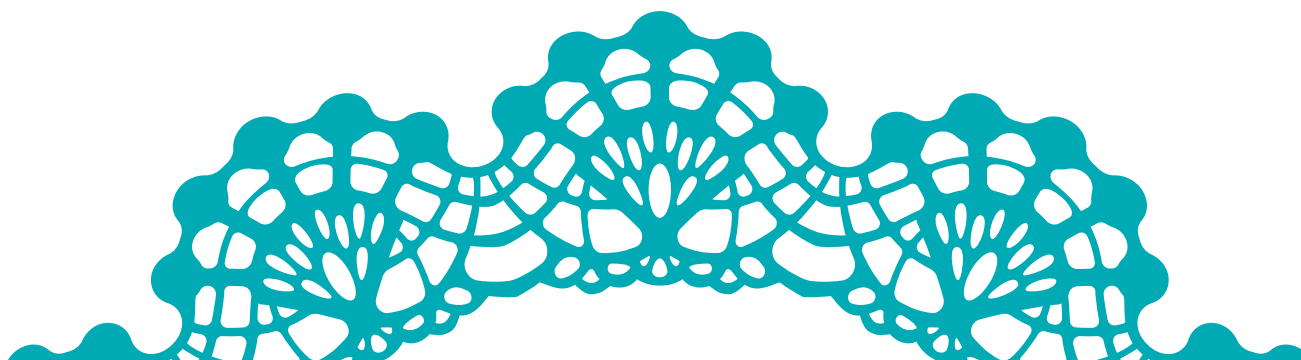
**Average training hours<sup>1</sup> GRI 404-1**

|                               | 2023  | 2024               | 2025   |
|-------------------------------|-------|--------------------|--------|
| <b>By functional category</b> |       |                    |        |
| Executive Board/CEO           | 92.26 | 107.1 <sup>2</sup> | 120.33 |
| Management                    | 87.10 | 38.0               | 30.63  |
| Non-leadership                | 72.69 | 36.3               | 50.62  |
| Others                        | 76.86 | 39.9               | 37.36  |
| <b>By gender<sup>3</sup></b>  |       |                    |        |
| Male                          | 68.80 | 49.0               | 56.04  |
| Female                        | 87.11 | 29.3               | 39.92  |

<sup>1</sup> In 2024, there was a reduction in the training and development budget, impacting the average training hours per employee compared to the previous period.

<sup>2</sup> In 2024, efforts were primarily directed toward programs focused on the Executive Board.

<sup>3</sup> As training initiatives were concentrated at the Executive level, which is predominantly male, there was a reduction in training hours among women in 2024.



CHAPTER

5

# INNOVATION AND TECHNOLOGY



## Innovation and technology culture GRI 3-3

### Cateno is committed to fostering innovation, collaboration and intrapreneurship.

The payments industry is evolving rapidly and requires continuous adaptation to regulatory, technological and consumer behavior changes. To maintain the relevance of credit cards, we monitor trends, assess market developments and continue expanding the implementation of new technologies.

Cateno operates in this environment through participation in industry forums, continuous monitoring of the customer experience and the development of indicators to assess product performance and perception.

Our strategy is focused on innovation, operational efficiency and agile responses to the demands of society and regulators, ensuring sustainable growth and strengthening the responsible use of credit cards.



*“Cateno views the advancement of artificial intelligence as a strategic innovation priority, expanding the application of models to drive operational efficiency, prevent delinquency and strengthen customer retention, in addition to automation initiatives that are already generating significant financial gains.”*

**Gustavo Milaré**

Operations and Information Technology Director

### Artificial Intelligence Advancements

In February 2025, we launched CatIA, a generative artificial intelligence chatbot developed to enhance the employee experience by providing agile and efficient support for consulting the organization’s policies and guidelines.

In addition to delivering fast and accurate responses, the tool fosters user creativity by enabling more intuitive interactions, making the user experience more seamless and efficient. As a result, the solution contributes to the optimization of internal processes and the dissemination of organizational knowledge.

