mercado libre

We act today for the best to come.

2022 IMPACT REPORT

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Letter from our **CEO**

In 1999, we established Mercado Libre as a new business aimed to transcend and outlive the founding team. We wanted to create purchase, sale, and money management solutions that would make life easier for millions of people. At the same time, we were determined to build a new culture that would form and develop outstanding teams willing to solve not only the difficulties of the present but, above all, those of the future.

Yesterday's future is today's present, and the context is challenging. Once again, 2022 deployed a complex social and environmental background both in the region and worldwide, coupled with recessive and increasingly volatile trends.

Certainly, our business and the lives of our users could not escape the impact. Despite that, our e-commerce and fintech solutions continued to show a huge potential to drive growth and inclusion in Latin America.

With physical retail increasingly recovering across the region, digital trade kept on growing. We increased the total number of unique buyers, reaching 73.9 million. On our platform, over 1100 million products were sold for almost USD 35,000 million, contributing to the revenue of over 500,000 SMEs that chose our ecosystem to operate.

For the first time, Mercado Pago surpassed 64 million unique users, with 173 transactions per second. We reached a volume of 5.2 million in loans to sellers, more than 48% of which were granted to women entrepreneurs. We joined Pro Mujer and Aliança Emprendedora to support financial education, addressing more than 2300 women entrepreneurs in the region.

Moreover, we launched life and personal injury insurance in Argentina and Brazil, helping reduce financial vulnerability for thousands of people who had never before accessed this type of coverage.

We expanded our logistics network, opening 49 new centers, from where we created 7105 jobs. Driven by our commitment to efficient environmental impact reduction strategies along our value chain, we expanded our electric fleet to 797 vehicles and eight new distribution centers were migrated to 100% renewable energy sources, totaling ten in Latin America.

Similarly, our reduction strategies were boosted by nature-based solutions, one of the most efficient means to tackle climate change according to science. We committed a new investment of over USD 10 million in "Regenera América" for the continued expansion of our program in Brazil and the onboarding of the first project in Mexico. Half of this sum was invested in 2022.

Since the program was launched, more than 6000 hectares started their restoration processes to capture an estimated 900,000+ tons of CO_2 over 30 years, also fostering inclusion and employment for local communities.

Time has taught me that it is harder to carry out a project than to imagine it. And it is even harder without the key tools and skills needed in the 21st century. That's why in 2022 we continued to work with organizations addressing the digital gap: we wanted to help an increasingly growing number of individuals take advantage of the knowledge economy, reaching over 14,000 Latin American women and young people.

I am convinced of the transforming power of our ecosystem. I am also persuaded that it can democratize access to commerce and financial services even in our currently complex context, in the aftermath of the pandemic. However, I also know that power lies not in solutions, but in people: in the millions of people who can now buy, sell, grow their business, or improve their financial health.

Last, but not least, power lies in our MELI team: over 39,000 people who worked relentlessly to achieve the results reflected in this impact report, who embody our #MELIpride, with which we act today, and every day, for the best to come.

MARCOS GALPERÍN

Report parameters
Our stakeholders
Materiality process
Our model for creating value

About this Report

Report parameters

This report has been prepared in line with the IR International Framework developed by the International Integrated Reporting Council and in accordance with the Global Reporting Initiative Universal Standards 2021. In addition, the Sustainability Accounting Standards Board (SASB) Materiality Map was used to report the relevant indicators for the e-commerce industry.

The document considers the results of the annual status report of the Task Force on Climate-related Financial Disclosures (TCFD). In addition, it reflects the results of our assessment in line with the CDP environmental reporting framework. It also includes our contribution to the Sustainable Development Goals (SDG) of the United Nations.

This document represents our eleventh reporting exercise. It describes the activities related to sustainability management by MercadoLibre, Inc., and includes its controlled companies. The report covers activities carried out from January 1 to December 31, 2022. During this period, the company has not undergone relevant organizational changes that affect comparability. The company established an annual reporting periodicity for its sustainability reports and the publication of the 10-K report required by the Securities and Exchange Commission (SEC) to be filed annually as we are a publicly-traded company with a NASDAQ stock offering. The previous report released corresponds to the 2021 fiscal year.

Contact

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Our ***stakeholders***

We maintain a fluid and transparent relationship with all our stakeholders—from individuals to organizations—so we can understand their expectations and concerns, and translate them into strategic value information for the management of our business.

Dialogue and interaction with every stakeholder help us identify the actual and potential impacts of our organization. It also enables us to respond or act as needed to prevent and mitigate the negative potential impacts, and boost positive impacts.

We carry out an internal process for the identification and selection of said stakeholders based on the criteria of interaction and impact on the business. We have dialogue mechanisms in place to encourage the participation of each stakeholder group.

STAKEHOLDER	DIALOGUE MECHANISM
Users of the ecosystem of solutions	• Customer service area • Marketing surveys • Training and breakfast sessions with the Commercial and Sustainability area
Mercado Libre team	• Mailings • Workplace • Talks with the CEO • Internal communication at quarter closure • Q&A with leadership • Environment surveys and feedback
Supply chain	• Online meetings • Mailings
NGOs and civil society organizations	• Mercado Libre Solidario program • Donate Button meetings
Thought and opinion leaders	• Meetings and information sent periodically • Quarterly income statements
Government	• Meetings with the Government Relationships and Sustainability area
Shareholders	• Meetings with the Investor Relations and Sustainability area

Materiality process

In 2022, we adapted our annual materiality exercise to the recommendations of the new Global Reporting Initiative (GRI) Universal Standards 2021 for the definition of contents.

First of all, we had to understand our organizational context, which is accounted for in our value creation model; the potential risks that could affect our business, described in the 10-K Risk Factors section; the social impact assessment performed in 2021 by the Euromonitor market research company, and the Climate-related Financial Disclosure Report we developed in line with the TCFD.

We identified our actual and potential business impacts based on the materiality defined by the SASB indicators for the E-commerce and Consumer finance industries. We also carried out a benchmark study against seven strategic organizations to understand and identify industry impacts. We compared these results with our sustainability strategy and our list of material issues from 2021.

We selected 13 impacts that we considered significant for our business. Then, we conducted a materiality survey where over 62,900 stakeholders rated the most significant impacts that we should manage as a priority. As part of their assessment, the respondents were also asked if, in their opinion, any other major issue or impact should be added.

The sustainability team worked on the suggestions by our stakeholders and the validation results of each aspect. Accordingly, the 13 impacts were included as material issues. They were ranked by importance and their effect on the economy, the environment, and the people.

As part of this process, and in line with the new impact and stakeholder concepts under the GRI Universal Standards 2021, we redefined the scope of the issues in the previous period. We included “Product innovation and development” as a material issue, and replaced the following names: “Driving entrepreneurship” with “Empowering entrepreneurs, SMEs, and NGOs;” “Human capital and talent attraction” with “Team formation and development;” “Economic performance and positioning” with “Economic performance;” “Climate change and energy efficiency” with “Climate change: energy, mobility, and packaging;” and “Digital inclusion and education” with “Education for digital inclusion.” Moreover, the impacts included in the 2021 material issues “Buyer and seller behavior” and “User trust and security” were restructured under the new material issues “Information privacy and security” and “Product and service trust and security,” respectively.

SURVEY

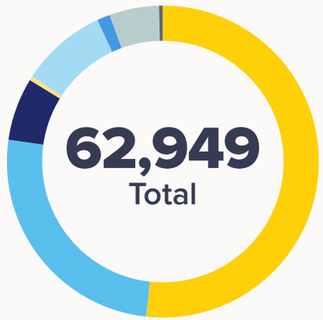
62,949
TOTAL RESPONSES

+36%
vs 2021

STAKEHOLDER DISTRIBUTION

56,492 Users
120 Private sector
69 NGOs
8 Public sector
6135 Employees
102 Supply Chain
12 Media
11 Others

COUNTRY DISTRIBUTION



32,549 Argentina
4109 Chile
5622 Mexico
860 Peru
17 Venezuela
16,072 Brazil
245 Colombia
10 Paraguay
3215 Uruguay
250 Other

MATERIALITY ASSESSMENT

1 Understand the organizational context

2 Identify actual and potential impacts

3 Assess the importance of impacts

4 Prioritize the most significant impacts for information disclosure

VALUE REPORTING FOUNDATION INTEGRATED REPORTING FRAMEWORK

- Impact Study
- 10-K

VALUE REPORTING FOUNDATION SASB STANDARDS

TCFD TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES

- Sustainability strategy
- Benchmarking

SURVEY

62,949
TOTAL RESPONSES

+36%
vs 2021

MATERIAL ISSUES

1. Information privacy and security
2. Product and service trust and security
3. Ethics and transparency
4. Occupational health and safety
5. Team formation and development
6. Contribution to the socioeconomic development
7. Financial inclusion and education
8. Education for digital inclusion
9. Diversity and equal opportunities
10. Empowering entrepreneurs, SMEs, and NGOs
11. Economic performance
12. Product innovation and development
13. Climate change: energy, mobility, and packaging

Our **model** for creating ***value***

INPUTS

ECONOMIC

- **USD 10,537 M** REVENUE
- **NASDAQ MELI** PUBLIC OFFERING
- **6** BUSINESS UNITS

INTELLECTUAL

- **600** DATA ENGINEERS WORKING AGAINST FRAUD
- **26,844 PEOPLE** SCOPE OF DATA PROTECTION TRAINING

HUMAN

- **33%+** PEOPLE VS 2021
- **41.3%** FEMALES
- **58.7%** MALES

SOCIAL

- **9.07 M** SELLERS MERCADO LIBRE
- **64.8 M** UNIQUE USERS MERCADO PAGO
- **3600+** NGOs ON MERCADO LIBRE SOLIDARIO

NATURAL

- **105.21 GWh** ELECTRICITY CONSUMPTION
- **6,165,461 GJ** ENERGY CONSUMPTION
- **USD 5 M** INVESTMENT IN REGENERATION PROJECTS

SUSTAINABILITY STRATEGY

PURPOSE

Democratize commerce and financial services in LATAM

mercado crédito — CREDIT
mercado pago — FINTECH
mercado libre — PLATAFORM
mercado envíos — LOGISTIC
mercado ads — ADS
mercado shops — SHOPS

MELI DNA

CORPORATE GOVERNANCE

OUTPUTS

ECONOMIC

- **49%+** REVENUE VS 2021
- **-37.2%** SHARE VALUE VS 2021
- **USD 158 B** SOLD PRODUCTS AND PROCESSED PAYMENTS

INTELLECTUAL

- **36** PURCHASES PER SECOND MERCADO LIBRE
- **173** TRANSACTIONS PER SECOND MERCADO PAGO
- **99.99%** UPTIME MERCADO LIBRE

HUMAN

- **#6** BEST WORKPLACES LATIN AMERICA
- **27%** WOMEN LEADERS
- **89% LOGISTICS STAFF** PROUD TO WORK AT MELI

SOCIAL

- **11.6 M** SALES SUSTAINABLE PRODUCTS SECTION
- **686,000** ENTREPRENEURS' FIRST LOAN WITH MERCADO PAGO
- **26.9 M** USD MOBILIZED BY NGOs

NATURAL

- **25%+** CARBON FOOTPRINT VS 2021
- **341%+** RENEWABLE ENERGY GENERATED OFF-SITE VS 2021
- **21%+** HECTARES BEING REGENERATED VS 2021

CONTEXT

18 LATAM COUNTRIES WHERE WE OPERATE | **290 M** ACTIVE POPULATION | **70%** LOWER INCOME SOCIO-ECONOMIC LEVELS | **45%** POPULATION EXCLUDED FROM THE FINANCIAL SYSTEM | **40%** OF THE PLANET'S BIODIVERSITY IN LATAM

Technology for inclusion and democratization
Prioritizing to impact
Boosting our DNA, our sustainability vision
Corporate governance
Responsible corporate behavior

Economic capital

Our Business

Technology for *inclusion* and *democratization*

Our e-commerce and fintech solutions make up an ecosystem that helps transform the lives of millions of people by democratizing commerce and financial services in Latin America.

