

Title:	HUMAN RESOURCES MANAGEMENT	Code:	PLT_006
VPE:	Executive Board for People, Management and Performance	Version:	05

Revision History

Version:	Approval Date:	History:
01	06/03/2013	Preparation of the Document
02	06/26/2015	Inclusion of the items Scope (II), Supplementary Documentation (III), Concepts and Acronyms (IV), Responsibilities (V), Consequence Management (VII), Exceptions (VIII), and General Provisions (IX); Inclusion of item 1.6; Update of item 2.2.
03	08/25/2017	Update of items II. Scope, III. Supplementary Documentation and VII. Consequence Management.
04	12/30/2019	Update of items II. Scope, III. Guidelines sub-items 2, 2.1 and 2.2, IV. Exceptions, VII. Supplementary Documentation, VIII. Concepts and Acronyms and IX. General Provisions. Inclusion of subitem 2.3.1 in item III. Guidelines.
05	02/02/2022	Update of items I. Purpose, II. Scope, III. Guidelines sub-items 1.1, 1.3, 1.7, 2, 3, 4, V. Consequence Management, VI. Responsibilities and VII. Supplementary Documentation.

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I. Purpose

The purpose of this Human Resources Management Policy ("Policy") is to define the Human Resources Principles and Management Strategy involved in the operations of the Cielo Group, its subsidiaries and affiliates, as well as the governance required to support this strategy.

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II. Scope

All members of the Board of Directors, Advisory Committees and Executive Board (“Officers”), members of the Fiscal Council and employees of Cielo S.A., Servinet Serviços Ltda., Aliança Pagamentos e Participações Ltda. and Stelo S.A., hereinafter referred to as “Company”.

All the Company’s Subsidiaries must define their directions based on the guidelines set forth in this Policy, considering the specific needs and the legal and regulatory aspects to which they are subject.

With respect to the Affiliated Companies, the Company’s representatives who act in managing its Affiliated Companies must make every effort to define their directions based on the guidelines set forth in this Policy, considering the specific needs and the legal and regulatory aspects to which they are subject.

III. Guidelines

1. Principles

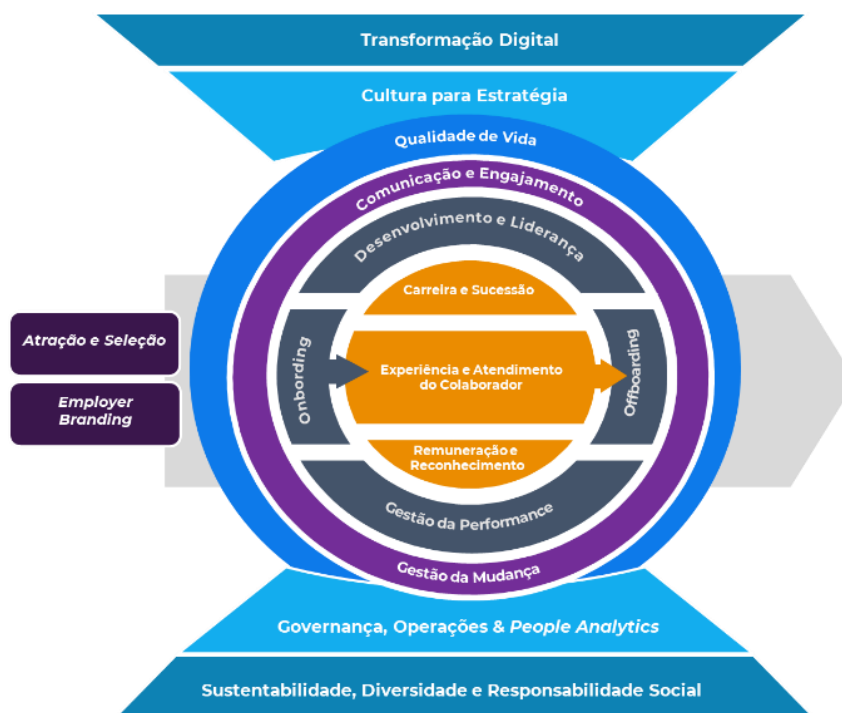
- 1.1.** The diversity and dignity of human beings are respected, and no acts of discrimination, prejudice, intimidation, or harassment of any nature are allowed in any situation. The Company considers that respect for the diversity of ideas is in its way of being, and this is reflected in the attitude of all its employees.
- 1.2.** The Company values transparency and open dialogue as instruments for improving the organization.
- 1.3.** The Company is committed to ensuring compliance with all requirements, regulatory standards, legislation in general, and legal conventions pertaining to labor relations and the work environment, applicable to its activities.
- 1.4.** The Company values and encourages the balance between work, health, and family through various actions.
- 1.5.** The Company respects the employees’ right to free trade union association and the right to collective bargaining.
- 1.6.** The talents are the Company’s as a whole, not from specific areas.
- 1.7.** The Company values and leverages the development of its employees and, to this end, provides several learning experiences, in their multiple formats.

2. Purpose

Drive the Company’s team journey, generating pride of belonging and sustainable business value.

3. Operating model

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- 3.1. Digital transformation:** Training of employees in agile practices and support in day-to-day development, so that the Company can adapt more quickly to the needs of our customers through short delivery cycles and continuous improvement.
- 3.2. Culture for Strategy:** Maintenance and support of an organizational culture aligned to the company's strategy, reinforcing its mission, values, and short, medium, and long-term objectives.
- 3.3. Governance, Operations, and People Analytics:** Maintenance and development of actions, practices, policies and processes that ensure the analysis and management of the Company's human resources.
- 3.4. Sustainability, Diversity, and Social Responsibility:** Establishing corporate guidelines and actions, reconciling economic development issues with environmental, social, and governance ones, ensuring the long-term success of the business, for the purpose of enhancing sustainable and inclusive businesses.
- 3.5. Quality of Life:** Development and maintenance of quality of life programs with the objective of promoting the employees' health and well-being, as well as the balance between personal and professional life.
- 3.6. Communication and engagement:** Development, support, and communication of policies, practices, processes, and initiatives that ensure employee motivation and engagement in the short, medium, and long term.