CatIA has been continuously enhanced, reinforcing Cateno’s commitment to modernization and operational excellence. By integrating artificial intelligence into corporate routines, we improve the employee experience and strengthen our culture of innovation, fostering an increasingly technology-driven, agile and collaborative environment.

Hackateno serves as a **showcase of internal creativity, promoting integration among employees** within the same area to foster teamwork, knowledge sharing and the joint development of solutions.



Hackateno Brasília

Teams put into practice skills related to technology, data, security and automation to propose solutions applicable to the day-to-day business.

The 2025 edition focused on fostering creativity and generating solutions aligned with the organization's strategic challenges. Intrapreneurship was one of the key themes, emphasizing empowerment, strategic thinking and an ownership mindset.

The teams worked on real-world, low-complexity challenges, delivering functional prototypes applicable to daily operations, which increased value generation for the Company. The program also included upskilling in future-ready capabilities, the use of standardized technological tools and ongoing initiative tracking.



Hackateno 2025 SP

Among the 19 solutions proposed, **three projects stood out for their potential impact, technical robustness and applicability:**

1. The Technical Notes Management (GNT) project, developed by the Compliance and Internal Controls team, presented a solution to automate the preparation of technical notes and the workflow of opinions and decisions using Power Apps and Power Automate;
2. The C.A.R.A. project, an AI agent developed by the Operations team to prevent fraud through data analysis and rule recommendations;
3. The initiative to optimize the Management Reporting closing process within Controllershship, which automates the monthly submission and consolidation of administrative information through cards, also using Power Automate.





Hackateno São Paulo

The results contributed to strengthening the culture by valuing employees' ideas, recognizing internal talent and encouraging participation in the development of solutions to real business challenges. The proposals developed during Hackateno became part of the innovation pipeline, with potential for practical application.

Concerns such as scalability, solution sustainability and post-program engagement from business areas were addressed through technical assessments, cross-functional integration and monitoring using indicators such as implementation rate and action effectiveness. As a result, we observed greater program maturity, a stronger culture of innovation, increased collaboration and value creation for the business.

 Get to know the story of Hackateno [here](#) and click [here](#) to learn more about the 2025 edition.



AI Month 2025

## Innovation culture

Throughout 2025, we organized and supported events aimed at driving innovation and technology in the payments industry.

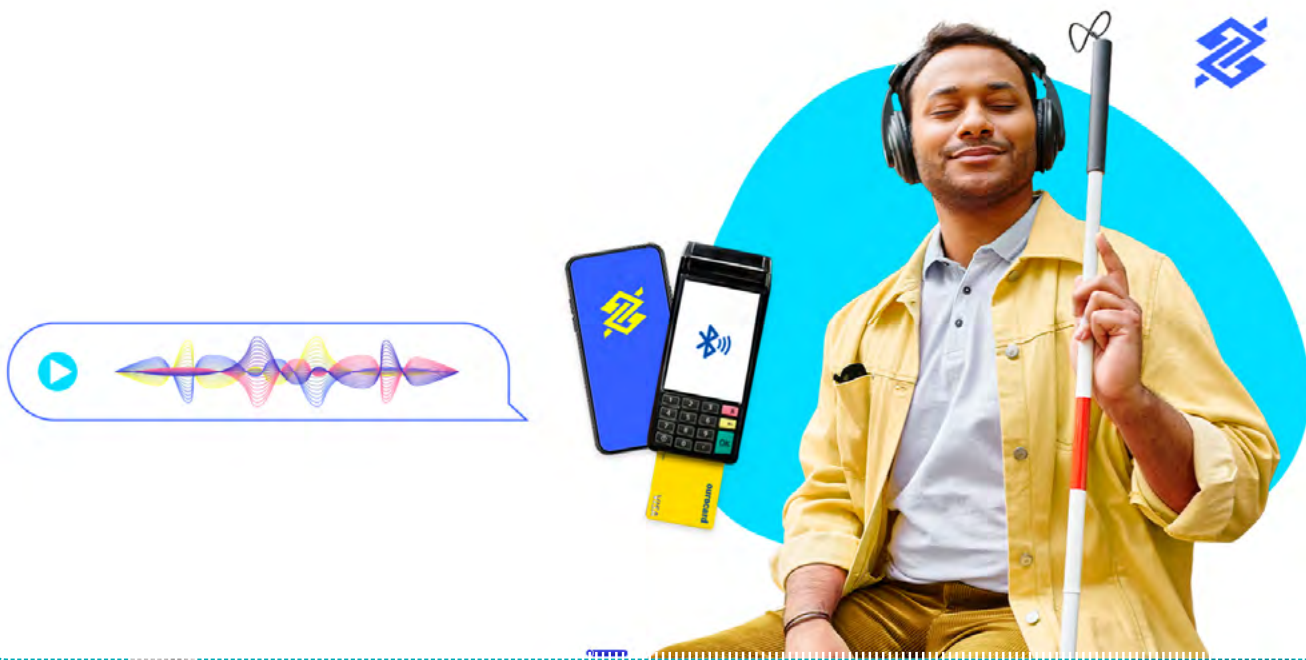
In January, we supported Inova Cartão BB, which focused on discussing strategies to increase the use of the Ourocard credit card.

