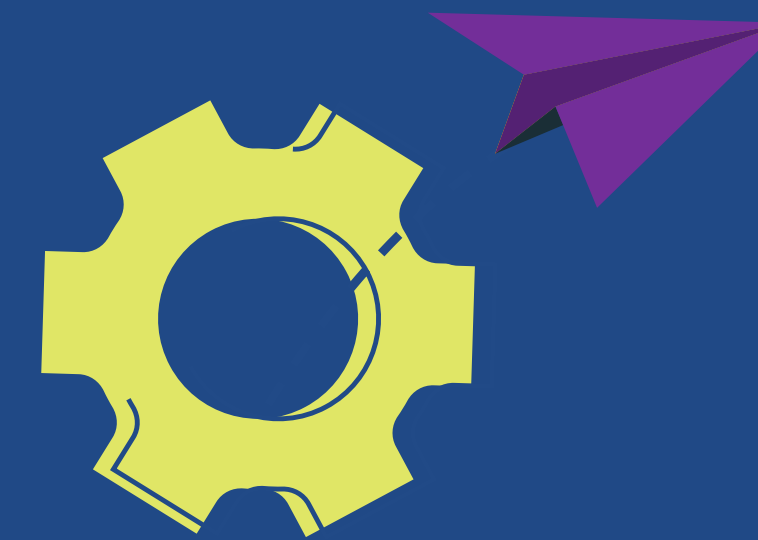
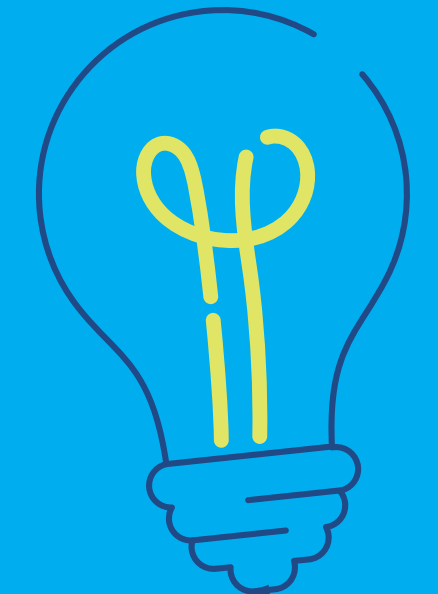
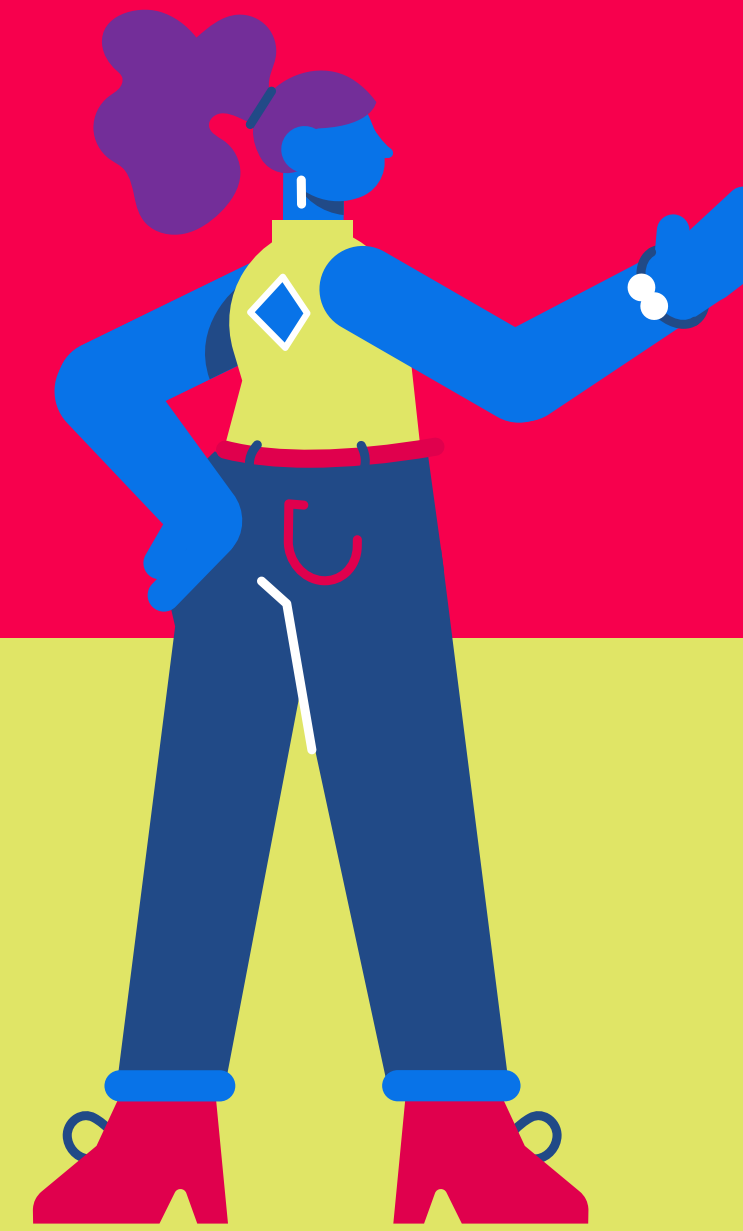


cielo

Integrated Annual Report

2022

SUMMARY VERSION



Message from the CEO

GRI 2-22

Interview with
Estanislau Bassols,
Cielo CEO

“Our history of leadership has brought us here stronger, causing important transformations in the sector and in the lives of our customers.”

1. The heart of Cielo’s strategy is to be a leader in payments. How does the Company act to strengthen and promote this objective?

