

# **SUSTAINABILITY**

## **REPORT**

### **2022**

**enjoei**

# SUMMARY

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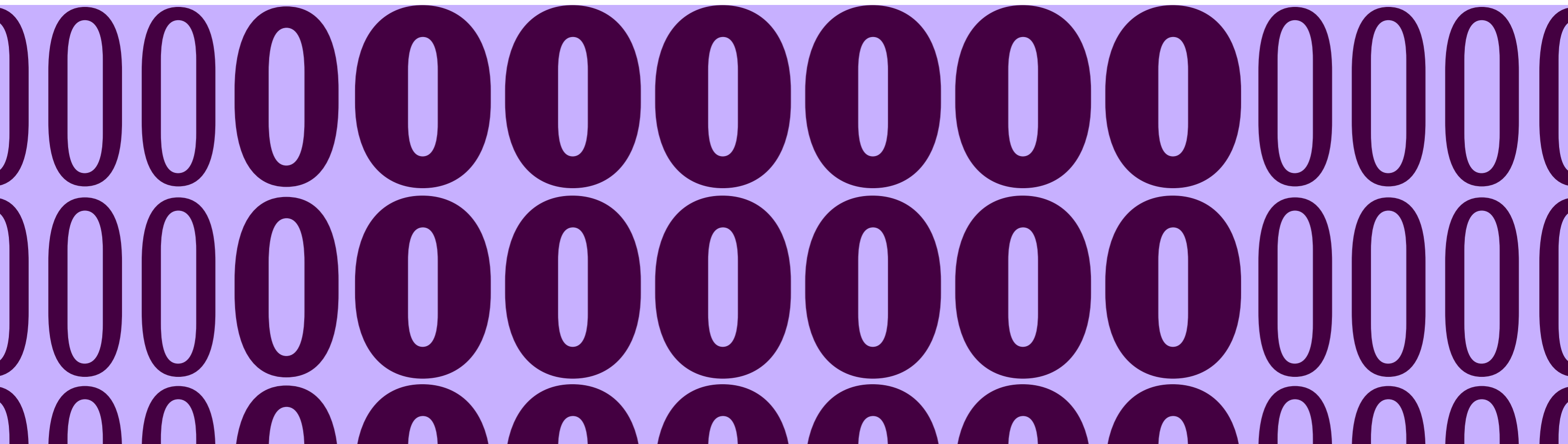
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# 01

## document foundations

GRI 2-3 | 2-5

/ strategic audience engagement  
/ material themes





This is the first Sustainability Report published by Enjoei, through which the company aims to introduce its strategy and work aligned with **ESG** pillars (Environmental, Social, and Governance) to all interested audiences.

The document – which will happen annually – includes activities conducted from January 1st to December 31st of 2022, unless when stated otherwise, especially for means of comparisons, and it follows the Global Reporting Initiative (GRI)'s guidelines, in its most recent version.

In this document, operational and financial-economic performances of all businesses are reported. Data, except for financial data, hasn't been submitted to external audit. The high leadership has been directly involved in the process of drafting this document through interviews and validation of the company's material themes. Since it's Enjoei's first publication on the theme, there hasn't been any re-drafting of previously published information.

To submit questions or comments regarding this publication, an e-mail address is available: [esg@enjoei.com.br](mailto:esg@enjoei.com.br).

# FOREIGN AUDIENCE ENGAGEMENT

GRI 2-29

Enjoei relates and interacts with a set of audiences, from which the following stand out:

## Investors and shareholders

Who negotiate company shares on B3. The identification of this group is conducted daily by monitoring the shareholder base provided by the bookkeeping agent.

## Industry Association and Public Authority

With a focus on themes related to the internet, new regulations, and anti-piracy. The association was selected from its public positioning and participating companies

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## Shoppers and sellers on the platform

With whom several surveys are conducted with NPS mechanisms and analysis of reviews/compliments/suggestions.

## Social institutions

Receive donations of pieces and whose relationship is focused on the monitoring of operational traffic and the impact of the Institutions' actions.

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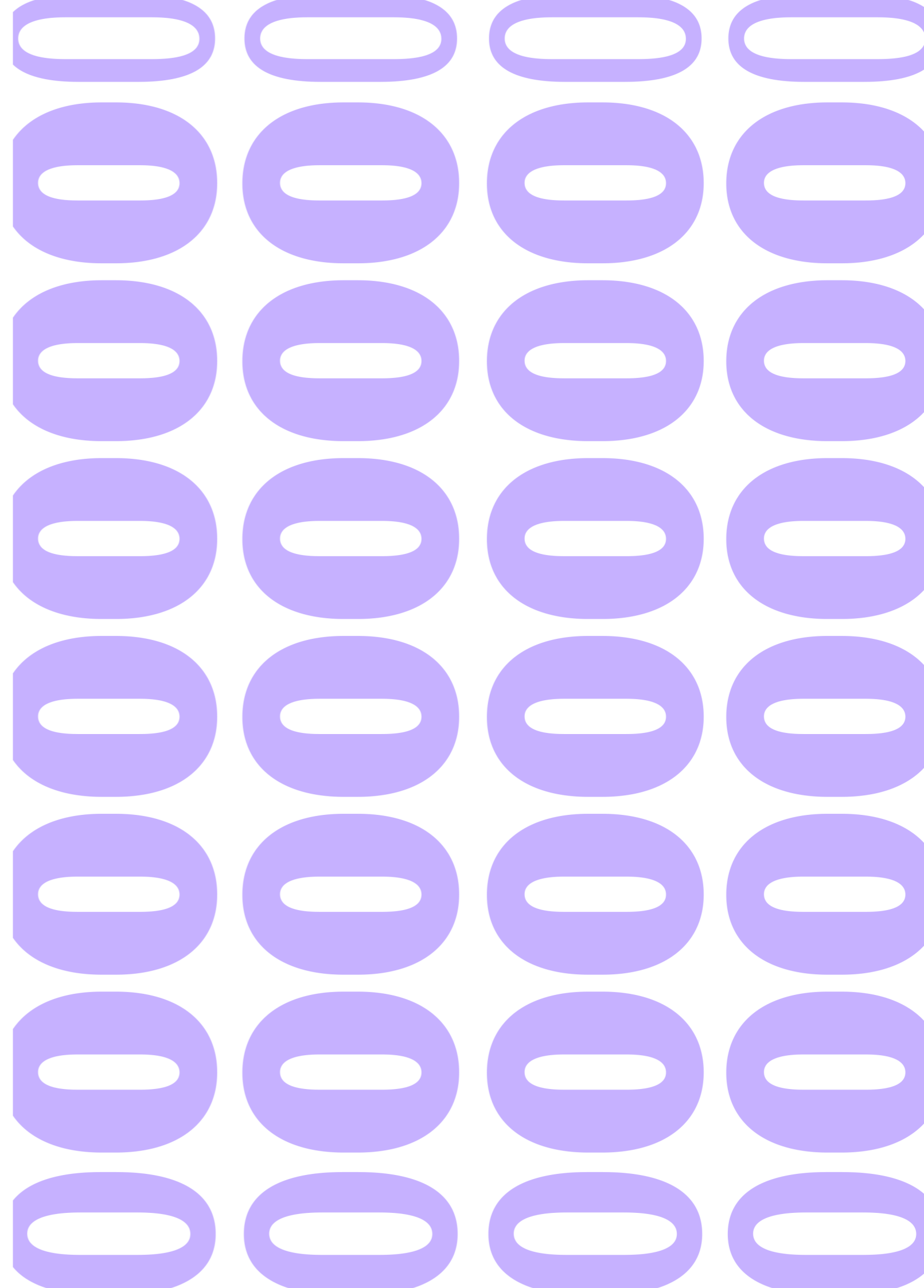
## Employees

Who are also heard through several surveys with eNPS mechanisms and analysis of reviews/compliments/suggestions.

Audience engagement is established from the materiality of each group for the company, based on the business model and social-economical impacts. The company stays in contact through regular meetings, in a proactive or reactive way, communicating perspectives and expectations in a transparent manner, and providing a space that welcomes suggestions. Operational and financial information is also shared on its official channels and through the Securities and Exchange Commission of Brazil, in addition to holding quarterly results conferences with the market. On the corporate website on Relationship with Investors, Enjoei also provides memos of relevant facts and warnings for shareholders, as well as forms and external and internal communications.

Enjoei's purpose in engaging its audiences of interest is characterized by the (i) identification of real or potential impacts and the prevention and mitigation of potential negative impacts when related to the industry and Public Authority; (ii) maintaining and attracting shareholders, ensuring a base of investors that is healthy and aligned with the company's long-term strategy, as well as capturing market perception regarding business performance and the macro scenario; (iii) identification of real or potential impacts and measuring these impacts, as well as the appropriate treatment to retain customers and employees; and (iv) detection of real positive impacts and measurement of these impacts in the relationship with social institutions that receive donations of parts.

Feedback resulting from these interactions can be registered through the Relationships with Investors e-mail address ([ri@enjoei.com.br](mailto:ri@enjoei.com.br)), the Reporting Channel, satisfaction surveys with users and employees, and in records from individual or group meetings, later used for strategy discussion with the Executive Board.



# MATERIAL THEMES

GRI 3-1 | 3-2

To establish the material themes being further explored in this report, Enjoei conducted a materiality process coordinated by the Sustainability Committee, with the support of external consulting, which included the following steps:

**Identification** analyzing secondary sources to gather the main themes pertinent to the company.

**Prioritization** conducting 13 interviews (internal and external), online consulting with 200 respondents, and workshop with 25 internal leaders. Board members, directors, managers, and company employees, investors, customers, business partners, social institutions, and industry experts were heard.

**Analysis** compiling and analyzing results from the Sustainability Committee and from the external consulting, with guidance from a matrix of material themes.

**Validation** validating the results with the Executive Board.

This process resulted in the selection of seven material themes:

**Circularity and conscious consumption**

**People management, diversity and inclusion**

**Privacy and information security**

**Growth and corporate culture aligned with ESG purposes**

**Buyer and seller's satisfaction and experience**

**Climate changes and GHG emissions**

**Governance, ethics and transparency**

Since this is the company's first report, as of yet there are no established goals for each material theme.

# 02

**from a blog to  
a large platform**

GRI 2-22







In the position of secondhand fashion market leader in Brazil, with the second most downloaded app in the fashion & lifestyle category, according to research by UBS Evidence Lab, and among the top three in market share ranking in terms of access, according to the Report on E-commerce Sectors in Brazil, by Conversion, we close 2022 with a 32% growth in total traded volume (GMV), in comparison to 2021, reaching BRL 1.1 billion in GMV, 1.2 million in active buyers, 1.0 million active sellers, 6.6 million traded items, and 15.3 million new published items.

In addition to granting us great satisfaction and enthusiasm, all these achievements reveal that we have paved a virtuous way, expanding and building a new consumption habit, also with a lot of learning and challenges. After our Initial Public Offering (IPO), in 2020, our business has taken on other proportions, demanding a high level of growth in terms of corporate governance and compliance, and deliveries aligned with the market's expectations.

Our management is focused on results, a consequence of the strategic planning cycle and tactical developments that we have experienced in 2022, with repercussions in all areas of the business.

In a year marked by a macroeconomic scenario of strong inflation, rising interest rates, and people's reduced purchasing power, accentuated by the incipient post-pandemic recovery, retail, as well as other sectors, was strongly impacted. However, by being an alternative way to acquire additional income – being an intermediary for the sale of secondhand pieces – and the acquisition of items costing up to 70% less than traditional retail, we are a business with a recognized positive impact on consumers, society, and the environment.

In addition, our working sector is promising. According to a survey conducted alongside Boston Consulting Group (BCG), the fashion sector's expected growth is of 10% a year until 2025, for most subcategories. The survey has also shown that 70% of buyers of used items appreciate the sustainable aspect of consuming such products.

These indicators justify our efforts to seek continuous improvement and new consumer experiences. Some examples in that sense, in 2022, were the creation of a specific governance area, as well as the progress in synergy among processes conducted internally, and result optimization.

In addition, we have expanded our network of partnerships with carriers, from 4 thousand drop-off locations for pieces sold by our users all across Brazil to 11 thousand, also making it more convenient for sellers, and improving the trading journey. On the website and the app, we have added features to improve the purchasing experience overall, we have maintained our partnerships with brands, celebrities, and influencers on C2C, and we have granted greater visibility to Enjoei Pro, expanding this line of business that offers convenience to the user all across Brazil.

From a socio-environmental point of view, we have also made progress. We have donated over 200 thousand articles of clothing, benefiting charities and encouraging female entrepreneurship; we have drafted our first Emission Inventory and reported, for the first time, the Carbon Disclosure Project (CDP)'s climate change questionnaire; as well as working on our first publication on circular economy in Brazil. We are also aligned with the United Nations (UN)'s Sustainable Development Goals (SDG).

In the face of so much transformation and our new moment, in 2022 we have redefined our brand and launched, in the first few months of 2023, a new visual identity, that is compatible with the messages that we wish to convey: that we are experts in fashion, and we work to change retail's traditional model, not by eliminating it, but rather providing other consumption options and, consequently, improving the vicious cycle of unnecessary production, usage, and disposal of clothes, shoes, and accessories.

With great enthusiasm to intensify this new journey, I thank all who work and have worked with us, who have been fundamental to our arrival here; all users who trust our platform, who conduct good business, and collaborate towards spreading a new paradigm of consumption; investors, who believe in our purpose, who support us and dream the same dream as we do; all who follow us on social media; and suppliers, business partners, and fellow stakeholders with whom we relate.

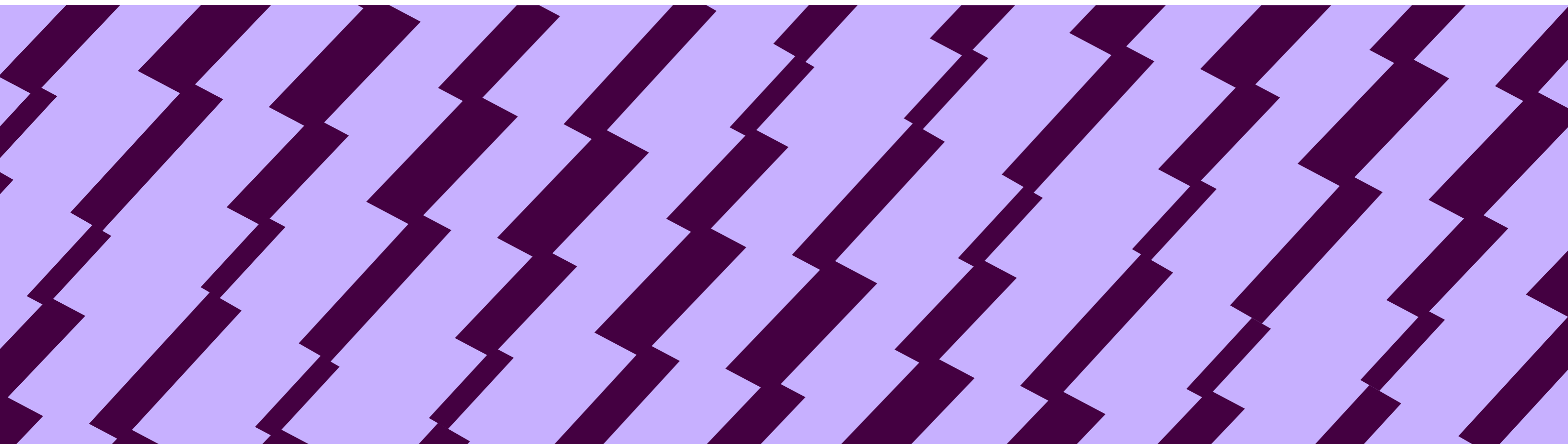
**Tiê Lima – CEO**

# 03

## enjoei – largest and greatest secondhand fashion community in Brazil

GRI 2-112-6

- / timeline
- / circularity and conscious consumption
- / highlights



Enjoie, the largest secondhand fashion community in Brazil, was launched in 2009 from Ana Luiza McLaren's and Tiê Lima's idea to create a platform to market clothes and accessories they no longer used. Both had already acquired prior professional experience in the digital world, and were aware of the potential of e-commerce.

From a blog, the platform grew and conquered followers who were convinced that circulating clothes, shoes, and accessories was a collective wish and need. Thus, the desire to redefine the concept of 'new' was consolidated, along with the core idea that items that were mostly used, but in good condition, could have a new life. And also: that this dynamic was financially appealing to sellers and buyers.

In 2020, Enjoie's capital went public, being listed on B3, in the New Market segment, composed by companies committed to adopting the best corporate governance practices. It has

thus become the largest platform for reselling used fashion articles in Brazil, with a focus on responsible consumption and circularity.

With its headquarters in Sao Paulo, the tech company has over 250 professionals and recorded, in 2022, the transaction of 6.6 million items marketed across national territory. Its app was the second most downloaded app in the fashion & lifestyle category (Android and iOS), according to UBS Evidence Lab, Sensor Tower.

As for the supply chain, it is composed of commercial partners, among them are communication campaign promoters, tech solution developers, logistics and payment services providers, and consulting firms, among others. Considered downstream entities there are over 1 million users who are sellers and the same number of buyers. The company also has a partnership with a series of social institutions that receive donations of articles from the businesses on its platform.



# TIMELINE

- 2009** Founded as Enjei blog, by Ana Luiza McLaren and Tiê Lima. The pieces would undergo the couple's curation before entering the platform. Within a short period of time, demand increased, and the first employees were hired.
- 2012** Evolution to marketplace, which made the business even more promising, with monthly earnings from BRL 300 thousand to BRL 500 thousand. The first partnership with a celebrity was signed. The company also achieved a Gross Merchandise Volume (GMV) of BRL 1 million in December.
- 2015** Recorded GMV of BRL 10 million in November.
- 2017** Launch of Enjei Pro, a business line complementary to C2C, based on the full-service convenience model for the seller.
- 2018** Reaching GMV of BRL 20 million in July.
- 2020** GMV of BRL 40 million in May and, in November, going public on the Brazilian Stock Exchange (B3). Under the code ENJU3, the Initial Public Offering (IPO), of BRL 1.13 billion, was assessed at around BRL 2 billion.