The celebration marking Cateno's 10th anniversary in February featured the launch of CatIA, the Company's new artificial intelligence solution.

In August, we held Artificial Intelligence Month, featuring lectures, in-person gatherings and an update to CatIA. The events aimed to strengthen digital literacy and demonstrate how AI can be a strong ally in the workplace.

In the same month, we also held an executive meeting in Brasília focused on AI and its applications in the corporate environment, promoted by Profeus Academy.





## BB Voz

Consistent with our social responsibility guidelines and commitments, the BB Voz initiative—conceived by Banco do Brasil and supported by Cateno—was launched with the aim of promoting greater autonomy, privacy, and security in financial transactions conducted by visually impaired customers.

This unprecedented global technology within the Bank's ecosystem connects the physical card to the mobile app via Bluetooth, verbally describing each step of the purchase at the card reader. Besides digital support, the product is physically accessible, featuring a tactile design and Braille labels on the card and welcome kit.

The initiative was recognized with first place in the ESG category of the BB Award in 2025 and actively contributed to the Bank's recognition in rankings that list and honor companies that invest the most in the inclusion of people with disabilities in the country.

Contributing to the efficiency and safety of Banco do Brasil's high-social-impact projects reaffirms Cateno's purpose, as it continues to work to ensure that technology and operational efficiency serve a more just and inclusive society.

## Other technologies



### Process automation and use of BI

In 2025, we began automating the legislative and regulatory monitoring process through the development of a Power BI solution that consolidates and processes information extracted from official websites of legislative bodies (federal and state), regulatory agencies, Banco do Brasil and the Brazilian Association of Credit Card and Services Companies (ABECS).

The tool enables the monitoring of strategic agendas, the identification of trends, stakeholder mapping and the tracking of regulatory initiatives that may impact the industry. It serves as an essential analytical resource to support decision-making processes and guide the Company's institutional positioning.



### Card Schemes Expense Management (GDB)

In partnership with the Bank of Brazil's Payments Division, we implemented the GDB platform in 2025 with the objective of managing expenses related to the Ourocard scheme arrangement, ensuring efficient and transparent cost control, promoting financial resource optimization and supporting decision-making processes.

In addition to process automation, the initiative enabled Cateno to mitigate operational risks, enhance analysis and assessment of expenses and generate operational efficiency.



### Customer Registration (CCS)

With the objective of improving the customer experience in fraud prevention and increasing the approval rate of transactions, we initiated, in 2025, a pilot to introduce and validate a multichannel communication tool.

