Earnings

4Q21

muito eu

4Q21 Highlights

- **Merchandise** revenue up **8.3%** compared to the pre-pandemic period **(4T19);**
    - **Apparel sales** grew at double-digit rates: **12.3%;**

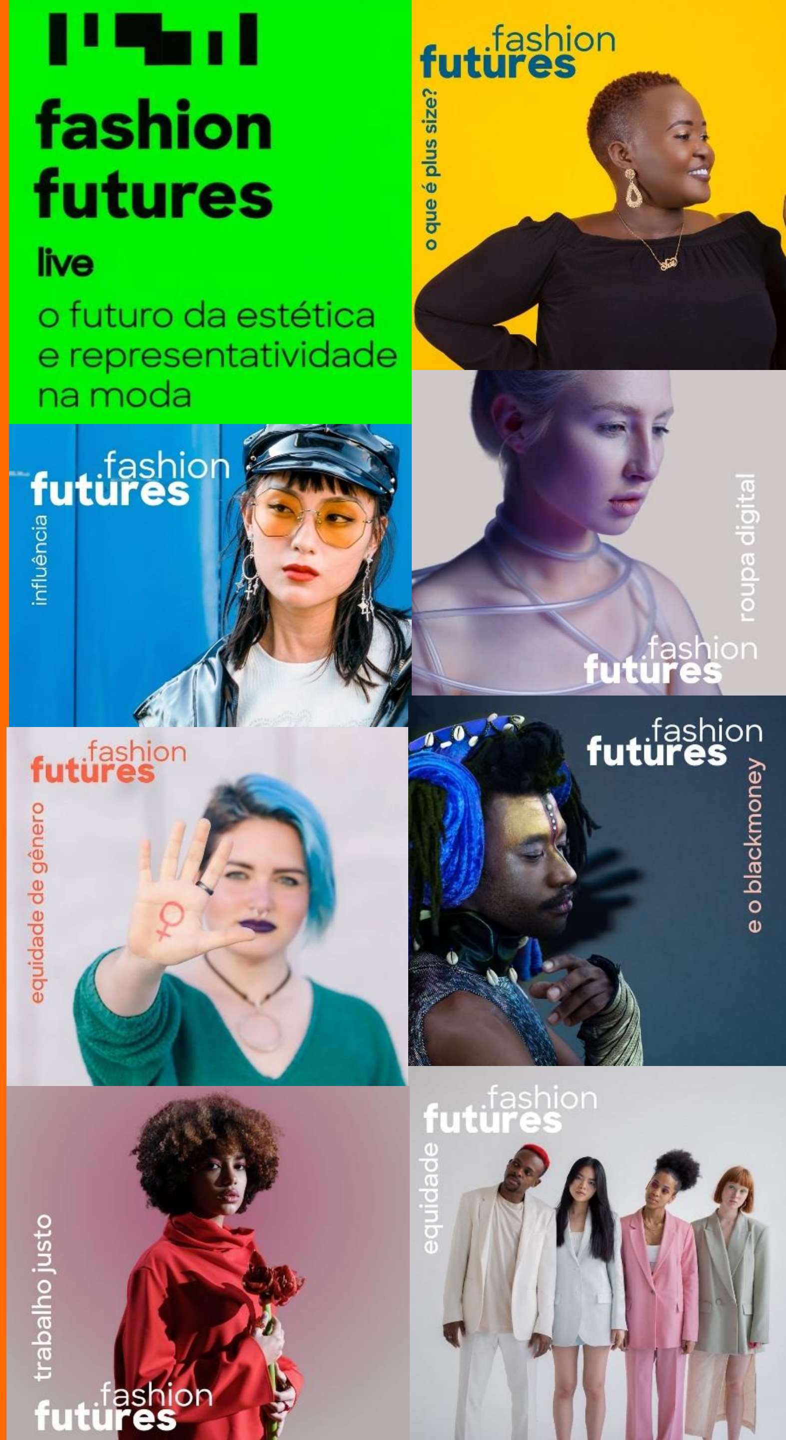
- **Total Online Gross Revenue** *continues to post strong growth: **24.7%** compared to **4Q20;**

- Important growth plan deliveries:
    - ✓ Launch of **C&A Pay**
    - ✓ **11 new** stores opened
    - ✓ **Automated DC for e-Commerce**

*Includes App/website, omnichannel initiatives, and Galeria C&A (marketplace) sales

4Q21 Highlights

- ESG Initiatives:
  - ✓ Environmental: 1 year since the *Ciclos* collection started local production - Cradle to Cradle Certified® Gold;
  - ✓ Social: Fashion Futures Award, developed and coordinated by Instituto C&A. Five finalists will be monitored and receive investments in 2022;
  - ✓ Governance: creation of an internal ESG Committee. For the 4th consecutive year, C&A led the Fashion Transparency Index in Brazil (2021) and was ranked on top among traded retailers in the Abrasca Awards Annual Report.