ESTANISLAU BASSOLS (EB): We are very proud of our legacy. We are leaders in the sector, with over 1 million customers. We are present in 99% of the country’s municipalities, carrying out 12,000 transactions per second, in addition to having an infrastructure that supports eight times the Brazilian e-commerce volume.

“We achieved operational consistency, financial solidity, cost efficiency and consolidated a culture focused on people and management, in addition to a structured, active and relevant ESG strategy.”



Considering all this history, I believe we have gained an almost unstoppable speed, contributing to taking the market even further forward. This is exactly what inspires us to keep the team cohesive and purposeful, to develop a portfolio of products and solutions capable of meeting all types of business in their management, sales and finance needs.

2. The acquiring industry has faced numerous challenges and opportunities. In this sense, how does Cielo position itself and act in relation to Innovation in Payments?

(EB): In order to maintain our legacy, we need, as a key players in the sector, to pay attention to the milestones of digital transformation, experience and satisfaction of all customer segments at all ends of our operation, and to make room for other solutions that generate value in the management of its business.

In this sense, we have already developed or incorporated simple solutions, which solve customers' lives by integrating new payment methods such as QR code, near field communication (NFC), payment link (Superlink), instant transactions and PIX.

At the same time, we have been working on customized technologies, aimed at Large Accounts, Franchises and Franchisees. Besides offering

functionalities, such as self-service, from the website to the Cielo Gestão app and WhatsApp.

In order to support this digital transformation movement, making them ever faster, we have invested heavily in cloud processing technology to enable further innovation, agility and quality in the delivery of products and services. It is also worth mentioning the ICVA, which analyzes the performance of this segment in the country on a monthly basis and supports decision-making.

3. Customer experience is strategic for the Company. What has been done to fully serve customers and position Cielo as the ideal business partner?

(EB): We believe customer satisfaction is the result of a series of processes, which we are constantly evolving. In this regard, we work to provide customers with solutions that meet their specific and perennial demands, enhancing their perception of value for Cielo.

To achieve end-to-end excellence, we consider and measure different customers journeys. This enables us to advance our portfolio and communication, building customer loyalty and ensuring profitability. All these processes are carried out with a focus on data and

with the integration of systems to improve service and be able to see the customer fully.

“With proximity, we generate value that retail needs to boost their business.”

4. What are Cielo's perspectives for 2023?

(EB): Facing the dynamic scenario of countless transformations that companies have been undergoing, we need to take actions that surprise our customers.

Within this scenario, payment means have the capacity to reach places that some other sectors do not reach. For this reason, we invest more and more in our ability to generate value and increase our impact on the lives of our stakeholders.

That said, our commitment for 2023 is to take a new leap in the payments business. We are advancing in projects that will bring financial efficiency for constant and sustainable growth. Therefore, we will take the best of Cielo to each customer segment and ensure the quality of products and services in the end-to-end journey, with process excellence and completeness regarding the digital journey.



Highlights *performance*

R\$ **872 billion**
traded volume in the year
(22% increase compared
to 2021).

8.3 billion
transactions captured in
the year (22.3% more than
in 2021).

R\$ **1.5 billion**
Recurring Net Income in
the year (79% increase
compared to 2021).



Highlights *people*

5,045
own employees.

**over 111
thousand**
hours studied at our
Corporate University.

Conducting a mentoring
program for women,
with **50% of the
openings** exclusively for
black women.

Guia de Rodas Certification



Highlights *operations (Cielo)*

Over 1 million
customers (December 2022).

Installations in up to
two business days:
average of over 90% in the year.



Highlights *impact*

R\$ **1.8 million**
in private social investment.

**Environmental
Management
System (EMS),**
certified by ISO 14001.

Neutralization
of scope 1 and 2
GHG emissions.

Our performance

Cielo S.A. – Instituição de Pagamento (“Cielo” or “Company”) has been operating for 27 years, providing technology and service solutions for the trade of goods and services, with the purpose of simplifying and drive business for all.

Present in 99% of the national territory, we operate with a focus on three customer segments: large accounts, small business and entrepreneurs (Long-Tail), developing a comprehensive ecosystem of products and solutions to meet your complex needs.

In order to serve more than one million customers in our active base, we have a platform of technological solutions for the accreditation, capture, transmission, data processing and settlement of transactions of the main national and international credit and debit card brands.

We also offer our customers options for renting, lending and providing solutions and electronic or physical means for capturing, in addition to providing installation and maintenance services.



Strategy

As a Company that fosters a vision of the future, we are committed to advancing our service model, acting resolutely on the customer journey and experience, with a focus on profitability, advances in digital transformation and new products.

To do so, we have structured our strategic priorities into 5 pillars, which demonstrate how the Company is able to move forward in opportunities that will materialize with the combination of strengths of our products and services, people and technologies.

Pillars

1 Payments - Core

2
Innovation in
Payments

3
Financial
Services
Distribution

4
Value
Added
Services
(VAS)

5 People, Technology and Data

Objectives

- 1 Ensure financial efficiency for constant and sustainable growth.
- 1 Deliver the best of Cielo to each customer segment.
- 1 Excel in processes to delight our customers.
- 1 Ensure the quality of products and services end-to-end.
- 2 Fully and broadly serve our customers' needs in payment solutions.
- 3 Expand our product offering with financial services.
- 4 Increase the value of our customer base becoming a platform of services.
- 5 Be recognized as a cutting-edge technology Company in the payments space.
- 5 Deliver more value to our clients with data driven offerings and decisions.
- 5 Expedite the development of our team and expand the adoption of agile methods, seeking for gains in all teams of the Company.