The hub integrates various functionalities and tools, such as machine learning and omnichannel capabilities, enabling different forms of contact and adapting to the way customers respond, in a faster and more efficient manner.

During the pilot, operational benefits were identified, including an increase in the conversion of declined transactions into approvals following customer confirmation, greater accuracy in identifying false positives and, consequently, an improved customer experience in the use of Ourocard.



### New Embossing

In 2025, we implemented a card personalization management solution that optimizes the issuance and delivery flow, providing greater accuracy and agility in parameterization, product manufacturing and launch (time-to-market) and, consequently, delivering an improved customer experience in product receipt.

CHAPTER

6

# SOCIAL INITIATIVES



## Our social initiatives GRI 3-3

Cateno supports and promotes a range of social initiatives aimed at **valuing diversity and generating positive impact** among the people and communities in which it operates.

The following section presents the main initiatives carried out throughout 2025.



### Arte Jovem Music Project

Implemented between January and October, the project reached approximately 450 low-income children and young people in Ceilândia (Federal District), offering music and dance workshops and performances. The initiative aims to promote cultural inclusion and educational development, as well as strengthen Brazil's musical tradition.

## Social and sports projects



### Gerando Cidadãos II Project

The “**Gerando Cidadãos**” project aims to promote sports initiation and social inclusion for children and adolescents in the state of São Paulo, focusing on volleyball and futsal.

Implemented on a continuous basis throughout the year, the project sought to foster interest in sports and support the development of engaged and responsible citizens, addressing essential values such as teamwork, discipline and respect.



### Vila Esportiva Project

With the objective of promoting access to sports and physical activity for people of different ages, the project, held in December in Manaus (Amazonas), included modalities such as football, swimming and volleyball, encouraging health, social inclusion and quality of life.





### Gama Football School Project

Sociedade Esportiva do Gama, the largest club in the Federal District, offers a youth football academy focused on the training and development of young athletes. Scheduled for completion in December 2026, the ongoing project promotes the technical, physical and social development of participants, combining sports practice with values such as discipline and education.



### Educa Fut Project – De Peito Aberto

De Peito Aberto Incentivo ao Esporte, Cultura e Lazer is a non-profit organization aimed at promoting sports, education, health and culture, integrating public and private institutions.

The “Educa Fut – Year I” project, scheduled for completion in July 2026, uses footvolley as an educational tool, benefiting more than 60,000 children and adolescents, encouraging inclusion in sports and promoting social values.

## Cultural and music festivals



### Prêmio Bahia Aplauda Project

The project held 50 performances in theaters in Salvador (Bahia), as well as an awards ceremony at the Teatro Sesc Casa do Comércio. Held in May, the ceremony recognized artists and productions across multiple categories and paid tribute to theater personalities. The initiative aims to value the theater scene in Bahia, encourage local production and strengthen the reconnection of audiences with the stage following the impacts of the COVID-19 pandemic.



### Cavalcada de Amarantina Project

The cavalcada, a tradition of Portuguese origin and an Intangible Cultural Heritage of Ouro Preto (Minas Gerais), is held annually in honor of Saint Gonçalo. With eight days of free programming, the event, held in September, included art installations, lectures, workshops, a cultural exhibition and a handicrafts fair, valuing a historical tradition that attracts tourists and preserves local customs.





## Gula Festival

Held in July at the Esplanada do Mineirão in Belo Horizonte (Minas Gerais), the festival featured a diverse cultural program with 20 artistic activities, including music shows, stage performances, artistic interventions and a live cooking show.

The event promoted the **appreciation of Brazilian culture** and provided the public with an accessible cultural experience integrated with gastronomy.



## Talk Cateno

In 2025, we launched Talk Cateno, a podcast series composed of five episodes designed to connect ideas and people, reflecting on the present and future of the industry with depth and accessibility. Featuring company leadership and shareholders, the series addressed topics such as financial education, technological evolution, digital security, artificial intelligence (AI) and compliance.