Our model is based on two large business units that combine e-commerce provided by Mercado Libre with fintech solutions by Mercado Pago. These business units are the driving forces behind our purpose. Each of them integrates solutions that enhance value creation for the users of our platforms: Mercado Envíos, Mercado Shops, Mercado Ads, and Mercado Crédito. Our ecosystem operates in 18 countries in Latin America: Argentina, Bolivia, Brazil, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Honduras, Mexico, Nicaragua, Panama, Paraguay, Peru, Uruguay, and Venezuela.

We are driven by the purpose of democratizing commerce and financial services to transform the lives of millions of people in Latin America.

We create value when we democratize the way people buy and sell in Latin America, providing equal opportunities to large companies, entrepreneurs, and sellers. We also create value when we democratize access to money. We seek to make products and services easily and securely available to anyone, regardless of their origin or personal economic situation, to help them take control of their financial decisions.

We are listed on NASDAQ and have been part of the NASDAQ-100 index since 2017. We are extremely proud to be the largest technology company in Latin America and the ninth-largest platform in the world. But we take stronger pride in integrating commerce and finance into a service ecosystem that drives growth opportunities in a region characterized by large social and economic disparities.

Impact of our ecosystem

mercado libre — mercadolibre.com

E-commerce platform where sellers and buyers, entrepreneurs, enterprises, and brands conduct transactions for a wide range of products and services.

mercado envíos — envios.mercadolibre.com

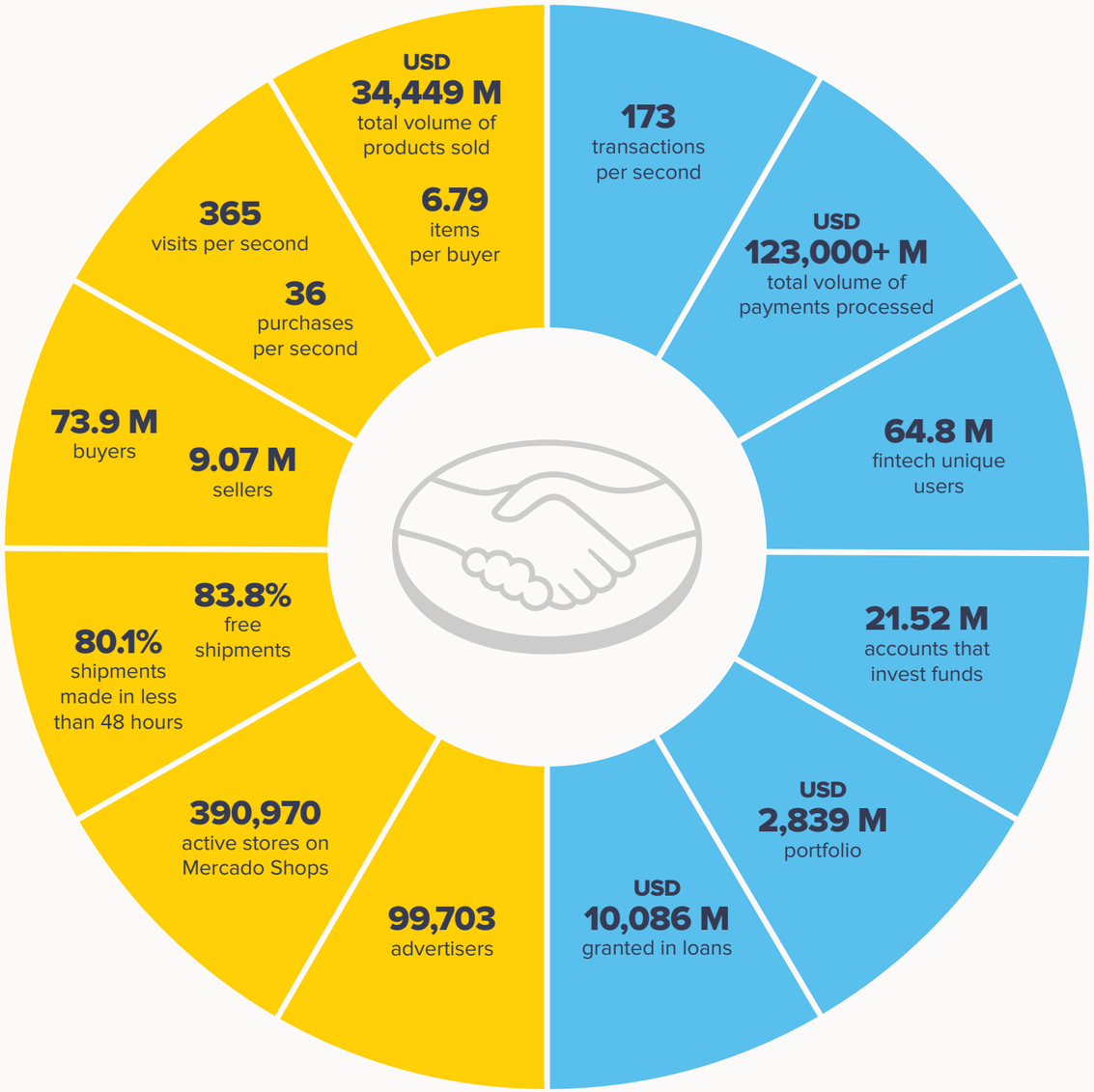
Logistics solution that offers sellers of our platform cost-effective and competitively priced integration of third-party shipping, with fulfillment and warehousing services.

mercado shops — mercadoshops.com

A free platform for online stores integrated with all our ecosystem solutions. It was re-launched in the last quarter of 2021 to capture growth opportunities in this marketplace.

mercado ads — ads.mercadolibre.com

Advertising tool to reach mass audiences on Mercado Libre and improve their journey, with continuous data and information analysis.



mercado pago — mercadopago.com

Financial services in one application: digital account, payments and collections, immediate transfers, investment, and interest-bearing balances.
In 2022 we added insurance to our list and we continue to expand the possibility of buying cryptocurrencies to new countries.

mercado crédito

Financing solutions focused on those who do not have access to credit in the traditional system. Affordable loans using technology solutions and scoring systems based on artificial intelligence.

Value chain opportunities

Fulfilling our purpose was possible thanks to the joint work of more than 2,000 companies that are part of our supply and service chain. The work performed by logistics, shipping, infrastructure, and consulting service providers enabled us to overcome geographical, cultural, and financial barriers and reach our clients quickly and reliably.

We created a virtuous cycle that is rooted in our value chain: while supporting the regional deployment of our ecosystem of solutions, members of our value chain boost their opportunities for expansion and development. We can identify at least 17 different economic activities that indirectly benefit from our ecosystem's growth.[1]

We are aware of the social and environmental impact of our value chain. That's why we created the Sustainable Purchasing Policy, which guides our internal areas to contract companies committed to positive impact. The policy describes our proposal for special prices and payment conditions for organizations that meet social and environmental criteria.

94%
local suppliers

SUPPLY

ONLINE INFRASTRUCTURE SERVICES
Cloud services and software

PHYSICAL INFRASTRUCTURE SERVICES
Energy, water, maintenance, cleaning, and offices, among others.

1200+
suppliers[1]

MARKETING AND MANAGEMENT SERVICES
Marketing, HR consulting, Advertising, Accounting services, Auditing.

150+
consulting firms[1]

MERCADO ENVÍOS STRATEGIC LOGISTICS PARTNERS
27,000+
jobs created
by the growth of logistics in the region[1]

OPERATIONS

OFFICES

DISTRIBUTION CENTERS

USERS

SELLERS
9.07
million
on Mercado Libre

4.28
million points sold
on Mercado Pago

BUYERS
73.9
million
on Mercado Libre

64.8
million
fintech unique users

1 Data from the 2021 Euromonitor report, based on business impact analysis in Argentina, Brazil, Chile, Colombia, and Mexico.

Prioritizing to *impact*

The business strategy that drives our purpose is based on an ongoing review of the main economic indicators and market conditions.

In 2022, we sustained our solid growth trend, adapting to the challenges of a volatile market and an incipient global recession. In addition, the competitive context in Latin America intensified, confirming the huge potential of e-commerce and the fintech industry. In this context, we needed to enhance the flawless implementation of our plans, building on our expanding market share and competitive differentiation.

In the past three years, we tripled in size. This new scale gave us a great competitive advantage. In the face of global transformation, the development of the industry across the region, and the accelerated pace of our business, we will continue to foster progress. At the same time, we will give increased priority to an expansion-profitability balance, maintain strong investments in technology for product development, and keep on focusing on long-term differentiation.

"Prioritizing to impact" will be our growing focal point: we will not give up risk-taking, but will focus strongly on sustainable business development.

Our business priorities have not changed because results suggest that we are on the right track. Our long-term strategic plan is built on three pillars that target leveraging user experience on our platforms. We aim to improve our offering, including an efficient delivery service, and more comprehensive digital service options, such as entertainment, for buyers on Mercado Libre. Providing secure access to credit and investments, along with a new insurance line to protect assets and wellbeing is the focus of our goals for payers of Mercado Pago. Finally, driving business with the support of tools such as advertising, loans, and insurance will be our work to help sellers on Mercado Libre and Mercado Pago.

Additionally, innovation and a cross-company loyalty strategy support our actions to improve user experience on our platform. We keep on enhancing our value proposition by incorporating benefits such as free access to the Disney+ and Star+ streaming platforms or a 45% discount on shipping, into the highest level of our subscription.

Our entrepreneurial and technological DNA will help us boost this strategy. We use Machine Learning and Artificial Intelligence to leverage data management and further improve the shopping and payment experience, either on the apps or the web. We also promote a work culture focused on making processes simpler and improving teamwork to sustain long-term business growth.