- 2021** Expansion of Enjei Pro for collection across Brazil. In February, a logistics hub was created, with a higher number of partner carriers, diversifying the delivery service, which by then was conducted only through Correios.
- In August, after continuous app improvements, with new features, and intense training of the Customer Experience team, the company achieved a "Regular" rating on the website Reclame Aqui.
- In September, the Logistics Center moved to Cabreúva (SP), with a fourfold increase in operating capacity, to about 1.5 million pieces.
- In November, GMV was BRL 90 million.
- 2022** In January, the company won the accumulated classification "Good" from the Reclame Aqui website. Hiring corporate consultancy to improve strategic planning and results.
- Strengthening governance routines and processes, and start of the brand's redesign, with a launch in 2023.
- At the end of the exercise, the company surpassed the mark of over BRL 1.0 billion in accumulated GMV and reached 11 thousand drop off points integrated to the platform.

| <sup>2</sup>Gross Merchandise Volume, an indicator adopted by online stores in e-commerce.

# CULARITY AND CONSCIOUS CONSUMPTION

GRI 3-3 – Circularity and conscious consumption | 203-2

The circular consumption model, adopted by Enjoei, opposes the linear and traditional trajectory where pieces are manufactured, purchased, used, and disposed of. The platform encourages conscious consumption – with reutilization, the pieces have a longer lifespan, the economy is strengthened, and the use of natural resources is minimized.

The positive impact of this work logic on the economy is the extension of the product cycle, creating greater value for the fashion chain with the sale of a product that would otherwise be discarded. To the environment, it is depicted in reduced waste disposal from textile production and in the deceleration of the exploitation of natural resources. To people, the benefits are the generation of additional income (sellers) and greater purchasing power (buyers).

To manage those impacts, Enjoei adopts operational measures, such as the increased number of transactions and users, users' recurrence and product uploads, in addition to observing

the generation of additional income for sellers. Regarding consumption type, the company conducts quantitative and qualitative studies with users, to understand their reasons for buying and selling. Environmental impacts are sized through metrics and surveys available in the market, such as comparative life cycle assessment studies.

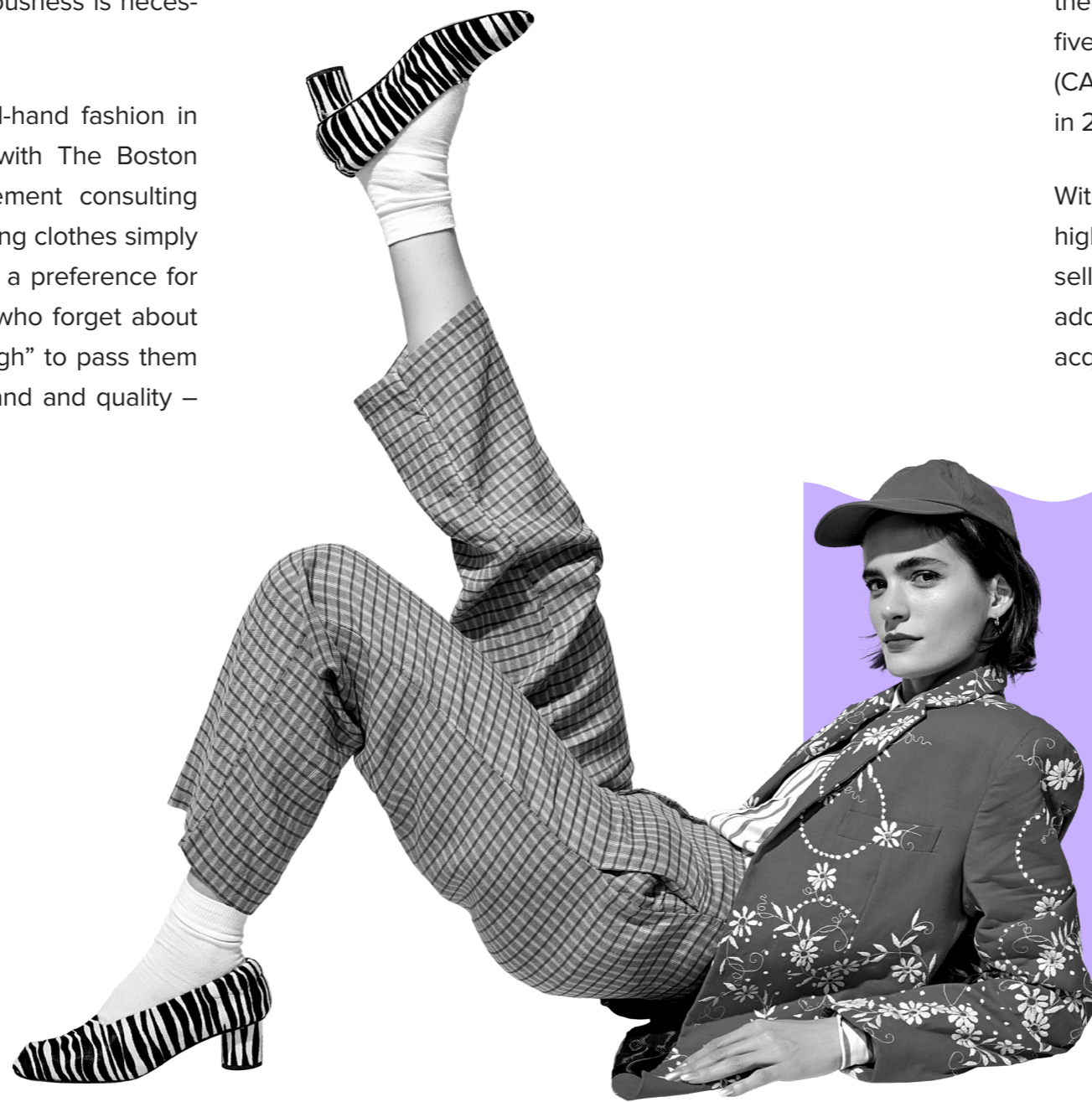
The efficiency of the measurements is verified by monitoring operational and financial indicators, through earnings releases and official reports, in addition to the growth of the business itself and the company's market share.

As for negative impacts, there are Greenhouse Gas (GHG) emissions in the process of product delivery and the creation of waste with packages for transportation – in the case of pieces from Enjoei Pro. Regarding those, the company seeks, with its carrier partners, operational efficiency solutions that reduce vehicle travel and demand and, consequently, GHG emissions.

# CULTURAL CHANGE AND CIRCULARITY POTENTIAL

Circular fashion and the commerce of used goods reduce the impacts of the still predominant linear model. However, for this scenario to be reversed, a change of consciousness is necessary.

On the survey “The (re)discovery of second-hand fashion in Brazil”, conducted in 2022 in partnership with The Boston Consulting Group (BGC), a global management consulting company, 60% of respondents stated not selling clothes simply due to not having this habit, and 43% stated a preference for donating their pieces. There are also those who forget about their products due to “not being brave enough” to pass them forward and wonder about their value or brand and quality – despite them not being used anymore.



Also according to the study, the secondhand market for used clothes, shoes, and accessories represented USD 36 billion in the United States in 2020. It is estimated that, within the next five years, this segment will grow annual investment return fees (CAGR) from 15% to 20%, surpassing USD 70 billion already in 2025 and surpassing the fast fashion market value by 2030.

Within this context, business models such as Enjei’s are highlighted for its encouragement towards circularity. Those selling are the winners, opening closet space and acquiring additional income, and those buying are also winners, by acquiring unique items, in great condition, for affordable prices.

## CURIOSITIES

The strong growth expected for the next few years in the used item retail sector is stimulated by digital mediation platforms – Enjei, as an example.

-Most secondhand consumers are young millennials and Gen Z, who engage with social media.

# BRAZILIAN SCENARIO

The fact that Enjei is a Brazilian company imposes on the company the need to assess local scenarios and the implications of circular fashion within the context of an economy that is unstable and marked by social inequality.

As mentioned in Enjei's publication on circular economy "The Future Knocks on the door", and according to data provided by IBGE, it is estimated that 4.3% of the average monthly family income in Brazil is spent on clothing. Throughout the Covid-19 pandemic, around 38% of the population had its income reduced and, considering macroeconomic data for 2022 – a year with above average inflation and 16% higher costs for clothing compared to the last 27 years, according to the National Confederation of Commerce – the impact of clothing on families is noticeable. The increased cost of energy, fuel (shipping), labor, and cotton were some of the factors that have impacted production and prices.

Consequently, the commerce of used goods grew 48.5% during the pandemic. In addition, the survey with BGC has shown that:

**56%** of Brazilians stated having already made at least one transaction (buying or selling) of used articles.

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Clothes are leaders in the ranking, with nearly **50%** penetration among used goods buyers.

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Shoes and accessories are among the five items with the greatest adhesion in the used goods market, with **34%** and **33%** penetration, respectively.

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Among used goods buyers and sellers, an average of **12%** of their closet is occupied by second-hand pieces, very similar to the reality of mature markets.

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There is an intention to increase this percentage, reaching **20%** already in 2025, which represents a potential market of BRL 24 billion.

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# HIGHLIGHTS

**LEADERSHIP IN THE  
SECONDHAND FASHION MARKET IN BRAZIL**

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**2ND MOST DOWNLOADED  
APP IN THE FASHION & LIFESTYLE CATEGORY**

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**TOP 3 FOR ACCESS  
IN THE MARKET SHARE RANKING**

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**6 3 8 THOUSAND  
LITTLE STORES ADDED (NEW SELLERS) IN 2022**

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**845 THOUSAND  
NEW BUYERS IN 2022**

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**15,3 MILLION  
PRODUCTS ADDED IN 2022  
(15.1 MILLION PRODUCTS IN 2021)**

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**OVER 1,3 MILLION  
NEW ITEMS PUBLISHED A MONTH**

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## MOST SOLD PIECES IN 2022

**411 THOUSAND** PANTS

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**506 THOUSAND** TOPS

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**421 THOUSAND** DRESSES

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**275 THOUSAND** COATS

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## 2022 FINANCIAL RESULTS

**BRL 1,1 BILLION**  
GMV

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**BRL 139 MILLION**  
NET REVENUE

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**BRL 49 MILLION**  
GROSS PROFIT

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**35%**  
GROSS MARGIN

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**6,6**  
**MILLION**  
**ITENS**  
TRADED in BRAZIL  
in 2022



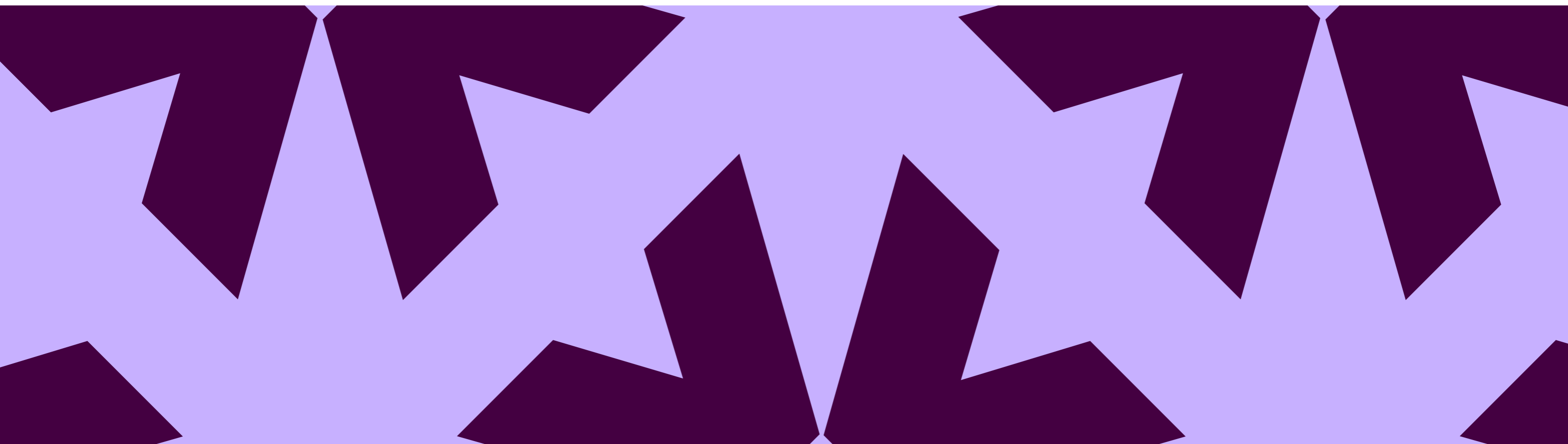
# 04

## strategy and management model

GRI 3-3 – Growth and corporate cultured aligned with ESG purposes

/ strategy

/ management model



Enjoei permanently seeks to identify growth opportunities, consolidating its position to contribute towards the transformation of the consumption standard. With its community expansion, there's greater liquidity to sellers and, in parallel, increased benefits: wider product range, closer users, more affordable shipping, and evolution of collection points for pieces, facilitating transactions and improving the customer experience.



# STRATEGY

In 2022, with the support of external consulting, the company structured a short, medium, and long-term strategic planning cycle, anchored in high standards of corporate governance. To uphold it, it was integrated into the business' tactic, which granted management greater consistency, with process optimization, rules, and tools for all departments. The focus was also directed towards the analysis of internal and market data and budget. The planning was also based on a study on consumption patterns, behaviors, and trends in secondhand fashion, ordered to guide the internal view on the community's current or potential stakeholders.

Strategic pillars were established, structured under the company's view, to be the largest and greatest Brazilian community to discover and access goods, giving a new life to used products. From this concept, choices were refined, keeping the platform as a reference in secondhand fashion, but also ensuring a profitable environment, with management that is focused on results.

The guidelines established in 2022, with a forecast for the following years, include maintaining growth focused on fashion, inventory expansion, a loyal vendor base and strengthening the community. After the growth of the network of active users – which, in 2021, went from 26% a year for buyers and 50% a year sellers –, the priority was making this structure dynamic, throughout 2022, with the readjustment of operations to increase profitability.

To continue with these advancements, the idea is to optimize costs and increase revenue lines, which will be the foundation for liquidity and accelerating earnings. In addition, Enjoiei will continue investing in the platform's structure, so that it is more robust, safe, and efficient.

# STRATEGY STRUCTURED UNDER FIVE PILLARS

**BEING THE LARGEST SECONDHAND  
FASHION COMMUNITY IN BRAZIL**

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**CONNECTING PEOPLE,  
PRODUCTS AND BRANDS**

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**PROMOTING TRUST,  
TRANSPARENCY, AND SAFETY**

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**EXPERIENCE - OPERATIONAL  
QUALITY AND CONVENIENCE**

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**PROFITABILITY - SUSTAINABLE  
GROWTH**

# COMPETITIVE DIFFERENTIALS

In addition to the diversity of pieces on display and the continuous consumer adhesion, Enjoei stands out for the recurrence with which clients complete deals on its platform. The company's transaction model clearly aims to encourage the habit of acquiring used pieces, transforming consumption standards – from conventional to more responsible and conscious.

Frequency is necessary to develop a habit. Thus, Enjoei invests so that the user isn't limited to only the first purchase, but rather have the platform as a reference when thinking of fashion consumption. The goal is to be among the greatest fashion players in Brazil and drive a culture of resale.

# A NEW BRAND

Aligned with its accelerated growth and conveying its perspective as a company as well as its focus on fashion, Enjoei sought to reinforce in 2022 its attributes as an innovative and fearless brand. It has then taken on a new visual identity, also capable of increasing communication with the most diverse audiences and expressing a more active position in the sustainable agenda.

Changes to the brand's logo, form, structure, and architecture are being reflected in 2023, on the website and the app, granting greater cohesion when it comes to user experience.



# BRAND CHARACTERISTICS

## WHY purpose

**Redefining the new, transgressing the fashion cycle.**

## FOR WHOM AND FOR WHAT positioning

Enjoei is a platform for second-hand fashion, made by people to people. It connects those who want to have an extra income, opening up space in the wardrobe, with those looking for a unique item for a lower value. promotes a lifestyle intelligent with a keen eye, valuing good looks and good stories and providing a shopping and uncomplicated, reliable and delicious online sale.

## promise

**For those who sell,** we guarantee an uncomplicated online sales experience, reliable and hot second-hand fashion, promoting good business and a smart lifestyle.

**For those who buy,** we guarantee an uncomplicated online shopping experience, reliable and fond of fashion “finds”, promoting good business and an intelligent lifestyle.

## HOW IT MANIFESTS

### drivers

**show case of attributes**

**trust in the whole, enchant in detail**

**intelligence does not go out**

### attributes

diverse  
permeable  
authentic  
organized

light  
humorous  
simple  
charming

sagacious  
bold  
alive  
booster



**REDEFINING  
THE NEW  
TRANSGRESSING  
THE FASHION  
CYCLE**



# MARKETING AND COMMUNICATION

Throughout the year, the company has invested in marketing and communication to meet its goals of expanding user base and traffic and strengthening its brand. The ads were shared primarily on online channels, such as social media, and search engines. In terms of offline media, TV and OOH (out of home media, as in being shared at urban spaces) campaigns were prioritized.

In parallel, there's been continuous progress in terms of the use of data, tracking tools, and mathematical attribution models for identifying the short-, medium- and long-term effects of each marketing investment, optimizing the resource allocation for the different acquisition strategies and media channels. Another focus was understanding user segmentation and inventory, with the goal of improving the efficiency of strategies of acquisition, retention, and liquidity.

For the upcoming years, the company plans to expand in terms of sellers and inventory and, consequently, its community. To this end, it will continue investing in the platform's navigation and engagement tools and in the use of data and artificial intelligence to more clearly detect each user's profile, customizing their experience of discovering products of interest.



# MANAGEMENT MODEL

The growth registered in the last few years has motivated Enjoei to redesign the structure of different areas, conduct engineering processes on its several fronts, integrate product, design, and communication, and align strategic, tactical, and operational plans.

The focus is on continuously developing the business, aggregating ideas and usage to the app and website, making them more pleasant, intuitive, and reliable, awakening on users the desire to browse and ensuring trust that negotiations will be successfully conducted.