Growth Plan deliveries in 4Q21 (1/4)

New stores and formats:

- **11 new stores** opened in 4Q21
- **26 stores** opened in the year, 36% of new store customers are new to C&A;
- Total of **319** stores

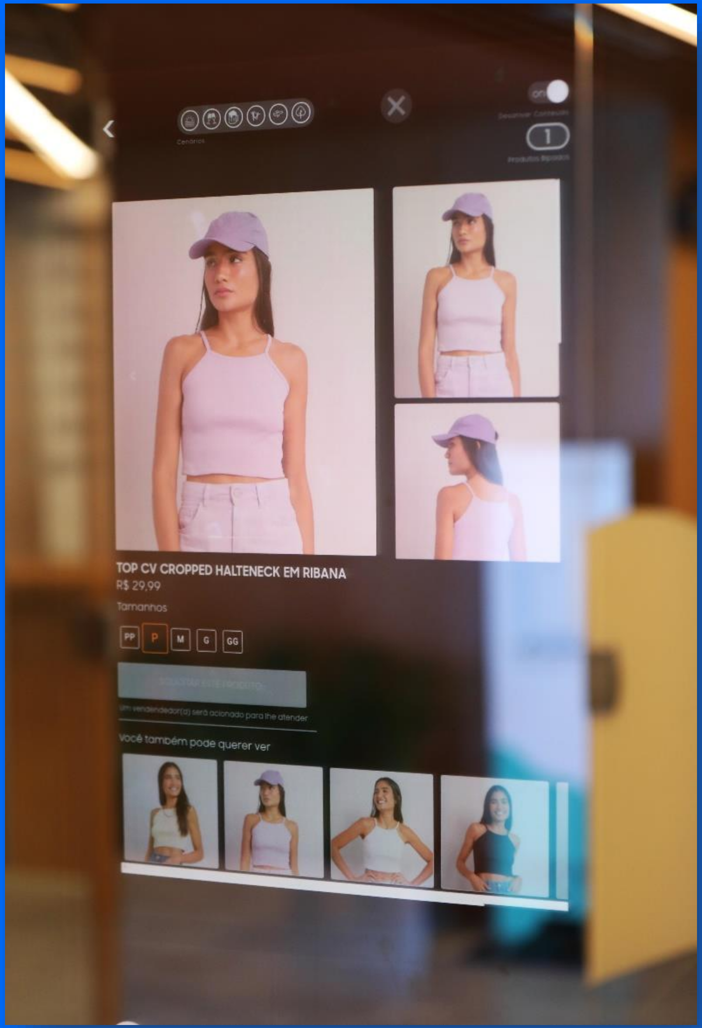
Experience

Store in Store: ACE – C&A Fortaleza

Growth Plan deliveries in 4Q21 (2/4)

Digital Transformation:

- Online GMV* grew **24.7%** to **R$ 256.4 million** in the fourth quarter, and **R$ 900.7 million** in 2021.
- **WhatsApp sales** now account for over **50%** of our online sales
- **C&A & VC** has over **19.7 million** customers.
- eCommerce **customers base** (last 12 months) increased **14%**, **multichannel customers** increased **60%**.
- **Galeria C&A** now has **462 sellers**
- Our App has **over 3.9 Mn** active monthly users, this is a **13.4%** growth. In the quarter our app was installed over **5.1 million** times.



* 1P Gross Merchandise Volume – first-party relationship or direct sales, 3P – third-party relationship or marketplace sales

Growth Plan deliveries in 4Q21 (3/4)

Modernized Supply Chain operating model:

Store Distribution

- By the end of 4Q21, the push-pull operation we started in 3Q21 accounted for 20% of the SKUs distributed;
- RFID Roll-out: 200 stores and all domestic suppliers

Customer Deliveries

- Our eCommerce DC automation was delivered in time for the major 4Q21 dates
  - ➢ **Average order assembly time: 15 orders per minute**
  - ➢ **Increased operational efficiency**
- Average delivery time of 3 days*, with over 50% delivered by D+2

Fleet

- Green logistics to serve stores in SP and RJ, with 31 electric or gas vehicles, and 3 electric motorcycles for eCommerce