MELI PRIORITIES

Win commerce and became fintech leaders

PURPOSE

Democratize commerce and financial services to transform the lives of millions of people in Latin America

BUYERS

mercado libre

World-class buying experience with widest selection at competitive prices

Development of new sources and categories

Faster and more efficient deliveries

PAYERS AND BUYERS

mercado pago

Best financial control offerings

Payments in just one place

Affordable and simplified investment

Easy and wide access to credit driven by technology and data

Insurance to protect people's assets and wellbeing

SELLERS

mercado libre | mercado pago

Multiple channels to buy and sell

World-class advertising platform

Secure online and offline payments

Insurance to protect businesses

Loans to sellers to drive growth

LOYALTY

Have the most comprehensive and valuable benefits program in Latin America

CROSS-CUTTING CAPACITIES

Focus on the user | World-class products and technology | Growth and profitability mindset | Sustainability and risk management | Exponential leadership impact

Economic performance

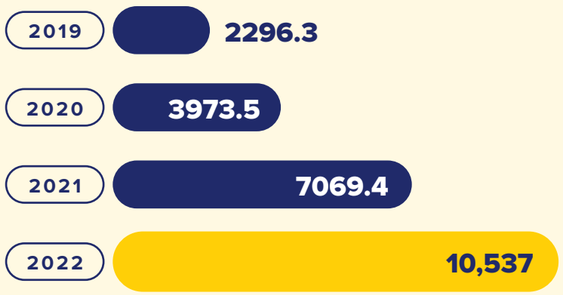
ECONOMIC VALUE

USD
10,802 M
GENERATED

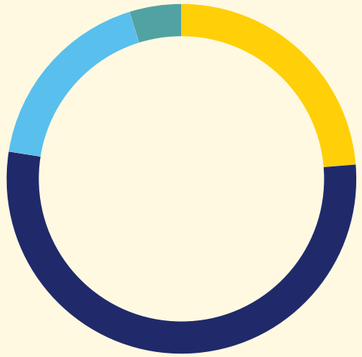
USD
11,125.4 M
DISTRIBUTED

ECONOMIC VALUE (in millions of dollars)	2021	2022
Revenue	7069.4	10,537
Financial revenue	138	265
Sales of assets	-	-
Economic value generated	**7207.4**	**10,802**
Operating costs	5721	8008.3
Employee wages and benefits	798.4	1296.7
Payments to suppliers	228.7	321
Taxes	980.9	1499.4
Economic value distributed	**7729**	**11,125.4**
Economic value retained	**-521.6**	**-323.4**

REVENUE
in millions of US dollars (USD)



BY COUNTRY



23.7% Argentina

53.8% Brazil

17.7% Mexico

4.8% Rest of LATAM

BY TYPE OF BUSINESS ACTIVITY

55% Commerce[1]

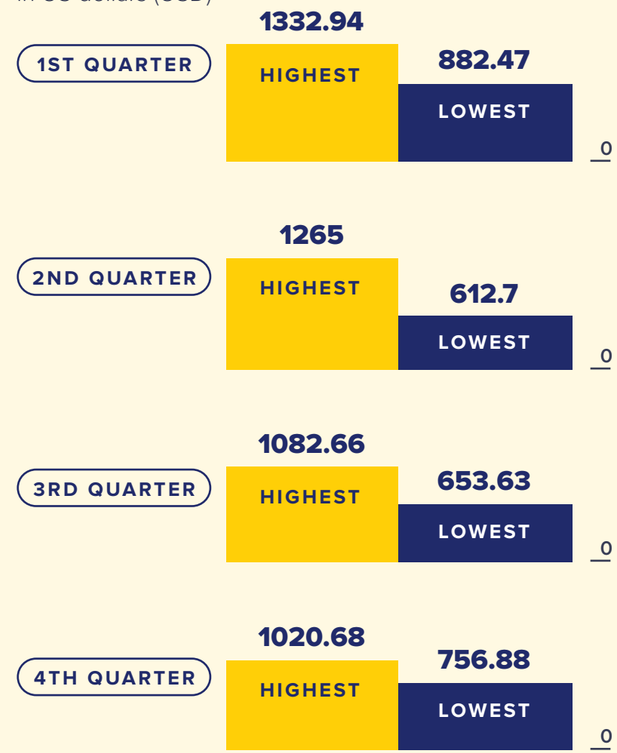
45% Fintech

1 Includes total revenue from marketplace, shipping, ads, and other support services

MARKET VALUE

USD
846.24
SHARE VALUE
as of December 31, 2022

SHARE PRICE PERFORMANCE
in US dollars (USD)



Our participation in the industry

We are part of an industry that is expected to grow exponentially in the region. We promote dialogue, the exchange of good practices, and the discussion of business performance by participating in entities in which we play a leadership role.

INTERNATIONAL

- Centre for Information Policy Leadership (CIPL)
- Asociación Latinoamericana de Internet (ALAI)
- International Chamber of Commerce (ICC)
- International Trademark Association (INTA)
- BIAC - Business at OECD (via Confederação Nacional da Indústria)
- Asociación Latinoamericana de Privacidad (ALAP)
- International Association of Privacy Professionals (IAPP)

ARGENTINA

- Argencon
- Cámara Argentina de Comercio Electrónico (CACE)
- Cámara Argentina de Comercio y Servicios (CAC)
- Cámara Argentina de Internet (CABASE)
- Cámara Argentina de la Industria del Software (CESSI)
- Cámara Fintech
- Unión Industrial Argentina (UIA)
- Red de Acción Política (RAP)
- Cámara de Comercio Exterior de Córdoba (CACEC)
- Cámara Insurtech Argentina

BRAZIL

- ALAI BR (Asociación Latinoamericana de Internet)
- Associação Brasileira de Comércio Eletrônico (ABComm)
- Associação Brasileira de Automação para o Comércio (AFRAC)
- Associação Brasileira de Internet (ABRANET)
- Associação Brasileira de Logística (ABRALOG)
- Associação Brasileira de Propriedade Intelectual (ABPI)
- Associação Brasileira de Relações Empresa Cliente (ABRAREC)
- Movimento Inovação Digital (MID)
- Câmara Brasileira de Comércio Eletrônic (Camara-e.net)
- Comércio Exterior (CEB)
- Federación del Comércio de São Paulo (FecomércioSP)
- Interactive Advertising Bureau (IAB Brasil)
- Zetta
- Associação dos Iniciadores de Transação de Pagamentos (INIT)
- Associação Brasileira de Anunciantes (ABA)

CHILE

- Asociación Fintechile
- Asociación Latinoamericana de Internet (ALAI)
- Cámara Nacional de Comercio (CNC)
- Sociedad de Fomento Fabril (SOFOFA)
- Asociación Chilena de Tecnologías de la Información (ACTI)
- Cámara Chilena Norteamericana de Comercio (Amcham)
- Cámara de Comercio de Santiago (CCS)

COLOMBIA

- Cámara Colombiana de Comercio Electrónico (CCCE)
- Federación Nacional de Comerciantes (Fenalco)
- Colombia Fintech

ECUADOR

- Cámara de Innovación y Tecnología Ecuatoriana (CITEC)

MEXICO

- Asociación de Agregadores de Medios de Pago (ASAMEP)
- Asociación Insurtech México
- Asociación Fintech (FTMX)
- Asociación Latinoamericana de Internet (ALAI)
- Asociación Mexicana de Ventas Online (AMVO)
- Cámara Internacional de Comercio (ICC)
- American Chamber Of Commerce of Mexico (AmCham)
- Asociación Nacional De Tiendas De Autoservicio y Departamentales (ANTAD)

PERÚ

- Cámara de Comercio de Lima
- Cámara Peruana de Comercio Electrónico (CAPECE)

URUGUAY

- Cámara de Economía Digital del Uruguay (CEDU)
- Cámara Nacional de Comercio y Servicios (CNCS)
- Cámara Uruguaya de Tecnologías de la Información (CUTI)
- Cámara Uruguaya de Logística

VENEZUELA

- Cámara Venezolana de Empresas de Tecnologías de la Información (CAVEDATOS)

Boosting our DNA, our *sustainability* vision

Mercado Libre was established with the aim to democratize commerce and money in Latin America. Multiplying opportunities and bridging socioeconomic gaps are the guiding missions that inspire all our actions. Today, our ecosystem is the main source of income of 900,000 families[1] in Latin America. In addition, at least one of the tools offered by Mercado Libre contributes to the revenue of over 500,000 SMEs[1] in the region.

We are change agents. We want to grow our business for more people to benefit from our solutions. We have adopted a triple-impact, cross-cutting vision, assuming our role to tackle the social and environmental challenges that affect both the region and the planet: we are an entrepreneurial team, and we believe that sustainability is a way of doing things. Under this premise, our strategy has three main focuses of action.

We believe that entrepreneurs and SMEs play a key role in driving sustainable socioeconomic development in the region. Our first focus is supporting entrepreneurs whose products have positive socio-environmental impacts, boosting their income-generating capacity, financial inclusion, and digital transformation.

Our relationship with communities in every country where we operate pivots around education. Our second strategic focus is twofold: driving initiatives that can narrow digital gaps and support increasingly more young people in their efforts to access the opportunities offered by the knowledge economy, helping create more inclusive futures.

1 Data from the 2021 Euromonitor report, based on business impact analysis in Argentina, Brazil, Chile, Colombia, and Mexico.

We are aware of the environmental impact caused by the solid growth of e-commerce. Our third focus is climate action. We manage a comprehensive strategy that encompasses energy, mobility, packaging, and waste management, as well as the regeneration and conservation of iconic biomes in the region. The impacts of all these axes are monitored round the clock measuring our carbon footprint.

Being increasingly larger allows us to enhance and scale the full positive socioeconomic impact of our ecosystem, while forcing us to be ever more efficient in our strategies to reduce environmental impact throughout the value chain. It is a particularly complex challenge, given the rapid growth of our business: since the pandemic, we have tripled the size of our operations.

We recognize these points of tension. That's why we focus on the best we can do today to grow responsibly. It is a path of continuous and collective improvement, with many challenges ahead, in a highly dynamic and exponential industry. However, our focus remains clear: the time to act is now.

Sustainability Bond

We use the power of the market to accelerate the transition towards a new economy that thrives in harmony with society and the planet. That's why, in January 2021, we issued our first sustainability bond, the net proceeds of which are used to develop projects with environmental and social objectives.

During the second year, USD 166.66 million were allocated to the implementation of triple-impact projects, driving the sustainable development of our business and the region. The bond was issued for USD 400 million, with an investment term of five years, at a per annum fixed interest rate of 2.375%.

More information

Mercado Libre Fund

Created in 2013, Mercado Libre Fund is our corporate investment fund. We invest in Latin American companies that use technology to drive the digital ecosystem and contribute to the democratization of commerce and access to capital.

We support early-stage and growth-stage companies and accompany entrepreneurs in scaling their businesses, adding value as Mercado Libre strategic partners.

Corporate *governance*

Board of Directors

MARCOS GALPERIN

51
President of the Board
and CEO

ALEJANDRO NICOLÁS AGUZIN

54
Independent Director
Member of the Audit, Nomination, and
Corporate Governance Committees

EMILIANO CALEMZUK

49
Independent Director
President of the Compensation, Nomination,
and Corporate Governance Committees

HENRIQUE DUBUGRAS

27
Director independiente

NICOLÁS GALPERIN

53
Director

ANDREA MAYUMI PETRONI MERHY

47
Independent Director

RICHARD SANDERS

51
Independent Director

SUSAN SEGAL

70
Independent Director
Member of the Audit and
Compensation Committees

MARIO EDUARDO VÁZQUEZ

87
Independent Director
President of the Audit Committee
Member of the Compensation, Nomination,
and Corporate Governance Committees

DISTRIBUTION

BY GENDER

22.2% Women

77.8% Men

BY AGE

11% Under 30

22% Between 31-50

67% Over 51

BY GEOGRAPHICAL ORIGIN

67% Latin America

33% Other

More information

Executive Team

MARCOS GALPERIN

51
CEO

PEDRO ARNT

49
Executive Vice President
and CFO

OSVALDO GIMÉNEZ

53
Fintech President

SEAN SUMMERS

48
Marketing Executive
Vice President

JUAN MARTÍN DE LA SERNA

56
Corporate Affairs
Executive Vice President

DANIEL RABINOVICH

45
Executive Vice President
and COO

ARIEL SZARFSZTEJN

41
Commerce Executive
Vice President

DISTRIBUTION

BY GENDER

100% Men

BY AGE

57% Between 31-50

43% Over 51

Governance guidelines

Mercado Libre's Corporate Governance structure includes a Board of Directors and an Executive Team. Candidates to the Board of Directors are proposed by the Nomination and Corporate Governance Committee to the Board of Directors. They are concurrently nominated to be elected by the Shareholders' Meeting. The Nomination and Corporate Governance Committee evaluates the proposed candidates according to the criteria listed in the Corporate Governance Guidelines and its bylaws.

