



CONTAX

EARNINGS RELEASE 2Q25

August 18, 2025

CONTAX

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Rio de Janeiro, August 18, 2025: CONTAX Participações S.A. – In Judicial Reorganization is a publicly traded company listed on B3 – Brasil, Bolsa, Balcão (“B3”), under the ticker CTAX3. CONTAX is the holding company of one of the largest service providers groups in the country specialized in Customer Service (Contact Center and Trade Marketing) through Contax and Industrial Maintenance through Elfe, announces its consolidated results for the second quarter of 2025 (“2Q25”). Comparisons are with 2Q24. The financial information presented herein was prepared in accordance with International Financial Reporting Standards (“IFRS”) and the accounting standards and practices of the Brazilian Corporate Law and pronouncements, guidelines, and interpretations issued by the Accounting Pronouncements Committee (“CPC”) and approved by the Brazilian Securities and Exchange Commission (“CVM”).

1H25 Highlights

CONTAX records positive operating result of R\$ 32.6 million, with Net Revenue of R\$ 221.7 million and Adjusted EBITDA of R\$ 10.1 million.

Net Revenue	Operating Result	Adjusted EBITDA
+22.7%	+95.2%	R\$10.1MM

Highlights of the period	1H25	1H24	Chg.
Financial (R\$ mm)			
Gross Revenue	244,0	202,5	20,5%
Net operating revenue	221,7	180,7	22,7%
Cost of services rendered	(189,1)	(164,0)	15,3%
Operating result	32,6	16,7	95,2%
% NOR	14,7%	9,2%	
Adjusted EBITDA	10,1	7,7	31,2%
% NOR	4,6%	4,3%	
Operating			
No. of employees	11.179	10.549	6,0%

To calculate Adjusted EBITDA, the Company evaluates and excludes non-recurring items related to (i) Loss or Gain on sale of property, plant and equipment; (ii) Costs with demobilizations; (iii) Adjustments from prior periods; (iv) Expenses with lawsuits; and (v) Estimated losses on doubtful debt.

Message from Management

The 1H25 maintained the trajectory of diversification and growth of our client portfolio, combined with the continuous improvement of operational performance, in line with our strategic plan.

Net revenue grew 22.7%, totaling R\$221.7 million, from a gross revenue of R\$ 244 million. This evolution is the result of our strategy of portfolio diversification and expansion of the customer base.

Through efficient resource management and continuous process optimization, the Company achieved significant growth in operating result, which reached R\$32.6 million — a 95.2% increase compared to the same period in 2024.

Year-to-date, adjusted EBITDA reached R\$10.1 million, reinforcing the consistency of our operational performance.

We have intensified actions that strengthen the basis for the sustainable recovery of our margins, with emphasis on the optimization of infrastructure, economies of scale, operational performance and productivity.

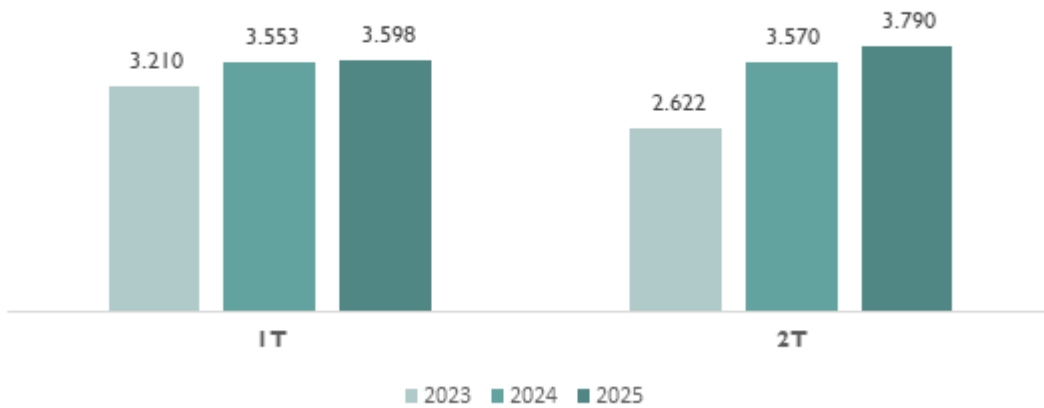
As part of our commitment to social responsibility, we continue to promote diversity and inclusion in our workforce. We reinforce gender equity at all levels of the organization, with significant female representation in leadership positions.

In addition, the Company plays an important role in developing new talent. In 1H, we hired 4,369 young people, many of whom landed their first formal job with us. This data reflects our continued dedication to creating a diverse and inclusive work environment, contributing to the professional and social development of the communities where we operate.

We ended the first six months focused on continued revenue growth and consolidation of positive margins, maintaining our commitment to operational excellence, caring for our employees and continuously improving our customer experience.

André Felipe Rosado França

CEO



We reinforce our commitment to technological transformation, through strategic investments in **generative artificial intelligence** and **digital services**, increasing service efficiency and strengthening customer relationship.