Sustainability Management

Our Sustainability Policy formalizes the actions focused on the promotion of sustainable development and establishes the guidelines for the implementation of an agenda of environmental, social and governance practices (ESG).

The purpose of implementing this agenda is to reconcile the long-term success of the business with the construction of a fair society and environmental conservation, through the generation of shared value.

In order to enforce these commitments, we have structured **Cielo's Strategic Sustainability Plan**, which establishes the sustainability guidelines, which unfold into actions connected to the different aspects of the organization.

Cielo's Sustainability Guidelines



Sustainable Operations

Adopt ESG practices in culture, structures and processes

- 1 Establish diversity and inclusion in representativeness and culture
- 2 Incorporate ecoefficiency in all activities
- 3 Influence the value chain for the adoption of ESG practices



Impact with the Business

Generate shared value through the business model

- 4 Integrate ESG practices into the business model
- 5 Offer sustainable solutions in products and services
- 6 Seek socio-productive inclusion with entrepreneurship



Society Development

Be a means for social transformation

- 7 Promote humanized business and work relationships
- 8 Boost technological and digital inclusion
- 9 Strengthen social action through education

Corporate Governance

We are a publicly traded corporation, headquartered in the city of Barueri (SP) and shares traded on B3 S.A. Since June 2009, we have joined the Novo Mercado, one of B3's listing segments.

Through our corporate governance model, we seek ongoing management improvement, in a continuous and long-term process, as well as the harmonization of interests, business sustainability and value creation for the Company's perpetuity.

All the Company's governance guidelines and practices are consolidated in our Corporate Governance Policy, as well as our commitment to the adoption of best practices, based on the Code of Best Corporate Governance Practices of the Brazilian Institute of Corporate Governance ("IBGC") and the Brazilian Code of Corporate Governance Listed Companies.

Management structure

Cielo is managed by the Board of Directors, which is composed of twelve members elected at the Ordinary General Meeting (OGM), and by the Executive Board, currently made up of eight members.

In order to safeguard the interests of the Company and its minority shareholders, four members of the Board of Directors are independent, being the appointment may be carried out by the Management, Controlling Shareholders or Minority Shareholders.

In order to increase the quality and efficiency of the Company's governance bodies performance, the corporate governance system is made up of six Advisory Committees and nine Advisory Forums, which provide advisory and technical assistance to the Board of Directors and the Executive Board, respectively.

Additionally, the support structure has also a Fiscal Council, an Audit Committee and an Independent Audit, besides a Corporate Governance Area and an Executive Superintendence dedicated to assisting the management bodies.



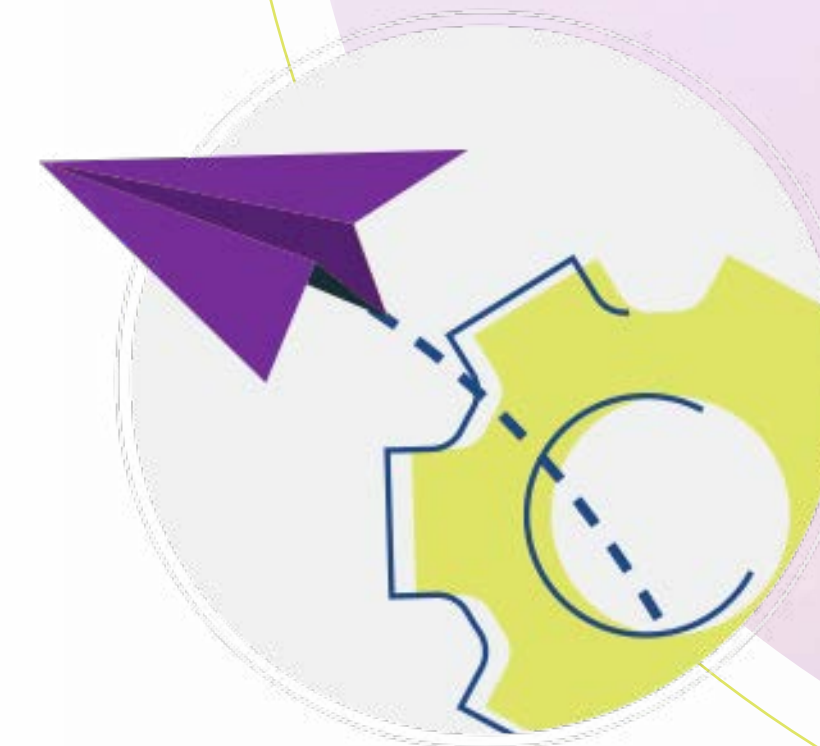
Ethics and Integrity

Respect and teamwork are part of Cielo's routine. As key players in the sector, we must ensure the Company's ethics, integrity, compliance and sustainable development, based on a complex and important value chain.

In this sense, our Code of Ethical Conduct was prepared to strengthen our ethical path, guiding our decisions and daily actions around our purpose of simplifying and drive business for all. More than organizing our corporate principles, the document reinforces the conduct we expect from our teams in the relationship with all our stakeholders.



Find out about our Code of Ethical Conduct by [clicking here](#)





Cielo Compliance Program

Cielo Compliance Program is a set of internal processes, controls and procedures that ensure that Cielo adheres to the regulatory structure, infra-legal regulations, recommendations from regulatory bodies, operational regulations established by card brands, its Code of Ethical Conduct and to the Company's normative instruments.

As part of the Program, we have a **Regulatory Training Track** consisting of annual mandatory training, applicable to the entire Executive Board, employees, interns and young apprentices, addressing topics such as Code of Ethical Conduct, Risk management, Anti-corruption, Privacy and Data Protection, among others.