To this end, a communication channel between buyer and seller has been implemented, for collaborative interaction, and fluid and friendly transactions. There has also been an improvement in elements of history of personal use on the platform, providing in the "My Enjoei" menu, a summary of the offers, last viewed and liked products, the name of the shops or brands followed.

The search and user contact area has also been structured, as well as the dynamic of rating transactions, with encouragement to record the experience and comment. Thus, it is possible to typify the number of ratings and identify and highlight good sellers – who can be awarded, reaching the category “super store” – and view the reasons behind lower grades, making it possible to correct occasional mistakes.

OVER **80%**  
OF USERS  
RATINGS  
ARE **FIVE**  
**STARS**

The journey of purchasing and selling goods is simple and automated and it grants users autonomy. The company mediates transactions, but does not interfere in them, allowing buyers themselves to evaluate transactions with sellers.

### Challenges for a great purchase and sale journey

- / Helping users navigate the platform the best way possible.
- / Informing and guiding the user of the next step in their experience.
- / Informing them of every function and tool available.
- / Reducing the necessary time to ship products to stores, making the sale process easier.
- / Improving product search, encouraging sellers to advertise more goods, and better describe their pieces, making access possible for those advertising and searching.
- / Supporting users who aren't quite sure of what they are looking for, introducing an array of possibilities.
- / Making negotiation simple, quick, and free of worries.
- / Providing experiences that aren't unilateral, by encouraging users to purchase and sell, closing a complete cycle.
- / Motivating a good relationship among members, with more store followers, increasing chat usage and the number of ratings on transactions, so that the platform isn't only a useful space, but rather a community with members engaged in the culture of re-commerce, who appreciate this practice.
- / Making the process of shipping sold products easier, by making collection points available near the seller's address.



# CHARGING AND SALES MANAGEMENT

Enjoei's business model provides a commission on the sales value, in addition to a fixed fee per item sold, as described and constantly updated publicly at <https://www.Enjoei.com.br//tarifas>.

Access to all benefits on the platform is available to sellers, including mechanisms for displaying and selling products; commercial subsidies and discount coupons to provide cheaper shipping and prices; logistics and payment integration facilities; and safety and guarantees in receiving and advancing sales values, at no additional cost. The seller receives the corresponding value of transactions directly on their enjubank, after the product is received and the buyer's seven-day right of return period has ended.

The company strives to make users aware of its trade policies in a transparent way. To this end, in addition to detailing all rules in its FAQs and usage policies, it also makes a calculator available to simulate commission and amounts to be received, directly in the product registration traffic.

It also provides purchase tracking services, financial management, and security during transactions, with a service that provides buyers with protection during all operations, which can vary according to the acquisitions' average ticket, fully refunded in case the deal is canceled.

# SERVICES TO THE COMMUNITY

Payment security and fraud prevention.

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Easy payment with different methods and installments

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Advanced and upfront payment to the seller regardless of the payment method chosen by the buyer, with no additional cost if paid in installments.

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Wallet/ payment account through enjubank, Enjoei's digital wallet.

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Integrated logistics, with delivery tracking.

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Shipping aid to increase sales.

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Sales and discount tools.

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Publicity service (megaphone).

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Customer service and support channel.

# 05

**business  
lines**

/ C2C  
/ enjoei pro  
/ partnerships



The business' main service is C2C, from user to user, in which it acts as a link between individuals who want to buy and sell. In this model, each interested party creates their own online store, through the app or website, takes pictures of the products, and list them with a description and price. Sellers are also responsible for contacting interested parties, through the chat, and for sending the product after the sale, through Enjoei's logistic partners.

As for Enjoei Pro, it was created to meet a market niche that sought greater convenience. The company manages piece transaction for those who wish to sell, but do not have the time or interest to take care of their own store. In this model, the seller sends batches of clothes with, at least, ten pieces, and the platform fully handles the sales process, including assessment, ads, pricing, negotiations with buyers, and posting the pieces.



# C2C

C2C is based on the concept of commerce where sellers manage the product trading process themselves. It is a model with high scaling power. This variation enables cheaper shipping, security on the platform, ads that can be boosted through the megaphone, campaigns with special offers, among other benefits to speed up transactions.

<b>UPLOAD</b>	<b>seller registers on the platform and uploads items with photo, description and price.</b>
<b>NEGOTIATION AND SALE</b>	<b>sale carried out, with the possibility of offering and negotiation between users.</b>
<b>DROP OFF E ENVIO</b>	<b>delivery made by partner carriers. Shipping is split between enjoei and buyer.</b>
<b>AFTER SALE</b>	<b>seller is paid after receipt of the part by the buyer and the withdrawal period has elapsed.</b>

# ENJOEI PRO

<b>COLLECTION AND SHIPPING</b>	<b>seller requests collection or postage code on the platform and sends the clothes to the logistics center.</b>
<b>RECEIPT AND EVALUATION</b>	<b>the clothes are received and evaluated by enjoei's team.</b>
<b>PRICE AND POSTAGE</b>	<b>enjoei suggests prices and, if approved by the seller, uploads them to the platform.</b>
<b>NEGOTIATION AND SALE</b>	<b>sale made, with the possibility of negotiation.</b>
<b>DELIVERY TO DESTINATION</b>	<b>delivery by one of enjoei's partners.</b>
<b>AFTER SALE</b>	<b>seller is paid after receipt of the part by the buyer and the withdrawal period has elapsed.</b>



# LINE OF BUSINESS ENJOEI PRO

Launched in 2017, it is a convenience service for those who wish to sell on the platform, but do not have the time to take care of their own store. It is a business line that is complementary to C2C, based on a full intermediation model for the seller, which stood out in 2022: with investment in its expansion, the model doubled its size compared to 2021.

After addressing their package to Enjoei, the seller needs to approve the sales prices suggested by the company's team and indicate whether they would prefer to donate the items that failed the screening or to have them returned. After the minimum permanence period for the pieces has passed, if users no longer wish to use the service, the seller can also reach out and request the return of the batch. In both cases of returns, it is necessary to pay a handling fee, in addition to shipping.

The Pro operation is conducted in the Logistics Center in Cabreúva (SP), a space with over 6 thousand square meters, with the capacity to store over 1.5 million pieces. In this model, commission over sales and a percentage under the value of each piece is granted.

For the next cycle, the expectation is to increase the level of demands regarding the quality of the pieces mediated by Enjoei Pro, aggregating greater value to the operation.



# DONATION OF PIECES

Clothes submitted to Pro that, after the screening, won't be re-utilized and posted may be returned to the seller or donated to partner charities, according to the user's choice. This is also the case for the pieces that were exposed for limited time on Pro's display windows and weren't sold.

In 2022, around 570 thousand pieces were advertised on Pro. As for the pieces received and not approved during the screening process, they have been submitted to accredited bodies near the company's operations:

- / Hatus Institute (Osasco)
- / Amor Rainha da Paz Community (Santana de Parnaíba)
- / Wilson Oliveira Daycare Home (Jundiaí/Cabreúva)
- / Nossa Senhora Aparecida Citizen Home (São Paulo)
- / Association of Volunteers in the Fight Against Cancer AVCC (São Paulo)
- / Support Group for Children and Teenagers with Cancer GRAACC (São Paulo)
- / Christian Home for Assistance to Minors (São Paulo)
- / Graceful Community Foundationa (São Paulo)
- / Association for Assistance to Disabled Children AACD (São Paulo)

With all of them, Enjoei has signed a partnership agreement and planned donation traffic, with schedules for the withdrawal of the batches, in addition to the rendering of accounts by the institutions.

As an example of the importance of this work, just in the Hatus Institute, which assists over **200 children and teenagers**, donations of pieces through Enjoei have represented approximately **30% of the institution's annual revenue** in 2022. In the Amor Rainha da Paz Community, which assists around **450 people with disabilities**, donations through Enjoei have accounted for **22% of the annual revenue**.

This practice strengthens the social aspect of operations, aligned with the internal policy of Donations and Contributions, collaborating so that NGOs resell their pieces at permanent or occasional thrift shops, maintaining their activities and driving a circular economy.

# OPERATIONS LOGISTICS

To promote greater user loyalty and transaction recurrence, Enjoei continuously seeks cost reduction. In 2022, it expanded its drop off points from 4 thousand to 11 thousand, diversifying collection points options and user convenience.

In C2C, distributors Jadlog and Kangu were contemplated, in addition to Correios. In Pro, partnerships with carriers include Correios, Uello, and, since 2022, Venuxx, a 100% women collaborative network, engaged in entrepreneurship in the category and the theme of carbon neutral.



# PARTNERSHIPS

With the goal of streamlining the marketplace, providing different purchase experiences in a single place, and continuously increasing conversion rate and recurrence, the company maintains partnerships with brands, artists, and influencers. Examples include enjmoney – an initiative created with partner brands that allow the exchanging your enjubank balance for gift cards on those brands' website – and the trade-in model through which users can exchange used clothes with a discount of up to 25% for pieces of new collections on partner stores.

Client products returned to the store are sold through Enjoei Pro's intermediation. Thus, the brand creates traffic into their stores, and encourages sustainability in the fashion ecosystem.

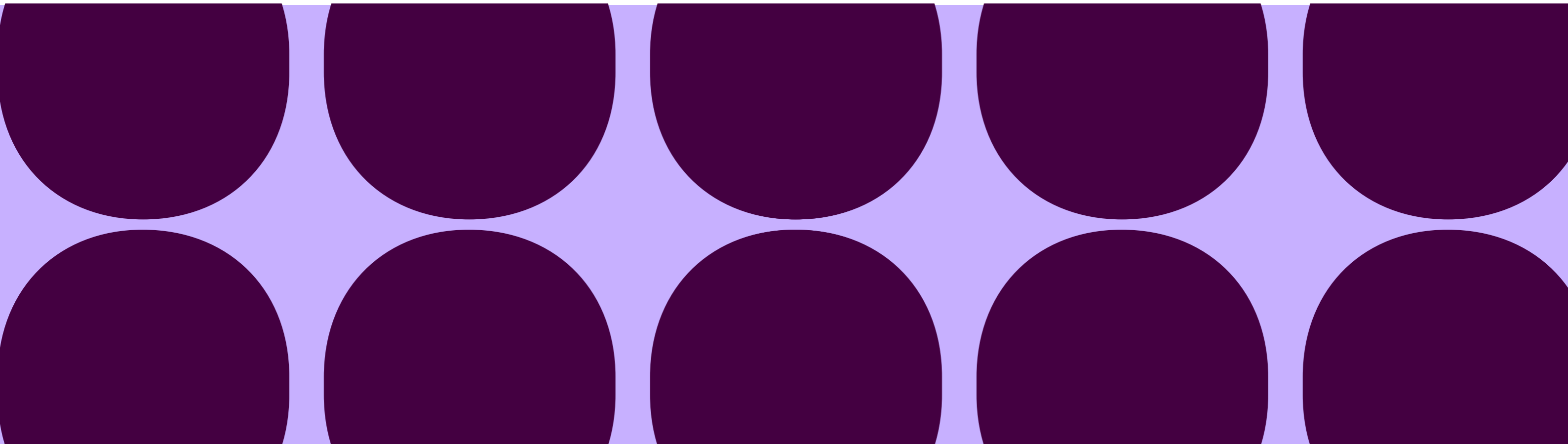
A lot of famous people have also spontaneously turned to the company to open their own stores on Pro. As such, users have the opportunity to buy pieces that have once belonged to artists and influencers, in addition to being a part of circular fashion. Still, in 2022, charity thrift shops were conducted with media personalities and values destined to social institutions supported by such personalities.

# 06

## user experience

GRI 3-3 – Buyer and seller's satisfaction and experience

- / product and satisfaction
- / relationship channels
- / additional safety
- / possible prices and additional income



At the same time as it works on expanding its user base, inventory, and revenue, the company invests in continuous improvement of the quality of service, increasing consumer trust, and reducing the risk of fraud in the ecosystem.

Buyers and sellers' satisfaction and experience are treated on two fronts: customer service, and Net Promoter Score (NPS). In both cases, the work aims to make it so that the buying and selling journey on the platform is as smooth as possible, ensuring the recurrence of its active base, positive reputation, and helping acquire more users. The purpose is to ensure excellent service in the shortest time possible, understanding in details the users' pains and properly managing the process so that the areas involved may perform planned actions to solve occasional issues. The metrics monitored for this purpose are Contact Rate (the number of calls for support/ number of transactions in the period) and NPS, monitored by the customer experience team. The team is responsible to segment the understanding of the main problems identified and, afterwards, relay it to the responsible teams.



# RELATIONSHIP CHANNELS

An online Help Center with descriptive articles about the platform and how it works is available for clients to answer eventual doubts accessing a menu with themes of interest. In case that it's not possible to solve their demand with the information shown, there is the option to submit it to the "Talk to Us" page in writing (e-mail), forwarding it to a customer service attendant.

To better improve their experience and ensure returns, in 2022, several improvements to customer channels were made. On queries through e-mail, the dynamic of monitoring requests was altered, which resulted in the reduction of the average waiting time for a first answer.

On the "Reclame Aqui" platform, in 2022, Enjoei received 41,086 contacts, with 95% being answered and over 14 thousand deals were assessed. From the clients who assessed the service, 66% indicated that they would do business again, and 79% stated that the issue reported had been solved. The average score assigned by consumers was of 6,32, and final reputation reached 7,5, classified as "good", in December – the highest score achieved in the year was in October, with 7,9.

At the end of 2022, Enjoei gathered people with a high level of efficiency, addressing 40% more tickets than in 2021, due to a diligent eye for indicators, and operational excellence. To measure customer satisfaction, Net Promoter Score (NPS) researches are applied, which indicates the satisfaction, loyalty and feeling towards the brand, as well as Customer Satisfaction Score (CSAT), which reveals whether customers were satisfied after the service.

One of the goals for the following exercise is to dive deeper into NPS, creating a relational and a transactional level, organizing triggers, and building a robust action plan that can be shared across all areas.



# PRODUCT AND SATISFACTION

Users interact among themselves directly on the platform through functionalities such as chats – which enables them to submit questions and answers –, following renowned brands, keeping up with other users' stores, negotiating with the seller, liking and saving products of interest and assembling baskets – in case there's the desire to acquire more than one item from the same store.

In 2022, the platform published **15.3 million new uploads**. In addition to a diversified inventory, navigation and engagement are fundamental aspects in attracting users for their first purchase, as well as ensuring retention and recurrence. The solutions of deals, payment, and delivery, which enable negotiations, are also important factors in customers' journey.

## Strategies for user attraction, retention and recurrence

- / Wide inventory and quality of items advertised by sellers.
- / Convenience finding the desired product.
- / Positive business experience among individuals.
- / Efficiency in Customer Support.
- / The platform's availability, reliability and positive reputation.
- / Ease of access and browsing on mobile devices.
- / Offering fair shipping for buyers.
- / Easy payment.



# MORE PRACTICALITIES

## POWERED-UP BASKET

Powered-up basket – Tool that adds automatic progressive discounts, of 15% to 30%, if an user purchases from two to five items from the same seller, on the same ticket. The feature is activated by the seller. In other cases, the buyer can select items to add to the basket and make a single offer for all pieces, which the seller may accept or refuse.

## MEGAPHONE

Solution to boost sales by providing greater visibility to products on stores, with an automatically increased level of exposure of the selected item.

## ENJUBANK

Payment platform, through which users receive the money of their sales and refunds. It works as a digital wallet, in which the resource is saved to be used as credit on website purchases, exchanged for coupons on partners, or withdrawn by the user.





# POSSIBLE PRICES AND ADDITIONAL INCOME

On the platform, through the website or the app, sellers can register advertisements for clothing, shoes, handbags, accessories, decoration items, cell phones, electronics, toys, and furniture (for pickup in person), among other products, for free. The user only pays a commission if the transaction is completed. Considering that the low price is the main driver of the decision to purchase used products and that, on the platform, pieces advertised are approximately 70% cheaper than new pieces, there is an alignment between the demands of supply and demand, need, and opportunity.

In 2022, 24% of Enjoei's base was composed of sellers with earnings higher than BRL 300.00 per month.

# REASONS FOR CHOOSING CIRCULAR FASHION

In Brazil, around 56% of the population has already purchased or sold secondhand pieces, according to the study "The (re)discovery of second-hand fashion in Brazil", conducted by BCG consulting in partnership with us. The study revealed that:

## among buyers

**52%** are motivated by the low cost.

**46%** are prompted by the affordable cost associated with quality pieces and good brands.

**30%** 30% also seek to minimize their environmental impact.

## among sellers

**38%** seek to pass their clothing articles forward.

**29%** consider the sustainability of circular fashion.

# USER PROFILE AND BEHAVIOR

The BCG survey also revealed that the used goods market has the potential of BRL 24 billion by 2025, once, among buyers and sellers, 12% of their wardrobe, on average, is occupied by secondhand pieces, and they state their intention to increase this percentage, reaching 20% already by 2025.

Several reasons drive used fashion: the opportunity to acquire an item with greater cost-benefit than standard retail; the reinterpretation of used items as trendy and cool, rather than pieces to be discarded; the chance to have varied and unique clothes; and the growing concern with sustainability in the fashion industry.

The study has also shown that, in a continental country such as Brazil, with socio-economical inequality, there are varied secondhand fashion user profiles. From the data collected and with the help of mathematical models and behavioral reflection of qualitative researches, common traits have been identified that lead to six consumer profiles:

## **Demanding and conscious**

In search of exclusivity, they value quality, but with prices lower than that of a new item. They buy to make good business and sell as a way to feel more sustainable by providing a new destination to pieces that are no longer used. They enjoy combining styles and sophisticated pieces with more basic items. They value their socio-environmental responsibility when purchasing, but aren't willing to pay more for it.

## **Sustainable consumers**

They appreciate circular economy and prefer consuming with the least amount of environmental impact. They aren't tied to fleeting fashion and seek long-lasting items – their main driver in fashion purchases, either new or used, are environmental causes. This is also why they are part of the entire chain, not only purchasing, but also selling or donating pieces.