*Between order capture and delivery

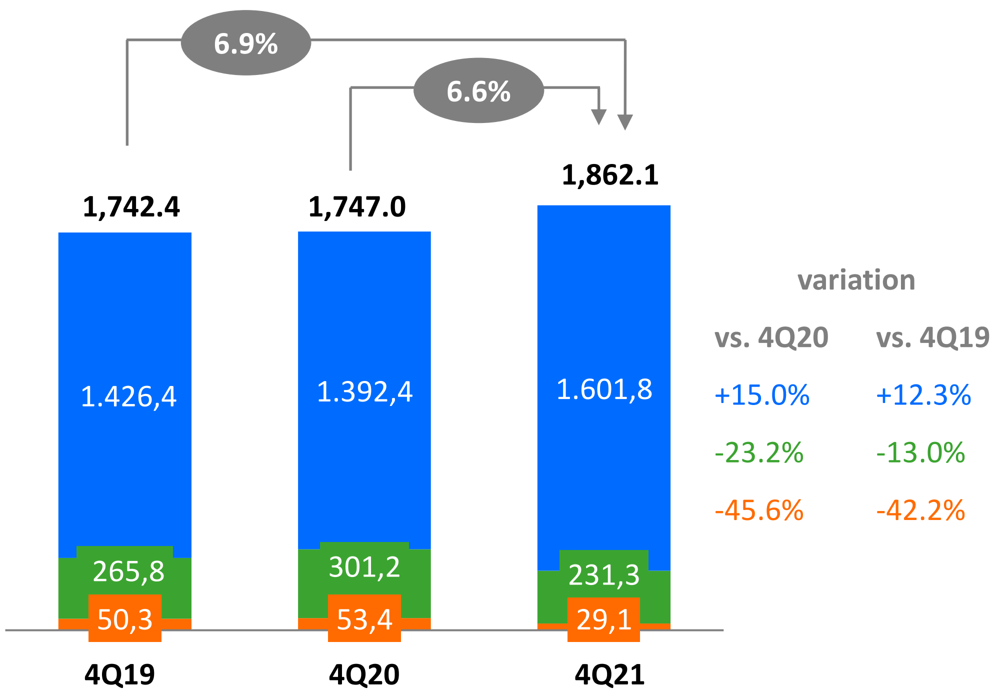
Growth Plan deliveries in 4Q21 (4/4)

Increased credit offering

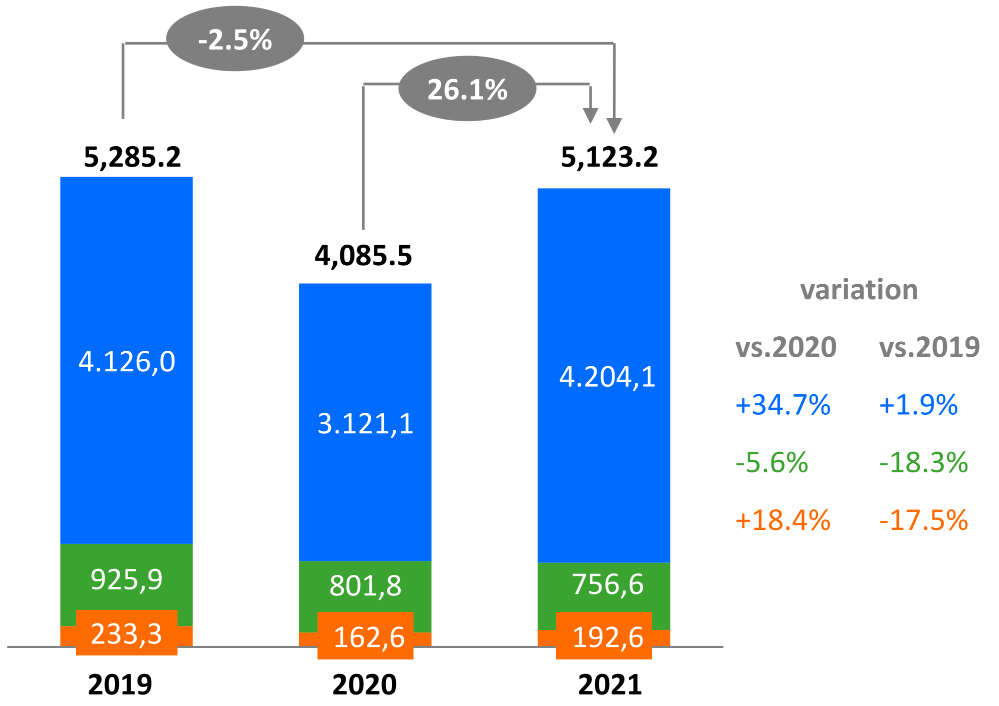
- **C&A Pay was launched in December 2021,** with impeccable execution.
- **Fully digital to leverage retail sales**: private label, cards to be used in stores
- More than 400 thousand digital cards in December 2021
- **Our approval rate** is almost **twice** what it was before C&A Pay
- **Activation rate >75%**
- **C&A Pay** credit accounted for 4% of all sales in 4Q21
- Governance via **Risk and Credit Committee** in place

Net Revenue and Same Store Sale

(R$ million)