By the end of 2022, 98.88% of Cielo employees had completed the Regulatory Training Track.

Ethics Channel

Another important tool in our compliance and ethics framework is the Ethics Channel, available to all employees, suppliers, service providers, partners and other stakeholders of Cielo, to receive whistleblowing and serve as a mechanism for consulting information about the Company's ethical behaviors and guidelines.

In 2022, the Ethics Channel received 250 whistleblowing cases, this amount is 45.3% higher than that recorded in 2021, as a result of the channel being more publicized and the trust that employees place in the mechanism, in addition to the increase in the number of employees.

Among all complaints filed, 29% were considered valid. As a result, 45 disciplinary measures were applied.



Access the **Ethics Channel [here](#)**
or by calling **0800 775 0808**

Risk Culture

With the purpose of enforcing its guidelines on a daily basis, the guidelines that make up its **Corporate Risk Management and Internal Controls Policy**, Cielo has processes to identify, evaluate, monitor, report and mitigate risks to which it is exposed, keeping them within the limits accepted by the organization.

We work under the concept of 3 lines of responsibility to operationalize its structure for managing Corporate Risks and Internal Controls, in order to ensure compliance with the defined guidelines.

In 2022, the Company achieved important advances in **credit risk management**, developing new assessment models and acting in a way to reach greater proximity

to customers to carry out risk assessments, especially with those who transact large financial volumes and raise greater exposure to the Company.

Cielo has also evolved with **Automation of the Dynamic Risk Assessment process**, which made risk management more dynamic, agile and timely, enabling even more frequent revisions of the risk map.

Information Security

In 2022, we created the Information Security Culture Program, with a focus on raising people's awareness of the importance of the topic, making them able to identify and respond quickly and assertively to suspicions and

information security threats that arise in your daily life.

The actions within the Program included a number of communications with the internal public, executed with simple and uncomplicated language, as well as the organization of the 1st Information Security Week, featuring lectures by specialists, training, dynamics and raffles.

Business continuity

We have a Corporate Business Continuity Management Policy, a Business Continuity Plan an area dedicated to the subject, which aim to contribute to the resilience and sustainability of the businesses before, during and after crisis situations.

In 2022, we became the first acquirer in the country to obtain ISO 22301 certification, certifying that we have structured processes, capable of withstanding the threats and impacts of disruption, in addition to recovering in cases of inopportune incidents.



Performance

INTELLECTUAL CAPITAL

Being the most desired smart platform in Brazilian commerce demands from us a capacity to innovate constantly, perceiving the market movements, the new consumption habits and the opportunities that technological advances can offer by adding value to our business model and transforming the relationship with our clients.

Therefore, in the last year we continued to **implement agile work models** that allow greater autonomy in the process, providing the areas with the domain of all stages of product or service development, from ideation to final delivery to the client.

We also continue to transform the way we work internally with a focus on excellence and fluidity of activities. The **Creation of the Processes Superintendence** reinforced this commitment. As a result, Cielo now has an area dedicated to looking specifically at corporate processes, identifying flaws and correcting them to make the structures and workflows more agile and efficient.

Contributions of this capital to Cielo's business model and value generation

Resources:

- › Garagem: our innovation hub;
- › Work model in multidisciplinary teams (squads) using agile methodologies.

Impacts for the Business:

- › New advances in digital transformation and new products;
- › Enabling business and customer value through technology;
- › Efficiency in internal processes and agility in the delivery of new products;
- › 28% productivity gain in 2022.

Value generated for Society:

- › Operation of technology prepared to scale and transform, efficiently and safely;
- › 10 startups participated in our Mentoring Program;
- › 71 teams in the agile model;
- › 91 employees were trained in Lean Six Sigma.



Garagem Cielo

To drive Cielo's innovation objectives, we count on Garagem, which through five products - Trends, Experimentation, Incubation, Open Innovation and Culture- pursues to discover, test and implement new solutions, encouraging creative thinking, strengthening our culture of innovation and positioning us as a reference in the field.

In 2022, we continued to act as innovation agents by expanding the positive impact of our innovation initiatives through actions such as the **Mentoring Program for startups**. Last year, the program was dedicated to supporting **impact startups** - those that seek to address a social and environmental problem through their main activity.

At the end of the selection process, ten startups were selected and began to make up the program, which was carried out in the hybrid model.

DIVERSITY DATA IN THE 10 SELECTED STARTUPS:

54.1%

Declare to have at least 1 woman as a partner

19.6%

Declare to have at least 1 black woman as a partner

12.1%

Declare to have at least 1 LGBTQIA+ person as a partner

5.4%

Declare to have at least 1 PwD person as a partner

Technology

Our Technology Strategy keeps us focused on our commitment to driving improved customer satisfaction, bringing the best products and services in a shorter time to market, and ensuring a stable technology operation that is ready to scale and transform, efficiently and securely.