## **Product hunters**

With greater participation of the male audience compared to other profiles, this consumer seeks unique items, that can no longer be found on retail. They are connected to fashion trends and enjoy investing on quality products – they aren't tied to convenience, price, or sustainability when shopping; the desired item is what matters the most.

## **Wardrobe renovators**

They enjoy a variety of models, prices, and styles; the profile that expects the greatest difference between the cost of new items compared to used ones. They don't seek long-lasting or high-quality products. They are the ones who more often purchase clothes and accessories (considering new and used products), but with a lower average ticket.

## **Savers**

The Brazilian population's more recurring profile, with nearly 40% of respondents. They appreciate convenience when purchasing, they are less up-to-date on the latest fashion trends, and love good deals. They are a part of a share with no extra budget, who aren't tied to environmental causes, and who have price as the greatest purchase driver. Contradictorily, they don't sell a lot, since the high wear-and-tear of the pieces and reduced inventory limit these transactions.

## **Exclusive sellers**

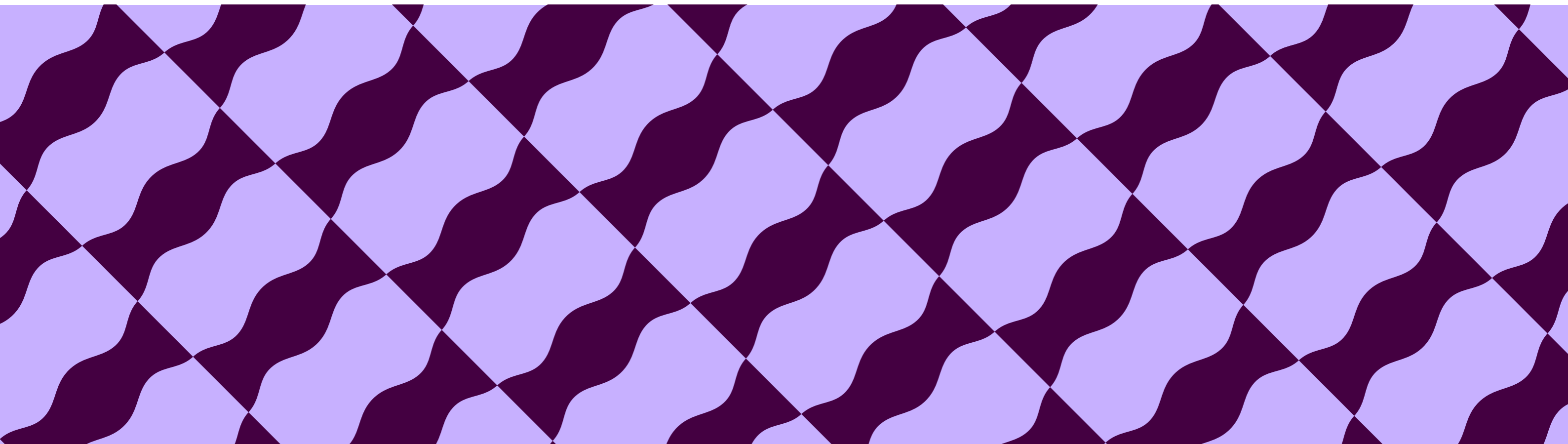
Ironically, those who only sell have higher restrictions to used articles. Doubts regarding the pieces' background and hygiene prevent them from making purchases. They display the lowest level of engagement with sustainable actions (inside and outside fashion) and have a stronger preference for online platforms rather than physical stores.

# 07

## corporate governance

GRI 3-3 – Governance, ethics, and transparency

- / governance structure
- / ethics and compliance
- / fraud and piracy prevention
- / privacy and information security
- / strategic partnerships



# GOVERNANCE JOURNEY

A publicly listed company since November 2020, Enjoei trades its shares on Novo Mercado, B3's listing segment of companies committed to adopt differentiated corporate governance practices. Under the ticker ENJU3, the company is described as a digital platform for buying and selling second-hand products, through virtual stores created by users themselves.

In 2022, the Company's securities became part of portfolios such as Small Cap Index (SMLL B3), Special Corporate Governance Stock Index (IGC B3), Special Corporate Governance Trade Index (IGCT), Novo Mercado Corporate Governance Equity Index (ICG-NM), Special Tag-Along Stock Index (ITAG), and Brazil Broad-Based Index (IBRA).

To accelerate internal organization and security in terms of compliance, the company created a specific governance area in 2022 and built, with the support of external consulting, its strategic planning and a tactical plan to systematize established processes and goals.

Afterwards, it underwent a period of great institutionalization, with new processes, regulations, rules, and policies, which has already resulted in positive and concrete changes. In addition to the efficiency aggregated to its processes, there has been a greater alignment of demands and market data and investors' and users' expectations.

From the IPO, in 2020, the Board of Directors (CA) was structured – which provides guidance to the business, inspects management, deliberates on varied themes, approves of internal policies, and convenes general meeting – and the Audit Committee (COAUD), an auxiliary collegiate body to the Board of Directors, with the purpose of assisting in the exercise of its auditing, supervision, and inspection functions.

Governance ensures cohesion between the business' accomplishments and goals, and it is aligned with the internal view of sustainable development, which goes beyond profit, and has strong cultural and environmental purposes.

# GOVERNANCE STRUCTURE

GRI 2-9 | 2-10 | 2-11 | 2-12 | 2-13 | 2-15 | 2-16

The governance structure is in accordance with By-laws and current legislation, incorporating the best management practices. The Board of Directors (CA), the highest deliberative body, is composed of five effective members and one substitute, of varied profiles, who imprint their theoretical and market view and experience in fashion and retail. They are elected in a General Meeting of Shareholders, which shows respect for the opinions of the targeted audiences. The ones selected must state in advance if there are, for any reasons, personal or conflicting interests against those of the company regarding the topic submitted for assessment, abstaining from discussing and voting on it, in addition to seeking to prevent and manage any situations of conflict of interest or divergence of opinions, so that the corporate interest always prevails.

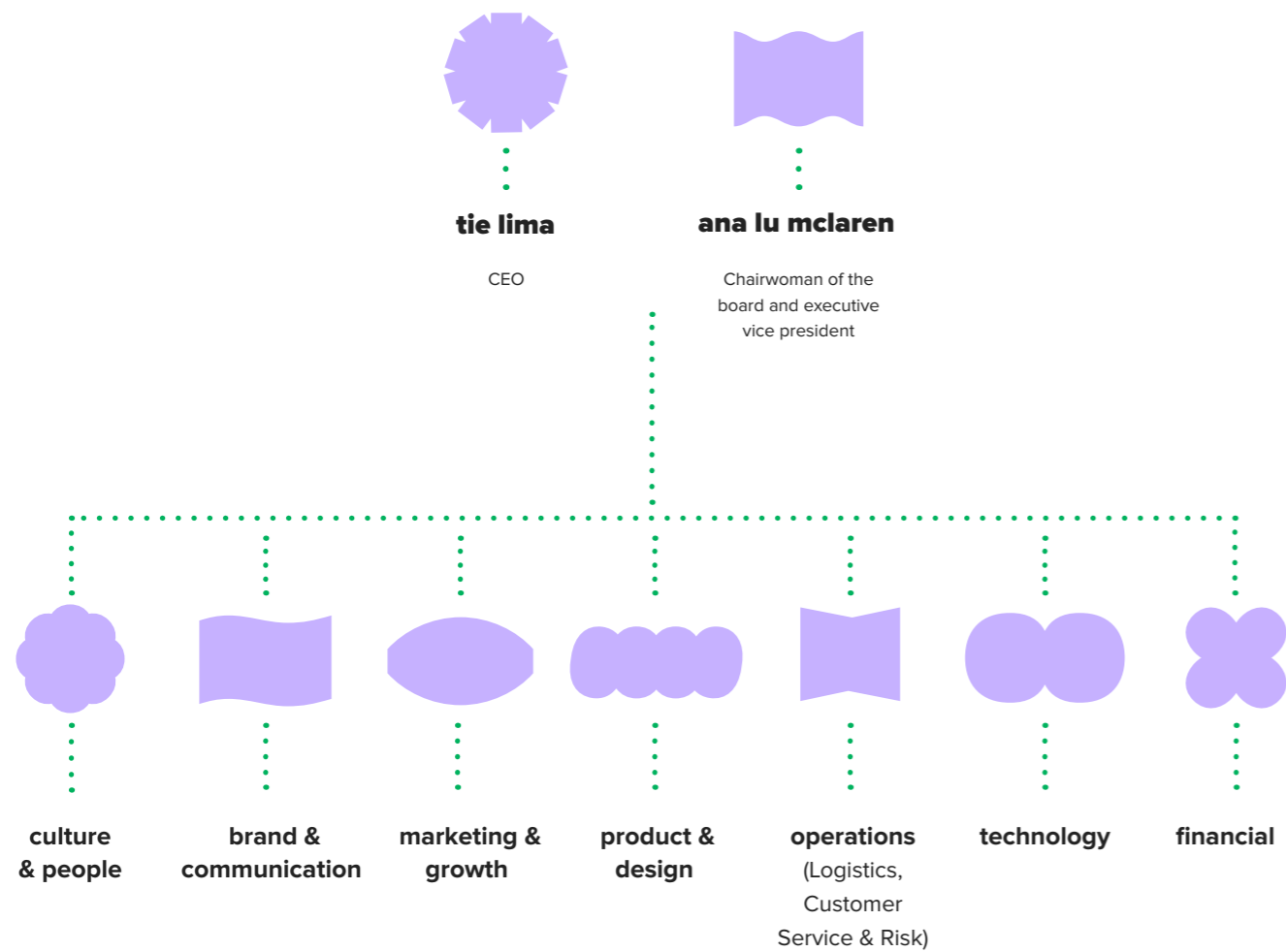
Diversity and inclusion are also considered. Among the members – four independent – two are women, one of whom chairs the body and also holds the position of Executive Vice President of the company. She has, among her attributions, supervising the sustainability theme, guiding the Sustainability Committee in the establishment of strategies related to the topic. The Board of Directors is advised by two committees: the Audit committee, the Bylaws committee, composed of three independent members with accounting, financial, and internal controls knowledge, and Strategic-Operational, non-statutory and non-deliberative. They all monitor the company's actions and strategy communicated by the Executive Board through financial and management indicators that in-

clude the business' impact on the market, the environment, and among investors, buyers and sellers, social institutions, and employees. The Board monitors and guides management in terms of critical concerns also through meetings and periodic committee encounters.

As for the Executive Board, which is responsible for managing the company in accordance with strategies established by the Board of Directors, it is composed of five statutory executives. They are multidisciplinary professionals, with great e-commerce, brand, and technology experience, capable of developing and executing the business plan. There are also qualified leaders in each of the main operation fronts: People & Culture, Brand & Communication, Marketing & Growth, Product & Design, Operations (Logistics, Service & Risk), Technology, and Finance.

The nomination of the members of both bodies follows the requirements set forth in the bylaws, the Novo Mercado Regulation, the Corporation Law, and other applicable laws and regulations. In addition, naming and selection processes for the Board of Directors and its committees follow the policy for the indication of members of the Board of Directors, its committees, and the Executive Board, available on the Investor Relations website.

# CHART



# SHAREHOLDING COMPOSITION

Date 18/04/23

	amount of shares	%
<b>directors</b>	40.216.280	20,1%
<b>treasury</b>	0%	0%
<b>shareholders with 5% or more of the capital</b>	71.906.212	35,9%
<b>others</b>	88.120.692	44%
<b>TOTAL</b>	<b>200.243.184</b>	<b>100%</b>

# ETHICS AND COMPLIANCE

GRI 2-23 | 2-24

Activities are conducted striving for the integrity of the business, in accordance with all legal standards and regulations and aligned with the best market practices. The basic standards and principles that guide the company's work are the following:

- / Corporate Bylaws
- / Code of Ethics and Conduct
- / Policy on Transactions with Related Parties
- / Policy of Relevant Facts or Acts
- / Remuneration Policy
- / Risk management policy
- / Privacy Policy and Information Confidentiality
- / Information Security and Cybersecurity Policy
- / Disclosure and Securities Trading policy
- / Donations and Contributions Policy

All employees and administrators undergo a process of integration, with training in which the main policies and standards are presented.

Regarding the incorporation of policy commitments, responsibilities are taken on by administrators who, depending on the theme's materiality, delegate them to department heads and managers for implementation in the areas. Policy commitments are a part of the management of internal indicators, observed by all areas and monitored by bodies of governance, control, legal and sustainability, information and financial security, in the project monitoring and risk analysis stages. All commitments are also reinforced among business partners through robust contractual instruments and close monitoring.

Enjoei has a reporting channel managed by a third-party company, that forwards demand to the internal responsible parties – Human Resources and Legal managements – so that they conduct the initial investigation and report the findings to the Audit Committee, which, when appropriate, communicates them to the Board of Directors. In 2022, the channel received two reports considered to be within its scope. When proven to be pertinent, investigations were conducted and reports were produced. However, none were considered well-founded.

The commitment towards the prevention, detection, and remediation of fraud and illicit acts is formalized in the practices set out in the Code of Ethics and Conduct. Internal standards related to integrity aim to minimize misconduct and noncompliance with applicable legislation, such as fraud and corruption. Enjoei does not tolerate illicit or unethical practices, such as bribes, fraud, money laundering, terrorism funding, cartel, unfair competition, influence peddling, undue favoritism, among others, whether in the relationship with the Public Authority or in the private sector.

The company continuously monitors corruption attempts or acts and maintains an internal channel of guidelines on ethical dilemmas, complaints, suggestions, and doubt resolution related to the Code of Ethics and Conduct, as well as to present eventual reports (internal and external) related to violations of the document or laws, guidelines, policies and internal standards. Training and communication on internal anti-corruption procedures and policies are promoted, in 2022, it involved 100% of the members of the bodies of governance and the entire (100%) workforce.

The Human Resources and Legal areas are also directly responsible for implementing equality and anti-discrimination commitments, including against any form of harassment. In case of incidences, they must be reported to the Executive Board. Such bodies are also responsible, along with the Operations area, for the fight against child and slave labor – guidelines that are intrinsic to the organizational strategy and expressed in the Code of Ethics and Conduct, being subject to reports through the Reporting Channel and severe punishment after investigation, including the early termination of contracts and report to competent bodies.





# FRAUD AND PIRACY PREVENTION

## GRI 2-26

In addition to acting against fraud and corruption, the publication of fake (non-original) and pirated (which affect the rights of the author or brand) products on the platform is forbidden – a challenge inherent in e-commerce, even more so under the third-party sales intermediation model. Artificial intelligence resources are also adopted to identify unusual seller behaviors, to avoid scams on buyers, and to validate documents of those who sign up on the platform, ensuring that the existing document is valid.

There is also a report button on comments and products, enabling the blocking of users and their messages to other people in the community. Unblocking follows rules for its effectuation, which vary according to the nature and level of recurrence of non-compliance with the platform's rules.

The Blitz project was also created, which handled upload traffic of non-original products, enabling posts to be blocked and submitted to human assessment.

Another tool that has been improved in the year was Moderation, regarding content moderation, which seeks to establish rules, block comments and users, identify inappropriate messages, and assess user behavior. In addition, it was launched, for the app's development, the E11 resource, which accelerates processes and traffic.

Still in 2021, the Abuse Reporting Channel was established, in partnership with several brands, for the removal of sellers and products of dubious origin. The resource aims to iden-

tify fraud within the platform's scope, and it has made it easier to identify fraudulent user behavior, and to create internal rules, both automatic and non-automatic, to combat the sale of fake goods. There is also the monitoring of forbidden goods (such as drugs, electronic cigarettes, medicine, and weapons, among others).

To strengthen governance in this theme, Enjoei subscribes to the guide of good practices for marketplaces of the National Council for Combating Piracy and Crimes against Intellectual Property (CNCP/Senacon), which guides e-commerce platforms in the implementation of measures to combat the sale of products that are pirated, smuggled, or that violate intellectual property. The CNCP is a body linked to the Ministry of Justice and Public Security, and, in 2022, it promoted two seminars on the fight against piracy in marketplaces and payment methods, in addition to four ordinary meetings, all with the presence of Enjoei.

## WORK TO INHIBIT ILLEGAL GOODS

The Enjoei platform is designed to automatically block products posted with questionable data. To this end, there is a team in charge of verifying the items posted, composed of people who are experienced in assessing products, comparing prices, and analyzing offers of similar pieces by the same user, which maybe characterize un-originality. The team also assesses products and sellers reported or pointed out as suspicious by artificial intelligence.

In addition, buyers have the right to return any product within seven days after receiving it, which includes not only damage items or items that didn't fit or please them, but also those that appear to be counterfeit.

# PRIVACY AND INFORMATION SECURITY

## GRI 3-3 – privacy and information security

As a tech and e-commerce company, Enjoei experiences all digital risks inherent of the business. In addition to fraud and piracy threats, it is aware to the data privacy and information security of its users and employees.

Its technology is exclusive, internally developed, with proprietary algorithms. Constantly, a significant volume of data is made available on the platform, handled for business management from the analysis conducted by artificial intelligence systems.

Regarding the treatment of personal data, there is a robust management system, through which consolidated information is made available to all areas to support decision-making related to the General Data Protection Law (LGPD).

The Information Security and Cybersecurity and Crisis Management Policies, in addition to the platform's Information Privacy and Confidentiality Policy and the internal Privacy and Data Protection governance, aim to ensure increased attention to tasks and processes that involve handling personal or sensitive data of users or employees, as well as confidential information; to enable the control and verification of processes involving new processes and personal data that have already been mapped; and to encourage employees to

follow the legislation and best practices on the theme. To this end, the company provides recurring training on cybersecurity and data protection.

The company also seeks users' engagement in protecting themselves against misuse on the platform. In several of the platform's pages, it provides information on information security, bringing awareness to themes such as identifying fake pages, sharing data, fraud, and ways to increase transaction security. It is also clear on advertising pages that it is not responsible for transactions conducted outside the platform, warning users not to share their data so as not to become victims of fraud.

To ensure the efficiency of actions related to privacy and information security, Enjoei maintains, in its governance program, data protection steps, monitoring, and response.