The Independent Directors receive an annual compensation, which is a combination of cash and MercadoLibre, Inc. restricted stock.

The Chief Financial Officer (CFO) is responsible for economic, environmental, and social issues at the management level. Four times a year the business unit heads report profit and loss statements, the social context of operations, and business strategy developments to the Board of Directors. In addition, the highest governance body holds an annual meeting with all the management levels of the organization, including subsidiaries, to discuss the company's overall performance.

The Corporate Governance structure is complemented by the Audit Committee, which oversees accounting and financial reporting processes, the functioning of internal controls, compliance with the laws and regulations of each country, and the evaluation and effective management of financial risks.

Conflict of interest prevention

Everyone who works at Mercado Libre must report the existence of any potential, real or alleged conflict of interest to their immediate leader and complete the Conflict Check Form. The situation will be evaluated by the Ethics and Compliance area. All persons reporting a conflict of interest must abstain from participating in any decision-making process and/or from accessing the information related to the situation involved in the conflict of interest.

Every year, all persons with a leadership position must complete the Conflict Check Form. This form contains, including but not limited to, questions about direct or indirect economic interest in Mercado Libre suppliers, business partners or competitors, external work activities, links between people who report to each other, and travel invitations received by members of our value chain.

The members of Mercado Libre Inc.'s Board must quarterly file a special related party disclosure statement in compliance with SEC Regulation S-K and ASC 850 of the U.S. GAAP. They are also required to report their performance as Board members or as members of leading teams with other companies.

Responsible corporate behavior

At Mercado Libre, respect for people and their rights comes before any corporate decision or goal. As stated in our Code of Ethics, we are committed to respect for people and human rights. In addition, our communication strategies inform the general public of our commitments to diversity and inclusion, zero tolerance toward any kind of discrimination, and the creation of a safe and healthy work environment.

Our Code of Ethics guides our actions and is the basis of all decisions made by Mercado Libre. It describes our commitment to responsible corporate behavior and aims to ensure that our relationships with third parties and co-workers are built on a foundation of honesty, equality, respect, and integrity values. In 2022, we started the analysis and update of our Code of Ethics, which will be published in 2023.

In addition, our Code outlines our commitment to compliance with laws and regulations, and good management practices for internal information, company assets, and digital media. Published on our Investor Relations site, the Code is publicly accessible.

People working at Mercado Libre must sign it upon joining the company and suppliers and business partners must accept it upon their inclusion in our database. In 2022, the Code was accepted by 97% of our Spanish-speaking teams and 100% of our Brazilian teams. Our online training program launched to ensure that everyone understands and interprets the Code correctly was completed by 88% of our employees. In addition, the anti-corruption commitments and standards established in our Code of Ethics were accepted by 4315 companies and suppliers.

Code of Ethics

1 In 2022, the base was modified to exclude those who work in the storage centers and do not have devices for virtual training.

Corruption prevention

We promote integrity and transparency in all our relations. We developed integrity and anti-corruption mechanisms and initiatives that help us reduce potential negative impacts on the community in which we operate.

In 2022, we updated our anti-corruption risk assessment practices in all our operations associated with new activities, business operations, and market development, including our priorities and business strategies, and the socioeconomic context in which we operate. We also evaluated the controls and mitigation actions that were in place, identified which stakeholders were the most exposed to risk, and determined which areas and teams needed training on anti-corruption procedures.

We identified 30 risks. Among them, those associated with licenses and permits, donations, interest management or lobbying, acquisitions or purchases, inspections, and commercial relations with public bodies and agencies were considered to have the greatest impact. The risks were reported to the leadership team and members of highly exposed areas.

We designed a Third-Party Anti-Corruption Risk Management Program to mitigate potential situations related to high-impact risks. All third parties providing services on behalf, as representatives, or for the benefit of Mercado Libre to public officials or governmental agencies must comply with a specific onboarding process that includes due diligence, contract drafting guidelines, training, incorporation of anti-corruption clauses, and monitoring of suspicious circumstances, among other measures. At the close of this report, the program was monitoring 196 companies and organizations.

Communication and training are key to our integrity strategy. In 2022, we disseminated communications to all Mercado Libre employees in Workplace on conflict of interest, confidentiality, and the use of our Whistleblower Hotline which reached 71,000 views. We also included integrity messages at core internal corporate events to strengthen ethical commitment from the leadership team down to the rest of our organization.

Our anti-corruption training program trained 436 people who work in areas at risk of corruption. These initiatives were complemented by a training session on anti-corruption regulations and main risks at the company's C-Level. In 2022, we did not detect any cases of corruption.

Due diligence processes

At Mercado Libre, we strengthen our positive impacts and make every effort to avoid, mitigate, and reduce the negative ones, whether potential or actual. In order to do that we implement due diligence processes oriented to every stakeholder.

We manage the behavior of our e-commerce platform users through our Listing Policies and guarantee their purchases with our Protected Purchase commitment. Regarding data privacy, all our users must accept the Privacy Statement, which can be accessed from every site's homepage.

We also developed an Information Security Policy to prevent cyberattacks and secure the information of all the people who rely on our platforms. We have a Customer service area to handle inquiries and complaints. All of the above processes are described in "Users."

In our teams, we promote diversity, equality, and the building of relationships based on trust and respect. We also develop safe workspaces in line with our Comprehensive safety plan. Our initiatives about Diversity and inclusion, along with health and safety are described in "Our team." Moreover, supplier organizations and companies sign our Code of Ethics to agree to act by our behavior commitments and standards. We conduct training sessions for those that are most exposed to anti-corruption risks.

The dispute resolution team is responsible for handling consumer complaints, inquiries, and legal actions. When user processes are not solved by the Customer Experience area, the complaint is analyzed and referred to external firms. We also created an Agreements Policy including case resolution guidelines, for greater flexibility and efficiency. In the case of strategic processes related to consumers, suppliers, or administrative processes involving public officials, we conduct a more detailed analysis and evaluate the relevant cases for litigation.

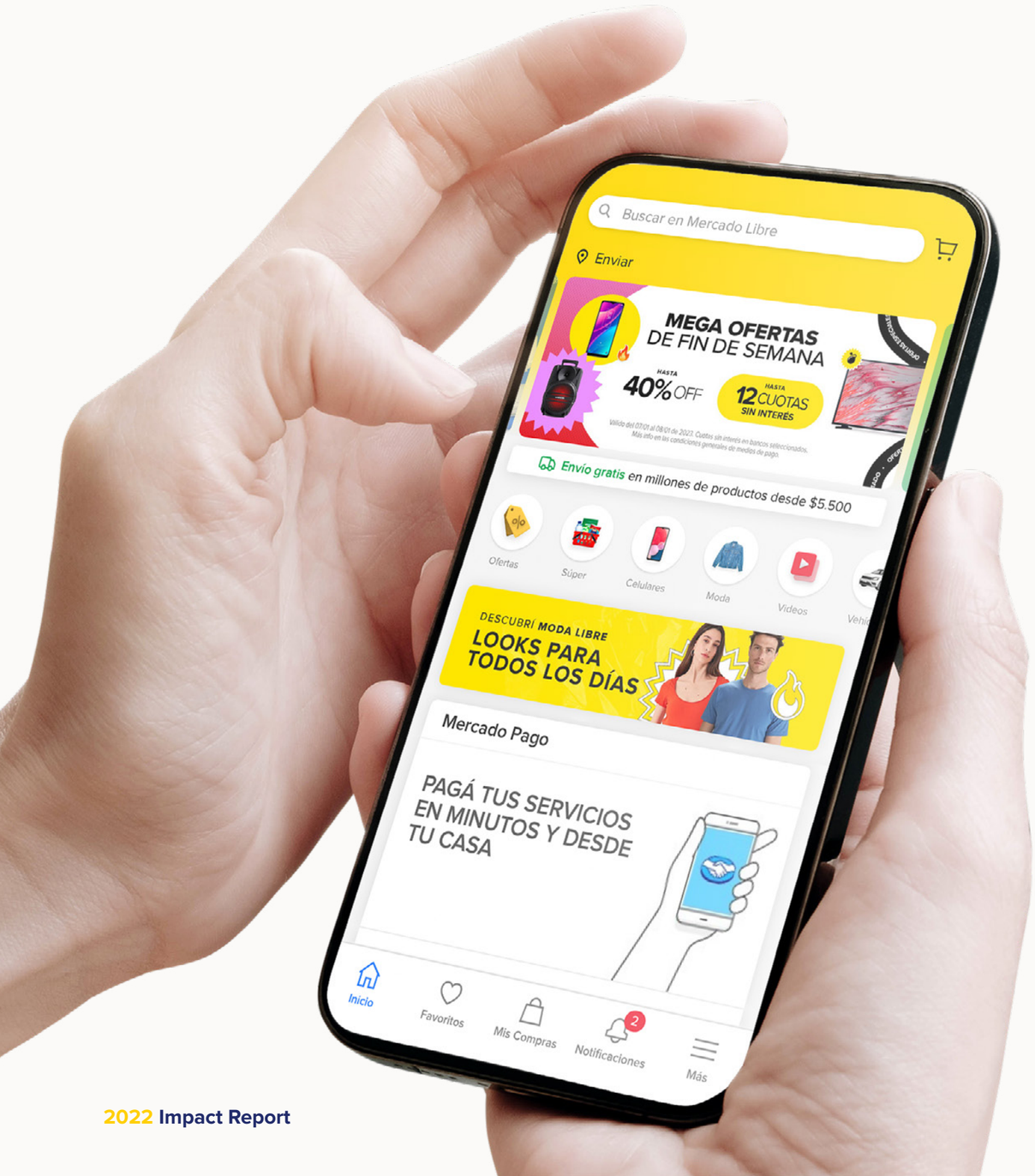
Whistleblower hotline

We have an anonymous and confidential whistleblower hotline so that our employees, the members of our value chain, and any other third party can report illegal or unethical behavior or any other type of conduct that does not adhere to our Code of Ethics.

The hotline is managed by an external supplier and the company's Internal Investigations team is responsible for investigating and following up on each of the reports received. Whistleblowers can report ethical violations confidentially without fear of retaliation. In 2022, 2792 reports were filed and managed regarding potential violations of our Code of Ethics. At the time of completing this report, 76% of these reports had already been closed.

Intelectual capital

User experience



An **ongoing beta** *experience*

We promote a secure, agile, and inclusive user experience so that everyone interacting with our solutions can buy, sell, pay, save, invest, and borrow. We do this using permanent iteration to scale our value proposition and grow.

We drive technology-based solutions that embed human perspective. For the ideation and execution of our products, we put ourselves in our users' shoes, in every decision we make.