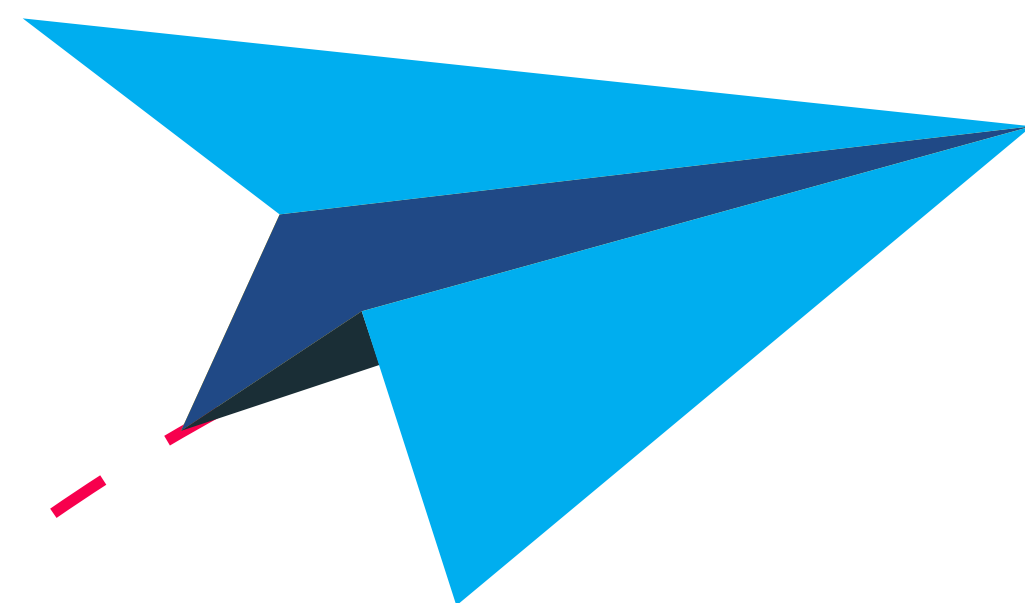
The greatest exponent of this focus in the last year has certainly been the journey to adopt **Salesforce**: a new tool for Customer Relationship Management (CRM) in an integrated manner, aiming to facilitate the dynamics of service, making the experience more personalized and agile.

Furthermore, we continue with the migration to Cloud Computing, seeking to simplify our own technology architecture, making it possible to speed up the development of new products and enable end-to-end technology with artificial intelligence.

SOCIAL AND RELATIONSHIP CAPITAL

The year 2022 represented an important milestone in Cielo's positioning as the best business partner, supporting small business customers and entrepreneurs (Long-Tail) in the many challenges of managing their businesses.

To boost this goal, we launched the campaign "Every day together for your business", which reinforces the proximity and the construction of stronger and lasting relationships, aiming to attract new customers and build customer loyalty by offering integrated solutions to improve sales, finance, and management.



Contributions of this capital to Cielo's business model and value generation

Resources:

- › + 1 million customers;
- › Appropriate portfolio for each customer segment;
- › ISO 22301 certification, guaranteeing a business continuity management system;
- › R\$ 1.8 million invested in social projects, via incentive laws;
- › More than a thousand active suppliers.

Impacts for the Business:

- › Quality of products and services in the customer's journey;
- › 80% Customer Satisfaction Rate;
- › 100% of suppliers evaluated according to socio-environmental criteria;
- › Operational security and systems availability.

Value generated for Society:

- › Responsible for transacting 8% of the national GDP;
- › Contribution to employment and income generation in the country;
- › 780 people participated in our volunteer work;
- › Support for social development and small businesses.



Throughout the year we also continued to improve our **Service Model in each of our business segments**, implementing solutions to simplify the customer's life.

Small Business

In 2022, we have expanded the staffing of the small business commercial team and put squads working on marketing strategies to communicate improvements in the most assertive way possible.

Over the last year, we focused on using data intelligence to offer products that generate more value to customers. In addition, we have worked to leverage our data intelligence to deliver the right product to the right customer at the right price.

The use of data has also supported improvements in the offering of our Pre-payment Products such as Receba Rápido and Receivables Acquisition (ARV) –, continued to have great prominence, by offering the advantage that allows retailers to receive their credit card sales within two days.

Moreover, in 2022, we speeded up our process of delivering the terminals to retailers, making it simpler. At the end of the year, 90% of our terminals were delivered within two business days.

Entrepreneurs

For our entrepreneurial clients, we conducted a review of our portfolio, setting new prices and conditions, offering the segment solutions that are affordable for them and, at the same time, ensuring profitability to our business.

In online services, we worked with a perspective of expanding the penetration of digital channels, we increased the number of self-service features in the app, which was possible thanks to the availability of new security features.

Large accounts

In Large Accounts we kept the focus on customer profitability, ensuring personalized service and solutions with low turnover in the service team, with a culture of availability and a desire to solve problems.

Over 2022, we continued to develop customized and integrated solutions for Large Account customers, which consequently brought greater profitability to the segment.

Social transformation

We also highlight our social work in authoring projects that address our strategy of seeking socio-productive inclusion through entrepreneurship.

We carried out the Impulsiona Aí program, aimed at generating income and entrepreneurial education for black women from low-income regions in São Paulo, who work in the gastronomy field.