In addition, a business continuity plan was developed, which provided clarity on procedures to be adopted in case of the platform's unavailability. The work included mapping contingency options – such as the platform being offline, loss of data, server, connection keys, service passwords, and cyberattacks, among others –, and the assessment of legal scenarios for different crises, in addition to simulations of platform control and re-construction.

# STRATEGIC PARTNERSHIPS

In 2022, the partnership with Bug Hunt continued, Bug Hunt is a platform of bug hunters who reward “good hackers”. The top hackers contribute with tests and validations, especially for more complex traffic, that involve registration, and the financial aspect. In the last semester of the year, they had been checking a new authorization in internal checkout traffic.

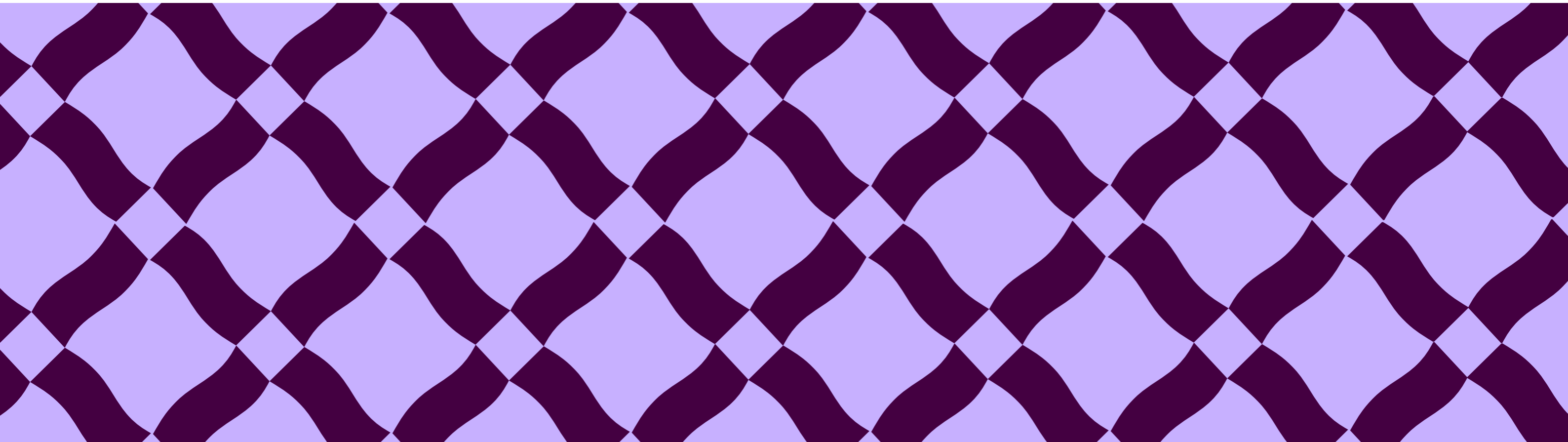


# 08

## people management

GRI 3-3 – people management, diversity and inclusion

- / compensation and benefits
- / diversity and inclusion
- / professional development
- / employees





Focused on employee satisfaction, Enjoei expanded its team in a short period of time since the IPO, in November 2020. To improve management and ensure that corporate goals were reached, allowing a more rapid growth, the internal structure was reviewed in the year, when two Business Partners (BP) were established to bring the Human Resources department closer to the best business performance. Still, in 2022, Enjoei's eNPS was established, with the following results:

**JUNE / 58**

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**SEPTEMBER / 69**

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**DECEMBER / 60**

Despite the pandemic winding down, Enjoei maintained remote work in 2022 – in 2023 the model is being replaced by a hybrid one, with teams taking turns.

# COMPENSATION AND BENEFITS

GRI 2-19 | 2-20 | GRI 2-21 | 403-6

The Compensation Policy, itself, establishes salary ranges based on market research, internal equity, and a culture of meritocracy – ensured by periodic performance evaluation and monitored by high leadership, with follow-up according to their expectations. Income variations are related to seniority levels and professional maturity. The annual statutory compensation budget process is assessed and approved by the Board of Directors and its advisory committees. Regarding statutory directors and advisors, annual compensation is approved by a majority at assemblies.

The flat-rate compensation of members of the highest governance bodies and high executives is based on the scope of the work, professional experience, and the responsibilities performed. It is composed of a monthly compensation, guided by salary surveys and established according to individual negotiation. These professionals are also eligible for short-term variable compensation (bonus), linked to the achievement of goals, and long-term variable compensation (share-based compensation), which aims to promote the alignment of interests between shareholders and directors, and reinforce Enjoei’s ability to effectively attract, retain, and motivate highly qualified executives. Long-term variable compensation may be attributed in the form of stock option plans, on eventually approved terms at general meetings and in the respective programs<sup>3</sup>.

<sup>3</sup>Severance payments are calculated following the same rule for all employees, and paid within the deadline established by the law. Members of the highest governance body and high executives whose work contract have been terminated do not receive any kind of payment other than that related to the notice period. Enjoei has no mitigation clauses in its termination agreements, nor a retirement benefits plan.

## Ratio between the total annual compensation of the highest paid individual and the average total annual compensation of all employees

GRI 2-21

	2020	2021	2022
<b>highest paid compensation</b> (total annual compensation of the organization's highest paid individual) (in BRL)*	884.000,00	884.000,00	975.000,00
<b>average total annual compensation of all employees</b> (except the highest paid individual) (in BRL)**	230.260,89	237.529,17	249.882,76
<b>compensation ratio</b>	384%	372%	390%

\* Highest compensation paid, considering December's payroll record as a reference and having as a basis the monthly salary times 13, that is, the sum of 12 monthly salaries + 13th salary. The CEO is the highest paid individual. Stock Option Plans were not considered.

\*\*Average total annual compensation, considering December's payroll record as a reference and having as a basis the monthly salary times 13, that is, the sum of 12 monthly salaries + 13th salary. Stock Option Plans were not considered.

**Ratio between the percentage increase of the total annual compensation of the organization's highest paid individual and the average percentage increase of the total annual compensation of all employees**

GRI 2-21

	2021	2022
<b>Highest paid compensation</b> (total annual compensation of the organization's highest paid individual)	0,00%	10,29%
<b>Average total annual compensation of all employees</b> (except the highest paid individual)	2,58%	12,43%
<b>Ratio of pay increase</b>	2,58%	2,14%

The benefits package includes medical and dental plans, both with national coverage and the possibility to include family members; life insurance; maternity leave of 180 days and paternity leave of 30 days; daycare assistance for children up to 5 years old; food and meal vouchers. In 2022, partnerships were also established with Gympass, a corporate physical activity platform focused on quality of life, health, and well-being, which enables access to gyms, studios, and live classes, and with Conexa Health, which provides care in several specialties, such as psychologists, therapists, nutritionists, and speech therapists.

Throughout the year, lectures were also promoted related to campaigns such as White January, dedicated to the development of a mental health culture; Yellow September, for suicide prevention, and Pink October, for awareness towards the early detection of breast cancer, in addition to internally sharing a video with information on Blue November, alerting to the importance of an early diagnosis of prostate cancer.

Been terminated do not receive any kind of payment other than that related to the notice period. Enjoei has no mitigation clauses in its termination agreements, nor a retirement benefits plan.

# BENEFITS

## / flexible vacation

employees may go on vacation six months after being hired.

## / self-care days

off days twice a year for self-care.

## / flexible benefits

Caju Card, Visa, that gathers all benefits foreseen under the law, in addition to remote work and mobility assistance.

## / caju market

Caju Market: different store coupons for online shopping, with discounts.

## / on the house

employee discount for purchases on the Enjoei platform

## / Liv Up discounts

exclusive coupons for purchasing meals.

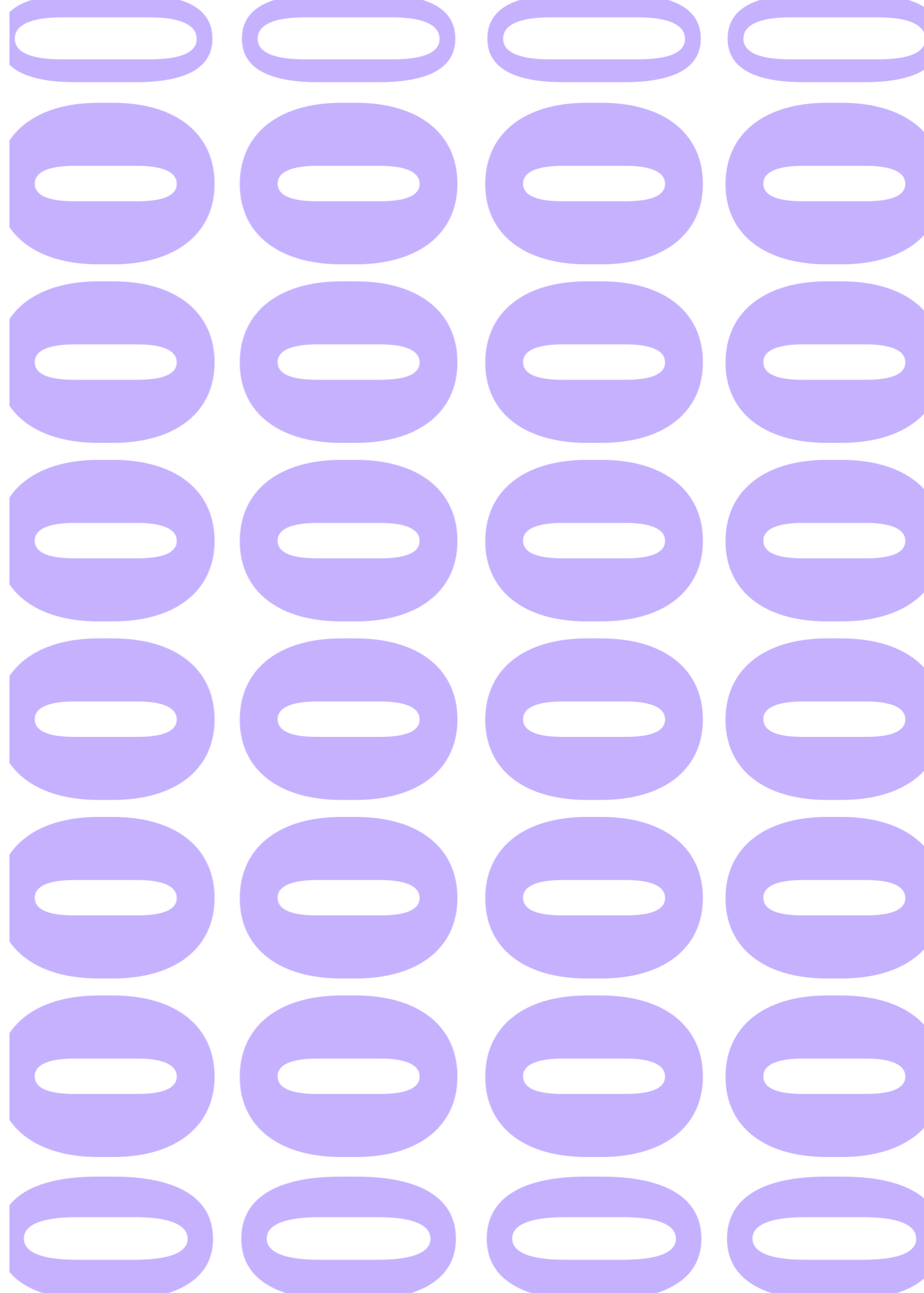
## / sesc

Card to access Social Service of Commerce

**Maternity/paternity leave**

GRI 401-3

		2020	2021	2022
<b>Total number of employees entitled to benefit from maternity/paternity leave</b>	men	N/D	N/D	5
	women	1	2	6
<hr/>				
<b>Total number of employees who took maternity/paternity leave</b>	men	N/D	N/D	5
	women	1	2	6
<hr/>				
<b>Total employees who returned to work, in the reporting period, after the end of maternity/paternity leave</b>	men	N/D	N/D	5
	women	1	2	5
<hr/>				
<b>Total employees who returned to work after maternity/paternity leave and who were still employed 12 months after returning to work</b>	men	N/D	N/D	4
	women	1	1	5
<hr/>				
<b>RETURN RATE</b>	men	N/D	N/D	100%
	women	100%	100%	83%
<hr/>				
<b>RETENTION RATE</b>	men	N/D	N/D	80%
	women	100%	50%	83%





# DIVERSITY AND INCLUSION

GRI 3-3 – People management, diversity, and inclusion

As a way to promote humanized culture, since 2020 a Committee of Diversity, Equity, and Inclusion, composed of employees from Human Resources, Legal, Customer Experience, Product, Engineering, and Finance areas has been working internally. The goal is to gather diverse groups and promote reflections on the workplace environment regarding themes such as race/ethnicity, age participation, gender, LGBTQIAPN+, and People with Disabilities, among others, and fight against any kind of discrimination and intolerance.

**THE IDEA IS TO  
STRENGTHEN  
A WARMING  
ENVIRONMENT  
THAT  
RESPECTS  
DIFFERENCES**

GRI 3-3 – People management, diversity, and inclusion

To this end, in 2022 the Diversity Committee Manifesto, the first edition of the Dictionary Against Discrimination of People with Disabilities and the second edition of the Dictionary Against Racism were launched, and the last edition of the internal diversity census was promoted, with more than 90% of participation. In addition, a series of talks on inclusive themes were held, with external guests, and an integration into the Diversity Committee for all new professionals was instituted. The culture of diversity was also reinforced in communications, which include different audience profiles with whom the company relates to.



# MANIFESTO DIVERSITY COMMITTEE

thinking about diversity as the only possible reality is the starting point for Enjoei's Diversity Committee. It is a common view of employees and the company, and a mapping of practices to make this space the ideal of what we believe in for the world.

we couldn't have it any other way in Brazil: it is this mixture of shapes, shades, and beliefs that makes us unique.

we believe in care as an agent of change, in conversations, in exchanges, and, above all, in reparations, in constant and effective change of so many ingrained social structures. We believe in our responsibility and awareness, as a company, towards this progress. We are composed by people, and we create for even more people. [...]

it is revolutionary to be able to be who you are, wherever you are. And having a space that allows you to be is beautiful.

we wish to be, more and more every day, this space.

# ACTIONS FOR A DIVERSE AND INCLUSIVE CULTURE

GRI 3-3 – People management, diversity, and inclusion

- / Special content in March, women's month: group conversations with women, lectures, and activities on gender violence, women in the workplace, gender bias, and self-care meditation.
- / Lecture on the context of the abolition of enslaved people.
- / Lecture on racism.
- / Lecture on native people.
- / Material on ageism, which consists in discrimination towards people with an advanced age, with one employee's report.
- / Conversation led by employees on sign language.
- / Production of special content on LBGTQIAPN+: cultural recommendation (books, movies, series) and material on the meaning behind each letter on the acronym.
- / Group conversation with LBGTQIAPN+ people from Enjoei.
- / Book Club with biweekly meetups.



Promoting a culture that respects and accepts differences is also encouraged. At the end of 2022, diversity was expressed in the internal team in the following way:

**64%**

of the year's hires were employees that were part of a diverse group

**50%**

of the board is composed of women.

**47%**

of leadership<sup>4</sup> is female

**2,3%**

(seven people) declared to be trans.

The efficiency of the measures adopted is tracked by the company through monthly management of the quota of people with disabilities; measuring vacancies for minority audiences; applying an annual diversity census; monitoring surveys and eNPS; a diversity filter on Gupy's recruitment website; and engaging the internal audience with the events conducted by the diversity committee.

To internally grow the diversity and inclusion agenda, the idea is to develop a Diversity Policy able to guide the agenda, from 2023, with measurable commitments and goals, in addition to bringing the company closer to pairs and consultants who stand out on this theme to achieve support in the direct involvement of the high leadership.

<sup>4</sup>Statutory officers, chief officers and managers.

**Percentage of individuals in the organization's governance bodies, by gender\***

GRI 405-1

		Board of Directors	
		number	%
2020	gender		
	men	2	40%
	women	3	60%
	<b>TOTAL</b>	<b>5</b>	<b>100%</b>
.....			
2021	gender		
	men	2	40%
	women	3	60%
	<b>TOTAL</b>	<b>5</b>	<b>100%</b>
.....			
2022	gender		
	men	3	60%
	women	2	40%
	<b>TOTAL</b>	<b>5</b>	<b>100%</b>

| \*Não há negros ou Pessoas com Deficiência (PcDs) na composição do órgão.