Creativity and innovation are present in everything we do, from the development to the optimization of our solutions. Technology helps us unleash our potential and reach more and more people every day, combining novelty, quality, and security.
We also use artificial intelligence to improve our response processes.

We are aware that improving our products ceaselessly, offering a unique experience, and building trust are paramount if we want to remain the commerce and payment platform of choice in Latin America. Our Technology (IT) team is made up of more than 13,000 people, and they all work daily to rise to this challenge. The IT area has different divisions. Some teams are in charge of business units, while others provide cross-cutting support to areas like Security, Fraud Prevention, Business Intelligence, Machine Learning, Infrastructure, and App Architecture.

We develop our own technologies for the products we offer. This enables us to move fast and provide a scalable service in line with high international standards.

We measure user satisfaction and experience through the Net Promoter Score (NPS). The NPS is a key indicator to evaluate our innovations and product development. It allows us to hear what our customers have to say to us, understand their needs, and provide special solutions so that more and more users will choose us. It is based on a question about the likelihood that users would recommend Mercado Libre to others. The Analytics team, which is part of the Customer Experience structure, reviews the quantitative and qualitative aspects of the survey to identify opportunities for experience improvement. It then works with the different areas of the company to seize those opportunities.

Accessible and inclusive solutions

In Latin America, there are more than 44 million people with disabilities. Mercado Libre works to close the gap between them and our solutions, driven by the main focus of our purpose: democratization. This implies the participation of everyone, regardless of their situation or capabilities.

We focus our work on digital accessibility so that day after day more people can use our applications and website without limitations. This is how we continue to drive our democratization purpose.

Diversity and inclusion are the cross-cutting values that uphold our purpose. We promote this commitment in the design and development of our digital experiences to soften the barriers that our flows and screens may present. Working on accessibility reduces limitations not only for people with permanent disabilities but also for those who may have a temporary or situational disability.

Our team includes professionals from different areas and is supported by accessibility experts and specialists. Our apps and websites are designed from an inclusive perspective.

In 2022, we developed an Internal accessibility handbook with guidelines, tools, and best practices for our development, design, content, and investigation teams.

At Mercado Libre Brazil, we also included VLibras, a tool that translates content into sign language, with a view to implementing it in other markets. At the close of this report, we were working on a guidebook for social media. In addition, we are addressing barrier-lifting solutions to make the identity validation process more accessible to people with visual impairments.

We are among the 10 top digital accessibility e-commerce platforms in Brazil.

This was found in a study conducted by Yaman, a Brazilian consulting firm specializing in engineering and software quality. The study assessed the accessibility levels of the 30 e-commerce platforms with the largest market share in Brazil.

Assistance technologies in our interfaces

A product is accessible when everyone has equal access to it, considering their different cognitive and physical capabilities. We carry out permanent surveys on our solutions to identify opportunities for improving accessibility and strengthening support for assistive technologies.

Assistive technologies are digital tools, that can be either software or apps, or assistive devices that replace, complement, or facilitate a certain action for users. At Mercado Libre, we make constant efforts to understand these tools and how they are used to eliminate biases and increase accessibility.

We strive to make reading on screen easier for our users. Assistive apps read content aloud when people either navigate through or explore an interface. Users often do this with a keyboard, instead of a mouse from their desktop computers, and gestures on their mobile devices. In addition, we have incorporated adaptive equipment for those who cannot browse our interfaces by using a mouse or touching the screen, but who need external devices such as keyboards, head wands, pointers, joysticks, or switches. In 2022, we improved keyboard and screen reader navigation, adapting key processes such as account verification when the user forgets their password, the search bar at the top of the page, search results using order filters, and the Favorite button.

Use of *our* platforms

5469.6 M
TRANSACTIONS ON MERCADO PAGO

48.5 M
APP DOWNLOADS

1147.1 M
products sold

80.5%
of purchases are made via mobile devices

MARKETPLACE AVAILABILITY

UPTIME

1ST QUARTER	99.98%
2ND QUARTER	99.99%
3RD QUARTER	99.99%
4TH QUARTER	99.98%

EVENTS

1ST QUARTER	70
2ND QUARTER	46
3RD QUARTER	50
4TH QUARTER	81

DOWNTIME (MINUTES)

1ST QUARTER	27
2ND QUARTER	13
3RD QUARTER	13
4TH QUARTER	27

PAYMENT TRANSACTIONS ON MERCADO PAGO
IN MILLIONS

2019	838
2020	1914.5
2021	3254.5
2022	5469.6

NEW USERS
IN MILLIONS

2019	53.2
2020	57.5
2021	41.3
2022	40.8

ITEMS SENT
IN MILLIONS

2019	306.9
2020	649.2
2021	962.3
2022	1142

VOLUME OF SOLD MERCHANDISE
IN BILLIONS OF USD

2019	13.99
2020	20.9
2021	28.35
2022	34.4

Trust in our *products and services*

The relationships between buyers and sellers on our platforms are based on trust. We work to offer brands and sellers secure sales and a reliable, quick, and efficient shopping experience for the buyers on our marketplace.

All sellers on our e-commerce platform must comply with our listing policies. We do not allow the sale of products prohibited by law or those that do not adhere to our Terms and Conditions. More than 40 categories of products and services that are forbidden, such as firearms or narcotics, ensure the health and safety of the users and consumers of our solutions. We also ensure that all products listed by Mercado Libre stores conform to applicable information and labeling regulations.

We are proactive and efficient in reducing users' exposure to advertisements that can thwart a good experience.

We use technologies that help us prevent any activity that may have a negative impact on our services: in less than one second, our systems can analyze over 5000 variables to pause or remove listings that violate our Terms and Conditions. Moreover, all listings have a Report button so that anyone can report products breaching the applicable legal provisions or our listing policies.

Any listing that violates these terms and conditions will be removed. Penalties may range from cancellation of the posting, suspension, or termination of the account, or reporting any identified illegal activities to the authorities. In 2022, there were no firm sanctions regarding Mercado Libre's non-compliance with regulations related to people's health or safety, and there were no reports of Mercado Libre's non-compliance with voluntary codes adhered to by the company.

Protected purchase

We want all our users to enjoy their shopping experience. We ensure the reimbursement of their money in case of contingency when receiving the order. Protected purchase is a program that covers buyers who have not received the item, have received an item other than the one advertised, received a defective item, or request to return the item.

We guarantee a safe and secure experience and the peace of mind that we take responsibility to reimburse the buyer's money if a purchase does not meet their expectations.

Users may enter a claim within ten days from the delivery of the product or 21 days from the date of purchase if the item has not been received. Once the claim has been entered, Mercado Libre will analyze whether the buyer complies with the provisions stipulated in our Terms and Conditions. In 2022, we expanded the program to protect buyers who purchase in stores that use Mercado Pago to process payments, in Mexico and Brazil. Claims can be entered within 14 days from the date of purchase if the item is not received.

Protected Purchase Terms and Conditions

Intellectual property protection

We proactively protect all intellectual property rights, such as trademarks, copyrights, industrial models and designs, and patents. Our Brand Protection Program is an effective reporting tool that allows brands to search for and report infringing listings in an agile and simple way. It is a fundamental pillar to support those who sell on our platform in their business growth and collaborate in the fight against piracy.

We strongly support the Anti-Counterfeiting Alliance, a partnership between Mercado Libre and premium brands against counterfeiting and piracy in our ecosystem. This initiative is grounded on the proactive monitoring of infringing listings, the strengthening of collaboration with authorities, the filing of joint legal actions against infringers, and the education of sellers on good practices and posting techniques. Buyers are also educated on how to identify and report counterfeit or pirated products.

Fast and efficient customer service

We build trust in our services by permanently communicating with our solution users. We have different customer service channels available to offer support to those who need it. To reach this goal, we plan the capacity of our operation by designing effective models to help our customers, monitoring performance and managing the knowledge of our teams.

Our Customer Service team is made up of more than 9000 highly skilled people working in four solution centers located in Argentina, Brazil, Colombia, and Uruguay. Contact with our Customer Service center is fast, easy, and efficient. Anyone can reach out from the “Contact us” option in the Help section of our platforms. All complaints are addressed and handled providing a prompt response and solution. We also promote self-management with tools based on machine learning to expedite response times, be quick and efficient in communication, and avoid lengthy processes that may thwart the user’s experience.

HOW USERS CAN CONTACT US

ONLINE
Web chat
WhatsApp
Telephone

HELP PAGE
FAQs

OFFLINE
E-mail
Social media

CHATBOT
Self-management channel
NEW!

Privacy and **information** *security*

We protect the privacy of those who entrust us with their data so that they use our ecosystem securely and confidently. Personal data protection is a value-creation opportunity for our product and service users. To offer more and better services, we collect and process personal data about our users, that we manage responsibly.

Our IT area adopts an agile and innovative approach that guarantees the confidentiality, integrity, and availability of personal data. We give top priority to explaining the type of information we collect, what we do with user data, and where we share it, including the use of data in connection with artificial intelligence and machine learning.

All users who register with our platforms are subject to a Privacy Statement, which is available on the home page of each local website. The Privacy Statement clearly and explicitly states the uses made of the information for primary purposes related to the provision of the services offered by Mercado Libre. In addition, we have a strict company-wide internal compliance program, and we collaborate with different agencies to align our entire operation with the highest regional privacy standards. In turn, we developed a privacy web page in which we inform clearly and simply how we use personal data and make effective channels available to our users so they can exercise their ARCO rights (Access, Rectification, Cancellation, and Opposition).

Cybersecurity

Mercado Libre prioritizes the confidentiality, integrity, and availability of users' data. We have a security policy in place to protect all flows and processes associated with the data of both the business and the buyers, sellers, and payers on our e-commerce and fintech solutions.

We guarantee the IT security of our platforms following the principles of Zero Trust, Automation and Decentralization, Automatic Response, and Behavioral Analysis. In this way, we avoid any type of data breaches and prevent and detect cyberattacks. For ten years, we have been PCI Compliant (Payment Card Industry Data Security Standard), with PCI-DSS and PCI-PIN certifications.

The Information Security area manages the integrity of our platforms. It is made up of verticals associated with each business unit and also provides transversal services to ensure the prevention and detection of malicious software. Before they are put on the market, each new business flow is submitted to a review process that includes security criteria and evaluations of all flow stages, and code quality control. The review process is based on the approach designed by the National Institute of Standards and Technology, called the NIST cybersecurity framework.

We permanently monitor the performance of our marketplace to evaluate the effectiveness of our plans and actions and to align our processes within the shortest possible time. In this way, we identify the main vulnerabilities that may affect our platforms and make decisions to ensure platform protection. In addition, the Incidents team carries out a continuous improvement process by reviewing the security events identified for response optimization purposes.

In March 2022, part of Mercado Libre's source code was subject to unauthorized access. This did not affect our infrastructure and had no consequences on user passwords, account balances, investments, or financial or payment card information. Upon detection of access to other user data, we re-secured all the information of these users and activated our Incident Response Protocol. We alerted everyone involved, following the current best practices and regulations.

26,844
people trained
in data protection

4252
phishing cases blocked

423
denial of service attempts
blocked automatically

2574
potential security incidents
mitigated and remediated in due course

0
cases of non-compliance identified
by regional and international bodies

Cybersecurity risk management program

We identify, analyze, and monitor action plans aimed to minimize the organization's security risks. Our Cybersecurity Risk Management Program helps us understand the threats and vulnerabilities associated with the processes and controls managed by the Information Security area.