SSS	4Q20	4Q21	Δ	4Q21 vs. 4Q19
Total	**-0.8%**	**5.8%**	**6.6p.p.**	**4.9%**
Apparel	-3.3%	12.5%	15.8p.p.	8.6%
Others -Fashiontronics	12.4%	-24.7%	-37.1p.p.	-14.8%

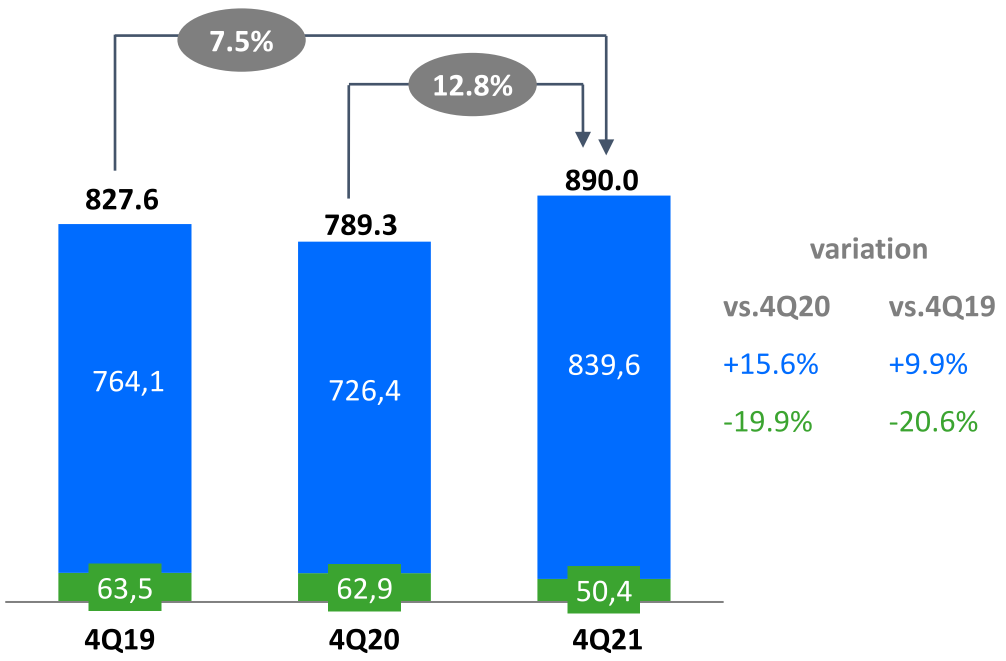


SSS	2020	2021	Δ	2021 vs. 2019
Total	**-23.6%**	**24.7%**	**48.3p.p.**	**-4.6%**
Apparel	-25.7%	32.7%	58.4p.p.	-1.3%
Others-Fashiontronics	-14.4%	-6.3%	8.1p.p.	-19.5%

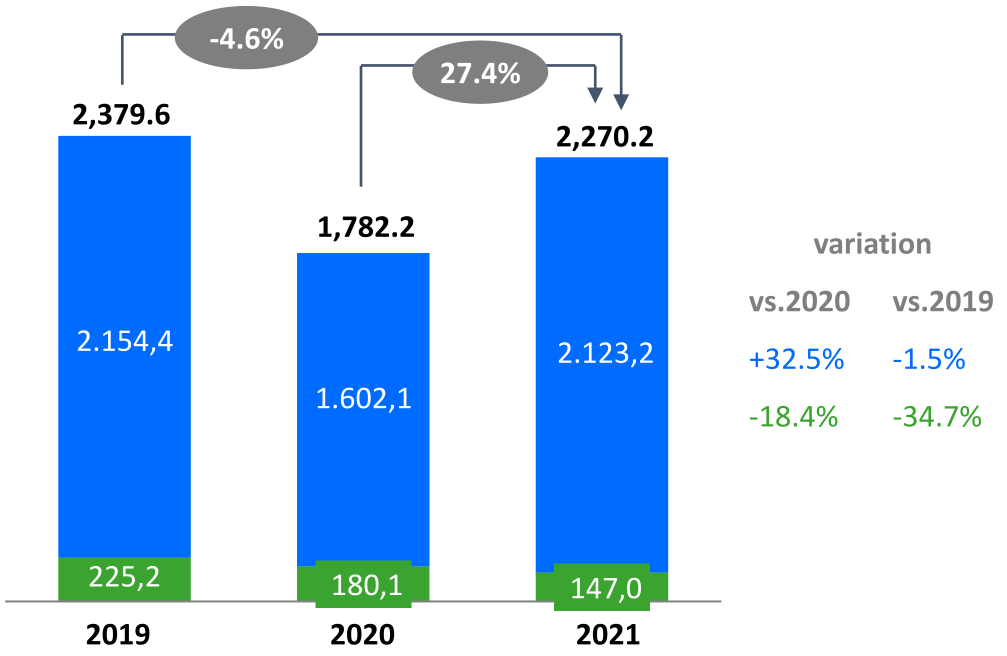
Apparel Others - Fashiontronics Other (including financial services)

Gross Profit from Merchandises Sales and Gross Merchandise Margin

(R$ million and %)



Gross Profit	4Q19	4Q20	4Q21	Var.4Q20	Var.4Q19
Merchandise	**48.9%**	**46.6%**	**48.6%**	**+2.0p.p.**	**-0.4p.p.**
Apparel	53.6%	52.2%	52.4%	+0.2p.p.	-1.2p.p.
Others -Fashiontronics	23.9%	24.3%	21.8%	+0.9p.p.	-2.1p.p.