Percentage of individuals in the organization's governance bodies, by age group

GRI 405-1

		2021				2022			
		less than 30 years old	between 30 and 50 years old	over 50 years old	total	less than 30 years old	between 30 and 50 years old	over 50 years old	total
statutory	N°	0	6	0	6	0	5	0	5
	%	0%	100%	0%	100%	0%	100%	0%	100%
officer	N°	0	7	2	9	0	5	1	6
	%	0%	77,78%	22,22%	100%	0%	83,33%	16,67%	100%
manager	N°	7	52	0	59	6	43	0	49
	%	11,86%	88,14%	0%	100%	12,24%	87,76%	0%	100%
others	N°	158	165	1	324	158	163	4	325
	%	48,77%	50,93%	0,31%	100%	48,62%	50,15%	1,23%	100%
apprentice/intern	N°	9	1	0	10	26	5	0	31
	%	90%	10%	0%	100%	83,87%	16,13%	0%	100%
<b>TOTAL</b>	N°	174	232	2	408	190	221	5	416
	%	42,65%	56,86%	0,74%	100%	45,67%	53,13%	1,20%	100%

Percentage of employees, by functional category, by gender

GRI 405-1

		2021			2022		
		Men	Women	TOTAL	Men	Women	TOTAL
statutory	N°	5	1	6	4	1	5
	%	83,3%	16,67%	100%	80%	20%	100%
officer	N°	4	5	9	3	3	6
	%	44,44%	55,56%	100%	50%	50%	100%
manager	N°	30	29	59	25	24	49
	%	50,85%	49,15%	100%	51,02%	48,98%	100%
others	N°	169	155	324	172	153	325
	%	52,16%	47,84%	100%	52,92%	47,08%	100%
apprentice/intern	N°	4	6	10	7	24	31
	%	40%	60%	100%	23%	77%	100%
<b>TOTAL</b>	N°	212	196	408	211	205	416
	%	51,96%	48,04%	100%	50,72%	49,28%	100%

Percentage of black employees, by functional category

GRI 405-1

	2021			2022		
	men	women	TOTAL	men	women	TOTAL
statutory	Nº	0	0	0	0	0
	%	0%	0%	0%	0%	0%
officer	Nº	0	0	1	0	1
	%	0%	0%	33,33%	0%	16,66%
manager	Nº	0	0	1	0	1
	%	0%	0%	4%	0%	2%
others	Nº	7	10	10	17	27
	%	4%	6%	6%	11%	8%
apprentice/intern	Nº	0	1	0	6	6
	%	0%	17%	0%	25%	19%
TOTAL	Nº	7	11	12	23	35
	%	3%	6%	5,69%	11%	8,41%

Percentage of people with disabilities among the workforce, by functional category

GRI 405-1

	2021			2022		
	men	women	TOTAL	men	women	TOTAL
statutory	Nº	0	0	0	0	0
	%	0%	0%	0%	0%	0%
officer	Nº	0	0	0	0	0
	%	0%	0%	0%	0%	0%
manager	Nº	0	0	0	0	0
	%	0%	0%	0%	0%	0%
others	Nº	4	4	4	3	7
	%	2,35%	2,58%	2,33%	1,96%	2,15%
apprentice/intern	Nº	0	0	0	0	0
	%	0%	0%	0%	0%	0%
TOTAL	Nº	4	4	4	3	7
	%	1,89%	2,04%	1,90%	1,46%	1,68%

# PROFESSIONAL DEVELOPMENT

## GRI 3-3 – People management, diversity, and inclusion

Talent attraction and retention is a constant priority for the human resources team, whose short-term goal is to develop an organizational culture and maturing of the corporate identity project, with internal and external guidelines.

To this end, in 2022 the first leadership offsite was promoted, with managers and directors, over three days, addressing the strategy for 2023, including non-verbal communication, feedback, and meaningful conversations, with in-person integration of teams that had been working remotely.

Throughout the year, there has also been the development of teams and employees whose needs were mapped and considered relevant for the business.

### Average hours of training that employees (collaborators) took during the reporting period by gender

GRI 404-1

	2020			2021			2022		
	Total number of employees	Hours of training	Average hours of training	Total number of employees	Hours of training	Average hours of training	Total number of employees	Hours of training	Average hours of training
<b>men</b>	50	34:30	0:41:24	212	1886:30	8:53:55	211	1332:30	6:18:55
<b>women</b>	43	39:00	0:54:25	196	831:40	4:14:36	205	1059:15	5:10:01
<b>TOTAL</b>	93	73:30	0:47:25	408	2718:10	6:39:44	416	2391:45	5:44:58

### Average hours of training that employees (collaborators) took during the reporting period by functional category

GRI 404-1

	2020			2021			2022		
	Total number of employees	Hours of training	Average hours of training	Total number of employees	Hours of training	Average hours of training	Total number of employees	Hours of training	Average hours of training
<b>statutory</b>	5	0:00	0:00	6	79:00	13:10	5	109:00	21:48
<b>officer</b>	0	0:00	0:00	9	106:20	11:48:53	6	103:45	17:17:30
<b>manager</b>	12	7:30	0:37:33	59	329:40	5:35:15	49	554:15	11:18:40
<b>others</b>	73	60:00	0:49:19	324	2155:40	6:39:12	325	1509:30	4:38:41
<b>apprentice/ intern</b>	3	6:00	2:00	10	47:30	4:45	31	115:15	3:43:04
<b>TOTAL</b>	93	73:30	0:47:25	408	2718:1:00	6:39:44	416	2391:45	5:44:58

**Percentage of employees receiving regular performance and career development evaluations**

GRI 404-3

functional category	2020			2021			2022		
	men	women	TOTAL	men	women	TOTAL	men	women	TOTAL
<b>statutory</b>									
N°	3	2	5	5	1	6	4	1	5
%	60%	40%	100%	83%	17%	100%	80%	20%	100%
<b>officer</b>									
N°	0	0	0	4	5	9	3	3	6
%	0%	0%	0%	44%	56%	100%	50%	50%	100%
<b>manager</b>									
N°	5	7	12	30	29	59	25	24	49
%	42%	58%	100%	51%	49%	100%	51%	49%	100%

Functional category	2020			2021			2022		
	men	women	TOTAL	men	women	TOTAL	men	women	TOTAL
<b>others</b>									
N°	40	33	73	169	155	324	172	153	325
%	55%	45%	100%	52%	48%	100%	53%	47%	100%
<b>apprentice/ intern</b>									
N°	2	1	3	4	6	10	7	24	31
%	0%	0%	0%	40%	100%	100%	23%	77%	100%
<b>TOTAL</b>									
N°	50	43	93	212	196	408	211	205	416
%	54%	46%	100%	52%	48%	100%	51%	49%	100%



# EMPLOYEES

GRI 2-7 | 2-8

Throughout 2022, Enjoei had 416 employees. The workforce has gender equity and everyone works full-time, with a workload of 44 hours a week. In addition, in 2022, there were 190 workers who weren't employed, but whose work is controlled by the organization (in 2021, there were 144 workers).

For the following analyses, the table of total employees (GRI 2-7) was always considered as the basis. The percentages referred to as total in each of the tables correspond to the percentage that the analyzed sample represents of the total number of employees.

## Employess

GRI 2-7

	female	male	others	Not informed	TOTAL
<b>2020</b>					
number of employees, by gender	28	26	0	39	93
<b>2021</b>					
number of employees, by gender	172	186	1	49	408
<b>2022</b>					
number of employees, by gender	194	194	3	25	416

\*Gender as specified by employees themselves.

## Total number and rate of new hires, by age group

	2020		2021		2022	
	total number	rate	total	rate	total	rate
less than 30 years old	37	40%	126	31%	60	14%
between 30 and 50 years	1	1%	150	37%	61	15%
over 50 years old	40	43%	1	0%	4	1%
<b>TOTAL</b>	<b>78</b>	<b>84%</b>	<b>277</b>	<b>68%</b>	<b>125</b>	<b>30%</b>

<sup>5</sup>The most common types of work/roles performed by these workers are: autonomous workers and service providers; cleaning professionals and service providers in the tec, customer service, logistics and support areas.

**Total number and rate of employees (collaborators) hired, by gender**

GRI 401-1

	2020		2021		2022	
	total	rate	total	rate	total	rate
men	36	39%	145	36%	64	15%
women	39	42%	128	31%	59	14%
n/d	3	3%	3	1%	0	0%
outros	0	0%	1	0%	2	0%
<b>TOTAL</b>	<b>78</b>	<b>89%</b>	<b>277</b>	<b>68%</b>	<b>125</b>	<b>30%</b>

**Total number and rate of employees (collaborators) hired, by region**

GRI 401-1

	2020		2021		2022	
	total	rate	total	rate	total	rate
north region	0	0%	0	0%	0	0%
northeast region	9	10%	23	6%	15	4%
midwest region	1	1%	4	1%	4	1%
southeast region	62	67%	220	54%	94	23%
south region	6	6%	28	7%	12	3%
<b>TOTAL</b>	<b>78</b>	<b>84%</b>	<b>277</b>	<b>68%</b>	<b>125</b>	<b>30%</b>

**Total number and rate of employees (collaborators) who left the company, by age group**

GRI 401-1

	2020		2021		2022	
	total	rate	total	rate	total	rate
<b>less than 30 years</b>	8	9%	46	11%	52	13%
<b>between 30 and 50</b>	18	19%	73	18%	51	12%
<b>over 50 years old</b>	1	1%	1	0,25%	0	0%
<b>TOTAL</b>	27	29%	120	29%	103	25%

**Total number and rate of employees (collaborators) who left the company, by gender**

GRI 401-1

	2020		2021		2022	
	total	rate	total	rate	total	rate
<b>men</b>	5	5%	58	14%	54	13%
<b>women</b>	3	3%	42	10%	44	11%
<b>n/d</b>	19	20%	20	5%	5	1%
<b>TOTAL</b>	27	29%	120	29%	103	25%

**Total number and rate of employees (collaborators) who left the company, by region**

GRI 401-1

	2020		2021		2022	
	total	rate	total	rate	total	rate
<b>north region</b>	0	0%	0	0%	1	0%
<b>northeast region</b>	2	2%	11	3%	10	2%
<b>midwest region</b>	0	0%	2	0%	1	0%
<b>southeast region</b>	25	27%	93	23%	81	19%
<b>south region</b>	0	0%	14	3%	10	2%
<b>TOTAL</b>	27	29%	120	29%	103	25%

# 09

## **commitment towards the environment**

- / climate change and emissions
- / materials and waste
- / clothes' environmental impact





Enjoei was born allied to sustainability, since the business encourages and promotes the consumption of secondhand products, avoiding the extraction of raw materials, and the use of energy and water by the fashion industry, reducing atmospheric emissions, and extending the useful life of each piece already manufactured.

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The company directly contributes to the achievement of the Sustainable Development Goal 12

# RESPONSIBLE CONSUMPTION AND PRODUCTION

This virtuous cycle is the foundation of the company it unfolds in a chain of positive externalities, from individual reflection regarding consumption patterns (something common among most circular fashion consumers) to the natural resources saved by choosing a secondhand item.

The model gains even greater relevance in front of the forecast growth of the global clothing and shoes industry – of 81% from 2019 until 2030, reaching 102 million tons in clothes and accessories, classified as the second most pollutant industry, according to the “Pulse of the Fashion Industry” study.

As presented on Enjoei’s “The Future Knocks on the Door” publication regarding circular economy, the company was born from the perception that circular economy was a necessity, and nowadays there’s a community of people who effectively live a regenerative economy.

With actions to this effect, Enjoei also seeks to improve its communication with shareholders, so that the themes of sustainability and climate change are more and more aligned and strengthened on all fronts and activities.

<sup>6</sup> Source: MCKINSEY. Fashion on Climate. How the fashion industry can urgently act to reduce its greenhouse gases emissions. 2020. Available at: <https://www.mckinsey.com/~/media/mckinsey/industries/retail/our%20insights/fashion%20on%20climate/fashion-on-climate-full-report.pdf>

<sup>7</sup>Source: Global Fashion Agenda. Fashion on Climate. Copenhagen, 2020

<sup>8</sup> Source: Ellen MacArthur Foundation. A new textiles economy: Redesigning fashion’s future. 2017. Available at <<https://emf.thirdlight.com/link/2axvc7eob8zx-za4ule/@/preview/1?o>>

<sup>9</sup> Source: Global Fashion Agenda. Pulse of the Fashion Industry, 2017. Available at: <https://www.globalfashionagenda.com/publications-and-policy/pulse-of-the-industry/#:~:text=%E2%80%9CThe%20Pulse%20of%20the%20Fashion,to%20increase%20industry%20sustainability%20performance>

<sup>10</sup> Comparison presented by JGP Asset Management. Letter II: ESG in fashion - The social and environmental impact of what we wear. August, 2021, based on numbers from World Bank, Kaza’s publication, Silpa; Yao, Lisa C.; Bhada-Tata, Perinaz; Van Woerden, Frank. 2018. What a Waste 2.0: A Global Snapshot of Solid Waste Management to 2050

<sup>11</sup> Source: Pulse of the Fashion Industry, 2017. Available at: <https://www.globalfashionagenda.com/publications-and-policy/pulse-of-the-industry/#:~:text=%E2%80%9CThe%20Pulse%20of%20the%20Fashion,to%20increase%20industry%20sustainability%20performance>

## THE FASHION INDUSTRY AND ITS IMPACTS

### CO<sub>2</sub> greenhouse gases (GHG)

Responsible for, on average, 4%<sup>6</sup> of global annual GHG emissions. It is estimated that global GHG emissions will reach 2.7 billion tons in 2030<sup>7</sup>.

### WATER

It spends, on average, 93 billion m3 of water annually<sup>8</sup>.

It is estimated that water consumption will reach 118 billion m3 per year in 2030<sup>9</sup>.

### WASTE

It is responsible for, on average, 5%<sup>10</sup> of waste generated worldwide annually.

It is estimated that disposal will reach 148 million tons in 2030<sup>11</sup>.



# CLOTHES CIRCULARITY<sup>12</sup>

GRI 2-25

Circular fashion consumption practically doubles each item's average usage time. Following the fast fashion model, clothes are worn, overall, only seven or eight times – 36% less than in the past, when the textile industry's production wasn't as accelerated, which represents around USD 460 billion of waste a year due to under-utilization of pieces.

Global annual production of clothing articles has doubled, surpassing 50 billion, in 2000, to over 100 billion in 2015. In 2019, just Brazil has produced 8.9 billion in items of clothing. Between 2000 and 2014, the number of clothes purchased by individuals has increased approximately 60%, which represents USD 460 billion, literally thrown in the trash, due to under-utilization. This waste also involves the out-of-control use of raw materials used in the textile industry, such as cotton, linen, wool, leather, rubber, latex, and petroleum-based synthetic fabrics, among others.

<sup>12</sup>Data source: Ellen MacArthur Foundation, *A new textiles economy: Redesigning fashion's future*. 2017. Available at <https://emf.thirdlight.com/link/2axvc7eob8zx-za4ule/@/preview/1?o> | MODEFICA, FGVces, REGENERATE. *Possibilities for Circular Fashion in Brazil: Consumption Patterns, Usage and Disposal of Clothes*. São Paulo, 2020. Available at: <https://reports.modifica.com.br/pesquisa-consumo-uso-descarte/downloads/modifica-pesquisa-PADROES-CONSUMO-USO-DESCARTE-ROUPAS.pdf> | MCKINSEY. *Style that's sustainable: A new fast-fashion formula*. October, 2016. Available at: <https://www.mckinsey.com/business-functions/sustainability/our-insights/style-thats-sustainable-a-new-fast-fashion-formula>

# MUDANÇA CLIMÁTICA E EMISSÕES

GRI 3-3 – climate changes and GHG emissions | 2-25 | 201-2 | 305-1

In 2022, Enjoei prepared its first GHG Emissions Inventory, in reference to 2021, a relevant managerial instrument for the assessment, management, and monitoring of the impact of its operations on the global climate system.

The inventory was drafted again in 2023, considering 2022 as the base-year, in accordance with the Brazilian GHG Protocol Program, under the GHG Protocol Corporate Standard methodology for the emission sources associated with fugitive emissions, electricity purchases, upstream transportation, and waste and effluents generated in the activities. For the topic of Business Travel and Employee Relocation, the inventory used the VGP calculator, developed by the consulting firm Via Green for the transportation sector, which provides a robust method for estimating emissions, according to the methodology recommended by EN16.258:2012 standards and the guidelines of the GLEC Framework and ISO14.064-1.

Also in 2022, the company disclosed its climate data for the first time, voluntarily, to the Carbon Disclosure Program (CDP), receiving a C score, considered satisfactory especially since the initiative aimed, initially, to increase the level of transparency in the market, in addition to starting the development of a more robust set of data regarding corporate action related to the fight against climate change.

In terms of organizational scope, studies involved two units, both in the State of Sao Paulo – the office, in the capital, and the Logistics Center, in Cabreúva (SP). Regarding the organizational scope, three scopes indicated by the GHG Protocol Corporate Standard were respected. The result of the data collection revealed a great concentration of Scope 3 emissions, as a result of upstream distribution and transportation.

Since it is a tech company with the largest online platform for intermediation of secondhand items in Brazil, Enjoei’s activities do not involve the extraction, intensive use, or industrialization of natural resources. As such, there is no large-scale emission of GHG in direct activities, measured in Scope 1 of the inventory.

Over 95% of the company’s emissions, which totaled 1,339.75 tCO<sub>2</sub> e in 2021, and 5,295.15 tCO<sub>2</sub>e in 2022, refer to the transportation of products from sales intermediated by Enjoei and carried out by third-party logistics partners. Enjoei does not have its own vehicle fleet or stationary combustion sources. Direct emissions allocated on Scope 1, that have represented only 0.04 tCO<sub>2</sub>e of the 5,359.90 tCO<sub>2</sub>e of the inventory in 2022, corresponding to the use of air-conditioners and fire extinguishers.

<sup>13</sup>For emissions associated with Scope 1, the category of Fugitive Emissions was considered, which represents emissions from carbon dioxide (CO<sub>2</sub>) fire extinguishers. The result of this inventory is in CO<sub>2</sub> equivalent (CO<sub>2</sub>e), calculated using the Global Warming Potential (GWP). Each GHG is related to carbon dioxide (CO<sub>2</sub>), which has been adopted worldwide as standard GHG. It also considered the GWP in the Assessment Report 5 (AR5) from 2014, published by IPCC and aligned with the GHG Protocol Corporate Standard.

<sup>14</sup>The gas included in this calculation is CO<sub>2</sub>. The base year chosen was 2021, the historical date on which the greenhouse gas (GHG) emissions and removals of the reporting organization are monitored over time. Enjoei took the GHG emissions and removals for the year 2021 as a base year - January 1 to December 31, 2021. There were no significant changes in emissions that generated the need for new calculations of emissions in the base year. About the source of the factors: for emissions associated with Scope 2, the purchase of electricity based on the location of the operational units of the organization making the inventory was considered, which resulted in 39.59 tCO<sub>2</sub>. The purchase of electricity was based on the National Interconnected System (SIN), which mostly uses renewable generation sources. The data were obtained from the energy concessionaire's invoices. The conciliation approach was operational control.

### Direct Greenhouse Gas Emissions (tCO<sub>2</sub> equivalent)

GRI 305-1

	2021	2022
<b>Fugitive emissions</b>	1,99	0,04
<b>Total gross CO<sub>2</sub> emissions</b>	1,99	0,04

\*O ano-base é a data histórica a respeito da qual as emissões e remoções Gases de Efeito estufa (GEE) da organização inventariante são monitoradas ao longo do tempo. A organização inventariante tomou como ano-base as emissões e remoções de GEE do ano de 2021 - 01 de janeiro a 31 de dezembro de 2021.