Click [here](#) to access the Talk Cateno episodes.



# ENVIRONMENTAL MANAGEMENT

# GHG Emissions

Cateno seeks to understand and manage its climate-related impacts through its Emissions Inventory, which annually measures the Company’s greenhouse gas (GHG) emissions. This monitoring enables us to design and implement consistent actions aimed at reducing and offsetting emissions.

In 2025, we recorded 332.16 tCO<sub>2</sub>e, representing a 120.2% increase compared to the previous period (150.84 tCO<sub>2</sub>e).

 Click [here](#) to learn more about Cateno’s greenhouse gas (GHG) emissions management.

Emissions (tCO<sub>2</sub>e)<sup>1</sup> GRI 305-1, 305-2, 305-3

|                                            | 2023   | 2024   | 2025   |
|--------------------------------------------|--------|--------|--------|
| SCOPE 1                                    |        |        |        |
| Mobile fuel combustion                     | 0      | 0      | 0      |
| Fugitive emissions                         | 0.01   | 0.01   | 0.01   |
| Subtotal                                   | 0.01   | 0.01   | 0.01   |
| SCOPE 2                                    |        |        |        |
| Purchased electricity                      | 8.23   | 11.20  | 8.71   |
| Subtotal                                   | 8.23   | 11.20  | 8.71   |
| SCOPE 3                                    |        |        |        |
| Employee commuting (home-to-work)          | 105.66 | 71.05  | 178.4  |
| Transportation and distribution (upstream) | 1.97   | 0.41   | 0.01   |
| Business travel                            | 13.07  | 68.17  | 144.98 |
| Subtotal                                   | 238.7  | 139.63 | 323.43 |
| Total                                      | 246.94 | 150.84 | 332.16 |

<sup>1</sup> We follow the standards of the GHG Protocol, as well as the emission factors and global warming potential (GWP) provided by the Brazilian GHG Protocol Program’s Calculation Tool.