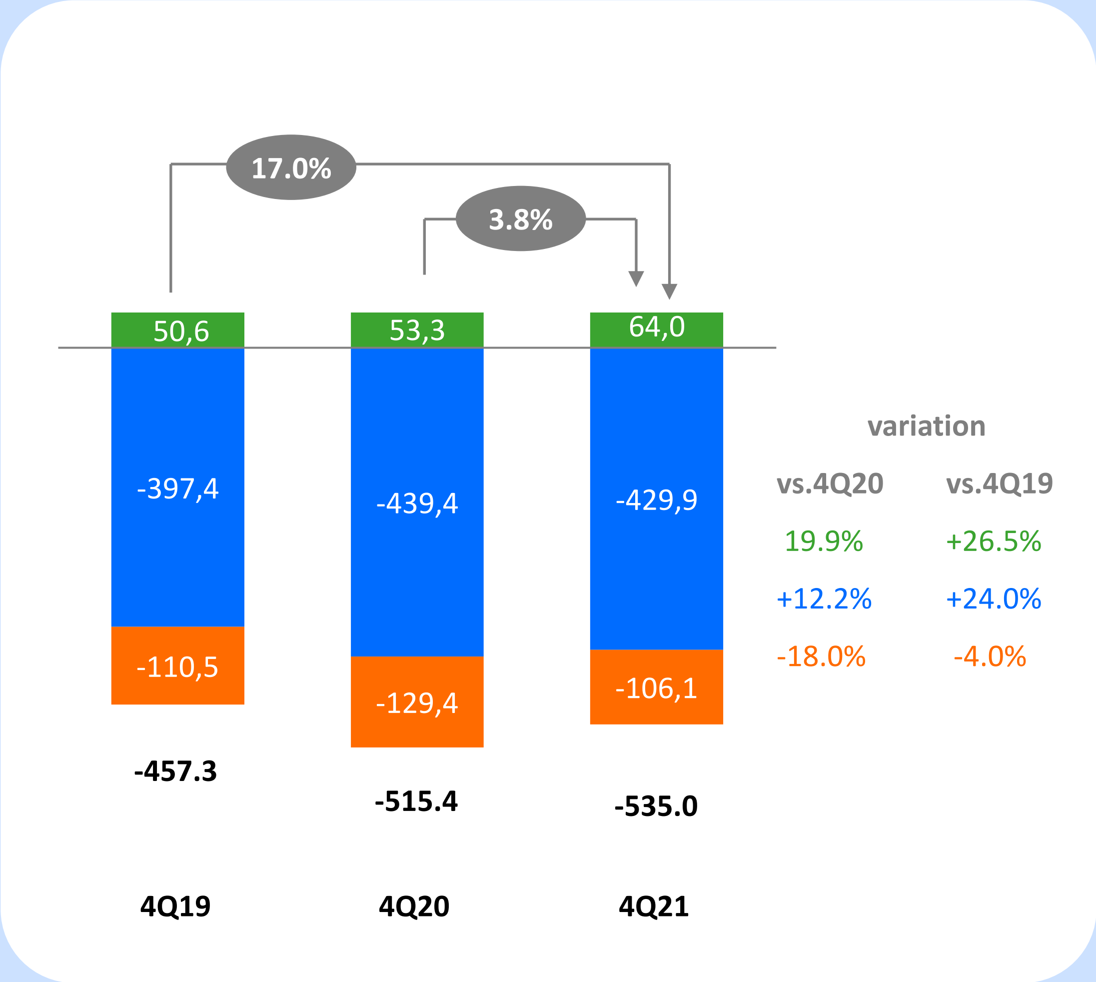


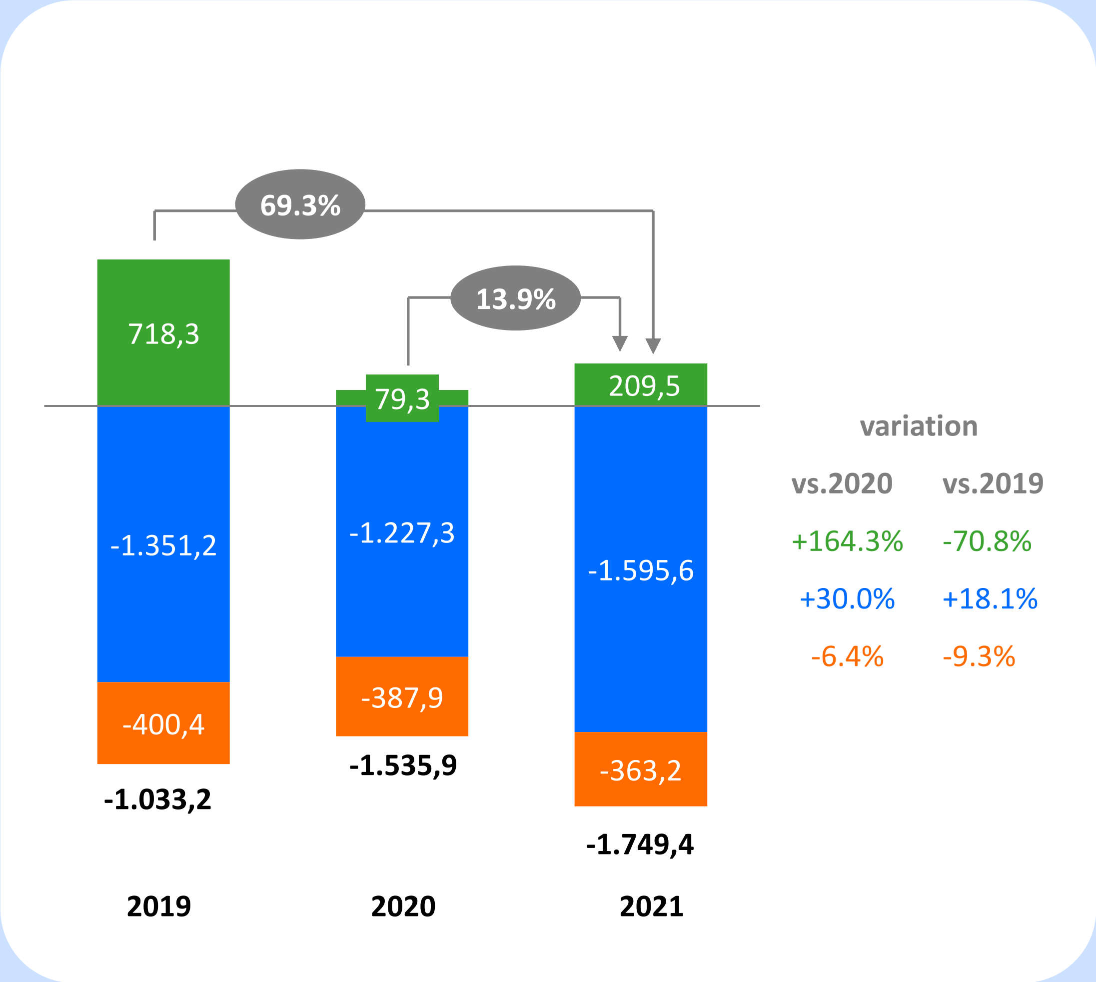
Gross Profit	2019	2020	2021	Var.2020	Var.2019
Merchandise	**47.1%**	**45.4%**	**45.8%**	**+0.4p.p.**	**-1.3p.p.**
Apparel	52.2%	51.3%	50.5%	+0.8p.p.	-1.7p.p.
Others -Fashiontronics	24.3%	22.5%	19.4%	-3.1p.p.	-4.9p.p.

Apparel
Others– Fashiontronics

Operating Expenses*

(R$ million)



