



● Annual Report — — 2021



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Chapter 1

Message from the President

GRI 102-14

In 2021, Edenred introduced its new purpose: Enrich Connections. For Good. And it is with this purpose that I would like to start our conversation, as these words translate the essence of our company. We wish not only to be successful in what we do – that is, to provide the best transactional solutions for companies, employees, and merchants – but also to do it consistently, contributing to the good of our community and the world as a whole.

Edenred creates and enriches connections. Regardless of how you look at our business, it is the connections between us, our customers, governments and users that build our brand. During another challenging year, with the pandemic once again putting us to the test, these connections were what encouraged us and cooperated for us to maintain the vitality of the markets in which we operate.

Regarding our operations, I would like to highlight the agility with which our business lines managed their strategic planning and goals.

In the Ticket universe, we launched new solutions, such as Ticket Super Flex and Ticket Vantagens. Ticket Super Flex, implemented in March 2021, is a multi-benefit card that offers five different benefits in a single card, being designed to meet the new needs of companies and workers. The Advantage Ticket includes exclusive benefits, such as professional courses and selected services. Investment in a variety of distribution channels, in turn, helped to expand the reach of our brands, which has contributed to bringing relevant results at the end of the year.

In Fleet and Mobility, important steps were taken. In addition to implementing upgrades to existing solutions, the business line has created platforms such as GoHub, which optimizes fleet management by consolidating information for fuel, toll and maintenance management, among others. Additionally, it paved the way for a strategic acquisition: the purchase, completed in 2022, of Greenpass, a startup specializing in electronic toll and parking payment solutions using tags. With that, we expand the mobility services offered beyond supply management. The growth provided by these measures was relevant and demonstrates that Edenred's strategy of investing in this segment has been very successful.

In Payment Solutions and New Markets, our business line focused on solutions for corporate expenses and new opportunities, while the launch of new technologies and new solutions led to volume and revenue growth. The creation of virtual cards for e-commerce and the Edenred Wallet, a digital wallet that offers a number of features to Edenred Pay cardholders, were some of the innovations presented during the period.

We did all this while moving towards strengthening our global sustainability guideline, called Ideal, launched in 2017. Whether expanding the ESG goals established for our executives, creating programs to engage our employees on the subject or ensuring greater comprehensiveness of the good practices adopted in relation to the environment, society and governance, we were able to end 2021 with several successful initiatives in this area.

The year 2021, despite all its obstacles, enabled us to enrich our connections with our stakeholders and start a new and stimulating cycle, in which transformations in work relationships and business relationships will make Edenred, a company that is agile and has technology in its DNA, even better at what it does.

Gilles Coccoli, President of Edenred Brasil



About the Report

GRI 102-5, 102-50, 102-52, 102-53 and 102-54

This Report marks Edenred Brasil's commitment towards our stakeholders, in order to provide ever-increasing transparency about our management and to advance towards business practices that are increasingly sustainable. The content was established and defined based on priority business topics and on our sustainability strategy, called Ideal, presented in detail throughout the Report.

Edenred is a global digital payment services brand that serves as a 24/7 companion for workers and businesses. Edenred Brasil is headquartered in the city of São Paulo, Brazil, with a non-financial holding activity.

We annually publish our Report with information on various aspects of the businesses, brands and how we integrate sustainability into operations in Brazil. For the second year, we followed the guidelines of the Global Reporting Initiative (GRI) Standard, Essential option.

For more information, please contact us via email:
sustentabilidade-br@edenred.com





Chapter 3

2021 Highlights



About Edenred



Present in
45 countries



10,000
employees



50 million
employees benefited



>2 million
accredited merchants



950,000
client companies



>1.5 billion
meals served



The Group managed around
€ 30 billion in transactions



€30 billion earmarked for the More than Ever fund, targeting vulnerable businesses. **83 initiatives** supported in **25 countries**



90% of the business volume today is digital

In Brazil



8.3 million
employees benefited



500,000
accredited merchants



1 million
vehicles managed



1 million
truck drivers



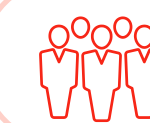
130,000
client companies



2.5 billion
in fuel per year



8 million
freight operations and toll vouchers



2,404
employees

Highlights in Brazil

2021

- Partnership with eureciclo in 2021 to offset **200% of paper and plastic emissions** from our products
- More than **1/3 of employees participated in volunteer actions**, totaling **3,000 hours donated**
- Launch of **Ticket Vantagens** in 2021
- **Edenred Brasil's public commitment** to Diversity, Equity and Inclusion
- Through the Alimentando a Solidariedade Platform, Ticket **made over R\$10 million available in donations** to NGOs
- Creation of the **Ticket Payments digital card** and the **Edenred Wallet digital wallet**
- Launch of **Viagem + Econômica**, a Ticket Cargo feature that uses artificial intelligence to indicate the best combination of fuel stations to achieve lower costs on trips
- **Significant growth in the volume of hires** of the Toll Voucher Management solution, by Repom

2022

- Acquisition of **51% of Greenpass**
- Launch of **Ticket Super Flex**
- Launch of the **Punto brand in the Acquiring segment**
- Launch of the **Edenred Move for Good global sustainability program**
- Successful closing of the second edition of the Premiados da Estrada Repom promotion, carried out in partnership with Visa. The initiative **distributed R\$160,000 in prizes to participating road professionals**



Recognitions and Awards



- For the 3rd consecutive year, Edenred was acknowledged as one of the Top 100 Open Corps, being part of the list of companies with the most open innovation in the country, according to the 100 Open Startup Ranking.
- 7th place, in the Financial Services category, in the Valor Inovação Award. This was the company's fifth recognition at the awards.



- 9th place among the Best Companies to Work For in Brazil, according to a nationwide survey carried out by the global consulting firm Great Place to Work® Institute (GPTW).
- 1st place in the Financial Services category of the Best Companies to Work For – Financial Institutions award.
- Recognition in the Best Companies to Work For Women Award, promoted by the Great Place to Work® Institute (GPTW) in partnership with the Época magazine and UN Women.
- 7th place on the list of the Largest Companies in the Maiores do Transporte & Melhores do Transporte yearbook.
- The brand ranked 626th among the 1000 competing companies in the Valor 1000 Yearbook.
- Recognition in the 13th edition of the As Melhores da Dinheiro Award, promoted by the Isto É Dinheiro magazine.

- 2nd place in the Meal Voucher category, in the Best Suppliers for HR Award, promoted by the Gestão RH magazine.
- Ticket was among the five most remembered companies in the Meal Voucher category of the Top of Mind RH award.
- One of the featured companies of the 21st ABT Awards of the Brazilian Telemarketing Association.
- Ticket won, for the third consecutive year, two silver seals in the 2021 Cliente SA Awards, in the Innovation Strategy category.





- Featured in the 18th . edition of the As Melhores da Dinheiro Awards.
- Ranked among the 80 Best Companies to Work For in Brazil – large companies category, according to a national survey conducted by the global consulting firm Great Place to Work® Institute (GPTW).
- 5th place among the Best Companies to Work For in Rio Grande do Sul, in the Large Companies category, according to a survey carried out by the global consulting firm Great Place to Work® Institute (GPTW).
- 9th place in the Biggest list Companies, in the Maiores do Transporte & Melhores do Transporte yearbook.
- The brand ranked 781st among the 1000 competing companies in the Valor 1000 Yearbook.
- Since 2016, Ticket Log has been included in the rankings of the 500 Largest Companies in the South Region, standing out as the most profitable company in the Commerce – Wholesale and Retail sector. Additionally, it ranked 143rd in the rankings “company with the highest profitability in Commerce – Wholesale and Retail.”



- Elected one of the Best Companies to Work For in the Barueri Metro Area by the global consulting firm Great Place to Work® Institute (GPTW).
- Acknowledged, for the 3rd year, in the Maiores do Transporte & Melhores do Transporte yearbook, o the list of Largest Companies, in the Automation and IT category.

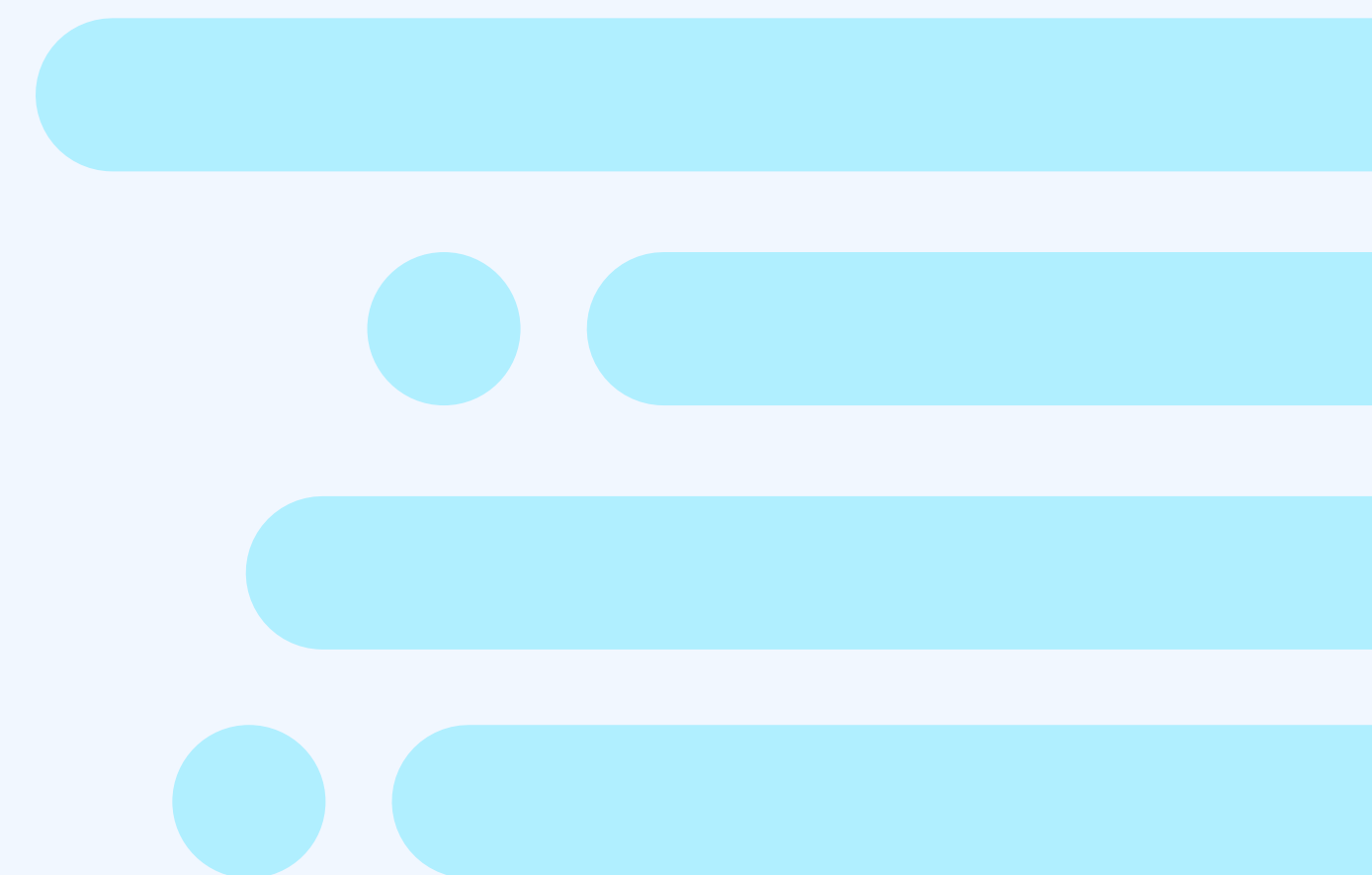




Chapter 4

Edenred Brasil

GRI 102-2 and 102-15



Edenred is a leader in its segment worldwide, connecting over **50 million users, 2 million partner establishments and 900,000 client companies** in **45 countries**. In Brazil, it operates in three lines of business: Employee Benefits, with the Ticket brand; Fleet and Mobility, with the Ticket Log and Repom brands; and Payment Solutions and New Markets, with Edenred Pay and Punto.

True to the Group’s purpose, **“Enrich connections. For good,”** these solutions enhance the well-being and purchasing power of users, improve the attractiveness and efficiency of companies and boost the job market and the local economy. We have over **130,000 client companies, 8.3 million employees** and **500,000 accredited merchants** across the country. In 2021, Edenred handled, globally, a turnover of approximately **€30 billion**, mainly through mobile apps, online platforms, and cards.

Next Frontier, Edenred’s global strategy, is in its 2019-2022 version, continuing the 2016-2018 plan. It reaffirms our goal to be the companion brand of people in the world of work, approaching the

universes **Eat, Move, Care, and Pay** – four related areas in which our solutions join forces to offer simplicity, security, and efficiency. Next Frontier is structured around three pillars: Scale, Innovation, and Transformation.

The first of them, Escala, aims to win new customers in all markets with low penetration, maintaining business excellence and inspiring all our employees. Our solutions and digital transformation open up new possibilities every day. We take special care to provide a work environment where each employee can freely be who he or she is and find the support they need to take advantage of opportunities.

We created the first meal voucher solution over 50 years ago have continuously reinvented ourselves ever since. Now, we want to rethink the thousand and one ways that will transform the world of work.

Learn more at www.edenred.com.br and www.linkedin.com/company/22311673/.

Enrich Connections. For Good. Our New Purpose

In 2021, we launched our new purpose: “Enrich connections. For good.” It sheds new light on Edenred’s ambition, making a strong connection between the Group’s roots, its current position, and the future it envisions. This purpose aims to inform the Group’s strategic decisions and unite its teams, giving meaning to its organization, in line with its global Ideal sustainability strategy.

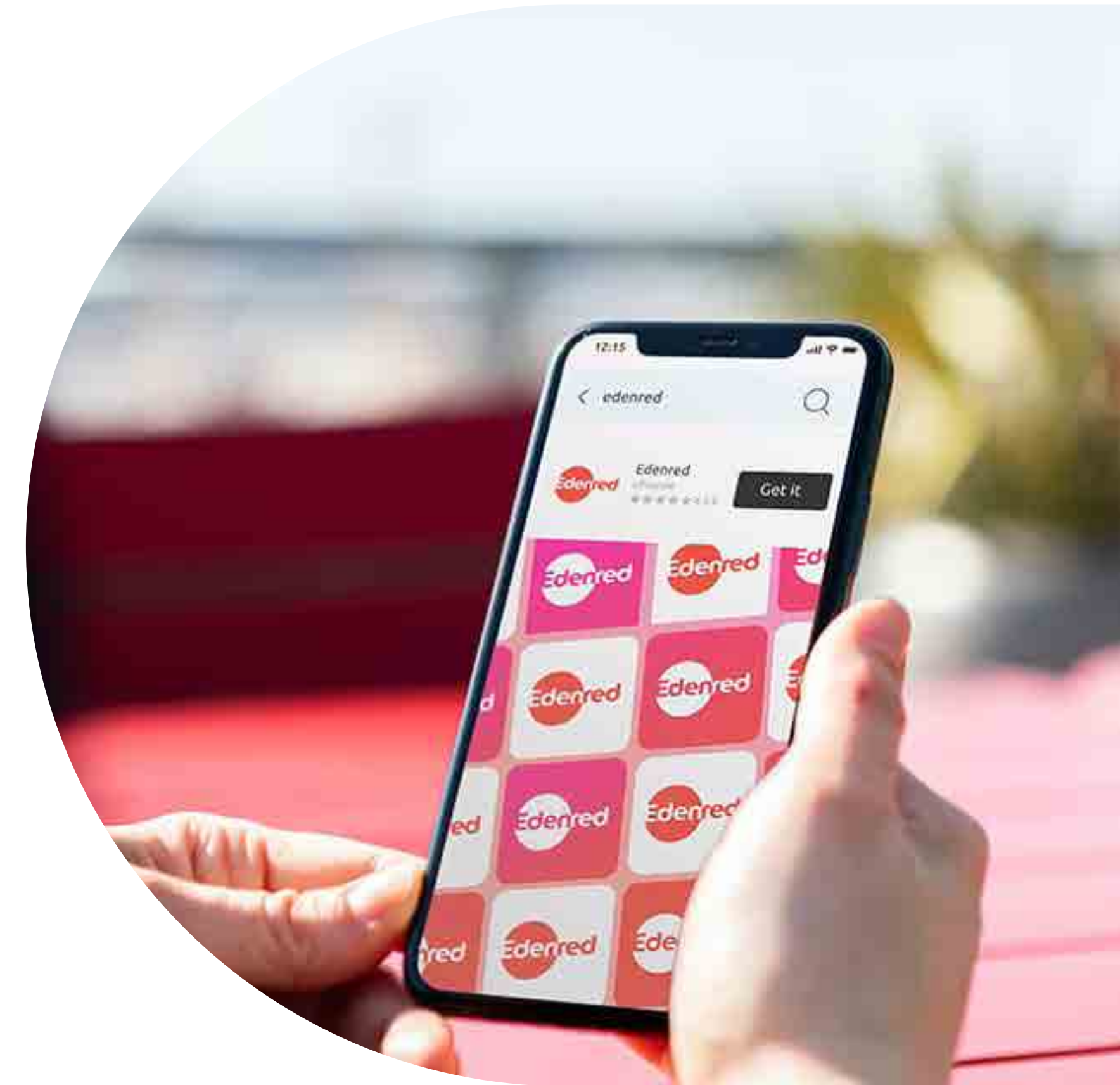
ENRICH CONNECTIONS.