Cybersecurity risk management responds to the NIST 800-30 methodology (Risk Management Guide for Information Technology Systems) and the Third-Party Risk Management process. It evaluates our critical suppliers in terms of security to identify risks and notify the areas involved.

Co-creating the best place to work
Attracting the best talent
A constant learning journey
Diversity and equal opportunities
Technology to improve experience
Occupational safety

Human capital

Our team

Co-creating the *best place* to work

Many positive features make us a unique place to work. One of them is our team: more than 39,000 people who have risk-taking, continuous beta mode and excellence in execution into their DNA and give their best every day.

Working at MELI means opening the door to selling, buying, paying, shipping, and financing for the millions of people who use our ecosystem of solutions. This positive impact on their lives supports Latin America in its recovery and development. It also means scaling our business and creating thousands of new genuine jobs.

Being part of MELI is also having the opportunity to develop your talent and growth potential in an environment where everyone feels respected and valued. If there is one thing that makes us special, it is our unique and unrepeatable team. Every single team member inspires what defines our perspective on inclusion and diversity and drives our innovation.

We build diverse teams where everyone can demonstrate their capabilities and express themselves. This perspective helps us understand the expectations of those who use our solution. Moreover, it encourages us to create and improve intuitive, reliable products that enhance user experience.

Being one of the best places to work in the world is the result of our culture put into action. Our purpose drives us to transform the lives of millions of people, and we are proud of that.

GREAT PLACE TO WORK 2021/22 RANKING

#6
IN LATIN AMERICA

#20
GLOBALLY

#1 in Argentina

#1 in Uruguay

#1 in Chile

#2 in Colombia

#7 in Brazil

#10 in Mexico

MELI Experience

We've always sought to build a culture characterized by an entrepreneurial DNA that represents our main competitive advantage. This spirit is present in all our business areas. The growth of our operations made us diversify our teams, focusing on two large areas: Technology and product, and Logistics. These are supported by the rest of the company to fulfill our purpose.

All our teams share the same cultural platform, including four key elements: purpose, work methodology, Leadership Principles, and Cultural Principles. Principles are the basis of what defines us and gives us our identity. They are also the foundation of everything we do at MELI and the way we are.

Co-creating a unique experience

Co-creating a unique experience means promoting human connection and empathy. We focus on people from an integral perspective, prioritizing their physical and emotional wellbeing, and building diverse and inclusive environments where everyone can unfold their full potential.

Our value proposition rests on five main pillars: Flexible Work; Development and Learning; Communication and Collaboration; Recognition and Celebration; Wellbeing and Family. Each of them is meant for people to undertake their experiences in a unique way.

Today, we are defined by an extremely flexible environment where everyone can choose where to work and where working on-site has a true sense of purpose. The Flexible Work experience is 100% remote, but gives employees the possibility to go to the office. We transformed our offices into a campus, where value-laden activities are carried out that stimulate human engagement and connection. In addition, in 2022 we added the "work from everywhere" option where our team has the possibility to work 90 days a year from anywhere in the world.

We are all for constant listening and feedback giving to understand the realities of our teams and make better decisions, ensuring consistency and coherence between their expectations and their experiences. To fulfill this promise and co-create the best workplace every day, we use technology to monitor the opinions of our teams. This provides us with valuable information for every leader and team, and helps us take assertive real-time actions focusing on the strengths and opportunities we detect.

We prepared a Check Survey, centered on our in-house management, and an Annual Survey, which everyone can complete in an anonymous, voluntary, and confidential way to describe how they feel.

We promote open and collaborative communication. The leaders of our business units, countries, and teams are the protagonists of an expansive dialogue that is enriched with input from our internal communication platform, our on-site meetings and celebrations, and our technologies, such as bots.

We also seek to create spaces for social connection to boost emotional wellbeing, and spaces for celebrating the impact of our achievements. Guided by our Cultural Principles, we reward teamwork with recognition and applaud it when we exceed our goals, acting with excellence, giving our best, and most importantly, having fun.

ENGAGEMENT RATE

92%
Technology and product
= 2021

13,768
people
Technology and product

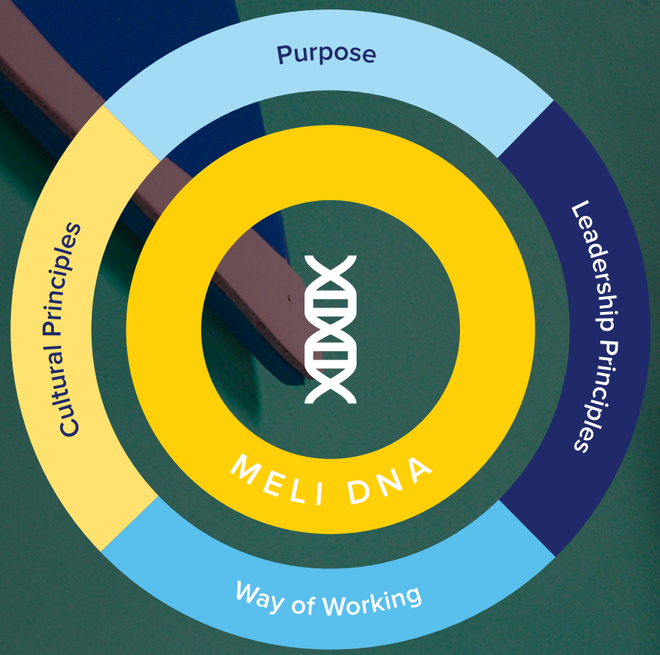
89%
Logistics
+2 vs 2021

16,961
people
Logistics

85%
Rest of MELI
+9 vs 2021

9222
people
Rest of MELI

Our Culture platform



MELI PURPOSE

To democratize commerce and financial services to transform the lives of millions of people in Latin America

WAY OF WORKING

- Decision-making
- Effective meetings

LEADERSHIP PRINCIPLES

- Drive sustainable results
- Make bold decisions
- Embrace disruption
- Succeed through talent
- Break down silos
- Lead by example

CULTURAL PRINCIPLES

- We create value for our users
- We take entrepreneurial risks
- We execute with excellence
- We are in continuous beta mode
- We compete as a team to win
- We give our best and have fun

Attracting the best *talent*

We rely on our MELI leaders and our employer brand to find, select, and recruit the best talent. During this new year of growth, our goal was to incorporate almost 10,000 people in the region. We focused on the evolution of both pillars to form and develop a world-class team to become leaders of the e-commerce industry in each of the markets where we operate.

MELI leaders play a key role to make this possible. In structured interviews, they have the responsibility of identifying MELI DNA and learning agility traits that can drive the entrepreneurial culture that defines us. Our leaders also model the culture of our organization, leading by example and by their day-to-day behavior. They build trust, the solid pillar for all our work relationships.

The employer brand is also the link between Mercado Libre and people willing to join the exciting journey of entrepreneurship. The main differentiators are the challenges posed by our business, our ability to create impact, and our culture of excellence and entrepreneurship. All of these evolve hand in hand with our business expansion, context changes, and people's expectations. Flexibility, autonomy, integral wellbeing, and inclusion have always defined us and play a key role on our agenda and in our proposition.

We are increasingly aware of the correlation between wellbeing and effectiveness in all facets of our lives, and work is no exception. That's why we understand that wellbeing should be integral, including physical and emotional health, social connection, and financial wellbeing.

Our proposition is based on these four axes, materialized through activities, talks and consultations with experts, learning experiences, and meetings where people can establish mutual connections and have fun (which is also part of our culture, because at MELI we give our best while we have fun).

Our employer brand, which defines us and makes us unique, is built on five pillars: our value proposition, the candidate's experience, the relationship with academic institutions and universities, social media and communication, and the talent of candidates as MELI ambassadors.

Career site

LinkedIn Spanish

LinkedIn Portuguese

NEW HIRES AND TURNOVERS

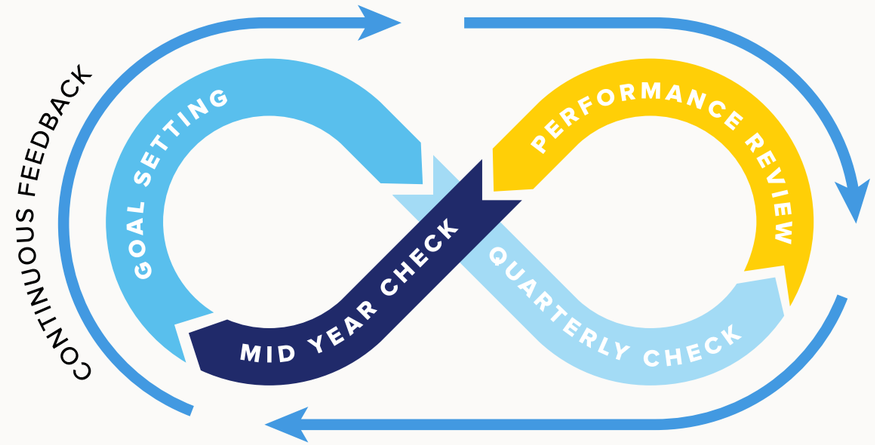
	Under 30	Between 30-50	Over 50	Total
New hires				
Women	4747	2906	74	7727
Men	5990	4165	93	10,248
Total	**10,737**	**7071**	**167**	**17,975**
Turnover				
Women	2363	979	24	3366
Men	2769	1714	34	4517
Total	**5132**	**2693**	**58**	**7883**
Voluntary turnover				**4505**

1,589,099
applications
on our career site

2,852,546
followers
on LinkedIn

A constant learning *journey*

We want everyone to be the protagonists of their career journey and the owners of their learning experience. Learning at MELI is a continuous and unique experience for every person, unfolding at different learning stages.



We have a cyclical and continuous performance evaluation process, called Performance Management, which everyone who works with us undergoes.

OWNboarding

We call the induction experience OWNBoarding because its purpose is to transmit the MELI DNA and to build trust so that every person who joins our team is empowered from day one and leads their own MELI journey. The OWNBoarding experience has four mechanisms:

MELI OWNBOARDING

A welcome experience that connects people with our DNA focusing on our Cultural Principles and way of working. It is shared by all MELI new hires, regardless of their area or hierarchy.

BUDDY PROGRAM

A mutually enriching process where one employee accompanies a new hire and helps them integrate into MELI during their first month at the company. At the same time, the accompanying employee builds up their people development skills.

OWNBOARDING LEADERS

This program welcomed 1177 new leaders. The hybrid program format connected people with our Leadership Principles in a 100-day journey that enhances their ability to lead with excellence, build work teams, boost their talent, understand our ecosystem, and multiply the MELI DNA.

FUNCTIONAL BOARDING

Eight-week learning experiences developed by every business unit in order to accelerate the training and integration of our new hires.
They are trained on the necessary knowledge and technical skills to understand their role, team, and business unit.

Constant learning

Once the OWNBoarding process is over, employees will continue to have learning experiences receiving constant stimuli and enjoying multiple opportunities to empower themselves and be the protagonists of every stage of their MELI journey.

Learning experiences aim to transform knowledge into Cultural and Leadership Principle-related skills, including our way of working. These experiences also focus on technical skills, whether cross-cutting, or critical or impact skills for the business unit concerned.

These in-house learning and development opportunities are complemented by a Learning Sponsorships policy, which fosters employee participation in external training stages, such as advanced education or technical courses.