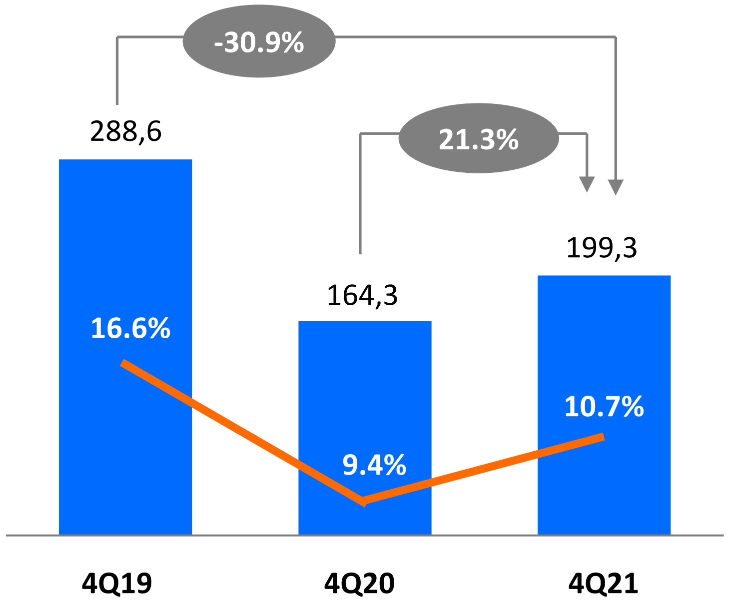


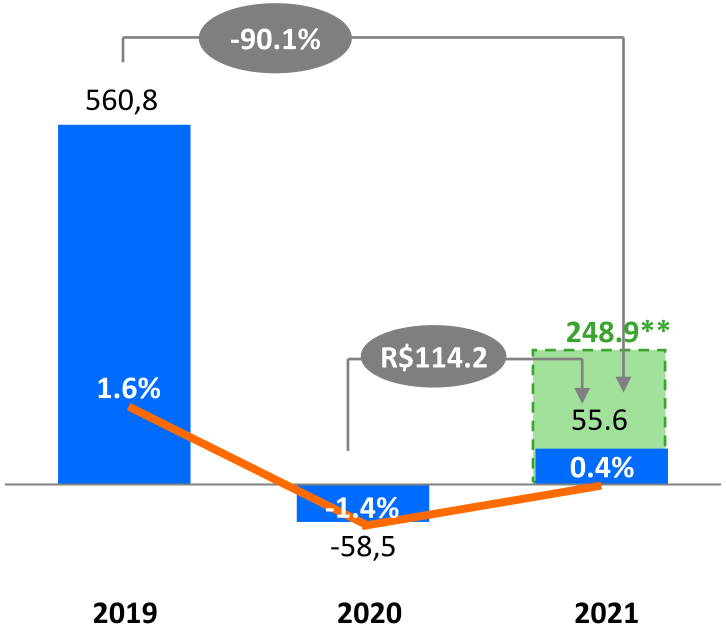
Sales G&A Others

*Expenses include the payment of leases, as per accounting standard IFRS16. Expenses also exclude depreciation and amortization, including right-of-use depreciation (leases) to facilitate the analysis.

Adjusted* EBITDA and Margin

(R$ million and %)





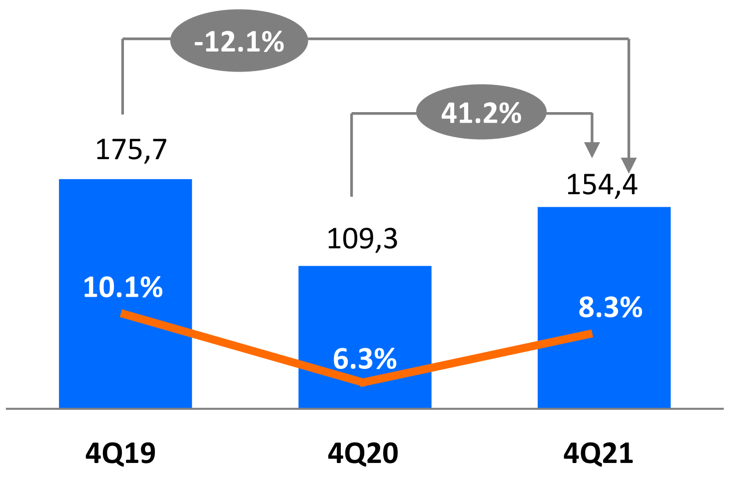
Margin (%) Adjusted EBITDA **EBITDA Adjusted for covenants****

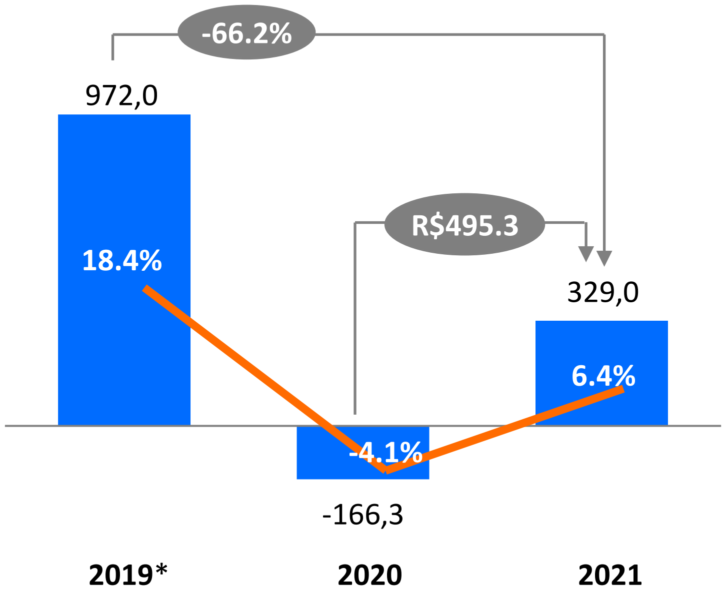
*Pursuant to Article 4, CVM Instruction 527, the Company has chosen to show Adjusted EBITDA as in the above table in order to provide information which best reflects the gross operational cash generation from its activities. The adjustments are: (i)Other net operating income (expenses); (ii) Financial Income of Supplier; (iii) Tax Credit Recovery; and (iv) Commercial Lease Payments (IFRS16).