“**Enrich connections.**” The phrase reflects Edenred’s expertise in transforming each transaction into an enhanced experience, in a smart, secure and efficient connection, while increasing its value. In fact, in addition to payments, each transaction, each connection, meets specific needs to increase the well-being and purchasing power of employees, improve the attractiveness and efficiency of businesses, and boost the labor market and the local economy.

FOR GOOD.

“**For good**” is a message of progress and the possibility of a better future. Edenred’s solutions have a positive impact on health and well-being. They support the local economy, protect vulnerable communities, and preserve the environment.

“For good” is also a promise: In a world where many connections are fleeting, Edenred proposes to form solid and lasting bonds – meaningful connections based on trust.



Key Operations

GRI 102-2, 102-3, 102-4, 102-6, 102-7, 102-45

There are three main fields of operation at Edenred Brasil, which are organized into three lines of business: Worker Benefits, Fleet and Mobility, and Payment Solutions and New Markets.

Within these lines of business, we bring solutions linked to the Eat, Care, Move and Pay universes.

Our Brands (expertise areas and lines of business)¹

The Employee Benefits business line features the Ticket brand. The Ticket Log and Repom brands make up the Fleet and Mobility business line. Edenred Pay and Punto, in turn, are part of the Payment Solutions and New Markets business line.



click the brands below for more information

¹. In 2021, Freto, logtech founded in 2018 by Edenred, became an independent operation with diversified shareholders. For more information, please visit <https://www.freto.com.br/Institutional>

Business Model

GRI 102-15, 203-2

We are a unique digital intermediation and payment platform. We solve the needs of people in their workplace thanks to solutions aimed at the Eat, Move, Care and Pay universes, such as payment for meals, food, cultural and leisure activities, health services, household goods, commuting, and long-distance trips, as well as enabling corporate payments in a simple and efficient way.

We operate in the markets for Employee Benefits (through the Ticket brand), Fleet and Mobility (through the Ticket Log and Repom brands), and in Payment Solutions and New Markets (through Edenred Pay and Punto). The Eat, Pay, Move and Care universes cut across these three lines of business.

Types of client companies

- Companies of all sizes, irrespective of the industry in which they operate
- We consider all as a potential client. For example: In the case of Ticket, all companies can offer benefits to their employees
- In the case of Ticket Log: It also applies to companies of all sizes, company with transportation as their business center, companies that do not have transportation as their business center, or companies that only wish to provide fuel allowance for employees
- In the case of Repom, this includes Shippers and Carrier companies.

Types of partner establishments

- Restaurants and similar establishments
- Supermarkets and similar establishments
- Cultural establishments
- Pharmacies
- Stationeries
- Educational institutions
- Department stores
- Auto repair workshops
- Fuel stations
- Establishments accredited to open network companies in Brazil (e.g., Visa, Mastercard) in some solutions

Types of recipients

- Registered workers and independent contractors (truck drivers)

Corporate Identity

GRI 102-16

Since 1962, the year the company was founded and Ticket Restaurante was created by Jacques Borel, in France, Edenred's mission has been to transform the world of work into a better world for everyone. Over these 50 years and 46 years of operations in Brazil, the Group, which became Edenred in 2010, has diversified both its portfolio of solutions and the public served by the Company, broadly expanding its field of activity.

Five values permeate all our activities. They are inserted in each country, each line of business, each brand and each operation of the Group, being responsible for building our corporate identity and reflecting the concepts contained in our purpose to Enrich Connections. For Good.

Our values

Our values are a source of inspiration for everyone who is part of Edenred. From imagination to respect and from an entrepreneurial spirit to simplicity, always with a passion for customers, they are ethical principles through which we practice valuing people and seeking to satisfy our stakeholders.

Imagination



Imagination stimulates the desire for innovation and makes progress possible. We recognize this and, based on that, put our own imagination to work, creating inspiring ways to connect companies, employees and merchant to the world of work of today and tomorrow.

Entrepreneurial spirit



Our entrepreneurial spirit drives our growth, guides our pioneering soul into the new business territories that we wish to explore, strengthens our local power, and allows us to relentlessly focus on operational excellence.

Simplicity



Our customers want their interaction with us to be simple and easy. **We know that it is hard to do the simple things.** This is why we always make sure to promote simplicity in everything we do and transparency in everything we say.

Respect



Real business excellence can only be achieved with respect. We respect our customers by being proactive, responsible and honest; our colleagues for expressing gratitude and recognition; our shareholders for using the resources made available to us efficiently; and society by promoting solutions and services that create value for all stakeholders.

Passion for customers



Employers do not pay wages, customers do. The more we engage with business, the clearer their needs become and the simpler it is to determine the changes we must make. We will not stop improving each detail of **everything we do** until we have 100% of our customers insisting that their friends do business with us.

Governance Structure

GRI 102-18

Edenred Brasil Steering Committee

We have adopted a corporate governance model that is in line with the challenges of our work and which supports the goals defined in the Next Frontier. Our decisions are taken in accordance with the company's commitments and are designed to create the necessary conditions to achieve the goals of the strategic plan.

At Edenred, the committees operate as advisory bodies and assist the Board of Directors in carrying out its duties and responsibilities. The commissions act as technical bodies that support the Committees, the Board of Directors and the Executive Board in the performance of their functions and responsibilities, within their competence, without decision-making or executive powers.

Risk management

GRI 102-11

Edenred understands that large organizations are moved mainly by structured processes that are guided by policies and procedures and supported by their employees, through their own business dynamics. In this way, the company explores the three-line model of the Institute of Internal Auditors (IIA), through standards of conduct developed and disseminated across the different business areas, with the aim of identifying and mitigating possible risks that are present in its operations.

The company has Risk Management policies, applicable to all areas, in which the criteria for identifying, analyzing, addressing and monitoring risks are defined, considering the internal context (which involves the organizational structure, processes, responsibilities, internal information systems, and relations with internal stakeholders). Additionally, the company's Risk Management process includes not only the mapping of the activities of the business areas but also the assessment of the risks involved in projects for the development and introduction of new services/solutions.

Currently, Edenred Brasil has a support system for Risk Management, in which the risks, controls, effectiveness tests and action plans are

documented and in which heat maps and risk coverage indexes are generated for each area mapped.

All events, of an internal or external origin and related to the Company's business strategies and objectives, must be mapped and monitored in order to ensure that any risk materialization that may occur is already known and managed at an acceptable level.

Risk assessment is a process that assists in decision-making, identifying those that are a priority and require treatment, taking place through a critical analysis carried out by the second line of defense alongside the business areas, considering related stakeholders, impact parameters and probability of occurrence. It is worth emphasizing that the risks defined as priorities and their respective action plans are monitored by the Board.



Chapter 5

Market Context



Macroeconomic, Sector and Regulatory Environment

The year 2021 started in a different way than expected. The worsening of the pandemic once again left the economic horizon undefined, as well as the permanence of people in the remote work system. Challenging moments arose throughout the period, but the commitment, resilience and new initiatives of the Group's business lines contributed to achieving the targets defined.

Despite facing a number of obstacles, such as slower economic acceleration than expected, Edenred ended the period without facing disruptions and in a very positive way – we achieved growth in operating revenues. When evaluating the year ended, another important finding is that, after overcoming a stage of great demands, the company started 2022 working even more efficiently.

Perspectives for the Business

The scenario for the coming years is challenging and stimulating. In the business environment, attention is drawn to the entry of new participants in the worker benefits market, intensifying the level of competition. Edenred's strength and vast expertise in this field, however, ensure our strength in these segments.

Still regarding the Worker Benefits business line, two of the main focuses in 2022 are the expansion of the accredited network and increased capillarity, which will allow us to reach areas of Brazil that receive little or no service. One aspect worth mentioning is the positive expectations regarding Ticket Super Flex and Ticket Vantagens, recent solutions that have already shown potential for excellent performance and innovation. The first is a 5-in-1 multi-benefit solution, including restaurant, food, home office, well-being and education balances, focusing on the new needs of companies and workers. The second is a platform that gives access to a series of exclusive benefits, such as cashback and free professional courses, among others.

Regarding the transportation sector, to which the Fleet and Mobility business line is integrated, the search for clean energy is expected to accelerate. This, in the medium term, will bring about beneficial changes in transportation management, making this type of operation more efficient with regard to sustainability. Ticket Log even launched a global sustainability program in Brazil in

2022. This program, named Move for Good, is based on four pillars: awareness, reducing carbon emissions, offsetting greenhouse gases, and preserving biodiversity. More details about it can be found in the Eco-Services and Eco-Solutions chapter. Another major goal that deserves to be mentioned is the evolution in relation to digitalization and automation to serve our customers even better.

For the Payment Solutions and New Markets business line, one of our main goals is to expand the ecosystem of prepaid solutions. Our strategy is to develop new services and close new partnerships with market places, offering more possibilities for consumption and greater benefits for users. The proposal is to ensure an easier, more pleasant experience, which should contribute to increasing customer loyalty. With regard to companies, one of our goals is to continue on the path of facilitating cost management, automating processes, and simplifying expense control. In medium-term planning, an ambitious target is to progressively transform physical cards into digital cards, with beneficial consequences for the sustainability of the business, by reducing costs, and for the environment, thanks to savings in material and fuel for transportation.

Another aspect worth mentioning is the effort across the group to continue expanding initiatives related to innovation and digital transformation. More details on ongoing projects and goals can be found in the Innovation chapter (below).





Chapter 6

Innovation



Innovation is a priority at Edenred Brasil. We connect to innovation in many ways and, whether it is in projects or in processes, we are constantly concerned with aiming for what lies beyond.

For several years, we have managed, in partnership with three other organizations also of French origin – Ingenico and BNP Paribas – **the La Fabrique innovation hub**. It is a space dedicated to fostering the innovation ecosystem in Brazil and establishing business partnerships that expand outside the organization, which should help us to build a network that benefits, feeds and stimulates all participants. The hub includes spaces reserved for co-founding companies, with **122 jobs** aimed at startups. Events, workshops and meetings between enterprises, which generate relevant connections, are among La Fabrique's programs.

Innovation also happens in internal processes. The **Rangers de Inovação** program is an interesting example of how we encourage our teams to think in a new way. It consists of a team that brings together experts from a wide variety of areas, from all the Latin American countries in which we operate. They meet periodically to exchange ideas, perceptions and suggestions for solving problems, bringing important evolutions to our way of working.

Another case is the **Se Vira nos 5** program, an initiative that creates an empowering space for employees to present new ideas (in 5 minutes) to the Executive Board, after 3 months of development, promoted by the innovation team and with the aid of a mentor.

This year, in addition to assigning mentors, we also had topics proposed by the areas.

The **Open Innovation** program encompasses acceleration and approximation with startups and internally encourages employees to exercise their entrepreneurial spirit by engaging in new projects. Additionally, it supports mentoring and challenges for the university public.

Another way to expand innovation is through the acquisitions made by Edenred Brasil. The **purchase of 51% of Greenpass by Ticket Log**, for example, ensured greater expertise in relation to free flow. The company understands that the payment of toll fees via automatic charging tags is one of the strongest trends in the mobility universe.

Digitization is currently experiencing a growing trajectory within the brand. Today, the Worker Benefits business line has around **90% of user services digitized**. In the company's legal area, artificial intelligence, chat and robotization tools automated the entire first level of procedural resolution, simplifying the progress of demands. It is the **RPA** (robotic process automation) project. In the financial area, the internal audits on purchase and sale negotiations have been updated so that they will soon take place automatically – the checkup that assesses whether the negotiation meets Edenred's ethical standards will be carried out with the aid of digital intelligence at the exact moment when a transaction is closed.

Platforms that complement and streamline the services offered by the company have been multiplying. A good example is **TED, Ticket Log’s artificial intelligence**, which aims to manage fleets, making this process much more strategic. The tool performs a complete analysis of the customer’s database and the use of vehicles, highlighting any problems – in the case of incorrect fueling and non-standard expenses – and indicating improvements, such as switching from one type of fuel to another and adjustments to the limits of cards. Another strong point of TED is its ability to indicate to drivers the gas stations with the best prices in the region where they are traveling.

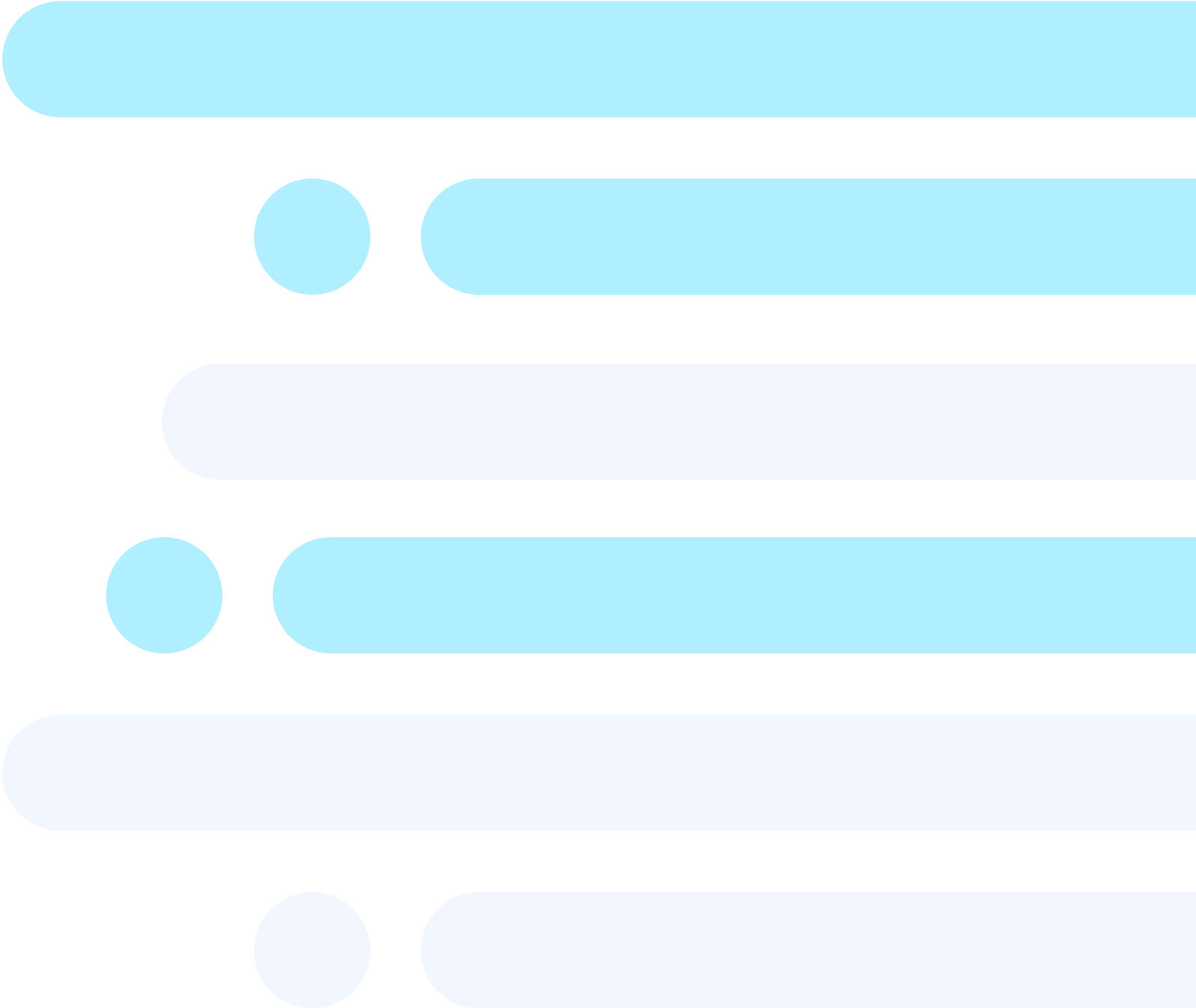
Another innovative platform, launched in 2022, is **GoHub**, which is also aimed at fleet managers. It delivers different solutions to facilitate the fleet manager’s daily activities, combining state-of-the-art technology with an interface that integrates the various systems of companies that use multiple fleet management platforms. This integration takes place both to manage a supply and maintenance solution contracted with the brand and to connect service information from other partners, such as those related to third-party fleet rental, documentation, fines, tolls, among others.

