



Letter to our stakeholders

Dear all,

Sibs is pleased to introduce the new sustainability strategy, “Verde-Código-Verde”.

As a relevant player in the payments ecosystem, SIBS assumes the opportunity and responsibility to join its clients, suppliers, partners and other stakeholders with the aim of empowering people, businesses and communities to actively contribute to a more socially and environmentally sustainable society.

On one hand, we have fulfilled this mission in a remarkable way over almost 40 years of existence, with the availability of innovative services and enhancers of financial inclusion, with a reliable and secure payment system, and, more recently, with the availability of digital payment services that have a clear impact on convenience, time management, accessibility and reduction of environmental impact. On the other hand, we must contribute largely through a strategic and systematic sustainability approach.

We want to increasingly assert ourselves as a trusted partner, creating value through technological development with impact, collaborating with our stakeholders and actively contributing to a more socially and environmentally sustainable society.

We thus present the sustainability strategy which focuses on reducing the environmental footprint of our operations, in creating value for the communities where we operate, through what we know and do best, in other words, digital literacy and innovation, in the continuous appreciation and development of



our best talents, and in influencing our suppliers and partners to incorporate sustainability criteria throughout the chain.

The strategy is based on three strategic pillars - Planeta SIBS, Ecosistema SIBS and Ser SIBS - which are associated with long-term objectives and several commitments, which, in turn, unfold in a set of activities and actions defined for the three-year period 2021-2023.

We are aware that it is just the beginning of a challenging journey and that we have much to develop. We want our stakeholders to be a central element in achieving our strategy, challenging us and letting us challenge them as we mature in our journey. We are confident that we can count on your support.

Thank you all,

SIBS team