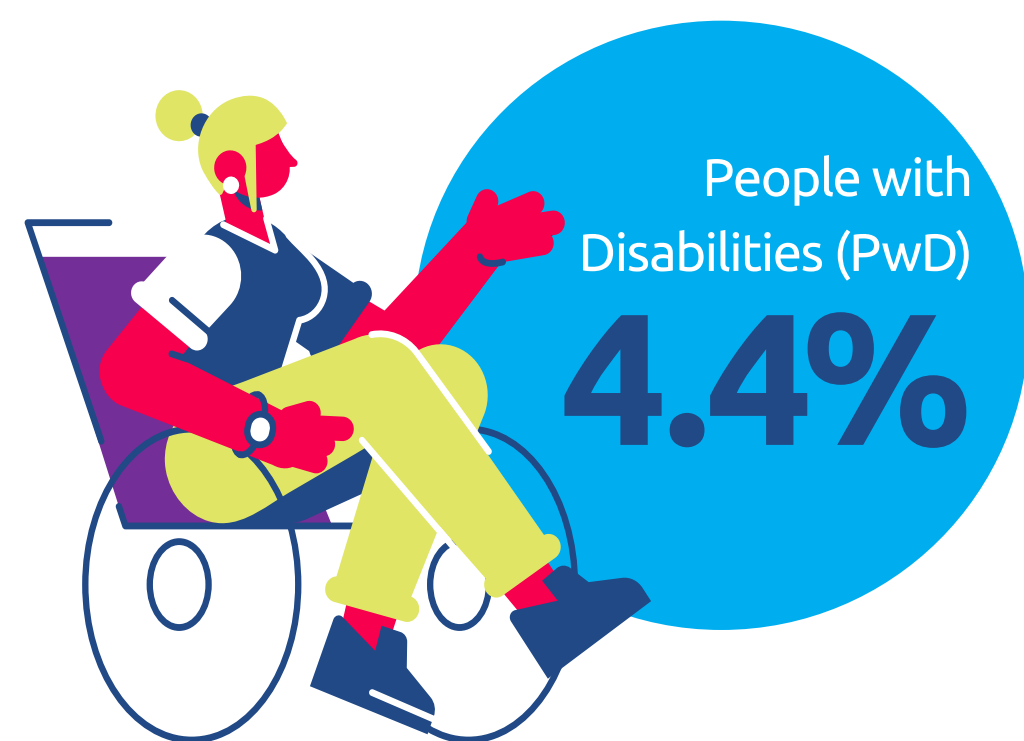
Divided into three stages, 150 female entrepreneurs were impacted by the program.

At the same time, we continued to carry out volunteer actions and private social investments, which aim to connect the supported initiatives with the Company's business. In this sense, we accounted for 781 hours in our volunteer actions during the year. The volume of private social investment, via incentive laws, was R\$1.9 million.



HUMAN CAPITAL

We seek to invest in our people, valuing every aspect of their journey, offering all the conditions for them to evolve and become better people and professionals, living in a diverse and prejudice-free environment, so that everyone can reach their potential without any kind of barrier.

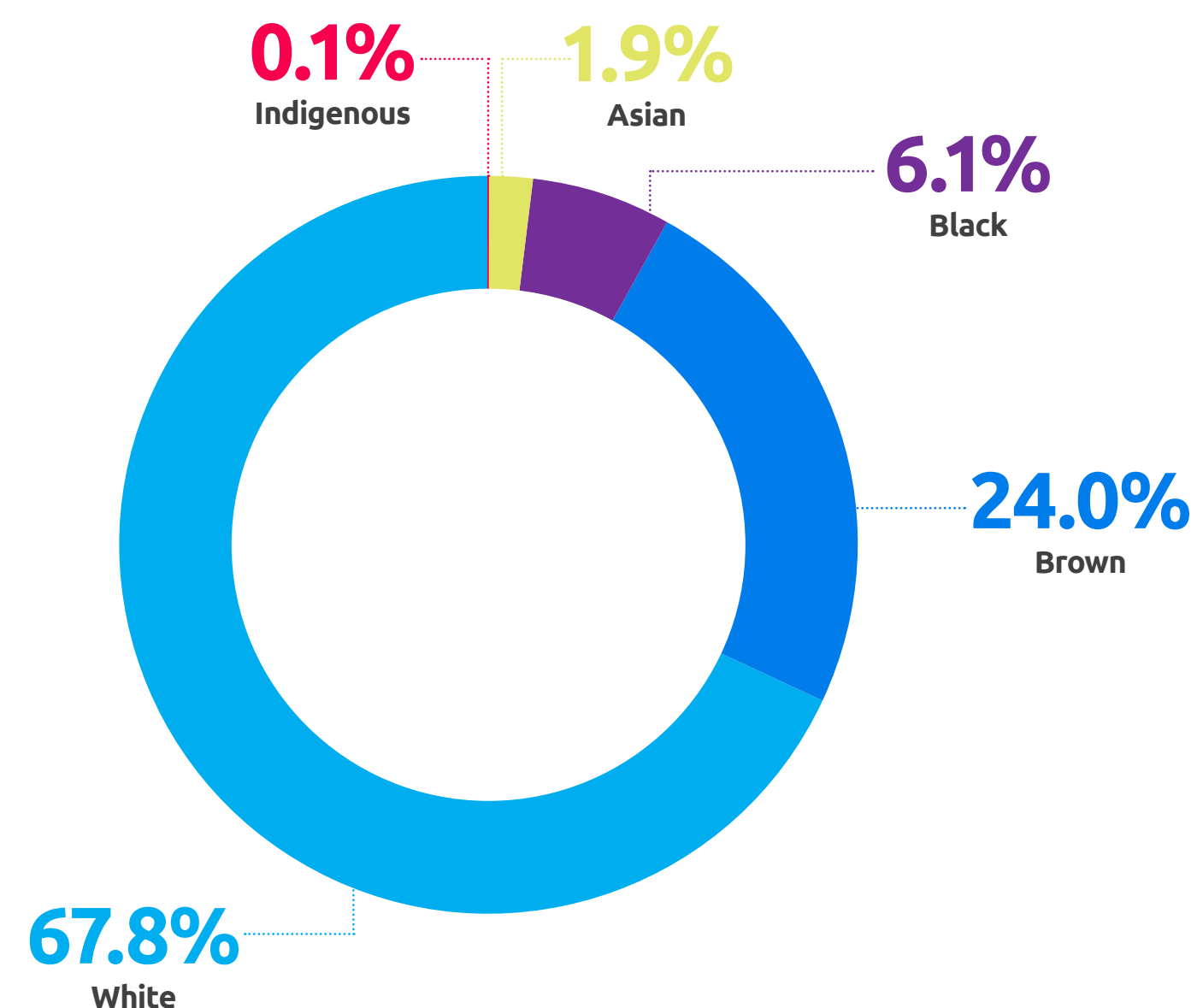


Our team in numbers

By Gender



By race/ethnicity



Contributions of this capital to Cielo's business model and value generation

Resources:

- › 5,045 diverse, unique and complementary people;
- › Cielo University, for training and development of Cielo team;
- › Programs to promote health, well-being and quality of life (De Bem com a Vida);
- › Commitment to Diversity, Equal Opportunities and Inclusion.