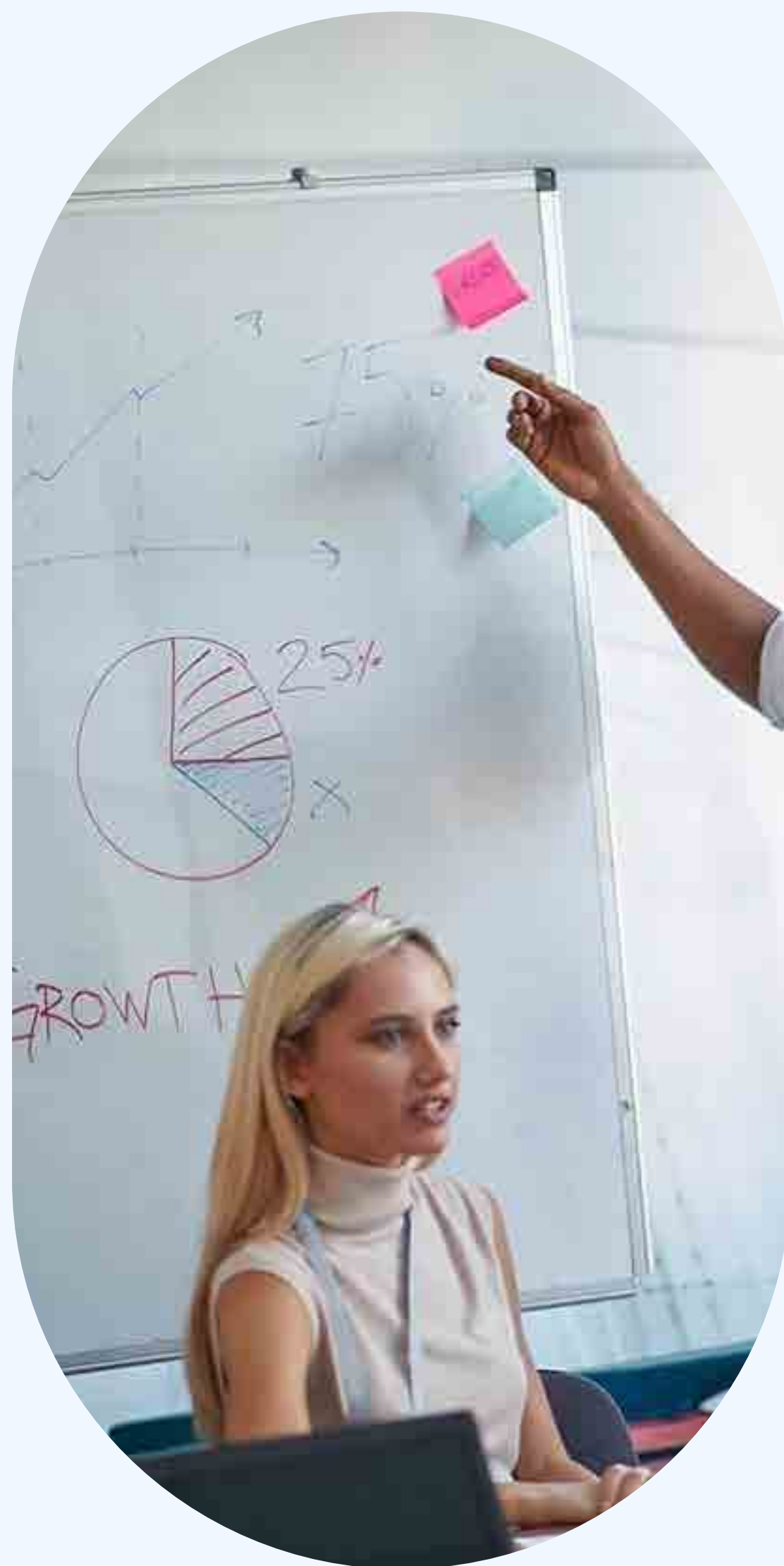
We also have **Acelera**, aimed at gas station networks. It is a set of six solutions that provide gas stations with the right tools to evolve on several fronts: attracting more customers and closing more

sales, being recommended by Ticket Log for customers and users, becoming a service station that offers cashback to customers with a Ticket Log subsidy and pricing fuel to ensure the best margin without ceasing to be competitive in the region where it is located. With the aid of Acelera, gas stations are able to map their earnings, monitor competitors’ prices, check user reviews regarding their services, and have contact with the main information and innovations related to their segment of operation.

We could not end the chapter on innovation without talking about the **role of Payment Solutions and New Markets**, the line of business that concentrates solutions for corporate expenses. This part of the company was born with innovation in its DNA and acts as a fintech business within the organizational structure. Its solutions facilitate the management of costs related to marketing actions, events, travel and even social media campaigns.

In other words, they offer, on a single card, amounts that can be used by employees to settle various expenses related to their day-to-day duties, amounts for the payment of outsourced workers, and so on. Today, Edenred Pay’s tools provide flexibility and ease to customers and users. Edenred Pay also works by offering its payment technologies to businesses that do not have expertise in digital payment methods. Enabling the operation of cards for digital banks is part of this situation.





Chapter 7

Sustainability Strategy

GRI 102-15, 102-40, 102-42, 102-43 and 102-44

Global Sustainability Strategy: Ideal

With the goal of progressively operating in a more sustainable manner, our organization has been making major moves to make its solutions and processes more adapted to the demands of society. The establishment of our sustainability guideline is in line with this purpose.

Edenred Brasil's sustainability guidelines are based on three pillars: Ideal People, Ideal Planet, and Ideal Progress. The pillars are composed of commitments and guided by 10 key performance indicators (KPIs) embraced by the company, as shown in the table below. All KPIs are linked to Sustainable Development Goals (SDGs), as stipulated by the United Nations (UN), and are monitored by the Sustainability Area.

idealpeople

		EDENRED BRASIL RESULTS IN 2021	EDENRED GLOBAL TARGET FOR 2022	EDENRED GLOBAL TARGET FOR 2030
Diversity	% women in executive positions	38%	31%	40%
Training	% trained people	100%	80%	85%
Solidarity	Number of volunteer days ¹	378	1,000	5,000

idealplanet

Climate Change	% reduction intensity vs. 2013 (greenhouse gas emissions/m2) following the Science-Based Target Initiative methodology for the 2°C scenario	-46%	-36%	-52%
Eco-Services	Number of eco-services focused on mobility and food waste	4	20	1 by country
Eco-designed solutions	% business turnover from eco-designed solutions (vouchers and paper cards)	0	35%	70%

idealprogress

Ethics	% of employees who recognized our Ethics Charter	98.8%	100%	World's Most
Ethical Companies	% de subsidiárias sob padrão comum de conformidade e funcionários sensibilizados sobre questões de dados pessoais	Ongoing	100% das subsidiárias do Grupo	Normas Corporativas Vinculantes e Certificações
Data Protection	% of subsidiaries under common compliance standards and employees trained on personal data issues	Ongoing	100% of the Group's subsidiaries	Binding Corporate Standards and Certifications
Quality	Quality certification coverage % (headcount)	100%	50%	85%
Sustainable food	% of users and food establishments notified about healthy and sustainable nutrition	88%	52%	85%

¹ For the year 2021, Edenred Brasil should contribute with hours of volunteer work in proportion to the headcount of Edenred SE and Edenred Brasil in 2020.

Materiality and Stakeholder Engagement

GRI 102-40, 102-42, 102-43, 102-44, 102-46 and 102-47

The materiality assessment carried out by us in 2017 identified and prioritized the main social, economic and environmental challenges faced by Edenred and our stakeholders. The seven priority topics that emerged are those that guide the main lines of our corporate social responsibility policy and our successive strategic plans. This materiality assessment will be updated in 2022.

This study made it possible to identify and prioritize Edenred's topics according to their relevance and their impact on the company's performance. Seven main topics were identified: IT Security and Data Privacy, Business Ethics, Energy and Climate Change, Responsible Digitization of Payments, Customer Satisfaction, Talent Management, and Sustainable and Healthy Food Promotion.

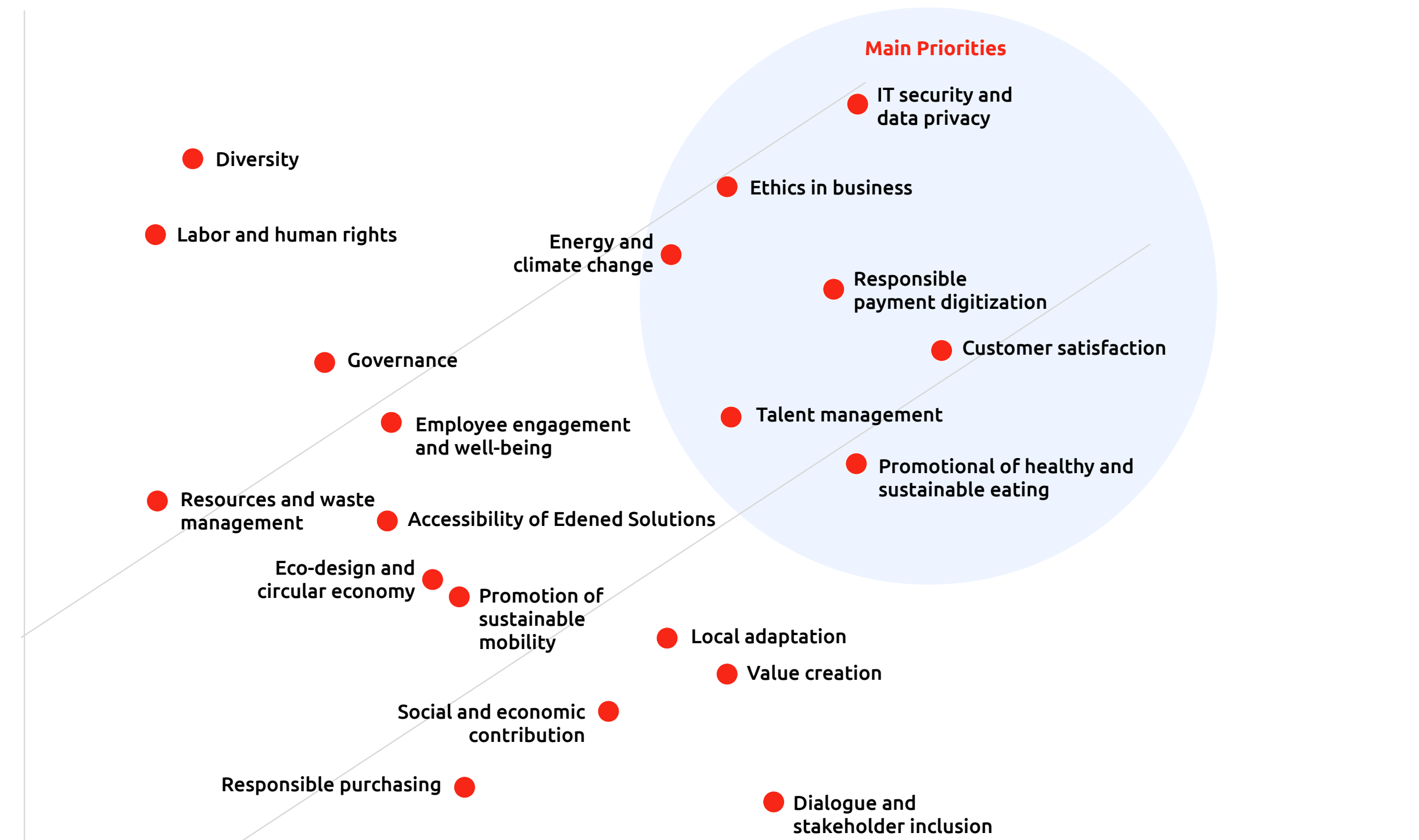
High-impact challenges

Importance for stakeholders

Low-impact challenges

Importance for the Edenred business

High-impact challenges



The relationship with stakeholders is conducted in a continuous and transparent manner, with communication and engagement channels for each audience. The approach of these channels may vary according to the involvement and perspective of each audience. In this way, the teams that maintain these relationships adopt fast, consistent and transparent communication, encouraging partnerships while aiming at maintaining the company's good corporate reputation.

At the internal level, there is a commitment to **expand employees' knowledge of sustainability concepts** and, above all, involve them in the subject, either through communications, training, workshops, or even volunteer actions. Compliance training on topics such as prevention of money laundering and data protection was also given to suppliers, outsourced service providers, and business partners.

External partners have had great support from the company, which helps to keep them connected to our business. In addition to the development of economic and IT initiatives to support restaurants (mentioned in more detail in the Social Impact Actions chapter of the Business Lines), other measures were taken in relation to these partners, such as the creation of materials to help them improve their offers and make them more attractive to the public.

Transport companies that are Repom customers, in turn, began to rely on prepayment of receivables. This decision to release the

freight amount prior to the pre-stipulated deadline helped them to improve their cash flow during the pandemic.

It should be mentioned that engagement with stakeholders also takes place at the corporate level. **Ticket Log is a member of the Brazilian Business Council for Sustainable Development (CEBDS).** In 2021, **the brand actively participated in workshops and meetings of the Climate and Energy Thematic Chamber.**

As for internal engagement, one highlight the granting of the **Eward Brasil Awards** to value teams that stand out for their contributions and performance. In 2021, it featured two categories: General and ESG. We had 60 projects submitted, of which 11 were awarded. Each employee received a financial bonus and the right to have a tree planted in their name in one of the largest reforestation projects in Latin America, the Araguaia Biodiversity Corridor.

Finally, another type of movement collaborated to engaging stakeholders, involving campaigns and promotions. In the Fleet & Mobility Solutions Business Line, the **Premiados da Estrada campaign** offered prizes to truck drivers who made purchases using the Repom Visa card. For partner stations, another loyalty program rewarded the stations most engaged in the relationship with Ticket Log with trips and other advantages.



People

Human capital

GRI 102-8, 103-1, 103-2, 103-3, 401-1, 401-2, 404-1, 404-3, 407-1



Profile of employees GRI 102-8

Categories	Edenred Brasil		Ticket		Ticket Log		Repom		Edenred Pay	
	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
Contract type										
Full time	1,169	1,235	273	266	391	575	209	154	41	37
Employee category										
Board	38		8		12		4		2	
Management	102		24		17		13		7	
Coordinator	266		74		94		29		16	
Administrative	1,271		329		516		160		46	
Operation	631		83		289		143		6	
Interns	56		15		21		4		1	
Young Apprentice	40		6		17		10		0	
Age group										
Under 30 years	975		122		521		163		23	
30 to 50 years	1,286		367		409		186		50	
Above 50 years	143		50		36		14		5	
Region										
Center-West	30		9		14		0		0	
North	6		3		3		0		0	
Northeast	59		19		32		5		0	
Southeast	1.247		462		181		127		72	
South	1.062		46		736		231		6	
Total	2 404		539		966		363		78	

In 2021, in Brazil, Edenred had 2,404 employees, 51% of whom were women, with a predominant role in the Southeast and South regions (96% of the workforce).