Indirect emissions (Scope 2), from energy acquisition, were 39.59 tCO<sub>2</sub> equivalent in 2021 and 20.86 tCO<sub>2</sub> equivalent in 2022<sup>14</sup>.

Other GHG emissions (Scope 3), related to the consumption of fossil fuels and biofuels, except for the category of waste generated in production, amounted to 5,339.01 tCO<sub>2</sub> equivalent, most of which associated with the combustion of these fuels and their life cycle. The transport operation carried out by third parties for the delivery of products whose sale is intermediated by Enjoei had the greatest representation in emissions in this scope, with a total of 1,289.17 tCO<sub>2</sub>e



**Other Greenhouse Gas Emissions  
(tCO2 equivalent)\***

GRI 305-3

upstream	2021	2022
activities related to energy (those not included in scope 1 or 2 emissions) and fuels	5,53	0,96
upstream transport and distribution	1.289,99	5.295,15
waste generated in operations	0,39	28,22
business trips	2,26	14,65
employee transportation	0	0,03
<b>TOTAL</b>	<b>1.298,17</b>	<b>5.339,01</b>

\*The gases included in the calculation were: CO2, CH4, N2O. The base year is 2021. The calculation of GHG emissions from this source included the value of the total distance traveled in 2021, considering the total number of deliveries made (except the transport routes carried out for returned items) and the average mileage of each segment traveled. The calculation referring to the Upstream Transport category was carried out using the GHG Protocol Corporate Standard methodology, and the types of vehicles and fuel used throughout the entire delivery operation were obtained from information collected by Enjoei with its logistics partners. Emissions from the Waste generated in the operation category are related to the disposal of organic waste generated by employees who worked in person at the Logistics Center and were estimated based on ABNT NBR 7229:1992.

**Intensity of GHG  
emissions\***

GRI 305-4

	2021	2022
Total of GHG emissions (tCO2e)	<b>1,30 tCO2e equivalente</b>	<b>5,34 tCO2e equivalente</b>
Intensity of GHG emissions	<b>0,00039 tCO2e</b>	<b>0,00135 tCO2e</b>

\*The type of emissions included in the intensity rating comes from Scope 3 - indirect emissions. The gases included are: CO2, CH4 and N2O, in their correspondence for CO2e. Considers the total number of deliveries made by Enjoei in the reporting year, 3,297,862 in 2021 and 3,953,590 in 2022.

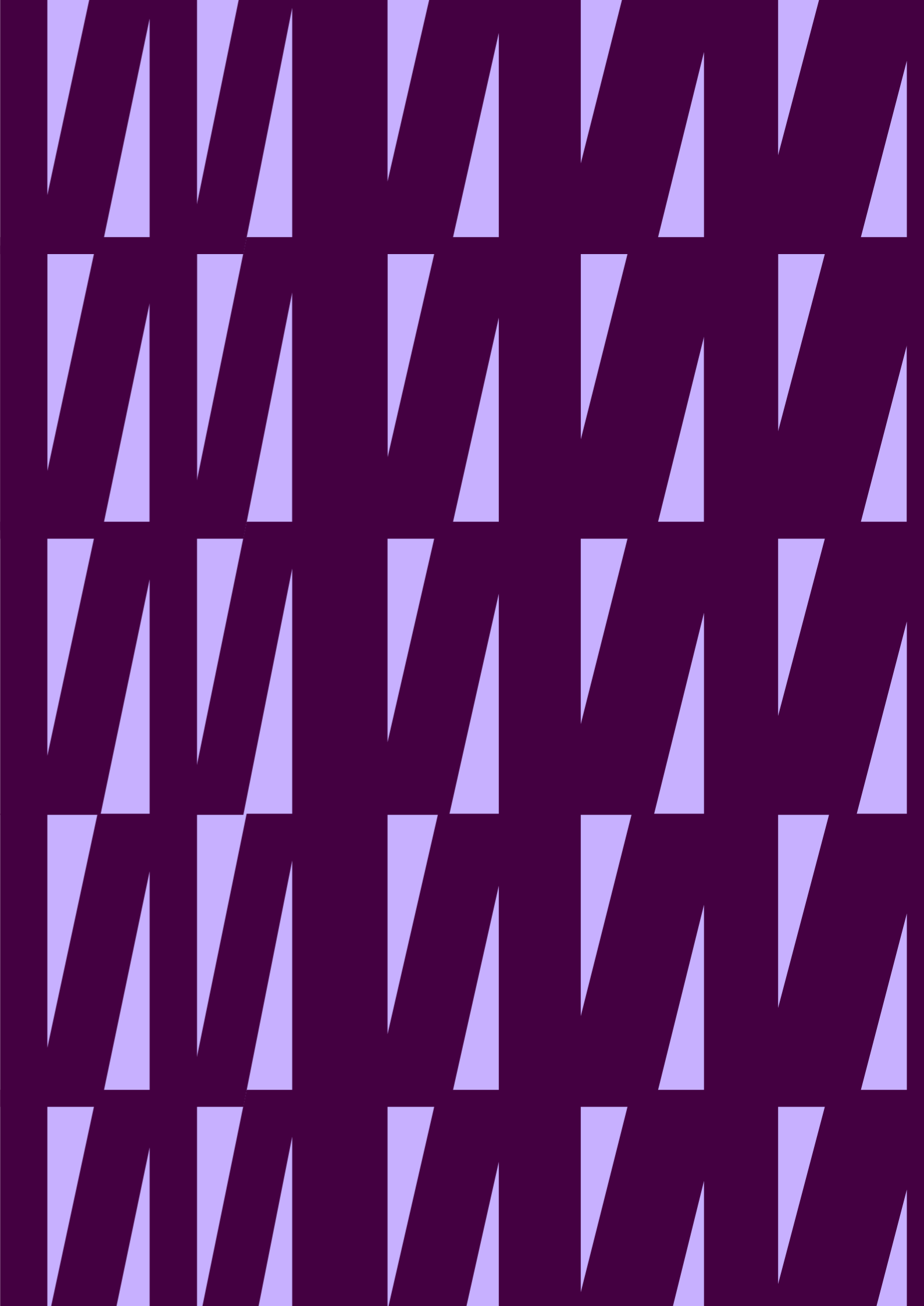
**GHG emission reductions achieved as a direct result  
of emission reduction initiatives (tCO2e) in 2022\***

GRI 305-5

Reductions from direct emissions (Scope 1)	<b>1,95</b>
Reductions from indirect emissions from energy acquisition (Scope 2)	<b>18,73</b>
Reductions from indirect emissions (Scope 3)	<b>0,00</b>
<b>Total of GHG emissions reductions</b>	<b>20,68</b>
Reductions from compensations	<b>0,00</b>

\*The gases included in the calculations are: CO2, CH4 and N2O, in their correspondence for CO2e and the base year is 2021.

The company understands that it is closer to climate opportunities by boosting its business models, that is based on a circular economy and on encouraging reduced production by the textile industry, a segment that is highly responsible for releasing GHG into the atmosphere. Thus, convinced of the theme's relevance, and after analyzing its first inventories produced, with results that will be monitored in the following years, the company will create metrics for incentives among employees and suppliers. Therefore, it seeks to be in alignment with the Paris Agreement, especially regarding scopes 1 and 2. For the next five years, the idea is to remain engaged in the chain of logistics partners, seeking to influence them towards greater operational efficiency and reduction of direct GHG emissions.



# MATERIALS AND WASTE

Data related to product description, composition, and classification is supplied by sellers and, therefore, analysis are conditioned to these information. In addition, there is a high number of pieces with undescribed compositions, which interferes in the way environmental impact can be calculated.

Regarding waste disposal for the Enjoei Pro operation, the number started being accounted for in 2022, for a total of 23 tons of cardboard a year.

# ENVIRONMENTAL IMPACT OF THE PIECES

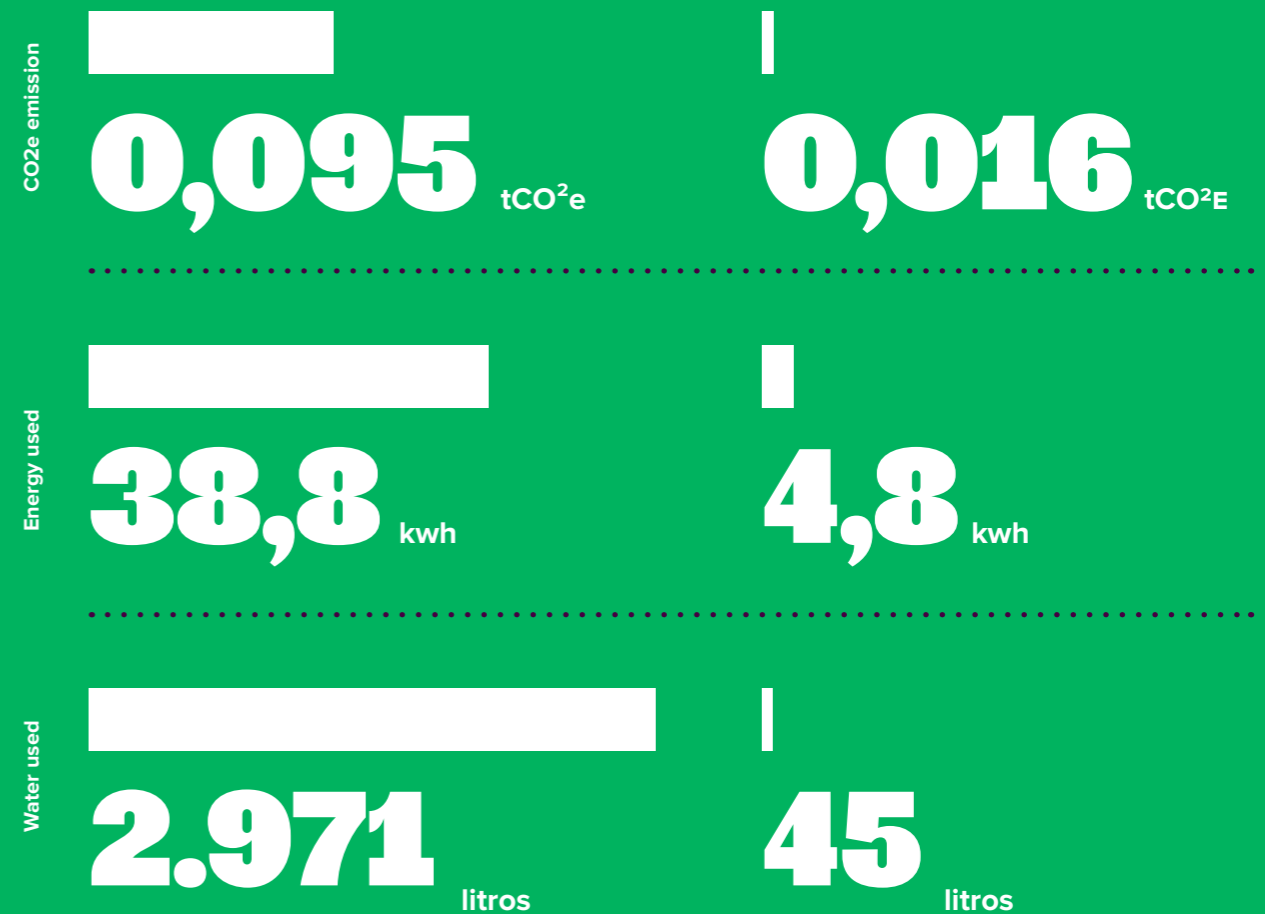
GRI 2-25

The company's business model is in line with a low carbon economy, since it encourages the purchase and sale of secondhand pieces, consequently reducing production and pressure of the emissions generated by the fashion industry.

# THE ENVIRONMENTAL IMPACT OF PURCHASING SECONDHAND ITEMS INSTEAD OF IS POWERFUL

the impact of a new clothing item

the impact of a secondhand clothing item<sup>17</sup>



<sup>17</sup>Source: ThredUp Resale Report, 2021. Available at: <https://www.thredup.com/resale/#resale-industry>

# 5,7 MILLION PIECES

TRADED THROUGH ENJOEI

REPRESENT

SAVINGS OF\*:

**1.669.530.000** liters of water

**698.250** GJ of energy

**45.030** tCO<sub>2</sub>e

Estimated numbers based on total pieces used intermediated by Enjoei in 2022. In order to roughly calculate the reduction in water, energy, and GHG, data from the Comparative Life Cycle Assessment (LCA) of secondhand vs. new clothing, in particular table 4.3, a study commissioned by ThredUp and produced by Green Story Inc in May 2019 was used.

<sup>15</sup>Source: MCKINSEY. Fashion on Climate. How the fashion industry can urgently act to reduce its greenhouse gases emissions. 2020. Available at: <https://www.mckinsey.com/~/media/mckinsey/industries/retail/our%20insights/fashion%20on%20climate/>

Being positively assessed in terms of sustainability and promoting opportunities for climate mitigation are relevant for the business, reducing reputation risks, as foreseen in the Risk Management Policy.

The textile industry is responsible for nearly 4% of Greenhouse Gas (GHG) emissions in the world, second only to the petroleum industry. It also excessively consumes water, being the second segment that relies on this resource the most, second only to agriculture.

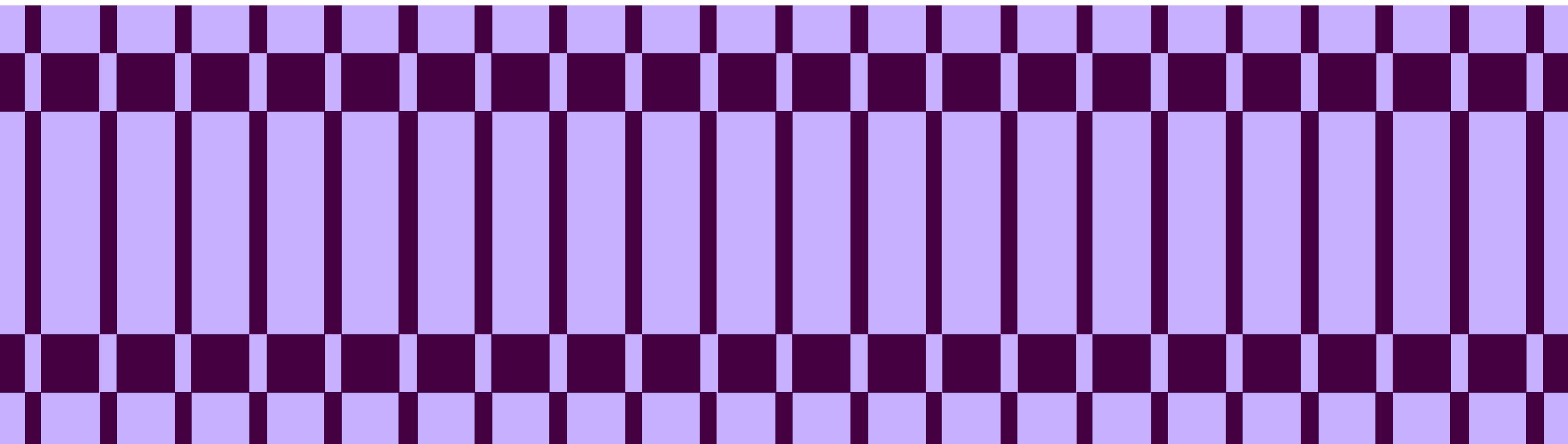
According to Moody's Investors Service, the industry uses 10% of the total industrial water supply, and finishing textiles are responsible for 20% of global industrial water pollution. The forecast is that the industry's environmental impact will worsen by 2030 and triple by 2050, with the growth of emerging markets. On the other hand, it is estimated that circular business models will allow the reduction of 143 million tons of GHG in 2030 and that, if there's only a 1% increase to circular economy in the fashion industry, reduced emissions will reach 13 million tCO<sub>2</sub> in the planet.

With this diagnosis, investing in reutilizing secondhand pieces is an opportunity to reduce the consumption of new pieces and the pressure on natural resources.

Overall, around 6 million secondhand clothing articles were traded on Enjoei in 2022, a 26% increase compared to 2021. Users' clothes that aren't sold in the Logistics Center – a modality on Enjoei Pro – aren't discarded, but rather returned to sellers or, mostly, donated to social institutions that are partnered with Enjoei, which again provides a chance to extend the useful life of these products.

# 10

financial  
results



In 2022, Enjoei registered a net income of BRL 138.9 million, a 31% growth compared to the previous year. The cost of the service provided was a total of BRL 90.2 million, a 15% a year variation, below the net income's growth rhythm, reflecting, mainly, the initiatives aimed at reducing unit shipping.

Gross profit reached BRL 48.7 million, around 75% higher than 2021, with a gross margin of 35.0%. General and administrative expenses, not including Stock Option Plans, presented a 36% a year variation due to the higher level of expenses with salaries and charges, and tech services.

Adjusted Ebitda, not considering the compensation plan in stock options (SOP), was a total of –BRL 56.4 million (it was –BRL 76.1 million in 2021).

In this context, the company's liquidity position, represented by cash, cash equivalents, and accounts receivable was a total of BRL 329.9 million, under the BRL 398.5 million in 2021.