In addition, our “e.diomas” Program provides support to employees who are required to communicate in English, Spanish, or Portuguese in their daily tasks. The program was implemented in partnership with Nulinga, a company specialized in language learning.

At MELI we are committed to a disruptive learning management aligned with the dynamic nature of our industry. We encourage the creation of communities and networks where knowledge and learning are generated in a collaborative and entrepreneurial way. That is why we do not measure the impact of learning in hours of training, but in the impact of our contribution in concrete business results.

Technical skills development program

IT BOOTCAMP

Intensive induction program to accelerate the skill learning curve of juniors that join the technology teams.

Over the course of 8 to 9 weeks, we offer people full-time leveling training on technical knowledge and MELI’s way of working, helping them to add value to their teams from their very first day at the company.

1402
participants

IT BOARDING

A key tool to support and accelerate the training of everyone who joins our technology teams and does not take part in the IT Bootcamp. It completes the OWNBoarding process.

During four days, cross-cutting and technical on demand content is shared at online meetings, for the participants to navigate at their own pace.

2835
participants

IT RAMPUP

A complementary program to IT Boarding for professionals who join the company to fill semi-senior and senior engineering positions.
It is a two-week journey that includes synchronous and asynchronous activities, and fosters a collaborative learning space and interaction among team members.

932
participants

Leadership skills development program

Our strategy to develop leadership skills is implemented through high-impact programs, focusing on areas of expertise or business units.

LEADING OPS

Due to the exponential growth of our shipping network, we found that more than 80% of employees in leadership positions had worked at MELI for less than one year. This represented an opportunity to structure and establish consistent leadership across all operations.

We designed a leadership program based on three pillars: people leadership, security, and operations management. The program is facilitated by the same operations people who had already received in-house training to become facilitators, multiplying our culture by example.

LEADERSHIP PRINCIPLES DEVELOPMENT PROGRAM

Together with Stanford University, we designed a program focused on Senior Managers and higher-level staff. The objective is to guarantee our business impact and the actual applicability of our leadership principles.

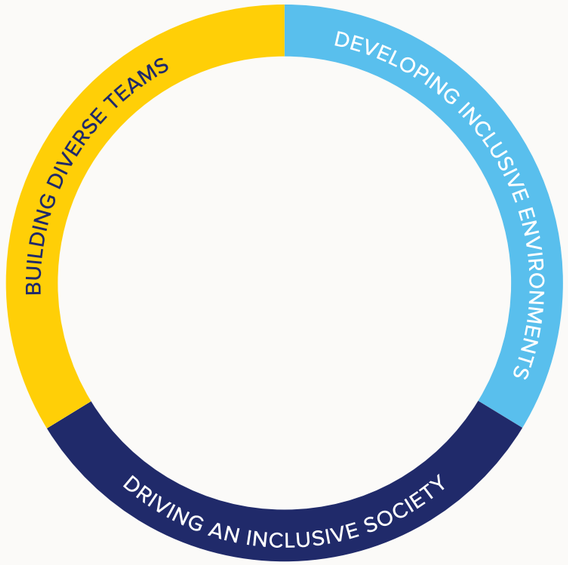
These spaces are facilitated by Stanford experts jointly with our Executive Team, including our CEO and founder.

474
senior leaders
participated in the program

Diversity and *equal* opportunities

Diversity, equality, and inclusion are at the heart of our business and growth strategy. It is not something we talk about: it is something we do.

Our diversity, equality, and inclusion strategy is based on three pillars that complement and reinforce each other: build diverse teams, develop inclusive environments, and drive a more inclusive society.



Build diverse teams, seeking complementarity through different profiles.

Develop inclusive environments where differences are respected and valued, and ensuring equal treatment and development opportunities.

Drive an inclusive society promoting equal opportunities for all through products, services, and initiatives.

Build diverse teams

Not only is diversity an asset for our teams, but it also helps us develop superior products that meet the needs and expectations of millions of different people. We believe that the best way to understand and know the users of our solutions is to mirror society, replicating outside diversity in-house.

To include all perspectives and accelerate a change of mindset, in 2022 the company focused on including five main groups: people from different ethnicities, women, LGBT people, people with disabilities, and people from different generations.

Every open position is an opportunity to introduce a new way of thinking, a unique person, who complements someone that's already in our team. Using artificial intelligence technologies, we compare candidates by their skills and experience, hiding information that may trigger unconscious biases, such as name, gender, or age.

We are extremely proud of the results: focusing on hiring more women for senior jobs, this year we presented shortlists of three women candidates solely for executive positions (board of directors and vice presidency), thus increasing representation across these strata. in Brazil, we surpassed the market average for black people in management positions through intentional hiring, and created the 40+ program in the Shipping area. In addition, we implemented new hiring programs for people with disabilities in technology positions.

We build teams with talent *diversity* to guarantee our *innovative potential.*

41%
WOMEN
ALL MELI

42%
PEOPLE
AFRODESCENDANTS, BRAZIL

12%
OF OUR TEAM
IS PART OF THE LGBTQIAP+ COMMUNITY

DIVERSITY AT MELI

WOMEN Top leadership positions	**27%** MELI	23% Market	4%+ MELI vs Market
PEOPLE WITH DISABILITIES Across MELI	**1.8%** MELI	2% Market	-0,2% MELI vs Market
ETHNICITIES Afrodescendants in top leadership positions[1]	**11.4%** MELI	15% Market	-3,6% MELI vs Market

1 Based on survey with a 57.9% response rate.

Develop inclusive environments

We foster an environment where differences are respected and valued, guaranteeing equal development opportunities. We also ensure that all individuals can express themselves and talk openly, while proposing ideas to innovate and challenge their teams with new perspectives.

We seek to remove biases and want leadership roles to help create a diverse and inclusive culture. Therefore, we conducted workshops on inclusive and non-discriminatory leadership. We also implemented an action plan training more than 1000 leaders to support them in the development and implementation of a diverse and inclusive perspective in their teams.

We support open and collaborative dialogue with Affinity groups. These communities are made up of people interested in volunteering their time, knowledge, and ideas to accelerate our Diversity and Inclusion agenda. In line with our four axes, these groups work on Ethnicities, LGBTQIA+, People with Disabilities, and Women. In 2022, we created the 40+ affinity group.

In addition, the user experience team adapted internal processes so trans people at MELI can change their names on our systems regardless of their legal names.

Driving an inclusive society

At MELI, diversity is not only an ethical conviction, but a springboard to achieve our business purpose. It has been at the heart of our mission since day one, because our purpose is to include more and more people, helping them access commerce, economic resources, and financial instruments.

We create products and services that include and grant access to an increasingly high number of individuals and minorities in the countries where we operate. We also multiply our impact through educational and financial inclusion programs hand in hand with civil society organizations, focusing on gender and diversity.

Our approach to an inclusive society makes the democratization of opportunities a possible ambition.

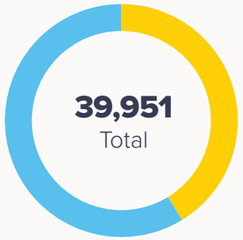
For more information, see “Social”

BY TYPE OF WORKDAY AND GENDER

14,498 Women
22,310 Men

1992 Women
1151 Men

PERMANENT CONTRACT AND GENDER



16,490 Women
23,461 Men

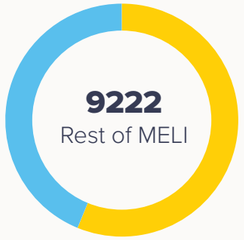
MANAGEMENT BY GENDER

2554 Women
5089 Men

BY BUSINESS UNIT AND GENDER

3221 Women
10,547 Men

8086 Women
8875 Men



5183 Women
4039 Men

Technology to improve *experience*

Our human capital objectives are increasingly challenging. We strengthen management with innovative, integrated, and custom-designed technological tools.

Our teams stand out for their high performance, diversity, and unique commitment, which are associated with goals that should be accurately measured. We use a set of technological solutions to analyze, monitor, and predict behaviors regarding critical variables such as our recruitment plan, engagement, and turnover, among others.

We enhance the MELI experience with an ecosystem of technological solutions.

People connect, get information, and participate proactively in Workplace. There, they access their content from any device, share groups, and get the latest news and releases. In addition, it is the space where the organization's leaders share their projects and news in live broadcasts.

In addition, we have a resource library, with tutorials that show how to enhance the experience involving access to valuable information.

Bots help us transform and ensure network scalability. We designed a system with two types of chatbots tailored to our needs: those that search for each user (Pull Bots), where our collaborators can find the answer to queries about benefits, wages, password resetting, and management of WiFi passwords for office visitors; and those that search for the corresponding user and assign various tasks (Push Action Bots). This includes purchase authorizations, receiving staff benefits, authorizing leaves of absence, among others.

These integrations seek to simplify user experience, and streamline processes from a previous 12-step sequence to a single click from a mobile device.

52,382
active Workplace accounts

38,387
active users per month

Occupational **safety**

In terms of coverage and components, occupational health and safety management are based on the legislation that is in force in every country where we operate. That is why we hire local occupational safety providers to carry out the relevant checks and provide medical assistance to our teams, if necessary. Thanks to our health and safety management, in 2022 we had no fatalities resulting from occupational accidents, occupational illness or disease.

MANAGEMENT TOOLS TO ENSURE TEAMS' HEALTH AND WELLBEING

- Standard and format for Hazard Identification and Risk Assessment (HIRA). Hazards are identified and evaluated on a risk matrix.
- Incident Reporting and Investigation Standard.
- Safety Occurrence Report (SOR) form.
- In-house flow procedure for recording, investigating, and reporting occurrences pursuant to local requirements.
- Contractor management procedure, including requirements for access to our organization's facilities, ensuring compliance with current legislation.
- Medical and nursing services that provide occupational and medical assistance to all MELI people, in addition to emergency and urgent care, including third parties.
- Medical care through outsourced health centers for transportation services.
- Multidisciplinary health plan for the entire team.
- Electronic medical record system called SOC, which covers all workplaces and is kept up to date pursuant to current regulations and laws.
- Learning and awareness-raising spaces at our Knowledge Library.
- Wellbeing groups with physical exercise and emotional care proposals.
- Quality of life and wellness campaigns.
- Occupational Health Medical Checkup Program to mitigate and prevent occupational risks.

-71%
Accident frequency rate
2022 vs 2021

-61%
Accident severity rate
2022 vs 2021

-47%
Disabling accidents
2022 vs 2021

-38%
Lost days due to accidents
2022 vs 2021

Comprehensive Safety Plan

In 2022, we developed a Comprehensive Safety Plan based on four pillars to deliver training on the improvement of our safety culture and a standardized management framework.

Regarding our safety culture, the axes are the development of leadership skills; the training of Health, Safety and Hygiene (HSH) professionals, and safety experts; risk perception, and behavior observations. The pillars of the management framework are the development of procedures and standards, incident investigation, HSH audits, and project and change management.

The plan has already been implemented comprehensively for 12 operations at Mercado Libre's storage centers and 64 transportation operations in Latin America. In all, we committed 3,600 hours to train 257 safety team members, and 33,700 hours to train 4,650 leaders and senior managers.

We act today for sustainable development in Latin America
The impact of democratizing commerce
Progress of financial inclusion in the region
Education to democratize knowledge and opportunities

Social capital

Social impact

We act today for **sustainable** development in *Latin America*

True to our origins, our purpose has always been to democratize commerce and money in Latin America. We are committed to making that potential grow to include more and more people every day, creating development opportunities for entrepreneurs and organizations across the region, contributing to the progress and prosperity of our communities.