Performance Review

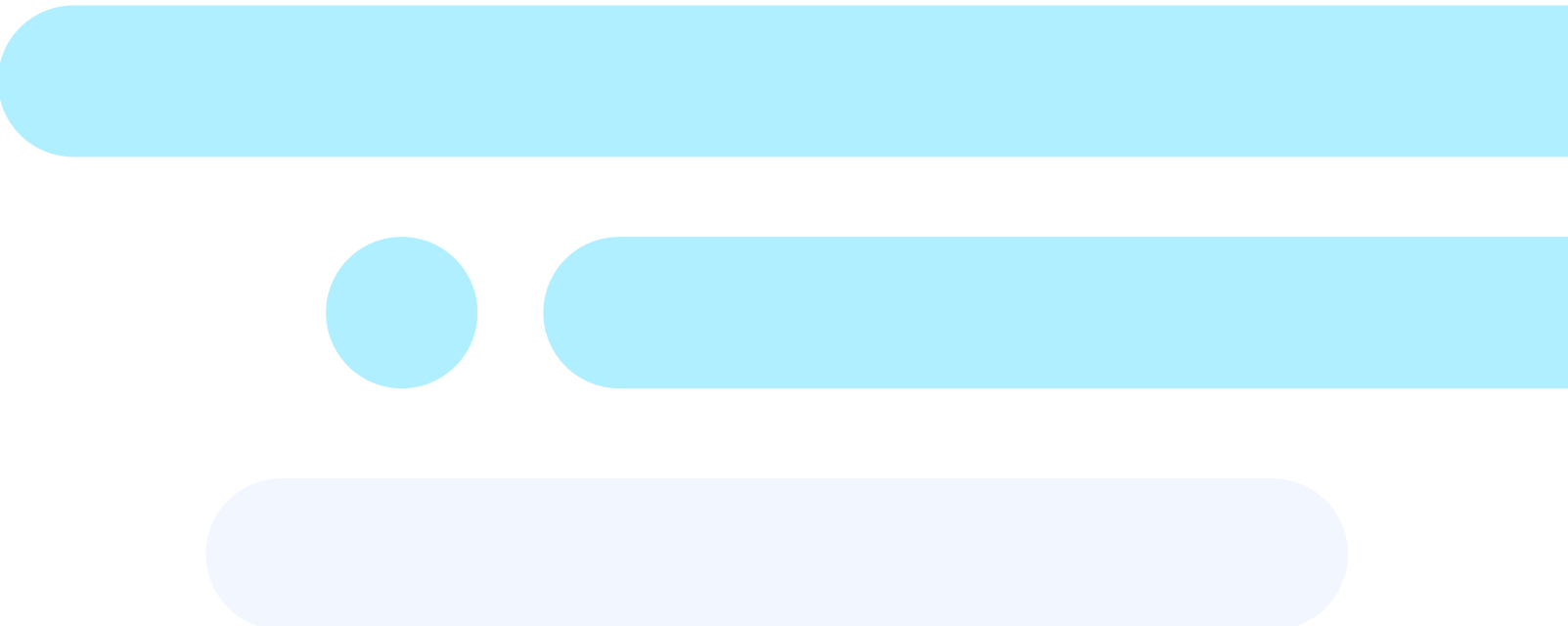
During the year, 2,392 employees received performance analysis, representing more than 99% of Edenred’s employees in Brazil, with 96% of the workforce in Southeast and South.

All Edenred companies in Brazil and their suppliers follow the country’s labor legislation, which provides for the possibility of negotiation and freedom of association. **GRI 407-1, 102-41**



Number and percentage of employees receiving performance reviews GRI 404-3	Number of employees*	Received reviews	%
Gender			
Men	1,169	1,163	99.5%
Women	1,235	1,229	99.5%
Employee category			
Board	38	36	94.7%
Management	102	98	96.1%
Coordination	266	263	98.9%
Administrative	1,271	1,269	99.8%
Operation	631	631	100.0%
Interns	56	55	98.2%
Young Apprentice	40	40	100.0%

*Total Edenred Group according to GRI 102-8.



Training and Education

The purpose of corporate education is to establish guidelines and effectively monitor the development of employees' skills for carrying out their current and future activities. By keeping professionals prepared and motivated, value is added to the company.

In 2020, during the social distancing period, Edenred Brasil launched the **Professional Refresher School**, at the Edenred Digital University (EDU). Available to all employees, it aims to support and encourage them to update their technical and behavioral skills. In 2021, the offer was updated with the inclusion of ten courses that were highly requested by our employees, such as Project Management, Pitching, and Time Planning, among others. The educational collection is available to all employees and between August and December 1,199 employees completed some training within the new options.

At the end of 2021, a new educational partnership was presented to the team: as of November, all employees had access to the Edupass website and discounts at more than 150 educational institutions and at more than 300 language schools. The benefit is extended to direct family members, and the program includes free courses.

Edenred Brasil prioritizes **talent management** aimed at training employees at all levels. Throughout 2021, different workshops and training were offered covering various categories and employee levels, including:

- Technical refresher courses, such as the Specialized Maintenance School, which combined modules in the distance education system and, for outstanding collaborators, face-to-face and blended courses through a partnership between Ticket Log and Senai (Serviço Nacional de Aprendizagem Industrial);
- Performance Management Workshop, training for supervisors and managers responsible for conducting performance reviews;
- Training specifically designed for leaders, such as and LEA (Edenred Leadership in Action), with topics such as people management, business vision, innovation and transformation, and inclusive leadership;
- E-Jovem Event, a meeting between employees up to 29 years old with Gilles Coccoli, President of Edenred Brasil, to discuss career prospects.
- New Leaders Event, a meeting to bring together new managers and our president, Gilles Coccoli.

It is also worth mentioning the various employee engagement actions carried out by the company throughout 2021. Highlights include:

- Eward Brasil, an award that seeks to identify and recognize the teams' performance and contributions to the results achieved, encouraging an attitude of dedication and overcoming challenges. The winners are announced at Celebre, Edenred Brasil's annual recognition event.
- Inspi.red, a fortnightly lecture project focused on innovation.
- Innovation Pills, comprising short videos released weekly that address topics such as career, strategy, technology, and others.



Average training hours GRI 404-1	Corporate		Ticket		Ticket Log		Repom		Edenred Pay	
	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
Gender										
Male	10	20	18	15	11	16	7	14	6	13
Female	9	20	13	15	7	12	10	16	5	22
Employee category										
Managerial	18	35	41	26	8	40	13	42	4	31
Non-managerial	6	15	9	12	7	10	7	10	7	12

Diversity, Equity and Inclusion

GRI 102-12, 103-1, 103-2, 103-3

Throughout 2021, diversity was a cross-cutting topic in employee training, engagement and development actions. These initiatives comprised the starting point for the launch of SER, Edenred Brasil's Diversity, Equity and Inclusion (DEI) Program, launched in June 2022. The defined action fronts were generational diversity, gender equity, LGBTQIAP+, persons with disabilities, and race and ethnicity. We have established four pillars to support our program: governance, engagement, development and communication. Through these pillars, we carried out more than 15 initiatives, some highlights of which are detailed below.

The dissemination of concepts related to the subject has been carried out with increasing assertiveness, with the active participation of executives, and the proposal is to reinforce and expand everyone's involvement with the diversity agenda.

In late 2021, the Commitment to Diversity was announced Edenred Brasil. In this public document, the company reaffirms its willingness to seek a diverse, equitable and inclusive culture and to promote a safe, respectful, discrimination-free work environment with equal opportunities and professional development for all people who are part of its workforce, as well as for third parties.

In its human resources management, Edenred is guided by principles related to six topics: promoting the application of the principle of non-discrimination, encouraging the representativeness of the diversity of the entire Brazilian society, communicating its commitment to all Edenred people and also to its partners, customers, and suppliers, making this commitment a topic of social dialogue with union representatives and regularly evaluating the progress achieved.

Managers have been trained to exercise inclusive leadership (over 220 leaders have already participated), specific initiatives have been implemented and meetings focused on diversity and inclusion have been held. One example is the Inclusive Development Program created by Ticket Log, aimed at employees with disabilities. Its mission is to encourage self-knowledge, social inclusion, and the development of professional skills. Others are the Workshop on Stereotypes, featuring Rita von Hunt, which had 445 participants, and the lecture Escurecer as Ideias – a História e os Desafios Atuais do Negro no Brasil ("Darkening the Ideas – the History and Current Challenges of Blacks in Brazil"), which attracted an audience of over 200 people. Both events took place in 2021. Other initiatives that took place in the last period included:

- Creation of the Diversity Executive Committee, the Diversity Leadership Forum and five Affinity Groups related to the action fronts defined by SER (gender equity, generations, LGBTQIAP+, persons with disabilities, and race and ethnicity).
- Joining the Business Coalition for Racial Equity.
- Participation, as signatories, in the Business and LGBTI+ Rights Forum (which articulates respect for LGBTI+ diversity), in the Business Network for Social Inclusion (REIS, an agenda dedicated to the employability of persons with disabilities), and in the Generations and Future of Work Forum (aimed at discussing and addressing generational issues in the corporate world).
- In addition to signing these new commitments, we maintained our involvement with the UN Women Women's Empowerment Principles (WEPs) and the Alliance for Young People, which is focused on training young professionals, led by Nestlé, with initiatives to which we committed ourselves in 2018.

- Affirmative action on Women's Month, Mother's Day, LGBTQIA+ Pride Month, and Father's Day (+ 400 participations).
- Availability of Diversity e-learning course at EDU (90% of employees have already been trained within the platform).
- Conducting the Diversity Ambassadors training, already completed by 113 employees.
- Dissemination of knowledge pills to promote SER-related events and agendas in our internal channels.
- External posts on key dates, such as LGBTQIA+ Pride Month, featuring key employees.



An important goal regarding diversity is to increase the number of women in leadership positions. By late 2022, the percentage to be achieved is 31%. By 2030, our goal is to have 40% of executive positions occupied by women. Other key performance indicators are being designed according to the diversity priorities established for our business.

Also, throughout 2021, 90% of employees were trained in the Diversity e-learning course available at EDU, and 113 employees took the Diversity Ambassadors training, with a class load of 8 hours. In 2022, affinity groups will be formally launched, which in 2021 already had more than 250 pre-registered members. At each step of this journey, Edenred strengthens its governance in relation to these highly relevant topics.

Ratio of basic salary and remuneration of women to men GRI 405-2	Corporate	Ticket	Ticket Log	Repom	Edenred Pay
Employee category					
Board	72.1%	66.8%	58.2%	100.0%	100.0%
Management	89.5%	90.9%	87.6%	102.6%	108.5%
Coordination	83.0%	99.9%	67.1%	96.0%	86.5%
Administrative	69.8%	80.8%	57.4%	89.4%	90.2%
Operation	86.7%	96.5%	77.1%	74.5%	81.4%
Interns	100.0%	100.0%	100.0%	100.0%	100.0%
Young Apprentice	100.0%	100.0%	100.0%	100.0%	100.0%



Ticket

Training School: Carried out in partnership with the NGO ASID, the project aims to promote technical and behavioral training for employees with disabilities. It aims both to improve the performance of these employees in their proposed activities and to promote the managerial development of the area as a whole. Additionally, it develops Edenred's inclusive culture, creating an environment for equity and career development. The project started in 2021 and will be completed in 2022, totaling about 60 hours of lectures, interviews, and training.



Ticket Log and Repom

Inclusive Leadership Journey: A certification program for line-of-business leaders. It includes 12 meetings focused on developing the skills required to become an inclusive leader and involves case studies, assessments, and discussions. In 2021, the pilot group trained 30 leaders.

Inclusive Communication Trail: Created with the objective of equipping the Internal Communication and HR team with the Inclusion and Diversity strategies existing in the company, as well as updating them on the best practices in the market. Four 3-hour virtual meetings were held, with the participation of 20 employees.



Health and safety

GRI 103-1, 103-2, 103-3, 403-1, 403-2, 403-3 403-6, 403-9

Occupational safety aims to establish a culture of safety in the work environment in the company, sharing this culture with its stakeholders. The purpose of this management is to comply with the relevant legislation and verify the main risks to which employees are exposed and carry out the structuring and planning of analysis of hazards and risks existing within their environment, in order to mitigate these risks, through the preparation of the Occupational Risk Management Program (PGRO), analysis of work environment conditions, meetings of the Accident Prevention Commission (CIPA), and holding of the Internal Accident Prevention Week (SIPAT).

The Occupational Safety (ST) management system strictly follows Brazilian Regulatory Standards (NRs) 01, 04, 05, 06, 09, 15, 17, 20 and 23. Work methods, personal protection equipment and collective protective measures are also checked used. The work environment where the activities are carried out is evaluated considering aspects relevant to the protection of the employee and mitigating the risks existing in the environment. The actions that fit quantitative analysis of agents are treated according to the technical standards in force in the country.

The identification of dangerousness, risk assessment and investigation of accidents and incidents are managed through technical reports such as the PGRO, Technical Report on Working Environment Conditions (LTCAT), and indicators of competence in the effectiveness of these reports, as well as inspections and monthly reports assessments of work environments.

Work-related injuries in 2021 GRI 403-9	Edenred Brasil	Ticket	Ticket Log	Repom	Edenred Pay
Number of fatalities as a result of work-related injury	0	0	0	0	0
Total hours worked (200,000 or 1,000,000)	200,000	200,000	200,000	200,000	200,000
Rate fatalities as a result of work-related injury	0.00	0.00	0.00	0.00	0.00
Number of high-consequence work-related injuries (excluding fatalities)	0	0	0	0	0
Rate of high-consequence work-related injuries (excluding fatalities)	0.00	0.00	0.00	0.00	0.00
Number of recordable work-related injuries	2	0	0	0	0
Number of fatalities as a result of work-related injury (Third Parties)	0	1	0	1	0
Rate of fatalities as a result of work-related injury (Third Parties)	0.00	37.55	0.00	0.00	0.00
Rate of recordable work-related injuries	17.33	0.00	0.00	40.58	0.00
Number of high-consequence work-related injuries (excluding fatalities – Third Parties)	0	0	0	0	0
Rate of high-consequence work-related injuries (excluding fatalities – Third Parties)	0.00	0.00	0.00	0.00	0.00
Number of recordable work-related injuries (Third Parties)	0	0	0	0	0
Rate of recordable work-related injuries (Third Parties)	0.00	0.00	0.00	0.00	0.00
Hours worked – Employees	23,083	5,326	6,414	4,928	6,414
Hours worked – Third Parties	1	1	1	1	1

Edenred Brasil ensures the health of its employees through free annual flu vaccinations, guidance for pregnant employees, appointments with family doctors, acupuncture, and quick massage sessions, physical therapy, and nutrition. Other highlights are the Conte Comigo and Medpass programs, through which psychological support is offered to employees and their dependents. The first one works on a 24/7 basis, providing psychological, social, financial and legal guidance. The second consists of support through the Medpass application, which grants access to physical therapy sessions.

An exclusive service channel to monitor cases of COVID-19 has been active since the beginning of the pandemic and provides a multidisciplinary support network made up of physicians, nurses and psychologists available to those infected. This multidisciplinary care aims to reduce the occurrence of complications and has already assisted more than 1,200 employees during more than 11,000 contacts via telephone, videoconference, and chat. The center, which also monitors suspicious cases, is published periodically both via email marketing and through Edenred's internal channels.

For employees looking to adopt healthier habits, the company provides the Edenred na Medida program. It involves personalized medical and nutritional consultations and consultations with a physical educator, physical therapist, and psychologist. In 2021, it served 20 employees.



Social Impact

GRI 103-1, 103-2, 103-3

All Edenred Brasil business lines remain involved with actions that generate social impact in the communities where they operate. From encouraging corporate volunteering to measures led by its brands, various initiatives stood out throughout 2021. **GRI 413-1**

Corporate Volunteering

Participation in volunteer activities is continuously encouraged by Edenred Brasil.

The Volunteer Program was created with the purpose of making leaders out of our employees, encouraging the practice of solidarity throughout the year and engagement with the communities where we operate. Through the Program launched in 2021, we contribute to social and human development, employability, and skills development.

We are the first and only Edenred operation to have a Volunteer Program with established governance, policy, guidelines and initiatives. Among the volunteer actions that took place throughout the year, we highlight the following:

- Professional mentoring (three editions);
- Solidarity listening (four editions);
- Blood donation campaigns;
- First Career Fair.