CHAPTER

8

**ATTACHMENTS**



# GRI Index

| UNIVERSAL STANDARDS |                                                                     | LOCATION / OMISSION / EXPLANATION                                                                                                                                                                                                                                                                                            |
|---------------------|---------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| GENERAL DISCLOSURES |                                                                     |                                                                                                                                                                                                                                                                                                                              |
| 2-1                 | Details about the organization                                      | Page 9                                                                                                                                                                                                                                                                                                                       |
| 2-2                 | Entities included in the organization's sustainability report       | Page 3                                                                                                                                                                                                                                                                                                                       |
| 2-3                 | Reporting period, frequency and contact point                       | Page 3                                                                                                                                                                                                                                                                                                                       |
| 2-4                 | Restatement of information                                          | Not applicable. No information was restated.                                                                                                                                                                                                                                                                                 |
| 2-5                 | External assurance                                                  | Page 3                                                                                                                                                                                                                                                                                                                       |
| 2-6                 | Activities, value chain and other business relationships            | Page 9. In 2025, we had 275 direct suppliers and 16 indirect suppliers. The amount paid to suppliers is considered confidential and is therefore not disclosed.                                                                                                                                                              |
| 2-7                 | Employees                                                           | Page 31. All employees are permanent and located in the Southeast region.                                                                                                                                                                                                                                                    |
| 2-8                 | Non-employee workers                                                | Page 31                                                                                                                                                                                                                                                                                                                      |
| 2-9                 | Governance structure and composition                                | Page 15. None of the five Board members hold executive functions at Cateno and they do not act independently.                                                                                                                                                                                                                |
| 2-10                | Nomination and selection of the highest governance body             | Page 15                                                                                                                                                                                                                                                                                                                      |
| 2-11                | Chair of the highest governance body                                | The Chair of the Board does not perform executive functions at Cateno.                                                                                                                                                                                                                                                       |
| 2-12                | Role of the highest governance body in overseeing impact management | Pages 15 and 22                                                                                                                                                                                                                                                                                                              |
| 2-13                | Delegation of responsibility for impact management                  | Page 20                                                                                                                                                                                                                                                                                                                      |
| 2-14                | Role of the highest governance body in sustainability reporting     | Page 3                                                                                                                                                                                                                                                                                                                       |
| 2-15                | Conflicts of interest                                               | Page 18                                                                                                                                                                                                                                                                                                                      |
| 2-16                | Communication of critical concerns                                  | The Board of Directors meets every two months to ensure deliberation and monitoring of key concerns related to the management of the Company's business. The Corporate Governance area structures and circulates an annual agenda for Board approval, covering topics scheduled for deliberation throughout the fiscal year. |
| 2-17                | Collective knowledge of the highest governance body                 | During the reporting period, the organization did not have a structured training, development or engagement program specifically for Board members on ESG topics. Nevertheless, the Company monitors market trends and best practices to support potential future assessments on the topic.                                  |
| 2-18                | Performance evaluation of the highest governance body               | Currently, the Company does not have a formal Board performance evaluation process. However, best corporate governance practices are monitored internally, based on market references, as input for ongoing reflections on the topic.                                                                                        |
| 2-19                | Remuneration policies                                               | Board members are not remunerated. Executive Directors receive fixed compensation and bonuses based on the achievement of targets set by the Board.                                                                                                                                                                          |
| 2-20                | Process for determining remuneration                                | Executive Directors' compensation is recommended by the People, Compensation, Eligibility and Corporate Governance Committee and approved by the Board of Directors.                                                                                                                                                         |
| 2-21                | Annual total compensation ratio                                     | Confidential amounts are not publicly disclosed.                                                                                                                                                                                                                                                                             |
| 2-22                | Statement on sustainable development strategy                       | Page 4                                                                                                                                                                                                                                                                                                                       |

| UNIVERSAL STANDARDS                 |                                                              | LOCATION / OMISSION / EXPLANATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------|--------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2-23                                | Policy commitments                                           | Page 18                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 2-24                                | Incorporating policy commitments                             | Pages 18 and 23                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 2-25                                | Processes for remediation of negative impacts                | There are no grievance mechanisms for remediation of impacted stakeholders. The volume of such demands does not justify their implementation.                                                                                                                                                                                                                                                                                                                                                                  |
| 2-26                                | Mechanisms for raising concerns and conducting consultations | Page 19                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 2-27                                | Compliance with laws and regulations                         | The Company was not subject to any significant administrative or judicial fines or sanctions for non-compliance with laws and regulations during the reporting period. The classification as significant considers materiality, value and likelihood of risk, in accordance with CPC 25.                                                                                                                                                                                                                       |
| 2-28                                | Membership in associations                                   | Cateno is a member of the Brazilian Association of Credit Card and Services Companies (ABECS), participating in forums and working groups on payment-related topics, including federal, state and municipal legislative initiatives.                                                                                                                                                                                                                                                                           |
| 2-29                                | Approach to stakeholder engagement                           | <b>Key stakeholder groups:</b> shareholders, executive branch, legislative branch, regulatory bodies, industry associations and business partners. <b>Key channels:</b> publications on official websites (such as the Federal Official Gazette, Senate, Federal Chamber of Deputies, State Legislative Assemblies, Central Bank and National Monetary Council), social media, sector-related news outlets, internal and external bulletins, and participation in national and international fairs and events. |
| 2-30                                | Collective bargaining agreements                             | 100% of employees are covered by collective bargaining agreements.                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| TEMAS MATERIAIS                     |                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 3-1                                 | Process for determining material topics                      | Pages 3 and 13. The materiality update is planned for the next reporting cycle.                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 3-2                                 | List of material topics                                      | Page 13                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| TALENT ATTRACTION AND DEVELOPMENT   |                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 3-3                                 | Management of material topics                                | Page 34                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 401-1                               | New employee hires and employee turnover                     | Page 36                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 404-1                               | Average hours of training per year per employee              | Page 43                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| CYBERSECURITY AND DATA PRIVACY      |                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 3-3                                 | Management of material topics                                | Page 24                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| TECHNOLOGICAL TRENDS AND DISRUPTION |                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 3-3                                 | Management of material topics                                | Page 45                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| EQUALITY, DIVERSITY AND INCLUSION   |                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 3-3                                 | Management of material topics                                | Page 37                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 405-2                               | Ratio of basic salary and remuneration of women to men       | Page 39                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