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3.7. Change Management: Support for processes, skills, and tools developed to manage the human side of change, ensuring that people can achieve the desired results in the new scenario.

3.8. Attraction, Selection and Employer Branding: Development and support of policies, initiatives and processes to attract and select talents aligned to the Company's objectives and values, in addition to maintenance of programs and initiatives that promote Cielo's employer brand in the job market.

3.9. Onboarding: Development and maintenance of processes and initiatives that ensure the readiness of new employees to perform their activities in the company.

3.10. Development and Leadership: Development and maintenance of learning experiences that stimulate the development of employees in a way that is aligned with the company's strategies and objectives, including the support and training of leaders so that they can manage high-performance teams in a humanized way.

3.11. Performance Management: Development and maintenance of the corporate goals model and the Management Model practices, enabling monitoring of the results during the year, as well as support in developing the appropriate action plans to boost the Company's performance.

3.12. Career and Succession: Development and support of initiatives that serve to build up and reinforce the competencies desired by the Company, enabling and driving the career development of employees, and, consequently, stimulating the leadership succession pipeline.

3.13. Employee Experience and Care: Development and support of initiatives to measure and continuously improve the employee experience, focused on their retention and engagement from the first contact with the Company.

3.14. Compensation and Recognition: Development and maintenance of policies and programs for the management of compensation, benefits, and recognition, aiming at attracting and retaining talent and, consequently, keeping the teams sufficient and motivated to meet the demands and leverage the Company's business.

3.15. Offboarding: Development and maintenance of processes and initiatives that ensure a humanized and fair transition for the employee upon leaving the company.

4. Value proposition

4.1. The Human Resources Management Strategy aims to ensure the generation of value for shareholders, employees, and others involved in the Company's operations. This generation of value is achieved by aligning the interests of the various stakeholders, seeking the

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sustainability of the business, through the optimal management of the human capital involved in the company's operations, and the following pillars:

- 4.1.1. Strengthen the Customer's vision;
- 4.1.2. Ensure that the culture supports the organizational strategy;
- 4.1.3. Ensure readiness of people who make a difference;
- 4.1.4. Reinforce meritocracy, making it possible to recognize and reward employees with superior commitment, behavior, and performance in the short, medium, and long term;
- 4.1.5. Ensure a more inclusive and diverse environment;
- 4.1.6. Promote the employees' physical and mental well-being through programs directed at improving the quality of life;
- 4.1.7. Provide and guarantee a safe and healthy work environment for its employees, seeking continuous improvement in Occupational Health and Safety processes, ensuring that it is part of the business premises that guide the Company's management decisions.

IV. Exceptions

Exceptions to this Policy must be approved by the Board of Directors.

V. Consequence Management

Employees, suppliers or other stakeholders who observe any deviations from the guidelines of this Policy may report the fact to the Ethics Channel through the channels below, with the option of anonymity:

- www.canaldeetica.com.br/cielo
- Phone, toll-free: 0800 775 0808

Internally, non-compliance with the guidelines of this Policy gives rise to the application of accountability measures for the agents, according to the respective severity of the adopted practice, and in accordance with internal regulations.

VI. Responsibilities

- **Administrators and Employees:** Observe and ensure compliance with this Policy and, when necessary, call the Executive Board of People, Management and Performance for consultation on situations involving conflict with this Policy, or upon the occurrence of situations described herein.
- **Executive Board for People, Management and Performance:** It is the guardian of this Policy and responsible for its improvement, updating, communication to the related publics, publication and

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activation, as well as the standards and procedures that support it. It is also responsible for defining consequence management actions regarding non-compliance with this Policy's provisions.

VII. Supplementary Documentation

- [Cielo's Code of Ethics](#)
- Labor legislation in effect at the federal, state, and municipal levels.
- Internal standards that are constantly improved, approved by the competent approval authority, and provided to all employees.

VIII. Concepts and Acronyms

- **Affiliates:** companies in which the Company has significant influence, whereby, pursuant to article 243, paragraph 4 and paragraph 5 of the Corporation Law, (i) there is significant influence when the Company holds or exercises the power to participate in the financial or operating policy decisions of a company, without, however, controlling it; and (ii) significant influence will be presumed when the Company holds 20% (twenty percent) or more of the voting capital of the corresponding company, without, however, controlling it.
- **Subsidiaries:** companies in which the Company, directly or indirectly, holds partner or shareholder rights that assure it, on a permanent basis, preponderance in the corporate decisions and the power to elect the majority of the managers, under the terms of article 243, paragraph 2 of the Brazilian Corporation Law.
- **Stakeholders:** All relevant target audiences with interests pertinent to the Company, as well as individuals or entities that assume some type of risk, direct or indirect, with respect to the company. Among others, the following are highlighted: shareholders, investors, employees, society, customers, suppliers, creditors, governments and regulatory bodies, competitors, press, users of electronic means of payment, and non-governmental organizations.

IX. General Provisions

The Company's Board of Directors is responsible for altering this Policy whenever necessary.

This Policy takes effect on the date of its approval by the Board of Directors and revokes any standards and procedures to the contrary.

Barueri, February 2, 2022.

Cielo S.A.

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