Throughout the year, we totaled 22 initiatives, 2,507 participations, and over 3,000 people impacted by the actions. We are committed to completing 1,000 volunteer days in 2022 and reaching **5,000 volunteer days in 2030.**



Idealday: Our global volunteer movement, which takes place every year in June. In Brazil, we have almost **900 volunteers** (more than one third of our workforce) who have **dedicated over 3,000 hours to various projects**. In 2021, it took place on June 22-25 and promoted various online activities, connecting volunteers from all areas and regions of the country with young students from partner NGOs. The program included career and financial education mentorships, an interactive workshop on healthy eating, and conversations about inclusion, among other activities.

Social Investment

In 2021, Edenred Brasil's brands allocated R\$6,958,598.18 to 40 projects that contributed to inclusion and social advancement in Brazil by promoting culture, healthy eating, mobility, employability, health, and well-being. The funds for these projects were released through seven federal and municipal fiscal incentive laws: Sports, FUMCAD, Elderly, PROMAC-ISS, PRONAS, PRONON, and Rouanet.

The supported projects are connected to the following themes:

- eventos culturais;
- feiras de alimentação sustentável;
- mobilidade;
- saúde e bem-estar;
- empregabilidade e inclusão social.

Amounts invested and number of projects per incentive law

Law	Value	Number of projects
SPORT	R\$722,276.00	8
FUMCAD	R\$748,197.00	9
ELDERLY	R\$763,887.00	4
POMAC-ISS*	R\$1,036,000.00	4
PRONAS	R\$323,692.00	1
PRONON	R\$264,000.00	1
ROUANET	R\$3,100,546.18	13
Overall total	R\$6,958,598.18	40

* Related only to Ticket Serviços SA.



edenraid

Edenraid: Sports and solidarity together

Edenraid is our global campaign that connects sport to solidarity and allows sports to become a tool for transformation. It takes place worldwide, lasting about two months and inviting employees to walk, run or cycle on behalf of an organization – in 2021, the organization benefited was Doctors Without Borders. As a global goal, we stipulated reaching 1 million kilometers traveled in order to donate 40,000 euros to the institution. A total of 517 Edenred Brasil employees covered 146,462 km (13.4% of the overall total achieved), placing four of the Brazilian teams among the top 10 teams. As tools to encourage participants, Edenred Brasil promoted well-being and meditation live sessions, awards, a lecture with the Olympic judo medalist Flávio Canto, and distribution of custom T-shirts, among other initiatives.

Social impact actions of the Business Lines

For Ticket, in the **Worker Benefits business line**, one of the proposals with the greatest social impact is the feasibility of donating digital food baskets in partnership with Non-Governmental Organizations (NGOs). Also, in 2020, the first year of the pandemic, Ticket created the platform Alimentando a Solidariedade (Feeding Solidarity), within which people can make cash donations that are converted into baskets by partner NGOs. These digital baskets, in turn, are distributed among populations in need that are served by the institutions. All operating costs are absorbed by Edenred, as a way of collaborating with the collective current that aims to minimize the impacts of COVID-19 on the tables of families in situations of social vulnerability.

In 2021, three new NGOs were included among the beneficiaries. The Central Única das Favelas (CUFA) supports communities in need in various states of Brazil. The Food Bank, headquartered in São Paulo, works to combat hunger, providing a social destination to food that would otherwise be discarded by commerce and industry. Finally, Casa do Zezinho, also located in São Paulo, welcomes children and young people in situations of social vulnerability. During the period covered by this report, the initiative led by Ticket managed to obtain over R\$10 million in donations to registered NGOs.

The restaurant ecosystem, which is critical to the **Employee Benefits business**, has suffered greatly over the past two years. It is estimated that 32% of Brazilian restaurants discontinued their operations during the pandemic – an effect of the sharp drop in movement of people and consumption.

Edenred Brasil mobilized efforts to help them. On one front, it facilitated reimbursement processes, which improved the cash flow of these projects. In another, it assisted the development of information technology tools.

Speaking of support for partner establishments, the Fleet and Mobility business line also acted in this regard. One of the main initiatives was the development of the TamoJunto Recompensa program, by Ticket Log. Launched in 2021, it fostered connections with partner gas stations and helped to strengthen the relationship both through awards granted to high-performance stations and through encouraging good practices. The result: advantages for customers and users.

Among the actions of the Ticket brand that had a social impact, campaigns against food waste and in favor of healthy eating stood out. Carried out in conjunction with the Food to Save app, an action encouraged the sharing of a post that talked about the loss of food in Brazil and how it is possible to avoid waste by purchasing items that would be discarded as excess production.

In another initiative, Ticket partnered with Liv Up, a company operating in the Greater São Paulo region and in Rio de Janeiro, which provides dishes made with healthy ingredients grown in the family farming system. Workers who purchased with brand vouchers gained, during the promotion period, discounts of up to 50 percent.

In the **Payment Solutions and New Markets business line**, a notable implementation in the social sphere was the creation of two programs connected to public authorities. They made it possible to distribute funds, via payment cards, to employees of municipal governments who were affected by the pandemic. Another point to be highlighted is that, by making payment cards available to third parties who do not have a bank account, the business line automatically contributed to the inclusion of these people in the financial market.

Planet

GRI 103-1, 103-2, 103-3

The environmental issue permeates all levels of activity at Edenred Brasil and is connected to the Planet Pillar of the sustainability guideline, which aims to preserve the environment by reducing our carbon footprint, managing our environmental impact, and designing ecologically correct services.

In this sense, we implemented measures to reduce greenhouse gas emissions and water and energy consumption, minimize the disposal of materials, and adopt more sustainable processes. Based on the Environmental Policy, these initiatives bring benefits to society, business, and the environment.

Since 2011, the Ticket and Ticket Log brands have been certified to ISO 14001, an international standard that aims to identify and mitigate the environmental impacts caused by corporations. In 2021, both underwent the certificate maintenance process. The performance was considered excellent, with only two non-conformities identified during the evaluations, related to the knowledge of the areas and employees on how they can reduce the environmental impact, compliance with environmental legislation, and monitoring of environmental indicators.

During the year, there were no fines or administrative sanctions for non-compliance with environmental and socioeconomic laws and regulations. **GRI 307-1 and 419-1**

Energy consumption

GRI 103-1, 103-2, 103-3

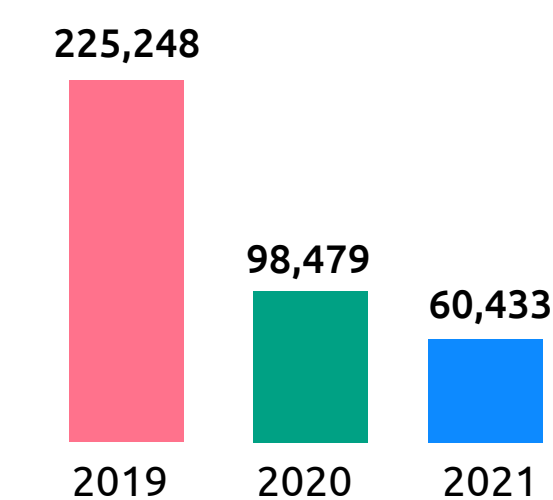
Edenred's electricity consumption comes from a variety of sources, the main one being electricity, purchased directly from energy concessionaires. Among Edenred's operations, all of them have power generators in the buildings where they are installed, which work as an auxiliary source of electricity generation. Among the operations, the Ticket Log office, located in the city of Porto Alegre, consumed 100% of its energy from renewable sources in 2021, coming from the Free Energy Market.

Fuels are used exclusively by the commercial fleet of the Ticket, Ticket Log, Repom and Edenred Pay brands, with priority being given to the consumption of biofuels such as ethanol. In 2021, more than 64% of all fuel used in Edenred's fleets was ethanol, instead of gasoline.

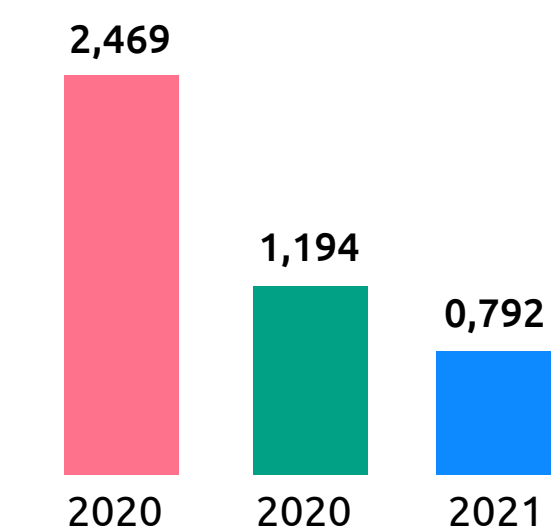
Total energy consumption considers the use of liquid fuels such as gasoline, ethanol, diesel, liquid fuels such as LPG, and electricity. The total energy consumed by Edenred Brasil in 2021 was 60,433 GJ (giga-joules), a reduction of more than 38% compared to 2020.

The year 2021 was marked by the gradual resumption of work at the offices under a hybrid model, which directly results in lower total energy consumption. Energy efficiency actions such as the use of LED lighting, use of equipment with lower energy consumption and presence sensors in places with a flow of people also contribute to this reduction.

Electricity consumption (GJ) GRI 302-1



Total water consumption – public supply (megaliters) GRI 303-5



1. https://edenred.com.br/wp-content/uploads/2021/05/Pol%C3%ADtica-Ambiental-Edenred_V06_2021.pdf

Water consumption

GRI 103-1, 103-2, 103-3

An unprecedented initiative by Edenred Brasil is helping to reduce degradation in the Rio dos Sinos, which borders the city of Campo Bom, in the state of Rio Grande do Sul. In 2020, the Ticket Log Sewage Treatment Station began operating, being linked to the brand's office based in the city of Rio Grande do Sul. Rio dos Sinos is the most polluted river in the state and the fourth most polluted river in Brazil, reflecting the fact that only 5% of the sanitary sewage in its basin is treated. With the full operation of the station and the improvement of sewage management processes throughout 2021, the company was able to treat around 27 million liters of effluents, minimize the impact of its disposal, and establish a positive paradigm for other projects in the region.

In 2021, Edenred's total water consumption was 0.792 million liters, captured from two consumption sources. The offices of Ticket Log, Repom and Edenred Pay are supplied by local water utilities, while the Ticket's office is supplied by an underground well. A 33% drop in total water consumption has been observed in offices, following the percentage drop in energy consumption, related to remote work by employees in 2021 and the gradual return at the end of the year.

Greenhouse Gas Emissions

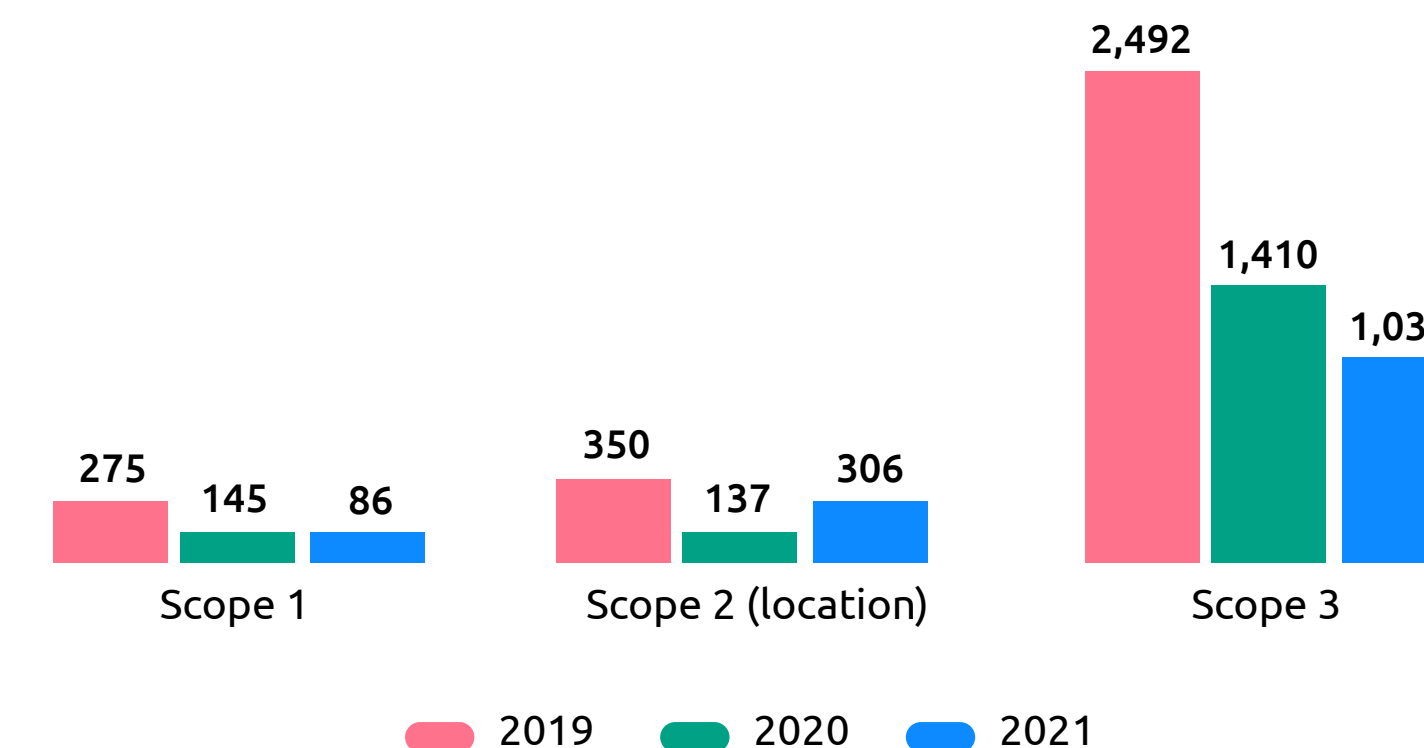
GRI 103-1, 103-2, 103-3, 305-1, 305-2 and 305-3

Edenred Brasil makes an annual inventory of greenhouse gas (GHG) emissions, according to the GHG Protocol methodology. In addition to mapping the amount of greenhouse gases generated, one of the main purposes is to identify emissions that can be reduced. Ticket and Ticket Log have been organizing this survey since 2011. Repom started began conducting it in 2019 and Edenred Pay, the group's newest brand, delivered its first report in 2020. As of 2022, all emissions reports are expected to undergo independent third-party audit organized by independent external organizations.

In 2021, Edenred's total emissions were 1,430 metric tons of CO₂e, a 13% reduction when compared to 2020 emissions, which had already shown a significant drop compared to the previous year. This reduction reinforces Edenred's global role, which has a 26% reduction target in its global GHG emissions for 2022, compared to the 2013 base year. Edenred Brasil managed to reduce its emissions by 46%.

Edenred's emissions inventories consider scope 1 (direct emissions), scope 2 (purchased electricity), and scope 3 (indirect emissions). The main sources of emissions are related to business trips and the displacement of employees to offices, both comprising scope 3 categories.

Fossil GHG emissions (tCO₂e) GRI 305-1, 305-2, 305-3



Waste generation

GRI 103-1, 103-2, 103-3, 306-3

Minimizing waste generation is a cross-sectional goal in the company, engaging all lines of business and involving proposals that affect our processes and our solutions.

In the legal department, printing documents for validation has been progressively replaced by the digital signature system – that is, the use of paper is significantly reduced.

In 2021, a decision was made to change the material of the Ticket cards, which will be progressively replaced by recyclable plastic cards. In an initial purchase, carried out in early 2022, **over 800,000 cards made from recycled plastic were purchased by Ticket alone**. Throughout 2022, it is estimated that almost 2 million cards will be produced with recycled material, reaching the target of 35% of operations and services with a solution with less environmental impact in their production or end of service life.

Edenred seeks cross-cutting solutions to support the recycling chain in Brazil and generate income for recyclers. In our country, only 3% of all the waste we produce is actually recycled, when the possibility of recycling is at least 10 times greater. Even so, over 1 million waste collectors rely exclusively on the recycling chain to generate income.

In 2021, **Edenred Brasil established a partnership with the startup eureciclo, which certifies reverse logistics and post-consumer recycling of packaging and materials**. During the year, over 200 metric tons of waste were recycled – this total is equivalent to 200% of the materials used in the more than five million cards issued by

the brands in 2020. In 2022, over 220 million metric tons of waste such as plastic and paper are expected to be recycled.

