Sustainability stone co Highlights

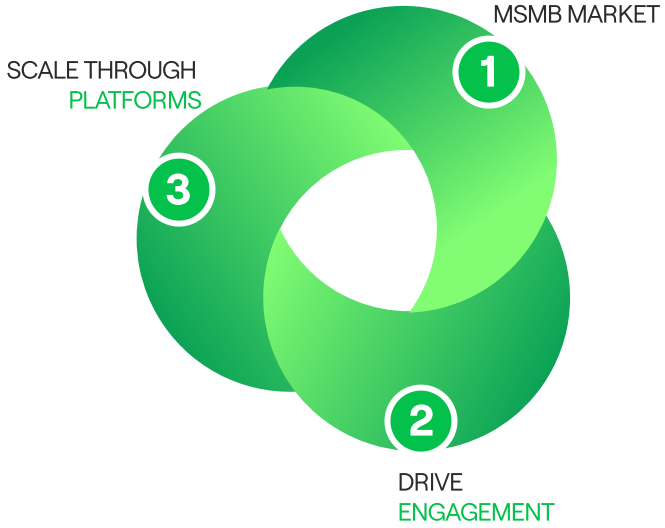
Empowering Brazilian entrepreneurs, turning your dreams into results.

We firmly believe that by meeting our clients' needs and helping them achieve their dreams, we unlock the potential within each individual and support them in reaching their goals. In doing so, we contribute to creating more jobs, reducing economic inequality, and promoting social, productive, and financial inclusion.

As part of our journey, Stone Co. adhered to the United Nations Global Compact. This means that we will do business in line with the universal principles of social and environmental responsibility.

Pacto Global Rede Brasil

Our report underwent na external and independent check by Ernst & Young Global Limited.



Strategic priorities to grow, fulfilling our purpose.

We achieved significant financial results, helping an even greater number of entrepreneurs, keeping our clients first.

R$ 12,055 million
in Annual Net Revenue

R$ 408.3 billion
TPV, + 11.2% compared to 2022

16.4%
software adjusted EBTIDA margin,
+ 1.9 p.p. compared to 2022

3.5 million
active payments customers

In 2023, we reached **2 million** active banking customers

On the Social front

15,459
employees

59.9% **40.1%**

We launched the Stone Institute Operating

in the following areas:

- Talent Education
- Productive and Entrepreneurial Inclusion
- Knowledge Generation
- Smart Philanthropy

and invested

+ R$ 10 million

in social projects.

3,179 young talents supported

1,292 entrepreneurs trained

Institute

+90% of the customer demands are resolved in the initial contact, with less than 5 seconds spent on support in operations at this level over the phone.

We have products and services that integrate financial education so that our clients are better informed to make better decisions.

With Super Conta Ton, we offer a simplified and attractive model that enables financial inclusion for people facing difficulties in accessing traditional banking services.

In Renda Extra, we build with our clients a shared income model. By helping us expand our base of new customers, we also support them in their community development.

We assess 100% of our suppliers regarding environmental, social and governance issues as part of the certification process.

On the Environmental front

98.6%

of POS[1] picked up by our reverse logistics are repaired and returned to our chain.

1 - Points of sale

We report our climate information according to the recommendations from the TCFD (Task Force on Climate Related Financial Disclosures), and we answered the questionnaire of the Carbon Disclosure Project (CDP), contributing to a greater transparency and accountability.

We audit our greenhouse gas (GHG) emissions inventory and follow the guidelines of the GHG Protocol Brazilian Program

The Clean Energy Subscription project connects renewable energy generators with entrepreneurs to facilitate access to and consumption of clean energy, reducing costs.

Governance

80% of the members of the Board of Directors are independent

Certification under PCI DSS (Payment Card Industry Data Security Standard) and ISO 27.001 standards for our acquiring services technology scope.

In 2023, we launched our **Social, Environmental and Climate Responsibility Policy (PRSAC).**

Access the full report and **learn more**.

stoneco