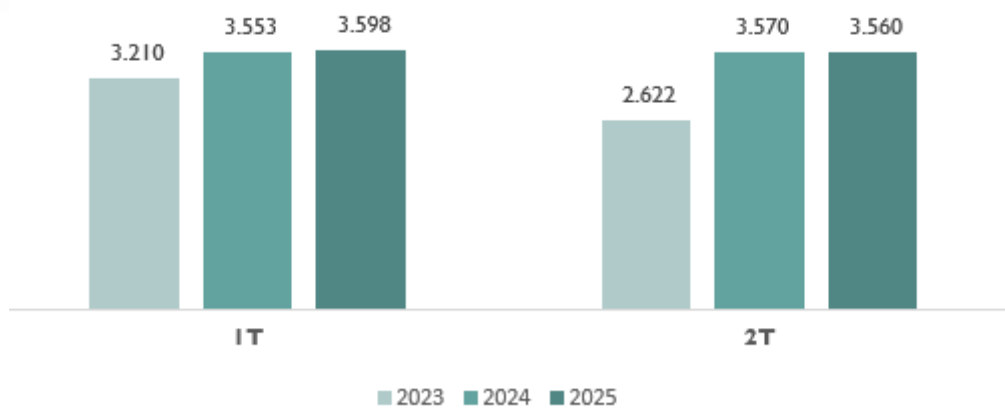
Innovation has led to an expansion of our portfolio, with emphasis on the expansion of **Collection** and **Telesales services**, which has diversified our offering and expand our customer base.

Strategic technology partnerships have accelerated productivity, optimized processes, and ensured faster delivery of solutions, especially for new clients.

Talent developmnet and operational efficiency

We have intensified our efforts in the process of retaining and attracting talent, increasing the number of training and qualification programs in person and distance learning. More than 130,000 hours of training were carried out in 1H25. These actions directly reflected in the increase in our productivity:

Net revenue per employee (in R\$ thousand)



Financial Performance

Net revenue in 1H25 grew 22.7%, totaling R\$221.7 million, from a **gross** revenue of R\$ 244 million. This evolution is the result of our strategy of **portfolio diversification** and **expansion of the customer base**.

With efficient resource management and continuous process optimization, we achieved significant growth in operating income, reaching R\$32.6 million — a 95.2% increase compared to the same period in 2024.

Year-to-date, adjusted EBITDA reached R\$10.1 million, confirming a solid recovery trajectory and reinforcing the consistency of our operational performance.

Highlights of the period	1H25	1H24	Chg.
Financial (R\$ mm)			
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Income Statement

Income Statements			
In R\$ million	1H25	1H24	YtY
Gross operating revenue	244,0	202,5	20%
Net operating revenue	221,7	180,7	23%
Cost of services rendered	(189,1)	(164,0)	15%
Gross margin	32,6	16,7	95%
Gerais e administrativas	(27,7)	(11,6)	139%
EBITDA Contábil	4,9	5,1	-4%
Contingencies	(4,5)	(7,4)	-39%
Demobilization	13,5	7,7	76%
Losses on doubtful debt	0,3	21,7	-99%
Adjustment from prior periods / tax recovery	(4,1)	(19,4)	-79%
Adjusted EBITDA (Press release)	10,1	7,7	31%
Depreciation and amortization	(10,9)	(34,4)	-68%
Financial result	(37,6)	(16,8)	124%
Income tax and social contribution	(1,3)	150,9	-101%
Income (loss) for the period	(44,9)	104,8	-143%

Assets

ASSETS			
In R\$ million	06/30/25	12/31/24	Δ
Cash and cash equivalents	81,4	68,4	13,0
Accounts receivable from clients	69,5	49,8	19,7
Guarantees	5,3	5,5	(0,2)
Recoverable taxes	17,9	26,7	-
Prepaid expenses and other assets	2,1	2,8	(0,7)
Assets held for sale	5,0	5,0	-
Total current assets	181,2	158,2	31,8
Long term judicial deposits	156,6	164,0	-
Long term guarantees	5,3	-	5,3
Recoverable taxes	94,8	84,5	10,3
Deferred income tax and social contribution	19,6	19,9	(0,3)
Prepaid expenses and other assets	1,9	1,4	-
Property, plant and equipment	11,9	15,3	(3,4)
Intangible	641,9	646,8	(4,9)
Right of use	10,4	15,5	(5,1)
Total non-current assets	942,5	947,4	1,9
TOTAL ASSETS	1.123,7	1.105,6	18,1

Liabilities

LIABILITIES AND EQUITY			
In R\$ million	06/30/25	12/31/24	Δ
Suppliers	15,3	26,4	(11,0)
Payroll and related charges	176,1	133,6	42,5
Payable taxes	195,8	157,4	38,5
Debentures	19,2	2,8	16,4
Loans and financing	69,8	56,8	13,1
Leasing	4,7	6,4	(1,7)
Other liabilities	-	-	-
Total current liabilities	480,9	383,3	97,7
Suppliers	33,2	39,1	(5,9)
Debentures	94,0	107,0	(13,0)
Loans and financing	33,7	35,0	(1,3)
Provision for contingencies	0,4	0,3	0,1
Payable taxes	152,3	163,3	(11,0)
Deferred income tax and social contribution	192,7	192,7	-
Related parties	6,7	6,3	0,4
Dividends payable	4,8	4,7	-
Other liabilities	11,8	11,8	-
Total non-current liabilities	538,5	573,0	(34,6)
Equity	104,3	149,3	(45,0)
TOTAL LIABILITIES	1.123,7	1.105,6	18,1

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