The partnership with eureciclo takes place through partnerships with recycling cooperatives in all states of Brazil, where waste is sorted, separated, and sent for recycling. Subsequently, Recycling Certificates are generated, with the entire process being audited through sales invoices. More than guaranteeing the reverse logistics of the materials, the partnership plays a strong social role, as eureciclo’s partner recyclers show an income increase of up to 11%.

Compensation for waste emitted and collection of other materials in order to reduce the impact on the environment are part of Edenred’s global Sustainability strategy. The Group made the commitment to have 70% of its services offered through eco-solutions by 2030, that is, using recycled materials, with renewable origin seals, and carrying out the reverse logistics of its waste.

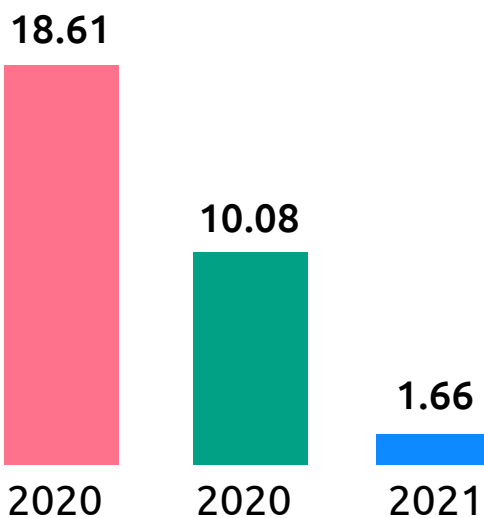
In 2021, Edenred generated 3.29 metric tons of recyclable waste in its offices, a 76% drop compared to 2020, due to remote work that lasted for almost the entire year. All recyclable, organic and hazardous waste was sent for proper treatment.

Highlights include the practices of the **Campo Bom and Porto Alegre offices, which send recyclable waste to recycling cooperatives, through the startup Trashin**, one of the most awarded companies in the segment of recycling. The waste utilization rate was over 80% throughout the year. In November

2021, **Ticket Log was the first company in Brazil to be certified with the PCN Waste Management Certificate in the Diamond Category**, which demonstrates environmentally correct processes and practices regarding waste management.

The Ticket brand’s São Paulo office, in tun, has the “Landfill Zero” seal, where all recyclable and non-recyclable waste undergoes a process of reuse. All recyclable waste is reused, organic waste undergoes a composting process, and waste undergoes an energy recovery process. 100% of waste is reused and nothing is referred to landfills.

Types of waste generated (metric tons) GRI 306-3



Eco-services and Eco-solutions

GRI 103-1, 103-2, 103-3

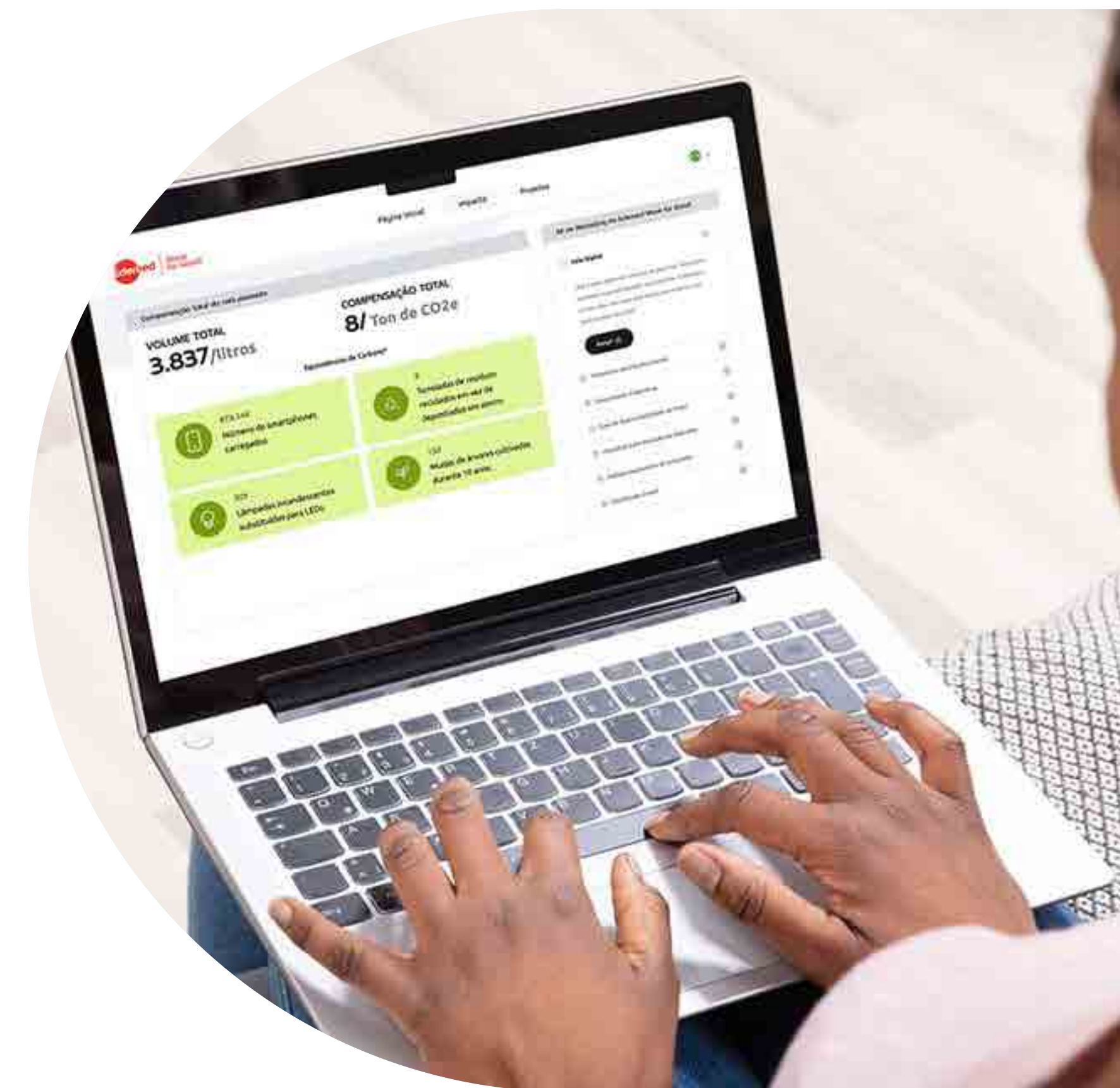
In Payment Solutions and New Markets, the evolution in the solutions offered has contributed to reducing the waste generation. By offering a digital wallet that allows for a variety of paperless transactions – in receipts, reports or other documents – this solution automatically impacts the entire chain of corporate expenses, drastically reducing the use of this input and reducing the carbon footprint of enterprises that have joined the Edenred Wallet. The creation of the Ticket Pagamentos Virtual digital card not only eliminated the need for a physical card for carrying out transactions – and, consequently, extinguished the use of material that would later be discarded – but also contributed to the reduction of operating costs of the enterprises that adopt it, as expenses with manufacturing and delivery ceased to exist.

Built throughout 2021 and launched in July 2022, **Move for Good** is Edenred's global sustainability program, which assists its customers in a transition to low-carbon mobility. In Brazil, it is led by Ticket Log. With it, companies that use our solutions for mobility and logistics are able to reduce their environmental impacts and contribute to preserving biodiversity, increasingly seeking balance between their businesses and the planet.

The program is structured around 4 pillars:

1. Raising awareness by promoting a culture focused on the importance of avoiding greenhouse gas (GHG) emissions;
2. Reducing and avoiding while supporting the process of transition to low-carbon mobility;
3. Offsetting everything that cannot be reduced or avoided, through projects that clean the atmosphere;
4. Preserving the environment, supporting the preservation of biodiversity in degraded areas.

Initially, the program seeks to offer the possibility of offsetting 100% of emissions from fossil fuels of our more than 1 million customers, through globally certified projects, such as avoided deforestation, renewable energies, and recovery of methane from landfills. The conservation projects are located in the Amazon Forest, the largest tropical forest in the world, which contributes to regulating the climate of all countries in South America. Simultaneously, in the first cycle of the program, 5,000 seedlings of trees native to the Atlantic Forest will be planted with the partner Legado das Águas, helping in the environmental recovery of the most devastated biome in Brazil.



Progress

GRI 103-1, 103-2, 103-3

Business done ethically and safely are those that bring the best results for everyone involved. Edenred Brasil is committed to extending these topics to all its stakeholders, to disclosing and following the best practices related to them, and to making every effort to maintain the security of information technology processes, as well as privacy and data protection.

Ethics and Compliance

GRI 102-17, 103-1, 103-2, 103-3, 205-1, 205-2, 205-3, 206-1 and 406-1

Edenred Brasil has a code of ethics and conduct and an anti-corruption guide, in addition to a fully implemented compliance program and a set of activities planned for the dissemination of ethics and compliance policies for all levels of the company's employees. In 2021, the **Code of Ethics and Conduct**, was launched, which didactically explains the duties related to the topic and the rules and procedures included in it. These initiatives are centralized in the Legal, Risks and Regulatory Department.

The company has a Secure Hotline, available 24 hours a day, seven days a week, through which any employee, customer or supplier is able to report concerns about unethical or illegal behavior and the integrity of the organization. This external reporting channel is independent, anonymous and confidential, being an essential tool to support the management of ethics and compliance issues within the group. All reports received are investigated, and the balance of valid and discarded complaints is disclosed in a transparent manner.

In 2021, there were no cases of discrimination or confirmed cases of corruption at Edenred Brasil. **GRI 205-3 and 406-1**

Regarding the **compliance program**, we emphasize that it is reviewed annually. The proposal is to verify if the policies are being disseminated, if the determined adequacy measures were actually implemented, and if there are still non-compliant points that require adjustment. Suspicious transactions are reported to the authorities. Edenred's operations in Brazil are subject to two types of risk, which are identified through risk assessment: money laundering and fraud. **GRI 205-1**

Specific trainings are organized to disseminate and strengthen compliance and ethics principles at all levels. One highlight is the Compliance & Risk Week. The event, which takes place annually, dedicates one and a half hours per day, over the course of a week, to discussions on relevant topics connected to these pillars. Another one is the performance of compliance agents: in each line of business, people are appointed to disseminate the most relevant compliance notions for the organization. The team of participants is renewed and undergoes training every two years, comprising a broad network of defenders of the company's values.

Since 2018, Edenred Brasil has one of its business units, Repom, regulated by the Brazilian Central Bank. The Compliance area works continuously to monitor and respond to the various regulatory adjustments that occur periodically.

In 2021, 608 training courses were held for employees on aspects related to anti-corruption, which involved 92% of non-managerial positions and 8% of managerial positions. We also conducted anti-corruption training for 98 suppliers and business partners. Additionally, 365 management-level employees (21%) and 1,720 employees with non-managerial positions (79%) were communicated on the subject. **GRI 205-2**

Furthermore, during the year, there were no lawsuits for unfair competition, trust or monopoly practices. **GRI 206-1**



Training in anti-corruption policies and procedures GRI 205-2

Region	Gender	Managerial positions		Non-managerial positions		Total	
			2021	2020	2021	2020	2021
Center-West	female	0	0	7	2	7	2
	male	1	0	7	5	8	5
Northeast	female	4	0	16	4	20	4
	male	5	0	18	3	23	3
Norte	female	0	0	1	1	1	1
	male	0	0	4	0	4	0
Southeast	female	73	17	234	111	307	128
	male	112	22	231	166	343	188
South	female	40	3	308	163	348	166
	male	55	5	205	105	260	110
Brazil	female	117	20	566	282	683	302
	male	173	27	465	279	638	306
Overall total		290	47	1,031	561	1,321	608





Supplier management

GRI 102-9, 103-1, 103-2, 103-3

Supplier management is essential to measure and monitor performance to reduce costs, mitigate risks, and encourage improvement. This action protects the business image in the market and the reputation of companies that practice governance appropriately. The relationship between the partner and the company has a massive impact: It defines supply and production deadlines, ensures delivery quality to customers, and influences its profitability and the risk of financial dependence. The organization establishes standards, policies and contractual clauses so that the group selects its suppliers for their professionalism and competence, with a view to establishing relationships of trust.

The relationship with our suppliers is based on commitments established in the Purchasing Policy and the **Supplier Code of Conduct**, in addition to sustainability practices according to the following objectives:

- Ethical and transparent relationship with all entities in its production chain;
- Compliance with all applicable laws, regulations and standards in the countries in which they operate;

- Valuing practices and aspects related to environmentally correct and socially fair postures;
- Minimization of operational, legal, environmental, economic, social and image risks when establishing a commercial relationship;
- Commitment of those involved with the sustainable development of the supply chain;
- Knowledge and acceptance of the Environmental Policy and the strategic sustainability guidelines (People, Planet, and Progress) of the Edenred group;
- Compliance with legal requirements and consideration of Edenred's sustainability recommendations in its processes and its subsidiary supply chain.

Information Security and Personal Data Protection

GRI 103-1, 103-2, 103-3, GRI 418-1

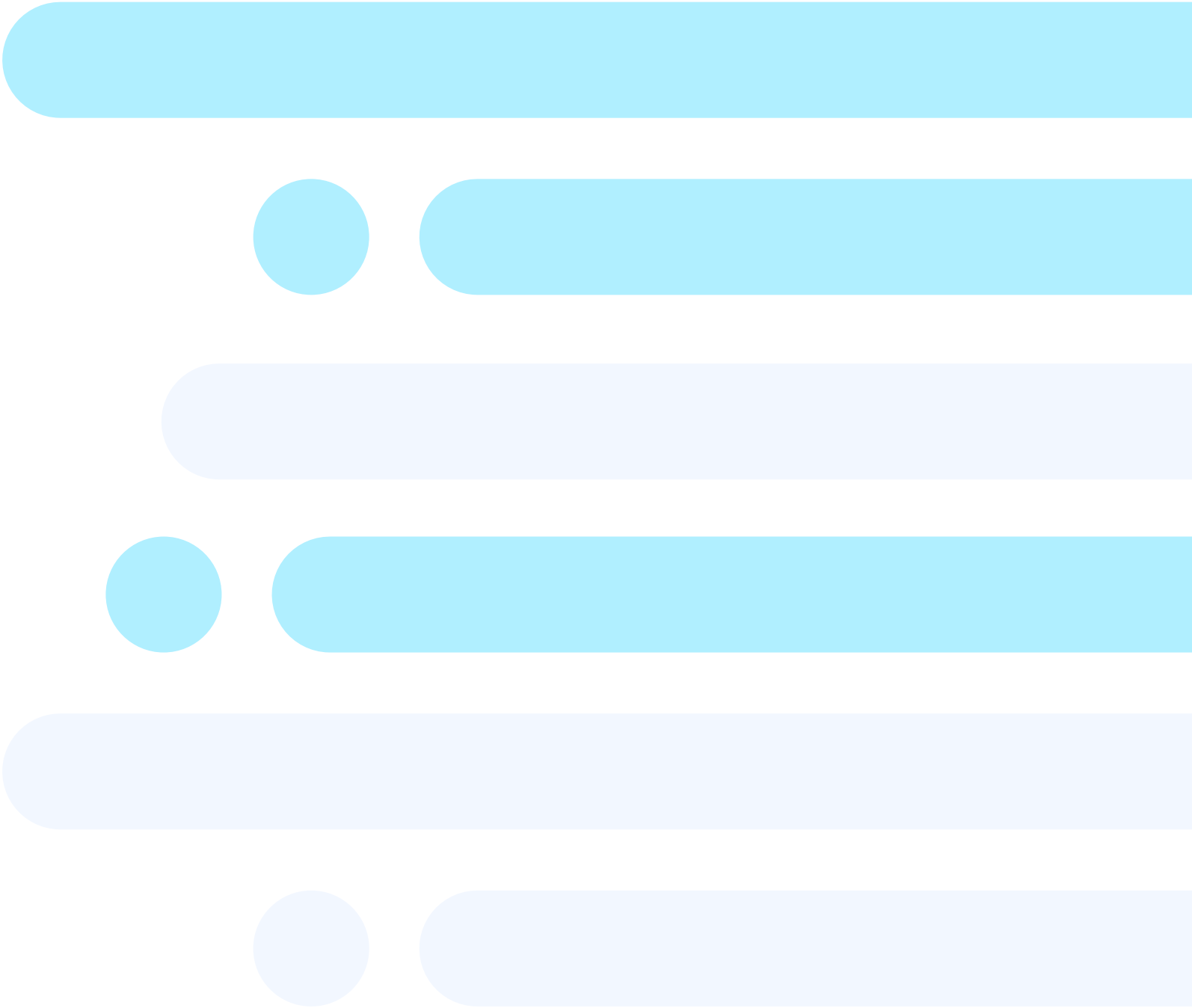
Edenred has a Global structure in which information security is inserted in the technological context, supporting the businesses of its lines with the best practices, frameworks and security technologies for the design, development and maintenance of its solutions, carried out through global programs in IT maturity, security infrastructure, monitoring technologies and processes for identifying and handling incidents, management of technological risks, information security policies and regulations, certifications related to security and the market of each business unit, training for all employees, managing vulnerabilities through scans from the system code, and the periodic execution of intrusion tests.