### Financial highlights

	2021	2022	2022/2021 comparison
<b>net revenue (BRL thousand)</b>	106.140	138.901	30,9%
<b>gross profit (BRL thousand)</b>	27.772	48.677	75,3%
<b>gross margin (%)</b>	26,2%	35,0%	8,9 p.p.
<b>adjusted Ebitda (BRL thousand)</b>	(76.074)	(56.416)	-25,8%
<b>net revenue/ transacted item (BRL)</b>	19,5	21,0	7,8%
<b>gross profit/ transacted item (BRL)</b>	5,1	7,4	44,3%
<b>g&amp;a coverage per Gross Profit (%)</b>	62,9%	81,4%	18,4 p.p

**Direct economic value generated and distributed\***

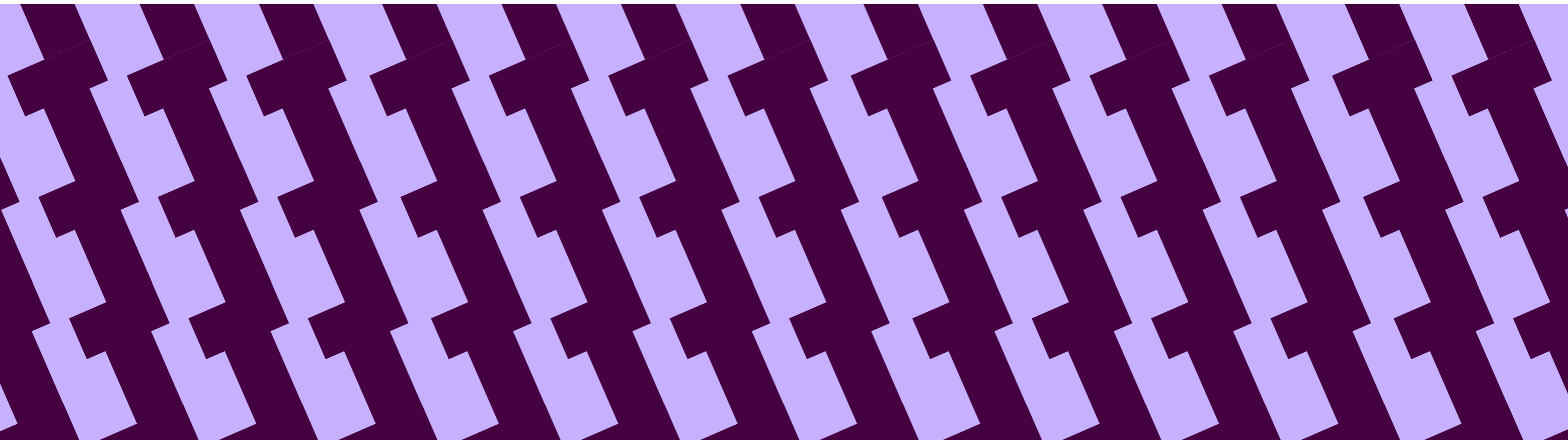
GRI 201-1 (in BRL)

	<b>2021</b>	<b>2022</b>	<b>2022/2021 comparison</b>
<b>direct economic value generated</b>			
<b>REVENUES</b>	94.070,00	121.215,00	156.569,00
<b>distributed economic value</b>			
<b>operational costs</b>	51.420,00	78.368,00	90.224,00
<b>employee wages and benefits</b>	19.713,00	67.965,00	49.517,00
<b>payments to capital providers*</b>	R\$ 0,00	R\$ 0,00	R\$ 0,00
<b>payments to government</b>	18.552,00	19.719,00	24.310,00
<b>community investments</b>	R\$ 0,00	R\$ 0,00	R\$ 0,00
<b>TOTAL</b>	89.685,00	166.052,00	164.051,00
<b>Retained economic value</b>			
<b>Direct economic value generated minus economic value distributed</b>	4.385,00	- 44.837,00	- 7.482,00

\*Payments to capital providers: there was no distribution of dividends.

# 11

**gri content  
summary**





GRI Standard / Other source	Code	Content	Location	Omission	SDG
<b>General content</b>					
<b>GRI 2: General Disclosures 2021</b>					
	<b>2-1</b>	Organizational details	22, 23	—	—
	<b>2-2</b>	Entities included in the organization's sustainability reporting	Only Enjoei S.A is included in this report.	—	—
	<b>2-3</b>	Reporting period, frequency and contact	7	—	—
	<b>2-4</b>	Restatements of information	There was no restatement of information.	—	—
	<b>2-5</b>	External assurance	7	—	—
	<b>2-6</b>	Activities, value chain and other business relationships	22, 23	—	—
	<b>2-7</b>	Employees	128	—	8.5, 10.3
	<b>2-8</b>	Workers who are not employees	128	—	8.5, 10.3
	<b>2-9</b>	Governance structure and composition	88	—	5.5, 16.7
	<b>2-10</b>	Nomination and selection of the highest governance body	88	—	5.5, 16.7

GRI Standard / Other source	Code	Content	Location	Omission	SDG
<b>General content</b>					
<b>GRI 2: General Disclosures 2021</b>					
	<b>2-11</b>	Chair of the highest governance body	88	—	16.6
	<b>2-12</b>	Role of the highest governance body in overseeing the management of impacts	88	—	16.7
	<b>2-13</b>	Delegation of responsibility for managing impacts	88	—	—
	<b>2-14</b>	Role of the highest governance body in sustainability reporting	7	—	—
	<b>2-15</b>	Conflicts of interest	88	—	16.6
	<b>2-16</b>	Communication of critical concerns	88	—	—
	<b>2-17</b>	Collective knowledge of the highest governance body	To develop the knowledge, abilities, and expertise of the highest body of governance on sustainability, lectures on awareness and engagement are held, as well as the periodic alignment of the strategy related to the theme in the business.	—	—
	<b>2-18</b>	Evaluation of the performance of the highest governance body	There are still no processes to assess the performance of the highest governance body in terms of overseeing the management of the organization's impacts on the economy, the environment, and people.	—	—

GRI Standard / Other source	Code	Content	Location	Omission	SDG
<b>General content</b>					
<b>GRI 2: General Disclosures 2021</b>					
	<b>2-19</b>	Remuneration policies	106	—	—
	<b>2-20</b>	Process to determine remuneration	106	—	16.7
	<b>2-21</b>	Annual total compensation ratio	106	—	—
	<b>2-22</b>	Statement on sustainable development strategy	17	—	—
	<b>2-23</b>	Policy commitments	92	—	16.3
	<b>2-24</b>	Embedding policy commitments	92	—	16.3
	<b>2-25</b>	Processes to remediate negative impacts	140, 141, 148	—	—
	<b>2-26</b>	Mechanisms for seeking advice and raising concerns	96	—	16.3
	<b>2-27</b>	Compliance with laws and regulations	Two significant cases of non-compliance with laws and regulations were registered: by the Brazilian Health Regulatory Agency (Anvisa), regarding the advertisement of medicines, and by Procon, which considered some of the fees charged and the rules for cancellation/exercise of the right to repentance to be inappropriate.	—	16.3

GRI Standard / Other source	Code	Content	Location	Omission	SDG
<b>General content</b>					
<b>GRI 2: General Disclosures 2021</b>					
	<b>2-28</b>	Membership associations	Enjoei is associated with the Brazilian Chamber of Digital Economy (Câmara-e.net).	—	—
	<b>2-29</b>	Approach to stakeholder engagement	8	—	—
	<b>2-30</b>	Collective bargaining agreements	All employees are covered by the collective bargaining agreement, except for the five statutory employees who are compensated by means of retainers and whose compensation is decided in the Board of Directors, representing 99% of employees covered by collective bargaining agreements. In the years 2020 and 2021, the percentages were 86% and 97%, respectively.	—	8.8
<b>Material topics</b>					
<b>GRI 3: Material Topics 2021</b>					
	<b>3-1</b>	Process to determine material topics	12	—	—
	<b>3-2</b>	List of material topics	12	—	—

GRI Standard / Other source	Code	Content	Location	Omission	SDG
<b>Material topic: Circularity and conscious consumption</b>					
<b>GRI 3: Material Topics 2021</b>					
	3-3	Management of material topics	26	—	—
<b>GRI 203: indirect economic impacts 2016</b>					
	203-2	Significant indirect economic impacts	26	—	1.2, 1.4, 3.8, 8.2, 8.3, 8.5
<b>Material topic: Growth and corporate culture aligned with ESG purposes</b>					
<b>GRI 3: Material Topics 2021</b>					
	3-3	Management of material topics	40	—	8.1, 8.2, 9.1, 9.4, 9.5
<b>gri 201: economic performance 2016</b>					
	201-1	Direct economic value generated and distributed	156	—	5.1, 8.5, 8.6, 10.3

GRI Standard / Other source	Code	Content	Location	Omission	SDG
<b>Material topic: People management, diversity and inclusion</b>					
<b>GRI 3: Material Topics</b>					
	3-3	Management of material topics	102, 112, 116, 124	—	—
<b>GRI 401: Employment 2016</b>					
	401-1	New employee hires and employee turnover	129, 130, 131, 132, 133	—	5.1, 8.5, 8.6, 10.3
	401-3	Parental leave	110	—	5.1, 5.4, 8.5
<b>GRI 403: occupational health and safety 2018</b>					
	403-1	Occupational health and safety management system	The occupational health system was established following the requirements of regulatory standard NR7, which foresees the obligation of medical examinations on admission, periodically, when returning to work, when occupational risks change, and dismissal. In addition, security guidelines and risks are foreseen on NR9. Both systems are conducted by hiring an expert third-party company.	—	8.8
	403-5	Worker training on occupational health and safety	—	The company does not control this metric.	8.8

GRI Standard / Other source	Code	Content	Location	Omission	SDG
<b>Material topic: People management, diversity and inclusion</b>					
<b>GRI 403: occupational health and safety 2018</b>					
	<b>403-6</b>	Promotion of worker health	106	—	3.3, 3.5, 3.7, 3.8
	<b>403-9</b>	Work-related injuries	There were no injuries related to work. For office employees there is no imminent risk of injury. As for the employees at distribution center, individual protection equipment is made available, such as safety boots and reflective vests.	—	3.6, 3.9, 8.8, 16.1
<b>GRI 404: training and education 2016</b>					
	<b>404-1</b>	Average hours of training per year per employee	125	—	4.3, 4.4, 4.5, 5.1, 8.2, 8.5, 10.3
	<b>404-2</b>	Programs for upgrading employee skills and transition assistance programs	The company does not have this type of program.	—	8.2, 8.5
	<b>404-3</b>	Percentage of employees receiving regular performance and career development reviews	126	—	5.1, 8.5, 10.3

GRI Standard / Other source	Code	Content	Location	Omission	SDG
<b>Material topic: People management, diversity and inclusion</b>					
<b>GRI 404: training and education 2016</b>					
	<b>405-1</b>	Diversity of governance bodies and employees	119, 120, 121, 122, 123	—	5.1, 5.5, 8.5
	<b>405-2</b>	Ratio of basic salary and remuneration of women to men	Mathematical ratio between salary and base compensation for women and men by functional category in 2022: 0,84 and 0,86 for statutory; 0,86 and 0,86 for officer; 0,88 and 0,88 for managers; 0,76 and 0,78 to the other positions.	—	5.1, 8.5, 10.3
<b>GRI 406: non-discrimination 2016</b>					
	<b>406-1</b>	Incidents of discrimination and corrective actions taken	The reporting channel received a case that, upon appraisal, was concluded and identified as not pertinent.	—	5.1, 8.8



GRI Standard / Other source	Code	Content	Location	Omission	SDG
<b>Material topic: Governance, ethics and transparency</b>					
<b>GRI 3: Material Topics 2021</b>					
	3-3	Management of material topics	85	—	—
<b>GRI 205: anti-corruption 2016</b>					
	205-1	Operations assessed for risks related to corruption	All operations (100%) were submitted to risk assessment. Risks related to corruption were materially applicable to two of the company's operations (C2C and Enjoei Pro) and concerned the hiring of suppliers and partners, with the adoption of purchasing/contracting process controls to mitigate them.	—	16.5
	205-2	Communication and training about anti-corruption policies	100% of the members of the governance body, all located in the Southeast Region of Brazil, and 100% of the employees were trained on anti-corruption policies and procedures in the year 2022 and in the years 2020 and 2021. As of the year 2021, the Anti-corruption policies and procedures were also communicated to Enjoei's partner social institutions.	The percentage of reported business partners was not disclosed in this Report.	16.5
	205-3	Confirmed incidents of corruption and actions taken	There were no confirmed cases of corruption, nor are there legal processes related to corruption against the organization or its employees.	—	16.5

GRI Standard / Other source	Code	Content	Location	Omission	SDG
<b>Material topic: Climate changes and GHG emissions</b>					
<b>GRI 3: Material Topics 2021</b>					
	3-3	Management of material topics	141	—	7, 13
<b>GRI 201: economic performance 2016</b>					
	201-2	Financial implications and other risks and opportunities due to climate change	141	—	13.1
<b>GRI 302: Energy 2016</b>					
	302-1	Energy consumption within the organization	In 2022, there was no fuel consumption in the company. The volume of energy consumed (only electricity) in the year was 48,385.29 KWH.	—	7.2, 7.3, 8.4, 12.2, 13.1
	302-2	Energy consumption outside of the organization	—	The indicator isn't applicable because there is no operational control regarding energy consumption outside the organization. In terms of GHG inventories conducted by the	7.2, 7.3, 8.4, 12.2, 13.1

GRI Standard / Other source	Code	Content	Location	Omission	SDG
<b>Material topic: Climate changes and GHG emissions</b>					
<b>GRI 305: Emissions 2016</b>					
	<b>305-1</b>	Direct (Scope 1) GHG emissions	141, 143	—	3.9, 12.4, 13.1, 14.3, 15.2
	<b>305-2</b>	Energy indirect (Scope 2) GHG emissions	141	—	3.9, 12.4, 13.1, 14.3, 15.2
	<b>305-3</b>	Other indirect (Scope 3) GHG emissions	141, 144	—	3.9, 12.4, 13.1, 14.3, 15.2
	<b>305-4</b>	GHG emissions intensity	141, 145	—	13.1, 14.3, 15.2
	<b>305-5</b>	Reduction of GHG emissions	141, 145	—	13.1, 14.3, 15.2

GRI Standard / Other source	Code	Content	Location	Omission	SDG
<b>Material topic: Privacy and information security</b>					
<b>GRI 3: Material Topics 2021</b>					
	3-3	Management of material topics	98	—	—
<b>GRI 418: Customer Privacy 2016</b>					
	418-1	Substantiated complaints concerning breaches of customer	Two complaints were received from external parties, but there was no evidence of leaks, theft, and/or loss of customer data.	—	16.1, 16.3
<b>Material topic: Buyer and seller's satisfaction and experience</b>					
<b>GRI 3: Material Topics 2021</b>					
	3-3	Management of material topics	71	—	—
<b>GRI 417: Marketing and Labeling 2016</b>					
	417-3	Incidents of non-compliance concerning marketing communications	Two cases of non-compliance with the law were recorded, which resulted in a warning.	—	16.3

# 12

**glossary**



**GMV** / The definition of GMV represents the total transaction value, in Brazilian reais, of all natures, per products purchased or services provided and successfully completed by the payment methods offered on the platform at the time of checkout. Transactions immediately rejected, for any reason, by payment processing institutes are not considered successful. Transactions that may be rejected by the platform afterwards as a result of security analysis after payment confirmation or by user refund, which may occur in cases of exercising the right to withdraw from the purchase and/or the service provided, are not removed from the calculation. Transactions with values above what's considered outside the consumption pattern in terms of the platform's product categories are removed from the GMV calculation.

**GROSS BILLINGS** / c it refers to the GMV share retained by Enjoei from the transactions on the platform. This can be expressed as a percentage by the Take Rate.

**GMV** and **Gross Billings** are non-accounting measures according to Brazilian accounting practices (BR GAAP) or International Financial Reporting Standards (IFRS), issued by the International Accounting Standard Board (IASB), and therefore do not have a standard meaning and may not correspond to measures with similar nomenclature disclosed by other companies.

**EBITDA** / English acronym (earnings before interest, taxes, depreciation, and amortization), Ebitda is a non-accounting measurement prepared by Enjoei, in line with CVM Resolution no. 156/2022.

**NEW BUYER** / user who has completed their first purchase on the platform in the indicated period or who completed purchases after 18 months inactive.

**ACTIVE BUYER** / user who completed at least one purchase in the last 12 months.

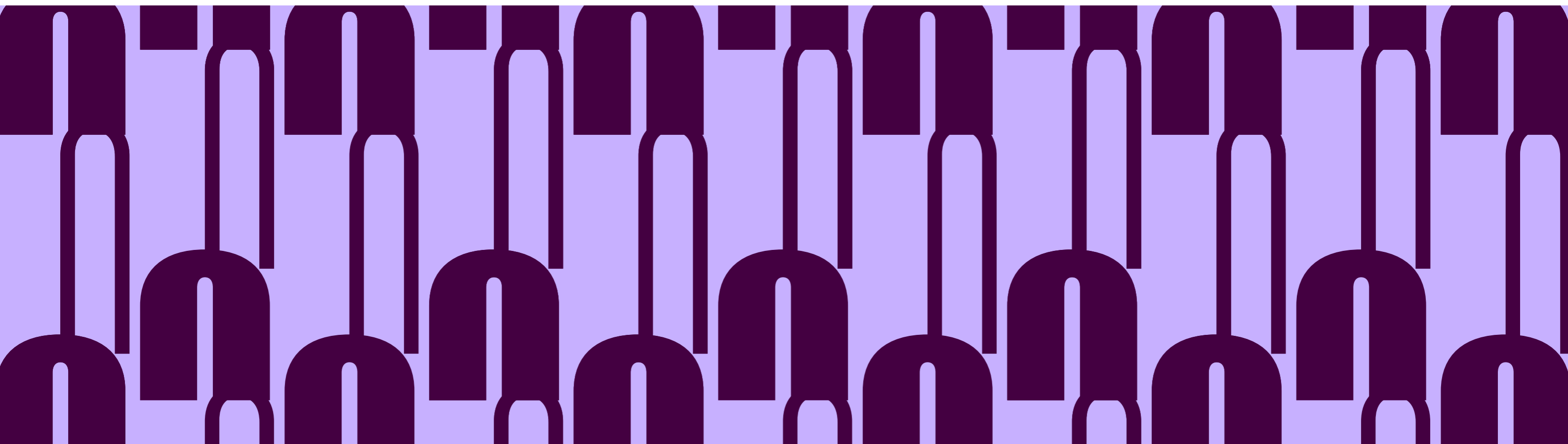
**NEW SELLER** / user who completed their first post on the platform in the period indicated.

**ACTIVE SELLER** / user who posted at least one product on the platform in the last 12 months.

**TRADED ITEM** / refers to product linked to the transaction that generates the GMV disclosed.

# 13

corporate  
information/file



**coordination /**

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**enJOei**