| UNIVERSAL STANDARDS                                    |                                                                       | LOCATION / OMISSION / EXPLANATION                                                                                                                        |
|--------------------------------------------------------|-----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>CUSTOMIZED SOLUTIONS AND CUSTOMER EXPERIENCE</b>    |                                                                       |                                                                                                                                                          |
| 3-3                                                    | Management of material topics                                         | Page 12                                                                                                                                                  |
| <b>ETHICS, INTEGRITY AND ANTI-CORRUPTION PRACTICES</b> |                                                                       |                                                                                                                                                          |
| 3-3                                                    | Management of material topics                                         | Page 18                                                                                                                                                  |
| 205-1                                                  | Operations assessed for corruption-related risks                      | Page 19                                                                                                                                                  |
| 205-2                                                  | Communication and training on anti-corruption policies and procedures | 100% of members of Cateno's governance bodies received communication and training on anti-corruption policies and procedures.                            |
| 205-3                                                  | Confirmed incidents of corruption and actions taken                   | Page 19                                                                                                                                                  |
| <b>SUSTAINABILITY APPLIED TO PRODUCTS AND SERVICES</b> |                                                                       |                                                                                                                                                          |
| 3-3                                                    | Management of material topics                                         | Page 12 and 33                                                                                                                                           |
| 302-1                                                  | Electricity consumption within the organization                       | 22023: 213,813 kWh   2024: 208,409 kWh   2025: 203,283 kWh<br>The calculation does not include the Brasília office, which is managed by Banco do Brasil. |
| 305-1                                                  | Direct (Scope 1) greenhouse gas (GHG) emissions                       | Page 59                                                                                                                                                  |
| 305-2                                                  | Indirect (Scope 2) greenhouse gas (GHG) emissions                     | Page 59                                                                                                                                                  |
| 305-3                                                  | Other indirect (Scope 3) greenhouse gas (GHG) emissions               | Page 59                                                                                                                                                  |
| <b>ENTREPRENEURSHIP</b>                                |                                                                       |                                                                                                                                                          |
| 3-3                                                    | Management of material topics                                         | Page 46                                                                                                                                                  |
| <b>EDUCATION, CITIZENSHIP AND FINANCIAL INCLUSION</b>  |                                                                       |                                                                                                                                                          |
| 3-3                                                    | Management of material topics                                         | Page 53                                                                                                                                                  |

## Assurance Statement



### Introduction

Bureau Veritas Quality International (BVQI), headquartered at Alameda Xingu, 350 – Alphaville Industrial, Barueri, São Paulo, 3rd floor, registered with the National Registry of Legal Entities (CNPJ) under No. 72.368.012/0002-65, hereby declares, for all due purposes, that Cateno Gestão de Pagamento S.A., headquartered at Avenida Doutora Ruth Cardoso, 7221, Municipality of São Paulo, Brazil, registered with the National Registry of Legal Entities (CNPJ) under No. 20.247.380/0001-70, is authorized to publish in all its materials and websites the excerpt from the Verification Statement reproduced below:

“Bureau Veritas Certification, based on the processes and procedures described in its Verification Report, declares that, with respect to Cateno’s Sustainability Report, there is no evidence that it has not been materially correct, that it does not fairly represent the assurance data and information, or that it has not been prepared in accordance with the requirements of ISAE 3000.”