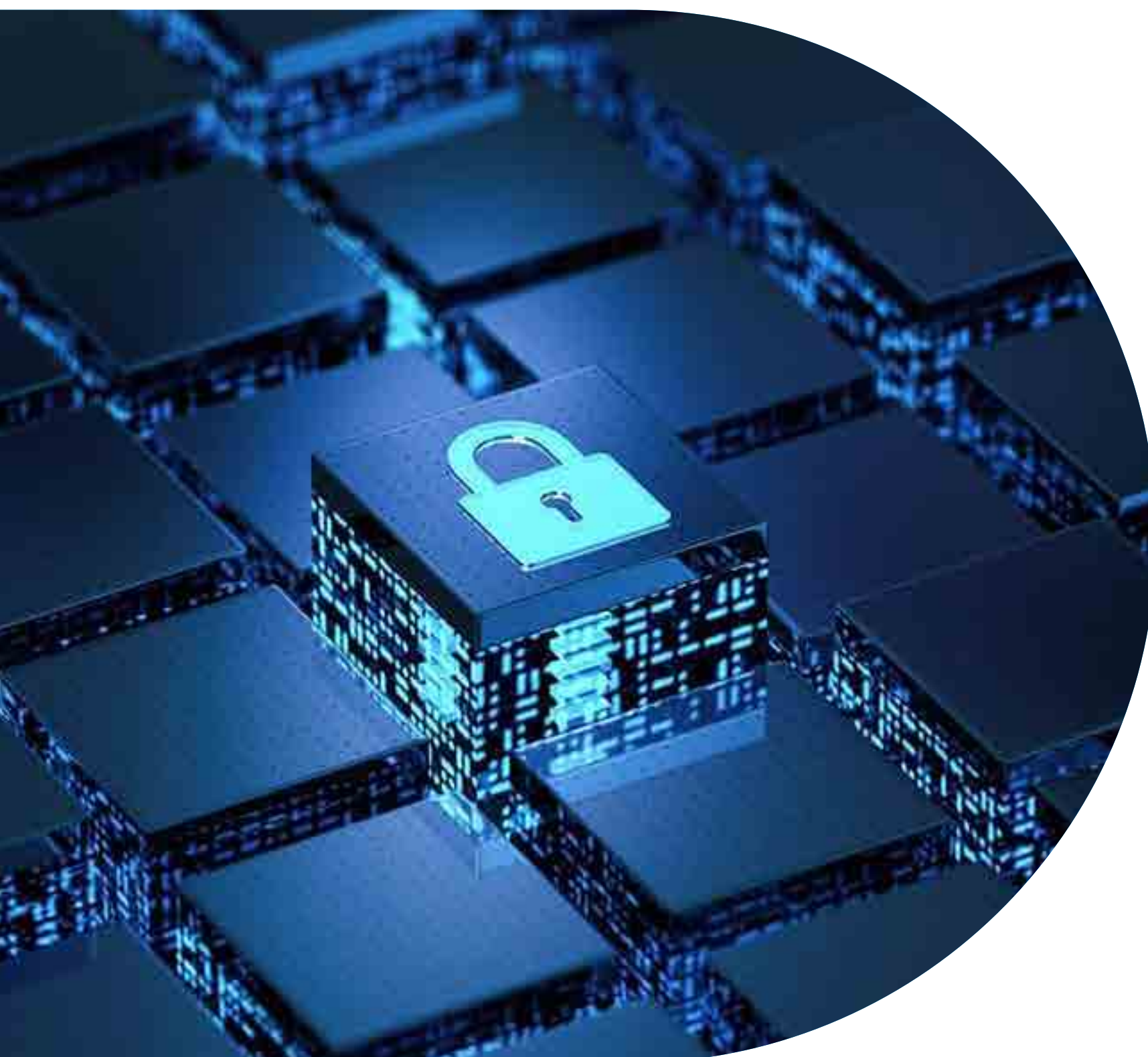
Information security, in turn, is subdivided into specific areas. Information security addresses issues related to establishing governance and control and IT Security directly related to traffic, environment monitoring, and data storage. Operational risk and internal controls are in charge of assisting the first line of defense in identifying and assessing risks and controls, managing the risk matrix of the areas and stipulating action plans to mitigate risks.

Fraud prevention, an urgent issue regarding the online environment, has its own management area. Another sub-area with a particularly

important role throughout the period covered by this report is data protection. Management was responsible for adapting the company to the General Data Protection Act (LGPD), a law that establishes rules on the collection, storage, processing and sharing of personal data and which entered its final implementation phase in 2021. The work in partnership with both the business lines and the Executive Board ensured that a high level of adherence could be achieved. The fraud prevention area aims to monitor transactions, manage transaction disputes, and mitigate fraudulent actions. The audit represents the third line of defense and aims to identify different vulnerabilities independently.

Throughout 2021, a number of actions were taken to ensure information security within Edenred Brasil. Technological investments helped to make processes safer for everyone involved in the transactions: customers, users, and establishments, in addition to the company itself. A new Disaster Recovery Plan (DPR), now with an even broader set of actions, rated level 3, was implemented in the organization. Having a comprehensive DRP makes it possible to recover the entire information technology structure in cases of viruses, power failures, system administration errors, and hacker attacks – an issue that, unfortunately, has become a common reality.





We also have a Personal Data Protection Program, managed by the personal data protection area, which manages topics such as the General Personal Data Protection Act and the global data protection standards of the Edenred Group. The Global Data Protection Policy covers aspects such as general guidelines, including the principles of privacy and data protection, governance, awareness, transparency, impact assessment on data protection, project assessment, rights of holders, data sharing, international transfer of data, security and confidentiality of personal data, data retention, and monitoring and enforcement.

Other initiatives related to data protection and privacy also stood out:

- Implementation of the OneTrust data protection management tool, for more automated and improved management of Edenred's Data Protection Governance Program;
- Creation of the Privacy Center, to provide necessary information to customers and users, raising awareness and improving the rights service channel;
- Training and workshops focused on data protection and security, not only for employees, but also for third parties, partners and suppliers.

- Awareness programs, including Advanced Data Protection Training for Edenred Brasil focal points, with external experts.
- Recurring events/meetings with contractors, DPO and focal points appointed by Edenred with commercial partners. We also participate in associations and commissions that discuss the topic of personal data protection to share knowledge and ensure continuous alignment with the best market practices.
- Lectures on data protection with an external expert during the Compliance & Risk Week.
- Contract review with customers, partners and suppliers to increase the contractual legal security of the entire ecosystem.

The final goal of all these measures in favor of information and data security is not only to adapt to current legislation, but also to serve as a way of promoting trust and respect for those with whom we relate. This will add another important competitive advantage to the quality of the services we offer. In the reporting year, there were no substantiated complaints regarding violations of privacy and loss of customer data. **GRI 418-1**

Quality of services

GRI 103-1, 103-2, 103-3 e 416-1

Edenred has set a global goal to reach the end of 2022 with 50% of its subsidiaries certified in quality management through certifications such as ISO 9001. By 2030, the goal is to increase this level to 85%. At Edenred Brasil, the proposed goal was to certify the Ticket and Ticket Log brands – a goal which was successfully achieved.

A constant concern of Edenred Brasil is to raise the level of its solutions even more, making them increasingly complete and more efficient. Movements occur across all companies, with some cases related to 2021 serving as good examples of improvements made.

With regard to **Worker Benefits**, one highlight was the creation of Ticket Vantagens, a platform that adds services to the well-known features of Edenred's benefit cards. It offers a number of courses – such as Design Thinking, Financial Education, and Project Management – for employees of companies that hire Ticket solutions. In addition to providing admission to educational projects, adherence provides access to discount coupons in e-commerce and financial returns through the cashback system. The Human Resources departments of the client companies also benefit from deploying the Ticket Vantagens on the Ticket Order Websites, having access to professional training and content related to quality of life and well-being.

Also, within the Ticket brand and with a focus on the quality of services offered to users, initiatives were implemented to encourage a healthier and more balanced diet. Through the Ticket em Casa platform, which aggregates establishments that accept payment for delivery purchases with Ticket Restaurante and Ticket Alimentação, it is now possible to enable a “healthy” filter, which makes it easier for users to find establishments that work with this type of menu. Ticket also leveraged the topic of healthy eating through publications in the Abrasel magazine.

In **Fleet and Mobility Solutions**, many innovations occurred. The acquisition of Greenpass by Ticket Log is one of the highlights. Edenred Brasil assessed that Greenpass, a company specializing in toll and parking payment solutions using tags and digital wallets, had great synergy with our business and that its purchase would help to serve our client companies even better. Solutions such as Flow, a digital wallet aimed at truck drivers whose role is to speed up the payment of freight and tolls, and Taggy, an automatic payment tag for tolls and parking lots, are now part of the Ticket Log portfolio, enriching the offer of mobility services with the Edenred signature.





The launch of KD Minha Oficina, at the end of 2020, was another pioneering initiative. It consist of a platform that connects vehicle owners to auto repair shops with various services. The service is open to the population, being already present in major cities in Brazil, including state capitals, and allows car owners to find nearby repair shops, in a few clicks, through geolocation.

The proposal for the solution is to offer, on a digital platform, a network of auto repair shops including reviews, descriptions of all automotive services offered, and service differentiators, as well as prices and comparisons.

It is a way of making life easier for drivers, increasing the visibility of accredited workshops, providing them with a relationship with new customers, and generating more transactions for the entire chain.

An important initiative was the creation, in late 2020, of an e-learning platform aimed at driver education. Created by Ticket Log in partnership with CEPA Mobility Care, a multinational with expertise in driver training and risk management related to traffic,

it includes video lessons, questionnaires, and podcasts. The course, which has a duration of twelve months, aims to improve driving practices, making them safer and more efficient, with less risk related to the fleet.

Finally, we reinforce that the solutions provided in **Payment Solutions and New Markets** are constantly updated and improved. New features are continually being added, and in 2021, one of them was the possibility of rendering accounts directly in the Edenred Wallet. Instead of filling out forms and carrying out a time-consuming process to report how and on what the amounts on their Edenred Pay card are being spent, employees are able to photograph the invoices, upload them to the application, and forward the expense reports directly to their manager. With this solution, both end users and contractors have gained agility and efficiency.

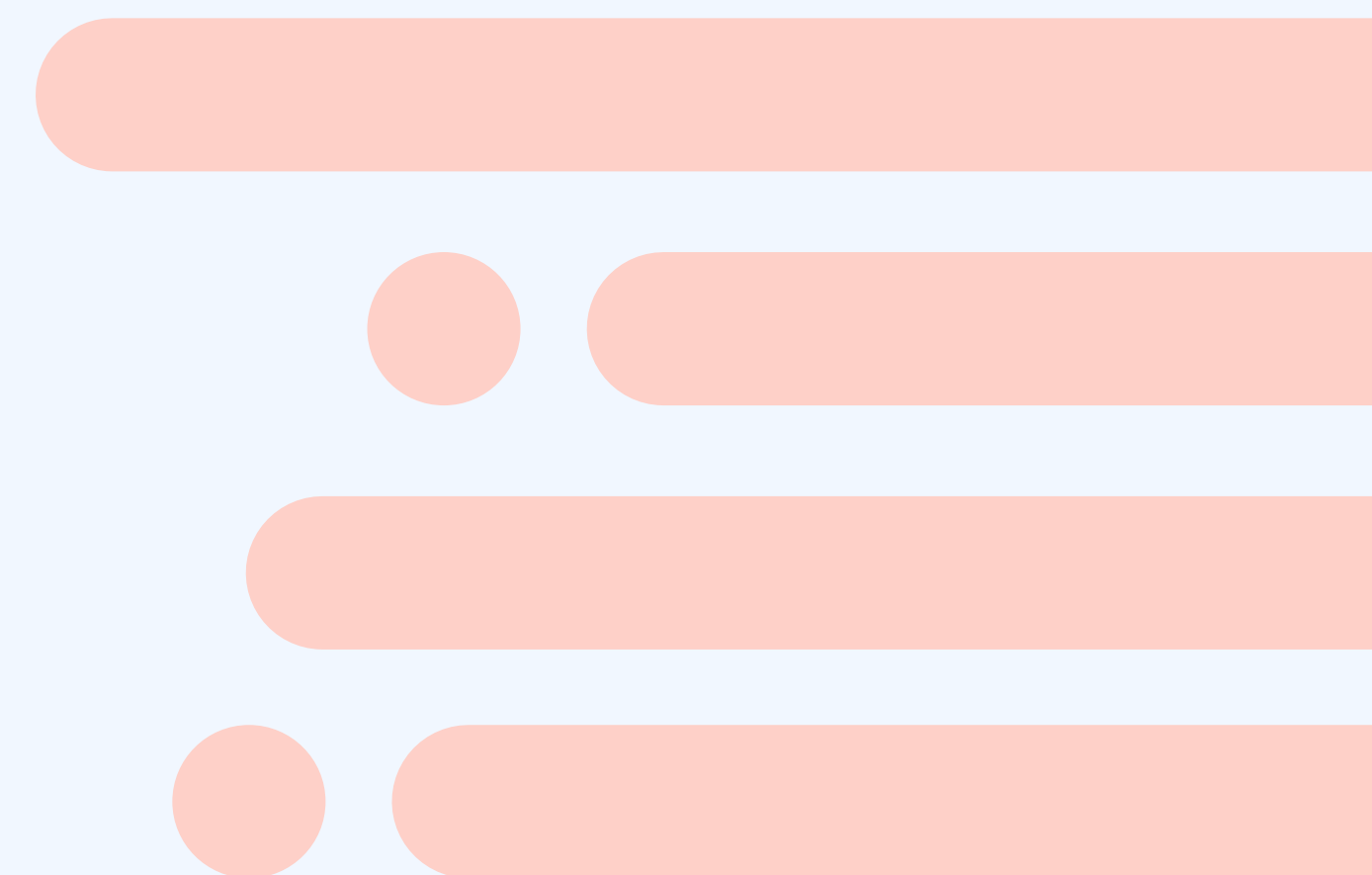
All of the solutions and services offered by Edenred are reviewed in terms of impacts on the health and safety of customers. **GRI 416-1**



Chapter 8

GRI Index

GRI 102-55



GENERAL DISCLOSURES	Page, description links, or omissions
STRATEGY AND ANALYSIS	
102-14 – Statement from senior decision-maker	Page 13.
ORGANIZATIONAL PROFILE	
102-1 – Name of the organization	Edenred Brasil Participações S.A.
102-2 – Activities, brands, products, and services	Pages 11 e 14.
102-3 – Location of headquarters	Page 14.
102-4 – Location of operations	Page 14.
102-5 – Ownership and legal form	Privately held joint-stock company.
102-6 – Markets served	Page 14.
102-7 – Scale of the organization	Page 14.
102-8 – Information on employees and other works	Page 28.
102-9 – Supply chain	Page 46.
102-10 – Significant changes to the organization and its supply chain	None.
102-11 – Precautionary principle or approach	Page 17.
102-12 – External initiatives	Page 32.
102-13 – Membership of associations	Page 32.
102-15 – Key impacts, risks, and opportunities	Page 15.
ETHICS AND INTEGRITY	
102-16 – Values, principle, standards, and norms of behavior	Page 16.
102-17 – Mechanisms for advice and concerns about ethics	Page 44.