** As reported in 4Q21 Earnings Release.

Net Income and Net Margin

(R$ million and %)



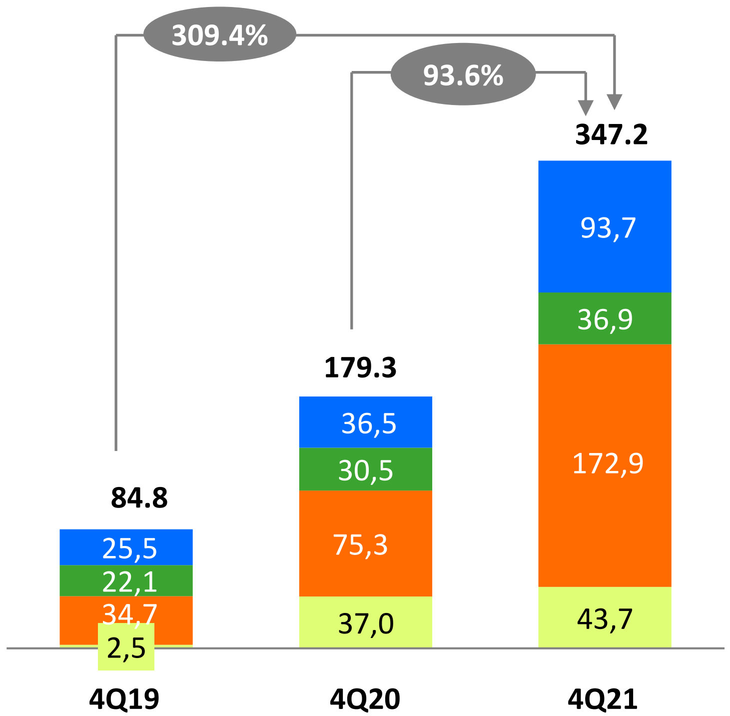


Margin (%) Net Income

*As reported. It considers the impact of tax credit gains from excluding ICMS from the basis for calculating PIS/Cofins on 02/28/2019 in the amount of R$658.7million and R$586.2 million of interest and monetary correction

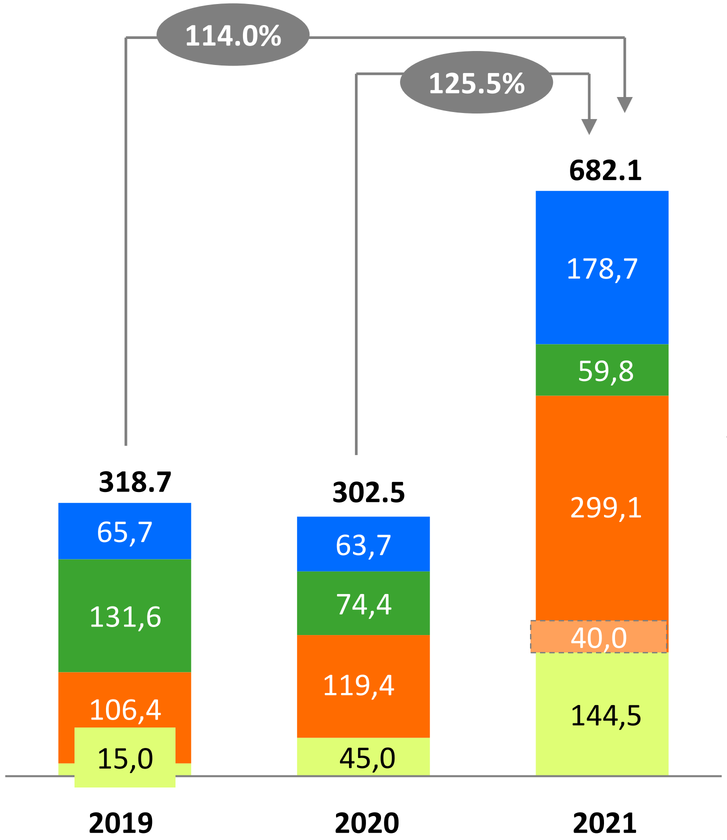
Investments

(R$ million)



variation

vs. 4Q20	vs. 4Q19
156.7%	267.4%
21.0%	66.9%
129.6%	398.2%
18.2%	1,649.7%



variation

vs.4T20	vs.4T19
185.5%	172.0%
-19.6%	-54.6%
150.5%	181.1%
221.2%	868.6%

New Stores
Revamps
Digital e Technology
C&A Pay
Supply Chain

Earnings

4Q21

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