### SCOPE

The scope of this verification covered the standards and Principles<sup>1</sup> of the Global Reporting Initiative<sup>TM</sup> for Sustainability Reporting and refers to the reporting period from January 2025 to December 2025, as part of the assurance process.

### Limitations and exclusions

This verification excluded any assessment of information related to:

- Activities outside the reported period;
- Statements of position (expressions of opinion, belief, objectives or future intentions) made by Cateno;

- Accuracy of the economic and financial data contained in this Report, extracted from financial statements verified by independent auditors;
- Greenhouse Gas (GHG) emissions inventory, including energy data (verified separately by another Bureau Veritas team);
- Data and information related to affiliated companies or outsourced personnel of Cateno over which the Company has no operational control.

The following limitations were applied to this verification:

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

The economic information presented in the Report was verified specifically against the GRI principles of Balance and Completeness.

### Work methodology

The work was carried out based on the following steps:

1. Interviews with those responsible for the material topics and the content of the Report;
2. Remote verification of corporate and operational processes (verification of material GRI indicators and sampling of information);
3. Analysis of documentary evidence provided by Cateno for the period covered by the 2025 Report;
4. Analysis of stakeholder engagement activities carried out by Cateno;
5. Assessment of the methodology used to determine the material topics included in the Report, considering the sustainability context and the scope of the information disclosed.

The level of assurance adopted was Limited, in accordance with the requirements of the ISAE 3000<sup>2</sup> standard, as incorporated into Bureau Veritas’ internal verification protocols.



# Responsibilities of Cateno and Bureau Veritas

At the submission of all documentation related to the Scope was the sole responsibility of Cateno. The auditors were responsible for remotely verifying and analyzing the documentation and actions carried out and, based on this process, validating the items proposed within the scope.

## Conclusion

Based on the assurance process, it was possible to confirm compliance with the GRI assumptions. One recommendation was raised regarding the update of the organization’s Materiality Matrix.

## Validity

This Assurance Statement does not have an expiration date. However, the assurance engagement was conducted in accordance with the study presented by Cateno and carried out during the period from March 15, 2026 to April 30, 2026, and therefore may not be used for future reporting cycles.

It should be noted that, should there be any significant modification, inclusion or exclusion of data and/or information currently established and validated in relation to the scope of this Statement, a new assurance engagement must be conducted.

## Declaration of independence and impartiality

Bureau Veritas is an independent company with more than 197 years of experience in the verification of Quality, Environmental and Sustainability Management Systems. It maintains a certified Quality Management System, ensuring ethical, professional and legal compliance.

Its team operates independently, with no affiliation to Cateno. In addition, it applies a stringent Code of Ethics to ensure high standards of integrity and professionalism.

At the end of the assurance process, detailed Assurance Reports were issued and retained as records within our Management System.

## CONTACT

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

São Paulo, May 7, 2026



**Juliana Bueno Colpas**  
Verifier  
Bureau Veritas Quality International



**Nicole Pervelli Gonçalves**  
Technical Sustainability Manager  
Bureau Veritas Quality International

1. Accuracy, Balance, Clarity, Comparability, Completeness, Sustainability Context, Timeliness and Verifiability. 2. 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 – 23<sup>rd</sup> Floor  
Birmann 21 Building  
São Paulo, SP – Brazil  
ZIP Code 05425-902

### Coordination

#### SUSTAINABILITY MANAGEMENT

Ana Cláudia Vital  
José Márcio Rodrigues Barizon  
Michel Donizete Pereira  
Renan Belan da Costa  
Richardson Pessoa Diniz

### Art direction

Alessandra Mendes Durante

### Photos

Cateno archive and stock image library

### Consulting, writing and design

[Ricca Sustentabilidade](#)

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

### Independent Assurance

Certification body: Bureau Veritas

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

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

 [catenos.brasi](https://www.instagram.com/catenosbrasil)