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102-40 – List of stakeholder groups	Pages 24, 26, and 27.
102-41 – Collective bargaining agreements	Page 29.
102-42 – Identifying and selecting stakeholders	Pages 24, 26, and 27.
102-43 – Approach to stakeholder engagement	Pages 24, 26, and 27.
102-44 – Key topics and concerns raised	Pages 26
REPORTING PRACTICE	
102-45 – Entities included in the consolidated financial statements	Page 14.
102-46 – Defining report content and topic Boundaries	Page 26
102-47 – List of material topics	Page 26
102-48 – Restatements of information	None.
102-49 – Changes in reporting	None.
102-50 – Reporting period	1/1/2021 a 12/31/2021.
102-51 – Date of most recent report	2020.
102-52 – Reporting cycle	Yearly.
102-53 – Contact point for questions regarding the report	sustentabilidade.br@edenred.com
102-54 – Claims of reporting in accordance with the GRI Standards	Page 5.
102-55 – GRI content index	Pages 51, 52, and 53.
102-56 – External assurance	Edenred does not have assurance for the Sustainability Report in Brazil.

TOPIC-SPECIFIC DISCLOSURES		Page, description, links, or omissions
GRI 203 Indirect economic impacts	103-1, 103-2, and 103-3 Management approach	Page 15.
	203-2 Significant indirect economic impacts	Page 15.
GRI 205 Anti-corruption	103-1, 103-2, and 103-3 Management approach	Page 44.
	205-1 Operations assessed for risks related to corruption	Page 44.
	205-2 Communication and training about anti-corruption policies and procedures.	Pages 44 e 45.
	205-3 Confirmed cases of corruptions and actions taken	Page 44
GRI 206 Anti-competitive behavior	103-1, 103-2, and 103-3 Management approach	Page 44.
	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices.	Page 44.
GRI 307 Environmental compliance	103-1, 103-2, and 103-3 Management approach	Page 40.
	307-1 Non-compliance with environmental laws and regulations	Página 40.
GRI 302 Energy	103-1, 103-2, and 103-3 Management approach	Page 40.
	302-1 Energy consumption within the organization	Pages 40 and 58.
GRI 303 Water and effluents	103-1, 103-2, and 103-3 Management approach	Pages 41.
	303-3 Water withdrawal	Page 59.
	303-4 Water discharge	Page 59.
	303-5 Water consumption	Pages 40, 41, and 59.
GRI 305 Emissions	103-1, 103-2, and 103-3 Management approach	Page 41.
	305-1 Direct (Scope 1) GHG emissions	Pages 41 and 59.
	305-2 Energy indirect (Scope 2) GHG emissions	Pages 41 and 59.
	305-3 Other indirect (Scope 3) GHG emissions	Pages 41 and 59.
GRI 306 Waste	103-1, 103-2, and 103-3 Management approach	Page 42.
	306-3 Waste generated	Pages 42 and 60.
	306-4 Waste diverted from disposal	Page 60.
	306-5 Waste directed to disposal	Page 60.

TOPIC-SPECIFIC DISCLOSURES		Page, description, links, or omissions
GRI 401 Employment	103-1, 103-2, and 103-3 Management approach	Page 28.
	401-1 New employee hires and employee turnover	Pages 28 e 54.
	103-1, 103-2, and 103-3 Management approach	Pages 35 and 36.
GRI 403 Occupational health and safety	403-1 Occupational health and safety management system	Pages 35 and 36.
	403-2 Hazard identification, risk assessment, and incident investigation	Pages 35 and 36.
	403-3 Occupational health services	Pages 35 and 36.
	403-6 Promotion of worker health	Pages 35 and 36.
	403-9 Work-related injuries	Page 35.
GRI 404 Training and education	103-1, 103-2, and 103-3 Management approach	Page 28 and 30.
	404-1 Average hours of training per year per employee	Page 31.
	404-3 Percentage of employees receiving regular performance and career development reviews	Page 29.
GRI 405 Diversity and equal opportunity	103-1, 103-2, and 103-3 Management approach	Pages 32, 33, and 34.
	405-1 Diversity of governance bodies and employees	Page 55.
	405-2 Ratio of basic salary and remuneration of women to men	Page 33.
GRI 406 Non-discrimination	103-1, 103-2, and 103-3 Management approach	Page 44.
	406-1 Incidents of discrimination and corrective actions taken	Page 44.
GRI 407 Freedom of association and collective bargaining	103-1, 103-2, and 103-3 Management approach	Page 29.
	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Page 29.
GRI 413 Local communities	103-1, 103-2, and 103-3 Management approach	Pages 37, 38, and 39.
	413-1 Operations with local community engagement, impact assessments, and development programs	Page 37.
GRI 418 Customer privacy	103-2 and 103-3 Management approach	Pages 47 and 48.
	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Page 48.

GRI Annexes

New hires and employee turnover GRI 401-1

Categories	Edenred Brasil		Ticket		Ticket Log		Repom		Edenred Pay	
	Hired	Turnover	Hired	Turnover	Hired	Turnover	Hired	Turnover	Hired	Turnover
Gender										
Men	435	30.9%	67	34.7%	244	35.4%	50	27.7%	50	46.6%
Women	418	31.4%	107	20.8%	157	30.0%	61	27.7%	61	80.4%
Employee category										
Board	10	25.8%	1	12.5%	7	40.9%	0	16.7%	0	0.0%
Management	21	19.5%	6	21.4%	7	32.4%	1	15.6%	1	0.0%
Coordination	45	17.3%	16	21.3%	11	12.0%	5	19.4%	5	28.6%
Administrative	392	27.6%	119	30.6%	140	24.4%	29	21.1%	29	97.8%
Operation	296	36.8%	16	14.7%	197	45.4%	64	33.3%	64	27.8%
Interns	55	96.8%	10	62.5%	25	0.0%	2	37.5%	2	0.0%
Young Apprentice	34	0.0%	6	0.0%	14	70.6%	10	0.0%	10	0.0%
Age group										
Under 30 years	510	43.9%	72	52.8%	295	43.1%	62	29.9%	62	85.7%
30 to 50 years	333	24.1%	100	23.4%	104	22.0%	48	26.8%	48	55.9%
Over 50 years	10	9.2%	2	8.0%	2	9.7%	1	14.3%	1	0.0%
Religion										
Center-West	13	39.3%	1	0.0%	5	28.6%	1	50.0%	1	0.0%
North	1	25.0%	1	0.0%	0	0.0%	0	58.3%	0	0.0%
Northeast	9	13.9%	0	0.0%	4	10.0%	3	50.0%	3	0.0%
Southeast	436	30.6%	163	29.9%	99	30.1%	29	25.3%	29	59.8%
South	394	32.6%	9	20.0%	293	35.4%	78	27.9%	78	0.0%

Diversity of governance bodies and employees GRI 405-2	Gender		Age group			Race		
	Men	Women	Under 30 years	30 to 50 years	Over 50 years	White	Black / brown	Other (indigenous, riverside dwellers, etc.)
Edenred								
Board	24	10	0	25	9	33	1	0
Management	64	35	5	83	11	88	6	5
Coordination	139	113	30	195	27	218	19	15
Administrative	639	601	394	769	77	1.006	151	83
Operation	197	369	381	168	17	420	105	41
Interns	20	28	46	1	1	37	8	3
Young Apprentice	12	25	35	1	1	22	11	4
Ticket Serviços								
Board	8	6	0	8	6	14	0	0
Management	34	21	1	48	6	52	1	2
Coordination	56	47	2	81	20	94	4	5
Administrative	253	210	89	336	38	352	75	36
Operation	50	67	32	70	15	69	35	13
Interns	9	10	17	1	1	13	5	1
Young Apprentice	1	9	10	0	0	4	4	2
Ticket Log								
Board	8	4	0	10	2	11	1	0
Management	14	5	1	16	2	17	1	1
Coordination	55	45	25	70	5	89	5	6
Administrative	259	308	231	310	26	485	48	34
Operation	68	232	257	43	0	246	38	16
Interns	8	15	23	0	0	20	1	2
Young Apprentice	10	7	15	1	1	12	5	0

(Continued)

Diversity of governance bodies and employees GRI 405-2	Gender		Age group			Race		
	Men	Women	Under 30 years	30 to 50 years	Over 50 years	White	Black / brown	Other (indigenous, riverside dwellers, etc.)
Repom								
Board	1	0	0	1	0	1	0	0
Management	8	2	1	7	2	8	1	1
Coordination	8	5	0	12	1	7	4	2
Administrative	42	20	21	41	0	36	17	9
Operation	7	19	14	11	1	13	8	5
Interns	1	1	2	0	0	2	0	0
Young Apprentice	0	2	2	0	0	1	0	1
Edenred Pay								
Board	2	0	0	1	1	2	0	0
Management	6	2	0	7	1	5	2	1
Coordination	8	7	2	12	1	9	5	1
Administrative	21	22	14	26	3	35	6	2
Operation	2	4	4	2	0	4	1	1
Interns	1	0	1	0	0	1	0	0
Young Apprentice	0	0	0	0	0	0	0	0

Scope 1, 2 and 3 GHG emissions (tCO2e) GRI 305-1, 305-2, and 305-3

Emission sources	Edenred			Ticket			Ticket Log			Repom			Edenred Pay		
	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
Fossil															
Scope 1	275	145	86	211	122	38	63	22	38	2	1	8	0	0	1
Mobile combustion	260	86	86	199	66	38	59	19	38	2	1	8	0	0	1
Stationary combustion	12	6	0	8	2	0	4	3	0	0	0	0	0	0	0
Solid waste and liquid effluents	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Fugitives	3	54	0	3	54	0	0	0	0	0	0	0	0	0	0
Scope 2 (location)	350	137	306	155	47	142	180	85	142	15	5	17	0	1	5
Electricity acquisition	350	137	306	155	47	142	180	85	142	15	5	17	0	1	5
Scope 3	2,492	1,410	1,038	944	670	465	1,175	575	465	373	123	70	0	41	37
Purchased goods and services	170	278	70	121	218	15	31	22	15	18	22	18	0	16	22
Activities related to fuel and energy not included in Scopes 1 and 2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Transport and distribution (upstream)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Waste generated in operations	1	0	2	1	0	0	0	0	0	0	0	2	0	0	1
Business trips	1,037	334	302	365	204	125	495	97	125	177	29	38	0	5	13
Employee displacement (home-work)	1,284	798	664	457	248	325	649	456	325	178	73	13	0	20	1
Biogenic (renewable)															
Scope 1	1,018	365	428	256	93	210	744	266	210	18	5	7	0	1	1
Mobile combustion	1,017	364	428	256	93	210	743	266	210	18	5	7	0	1	1
Scope 2 (location)	8	0	66	5	0	66	4	0	0	0	0	0	0	0	0
Electricity acquisition	8	0	66	5	0	66	4	0	0	0	0	0	0	0	0
Scope 3	277	161	135	83	44	0	151	98	66	44	14	3	0	5	0
Business trips	20	9	8	4	2	3	12	5	3	4	1	0	0	1	0
Employee displacement (home-work)	258	152	127	79	42	62	139	93	62	40	13	3	0	5	0

* The detailed GHG emissions inventory is prepared according to the Brazilian GHG Protocol Program and can be found in the Public Emissions Registry at <https://www.registropublicodeemissoes.com.br/participantes>

Energy consumption within the organization (GJ) GRI 302-1

Energy type	Edenred			Ticket Serviços			Ticket Log			Repom			Edenred Pay		
	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
Non-renewable fuel consumption	198,119	84,099	50,742	197,021	83,714	45,023	1,070	366	694	28	17	5,009	0	1	16
Diesel	63	75	78	0	3	78	63	72	0	0	0	0	0	0	0
Gasoline	1,037	355	7,021	1	42	1,302	1,008	295	694	28	17	5,009	0	1	16
LPG	197,019	83,669	43,643	197,019	83,669	43,643	0	0	0	0	0	0	0	0	0
Renewable fuel consumption	14,000	5,042	3,911	3,042	1,126	881	10,700	3,834	2,948	258	75	71	0	8	11
Ethanol	14,000	5,042	3,911	3,042	1,126	881	10,700	3,834	2,948	258	75	71	0	8	11
Electricity consumption	13,129	9,338	5,780	5,412	4,205	1,168	6,990	4,812	4,011	727	281	476	0	40	125
Total energy consumption within the organization	225,248	98,479	60,433	205,474	89,045	47,072	18,760	9,012	7,653	1,013	373	5,557	0	49	152

Water withdrawal, discharge and consumption GRI 303-3, 303-4, and 303-5

Categories	Edenred			Ticket Serviços			Ticket Log			Repom			Edenred Pay		
	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
Total water withdrawal (megaliters) GRI 303-3															
Groundwater	5.777	2.544	1.376	5.777	2.544	1.376	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Third-party water – public supply	6.633	3.427	2.586	0.000	0.000	0.000	6.633	3.427	2.432	0.000	0.000	0.109	0.000	0.000	0.045
Total	12.410	5.971	3.961	5.777	2.544	1.376	6.633	3.427	2.432	0.000	0.000	0.109	0.000	0.000	0.045
Water discharge (megaliters) GRI 303-4															
Groundwater	4.621	2.035	1.100	4.621	2.035	1.100	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Third-party water – public supply	5.320	2.742	2.069	0.000	0.000	0.000	5.306	2.742	1.946	0.010	0.000	0.087	0.003	0.000	0.036
Total	9.941	4.777	3.169	4.621	2.035	1.100	5.306	2.742	1.946	0.010	0.000	0.087	0.003	0.000	0.036
Water consumption (megaliters) GRI 303-5															
Total	2.469	1.194	0.792	1.155	0.509	0.275	1.327	0.685	0.486	-0.010	0.000	0.022	-0.003	0.000	0.009

Water withdrawal, discharge and consumption GRI 303-3, 303-4, and 303-5

Waste generation and disposal (metric tons)	Edenred			Ticket Serviços			Ticket Log			Repom			Edenred Pay		
	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
Type of waste generated GRI 306-3															
Paper	18.61	10.08	1.66	11.90	6.18	0.19	6.71	3.90	0.37	0.00	0.00	0.73	0.00	0.00	0.37
Plastics	7.71	3.36	1.49	4.61	2.06	0.46	3.10	1.30	0.26	0.00	0.00	0.51	0.00	0.00	0.26
Metal	0.02	0.06	0.14	0.02	0.06	0.14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Glass	0.22	0.18	0.10	0.22	0.18	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Waste diverted from disposal GRI 306-4															
Non-hazardous															
Preparation for reuse (Bioenergy)	0.00	0.00	7.63	0.00	0.00	7.63	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Recycling	9.81	5.20	10.08	0.00	0.00	0.00	9.81	5.20	8.21	0.00	0.00	1.25	0.00	0.00	0.62
Other recovery operations (Composting)	0.00	0.00	2.00	0.00	0.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Oil re-refining	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Intermediate scrap dealers	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Reverse logistics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total	9.81	5.20	19.71	0.00	0.00	9.63	9.81	5.20	8.21	0.00	0.00	1.25	0.00	0.00	0.62
Hazardous															
Preparation for reuse (Bioenergy)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Recycling	8.85	0.00	9.37	0.00	0.00	0.00	8.85	0.00	9.37	0.00	0.00	0.00	0.00	0.00	0.00
Total	8.85	0.00	9.37	0.00	0.00	0.00	8.85	0.00	9.37	0.00	0.00	0.00	0.00	0.00	0.00
Waste directed to disposal GRI 306-5															
Non-hazardous															
Landfill	105.56	44.40	25.20	105.56	44.40	22.50	0.00	0.00	0.68	0.00	0.00	1.35	0.00	0.00	0.68
Coprocessing	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total	105.56	44.40	25.20	105.56	44.40	22.50	0.00	0.00	0.68	0.00	0.00	1.35	0.00	0.00	0.68
Hazardous															
Incineration (no energy recovery)	0.01	0.03	0.00	0.01	0.03	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Autoclave	0.02	0.00	0.00	0.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Coprocessing	8.27	0.00	5.64	0.00	0.00	0.00	8.27	0.00	5.64	0.00	0.00	0.00	0.00	0.00	0.00
Total	8.30	0.03	5.64	0.03	0.03	0.00	8.27	0.00	5.64	0.00	0.00	0.00	0.00	0.00	0.00
Overall total	132.53	49.64	59.92	105.60	44.44	32.13	26.93	5.20	23.89	0.00	0.00	2.60	0.00	0.00	1.30



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