Impacts for the Business:

- › Attracting and engaging culture-connected talents;
- › Simple and charming employee journey;
- › Promoting Cielo team's health and well-being;
- › Diversity and inclusion in representativeness and culture;
- › Organizational culture connected to the Company's strategy.

Value generated for Society:

- › 111,000 training hours;
- › R\$8.4 million invested in training;
- › Score of +85 on the Employee Experience Survey (eNPS);
- › Representation Goals - Gender & Race and Ethnicity.

The year 2022 was hallmarked by the definition of strategic goals that help us set actions to value our people and leverage our strategic objectives over the coming years.

1 **Attract and engage** employees who are connected to the culture to boost the business

2 **Improve employee journey** to make their experience charming

3 **Leverage talent potential,** ensuring the Formation of high-performance teams

4 **Leverage diversity and sustainability results** by promoting an environment of respect and generation of shared value

2022 highlights

Quality of Life and Well-being actions, carried out by the “De Bem com a Vida” program:

- › We held the Cielo Olympic games (eNPS +87), built together with the employees, who were able to propose sports modalities to encourage the practice of sports among the team and their families.
- › Yellow September campaign with activities focused on promoting employees’ mental health.

2022 highlights

- › We continued to improve the Cielo team’s journey, making it more fluid and uncomplicated, while seeking to strengthen our values in everything we do.
- › The results of the team experience survey (e-NPS) reflect the improvements implemented: we had a score of +85, 9 points higher than the previous year.

2022 highlights

- › Through our Corporate University, we promoted over 111 thousand hours of training, with a total investment of R\$ 8.4 million.
- › Through the Continued Education Program, 34 employees took the MBA in Customer Experience Management, totaling 360 hours of training and development.

2022 highlights

- › In the Diversity, Equity, and Inclusion pillar, we remained focused on our commitment to establish an inclusive and humanized culture and to develop people and processes that lead to equity, including with the direct involvement of the Company’s Senior Management.
- › Through the **Cielo Diversity Program**, we develop actions to promote an increasingly plural and inclusive environment by defining six commitments. The following are the Program’s advances in 2022.

Cielo Diversity Program - Progress on commitments for 2030

Commitment 1 - Inclusive Leadership

- › Inclusive Leadership assessment survey, with the participation of 57% of the leaders in the stage of assessment by the teams and 68% during the self-assessment survey.

Commitment 2 - Representativeness

- › Launch and completion of two editions of the Business Manager Training Program exclusively for people with disabilities, with 69 participants;
- › Inclusion of affirmative vacancies in the Gupy platform, making the selection processes a lever for increasing representativeness.

Commitment 3 - Inclusive Culture

- › 12 editions of Plural Conversations, for monthly discussion on Diversity-related subjects;
- › Launch of the ESG Track, with an exclusive Diversity & Inclusion module.

Commitment 4 - Career Development

- › Holding the Women's Mentoring Program, with the participation of 16 mentorees and 16 mentors. In all, there were 96 hours of mentoring;
- › Obtaining the Guia de Rodas Certification.

Commitment 5 - Stakeholder Orientation

- › Inclusion of a specific clause on Diversity & Inclusion and Combating Racism in contracts, and its acceptance is mandatory;
- › Mandatory training and application of Diversity & Inclusion tests during the supplier approval process.

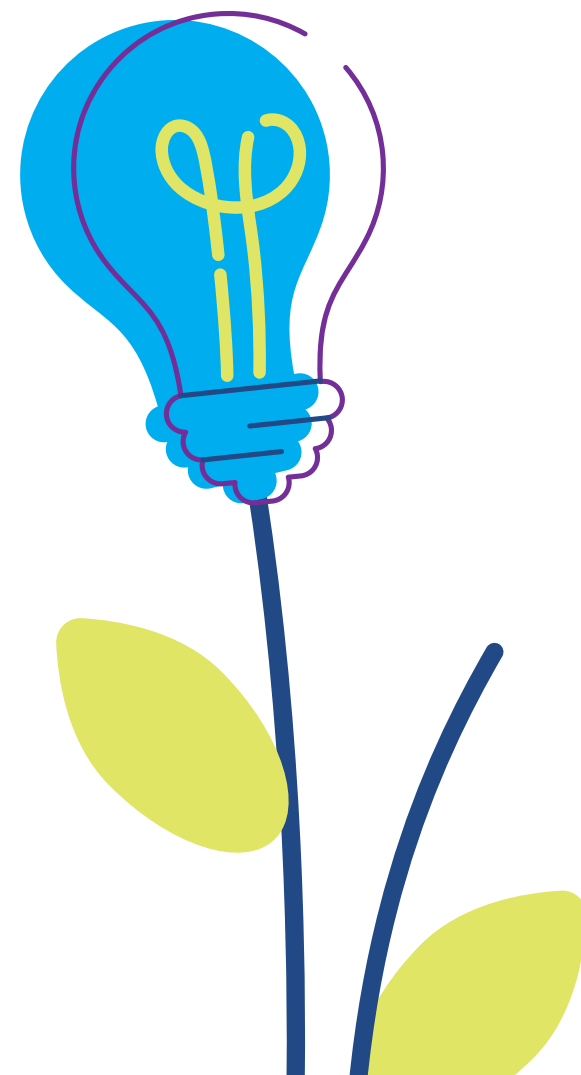
Commitment 6 - Internal Structure

- › Definition of Representativity Goals for gender and race/ethnicity;
- › Ethics Channel with specific categorization of complaints regarding Diversity aspects;
- › Demographic research, in which 7% of the employees declared themselves to be LGBTQIA+.

NATURAL CAPITAL

To develop and incorporate eco-efficiency into business operations and solutions, we act in accordance with the available legal requirements that govern environmental issues, in addition to implementing the best market practices as a way to mitigate potential negative impacts arising from our operations, products and services.

In order to ensure that our activities are in line with the environmental standards recognized as guiding corporate actions, we have an Environmental Management System (EMS), certified by ISO 14001:2015, which regulates the system and establishes requirements for its implementation and operation.



Contributions of this capital to Cielo's business model and value generation

Resources:

- › Environmental Management System (EMS) certified by ISO 14001;
- › 40,473.8 tCO₂ in greenhouse gas emissions;
- › Structured management for reverse logistics of electronic equipment;
- › Climate Strategy aligned with the Task Force on Climate-related Financial Disclosures (TCFD).

Impacts for the Business:

- › Alignment with the main sustainability guidelines;
- › Eco-efficiency in operations and business solutions;
- › Physical and transitional impacts of climate change.

Value generated for Society:

- › Compensation of (scope 1 and 2) emissions with carbon credits and international renewable energy certificates (I-REC), respectively;
- › 60.6 tons of electronic waste disposed of sustainably.

Environmental Management System

In the last year, we have evolved our management processes by including the **management of logistics waste in the scope of the EMS**. With this, we strengthened our standards for discontinuing capture terminals and managing the disposal of equipment and waste, acting in compliance with the National Solid Waste Policy.

The 2022 scope 1 and 2 greenhouse gas emissions (GHG) were neutralized through carbon credits, which support GHG emission reduction projects with social and environmental additionality, traceable and verified by an entity recognized in the world market.

Climate Strategy

Besides these advances in the environmental agenda, we also continue to honor our commitments to combat climate change by disclosing information about our climate management in the Carbon Disclosure Project (CDP), as a way to offer greater transparency and accountability about our climate actions.

By 2022 **Cielo's CDP score had evolved to "B"**, which confirms that the Company is addressing climate change actions in a coordinated manner.



FINANCIAL CAPITAL

In recent years, the acquiring sector in Brazil has gone through an adaptation phase in the face of new opportunities and challenges imposed by changing consumer habits, by the growing competitiveness of the sector, and by regulatory demands, such as PIX, the Receivables Registry, and Open Finance.

Within this context, market players have invested in technology, innovation, and the development of solutions that simplify and make easier the customer journey and reinforce the security of operations.



Contributions of this capital to Cielo's business model and value generation

Resources:

- › Equity (shareholders' capital) of R\$11 billion;
- › R\$ 872 billion in volume transacted through 8.3 billion transactions captured;
- › Solutions that allow customers to anticipate their receivables flows (Pre-payment Products).

Impacts for the Business:

- › Financial soundness and ability to make differentiated advances;
- › Steady and sustainable growth: R\$1.5 billion in recurring Net Income and R\$ 3.7 billion in recurring EBITDA;
- › Optimized financial resources consistency in the profitability agenda;
- › Gains from operating leverage.

Value generated for Society:

- › About 8% of the Brazilian GDP is captured by Cielo;
- › Expansion of the Receivables anticipation Business: 116 billion in prepaid volume in Pre-payment Products.

Operational performance

In 2022 we concluded the Cielo divestment agenda. This allowed for an optimization of assets, enabling Management to focus on core business strategy and management, with greater efficiency and strengthened cash flow. In addition, the continuous focus on profitability of customers leveraged revenue growth.

Among the main operational indicators of the year, the financial volume of transactions captured reached R\$ 872 billion, an amount 22.2% higher than that registered by the end of 2021. Considering only the volume of Pre-payment Products, we reached R\$ 116 billion, growth greater than the Total Payment Volume (TPV), which demonstrates our successful initiatives in expanding the anticipation business.

Economic-financial performance

We ended the year recording a Net Operating Revenue of R\$10.7 billion, of which the business units Cielo Brasil and Cateno accounted for a total of R\$10.1 billion. The result obtained is 23.4% higher than the previous year, leveraged by volume and yield growth in both business units.

Recurring EBITDA totaled R\$3.7 billion, which is equivalent to a 47.8% growth compared to 2021, driven by the growth in captured volume, revenue yield recovery, continued cost control and better performance of Cateno.

Consolidated Net Income reached, on a recurring basis, R\$1.5 billion, representing 78.7% growth compared, to the previous year, as a result of the sound improvement in operating fundamentals, with revenue growth and expenses under control, for both Cielo and Cateno.



¹ The Net Operating Revenue described is pursuant to the consolidated publication of information.

Credits

GRI 2-1 / 2-3

Cielo Head Office

Alameda Xingu, 512 – 21º ao 25º andar
Alphaville – Centro Industrial e Empresarial
CEP: 06455-030 – Barueri (SP) – Brazil

RECORDS

Project general coordination

Sustainability, Diversity and Corporate
Responsibility Management

Information and questions about this report should be directed to the contact:

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Consulting for GRI, writing, design, translation and review

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Materiality review

Baanko

Photos

Unsplash, Pixel, Adobe Stock and Freepik

Audit

KPMG

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The preparation and presentation of this
Integrated Annual Report was based on
collective thinking.

There are no omissions regarding the Integrated
Reporting guidelines.