We are aware that our solutions have a unique multiplying effect and the potential to transform the lives of millions of people in Latin America. Our challenge is to make it come true, with concrete and tangible results. Our ecosystem is the starting point of this commitment: we put technology at the service of the communities where we operate.

Mercado Libre seeks to drive the development of the entrepreneurial ecosystem and access to e-commerce so that small entrepreneurs have the same opportunities as large companies. We focus on developing start-ups with a positive socio-environmental impact, and support their reach to millions of consumers, democratizing access to products that bring benefits to the planet and people.

We boost financial inclusion, promoting the income generation capacity of people, entrepreneurs, and SMEs. The growth of the ecosystem of Mercado Pago solutions helps millions of people access financial tools for the first time, driving the formalization and development of regional economies.

We work to close the gender and socioeconomic gap so that more women can participate in technology and more young people can get their first quality job.

We recognize the importance of civil organizations in building a more fair and democratic society. They are our allies to drive these initiatives. We nurture the relationship by providing them with our tools and outreach to strengthen their digital and fundraising capabilities, allowing them to scale their impact.

We act today to multiply opportunities and reduce geographical and socio-economic gaps in Latin America.

The **impact** of *democratizing* commerce

The impact of being the leading e-commerce platform in Latin America is not only reflected in transaction growth year after year but also in the positive value we create for Latin American development, especially for entrepreneurs and SMEs. According to ECLAC,[1] small and medium-sized enterprises account for 99% of Latin American organizations and create over 60% of formal productive jobs.

Therefore, we use the scale of our organization to raise awareness of the current environmental and social context through supply and demand. We also focus on the development of the Latin American entrepreneurial ecosystem, specifically on sectors that, due to geographical distances or digital, gender, or racial gaps, have limited access to our platforms.

All our solutions aim to strengthen the Latin American entrepreneurial community and help them scale its potential.

900,000+
families[2]
report Mercado Libre is their main source of income

500,000+
SMEs[2]
sell over our platform

840 M
items sold
by entrepreneurs and SMEs
12.7%+ vs 2021

22%+
increase in billing
by entrepreneurs and SMEs
vs 2021

79%
of items sold
over Mercado Libre are from entrepreneurs and SMEs

1 ECLAC (2022) Acerca de Microempresas y Pymes [On micro businesses and SMEs].
https://www.cepal.org/es/temas/pymes/acerca-microempresas-pymes (link available in Spanish only).
2 Data from the 2021 Euromonitor report, based on business impact analysis in Argentina, Brazil, Chile, Colombia, and Mexico.

Positive-impact consumption

We have the widest range of positive-impact products in Latin America.

We put the potential of our solutions at the service of generating positive impact. In 2019 we created the Sustainable Products section to promote brands and entrepreneurs that contribute to reducing environmental impact and generating positive social impacts, democratizing access to more responsible products and driving a new economy.

With over 140 million positive-impact products offered, this section is permanently available in our marketplaces from Argentina, Brazil, Colombia, Chile, Mexico, and Uruguay. We seek to be a one-stop shop for the most sustainable products in the market, promoting responsible and conscious consumption.

For this, we support triple-impact entrepreneurs across the region and team up with organizations such as Sistema B and Movimiento Amazônia en Casa. To maximize demand, we launched commercial campaigns, such as “EcoWeek” and “Biomas One Click Away”; we inform people of the analysis of online positive-impact consumption trends and are transparent in our communication of product selection criteria.

Online positive-impact consumption trends

5+ M
people
purchased at least one positive-impact product
22%+ vs 2021

68,000
positive-impact brands and entrepreneurial
projects
1,5%+ vs 2021

11+ M
positive-impact products sold
29%+ vs 2021

GÓNDOLA B

We designed an exclusive space in the Sustainable Products section for products from certified B Corp enterprises. These organizations work under the highest social, environmental, and ethical standards. Their vision is to use market forces to respond to the social or environmental problems of the communities in which they are located.

“Góndola B” is already available in Brazil, Mexico, and Argentina, and is part of our regional agreement with Sistema B to promote certified enterprises on our platform. This year we improved this shopping experience, including access to brands and different product categories.

We also teamed up with Sistema B to offer webinars, and conduct training sessions and meetings to foster the integration of B corps into Mercado Libre. In addition, we support them with benefits and special discounts on commissions for our marketplace and Mercado Pago transactions.

Biomas: products in support of socio-biodiversity

In the richest places of our Latin American biodiversity, thousands of people, cooperatives, and communities contribute to biodiversity preservation through the sustainable production of items full of colors, flavors, and ancestral knowledge. The “Biomas” program was created to help these communities access new markets to improve income generation, and distribute their products and knowledge all across the region. In this way, we promote fair commerce and income generation for thousands of families who support biome preservation where they live.

In 2022, we increased our impact by expanding the program in Argentina, landing in Mexico, and adding new biomes in Brazil. For this, we worked together with Fundación Avina and Consultoria Giral.

The “Biomas” program offers entrepreneurs from the biomes more than 20 hours of training in sales, business strategy, logistics, and digital marketing, individual and group mentorship by Mercado Libre specialists and allied foundations, highlighted visibility in the Sustainable Products section and its own landing page to promote their products. In addition, during the period we made efforts to raise the visibility of these entrepreneurs with the “Biomas One Click Away” campaign.

111
organizations trained

8
iconic Latin America’s biomes represented

30,000+
local producers indirectly benefited

11
partnerships with civil society organizations

1116
products for sale in our marketplace

MEXICO

More than 4300 producers who are part of community organizations from Oaxaca and Chiapas help preserve biomes in these locations and started listing and selling their products on Mercado Libre.

Biomas México

ARGENTINA

We reached over 2100 small producers and craftspeople who contribute to the valorization and preservation of biomes in the Gran Chaco and Iguazu Jungle (Selva Misionera) regions. We have Alma Nativa and Fundación Niwok official stores and implemented the Rewilding Argentina foundation program “Emprendedores por Naturaleza” (Entrepreneurs by Nature).

Biomas Argentina

BRAZIL

We drive the sale of 16,000 sustainable items produced by organizations that contribute to the valorization and preservation of four Brazilian biomes: Amazonia, Caatinga, Cerrado, and the Atlantic Forest. Movimiento Amazônia by Casa Floresta em Pé is one of the key partners to this initiative, in addition to Idesam, AMAZ, Climate Ventures, Plataforma Parceiros pela Amazônia, Conexsus, Instituto Auá, and Central do Cerrado. This project indirectly benefited 24,086 local producers.

Biomas Brasil

Afro-entrepreneurship

We supported the growth of Afro-entrepreneurs in Colombia and Brazil to strengthen Latin American ties with the heritage of the African Diaspora. In partnership with PretaHub, we supported the business activities of Black and indigenous communities in the region to position themselves in the digital era.

Since 2018, we have been providing resources and conducting training sessions in online sales strategies for handicraft, design, beauty, and cosmetics entrepreneurs promoting Afro-Brazilian and indigenous identities in Brazil. We highlighted their stories and products in an official and exclusive Feira Preta store. The first edition of this event took place in 2002 as an on-site fair. Today, it is a representative festival on our marketplace that highlights the value of the most innovative Black creativity areas.

Since 2021, we have brought the Afrolab methodology, a program of support and promotion of afro-entrepreneurship led by Preta Hub, online sales content and digital tools to 120 black and indigenous entrepreneurs in Colombia. We work in partnership with PretaHub and “Festival de Música del Pacífico Petronio Álvarez” to promote the growth of projects in the Colombian Pacific.

275
Afro-entrepreneurs
trained in Brazil and Colombia

900+
products available
on Feira Preta’s official store on Mercado Libre

Feira Preta

Somos El Salto resiliente

In early 2022, we amended our collaboration agreement with the municipality of El Salto, in Jalisco, Mexico, including the “SOMOS El Salto Resiliente” project. This program seeks to generate a positive social and economic impact by accelerating the creation and strengthening of social, environmental, and economic projects led by entrepreneurs from this small town.

Partnership and teamwork allowed us to expand the scope of the program with two hybrid training cycles in topics such as resilience, purpose, customer identification, costs, cash flow, and marketing. Additionally, partnering with the local government and Un Salto con Destino AC, we held an Entrepreneur Fair for over 100 entrepreneurs to boost networking and display their products and services, making sales over USD 10.754 en ventas.

51
hours
of methodological training

536
entrepreneurs
participated in the three training cycles

USD 15,000+
in transactions
at the Entrepreneur Fairs

A partnership for Brazilian handicraft

Since 2021, we have been partnering with the Brazilian Ministry of Economy to support digital and financial inclusion for craftspeople registered on the Brazilian handicrafts registry information system (Sistema de Informações Cadastrais do Artesanato Brasileiro, SICAB). We are helping them improve income generation and job creation through training sessions, sales on an official store on our marketplace, and financial solutions. In 2022, to reinforce training, Mercado Libre partnered with Rede Asta, a social enterprise engaged in training, to prepare a dedicated course for this audience to sell handicrafts on Mercado Libre.

1024
products

167
craftspeople
reached

Progress of **financial inclusion** in the *region*

According to the World Bank, only 55% of Latin Americans have a bank account. As leaders of the fintech sector in the region, Mercado Pago is committed to promoting financial inclusion in every country where we operate to help narrow the gap. This means creating the necessary conditions to empower as many people as possible to play a leading role in their financial lives.

Mercado Pago has developed accessible financial products even for those who do not have a bank account in the traditional system. Thus, our digital account helps more and more people and companies manage their finances and operate in the formal economy. We offer payment and collection, loan, investment, and interest-bearing balance solutions. In 2022, we added the possibility to buy and sell cryptocurrency in Mexico besides Brazil. Our value proposition in Argentina and Brazil introduced life and personal injury insurance. We seek to provide coverage to people who, until now, had not accessed these products. This includes immediate use services, such as telemedicine and reimbursement of prescription drug expenses, with benefits active right from the moment insurance is purchased.

mercado pago

How do we promote financial inclusion?

PAYMENTS AND COLLECTIONS

Easy and accessible **financial transfers.**
Pago Point: a collection device to accept payments with credit cards, debit cards, and QR codes for small businesses. **Mastercard**, with no issuance or maintenance card costs.

860 M
payments using QR codes

4.28 M
points sold

16.6 M
prepaid and debit cards

LOANS

Financing solutions focus on those who do not have access to credit in the traditional financial system. Affordable and secure loans, with tech solutions and scoring systems based on artificial intelligence.

USD 10,086 M
granted in loans

5.2 M
loans granted to sellers

48,5%
of loans received by women entrepreneurs

686,000
entrepreneurs obtained their first loan with Mercado Pago

SAVINGS AND INVESTMENT

Low-risk investment and returns. Users can access their money when they need it. The solution is guaranteed by a mutual investment fund managed and safeguarded by companies in the financial system.

21.52 M
people invested with Mercado Pago in Argentina, Brazil, and Mexico

LIFE AND INJURY INSURANCE

Personal injury and life insurance coverage to protect people who had never accessed this type of coverage.

3.2 M
active insured users

4 M
active policies in the region

Financial inclusion rate

In 2022, we took on the challenge to measure how the Mercado Pago solution ecosystem generates value and drives development in the region. We prepared our first financial inclusion progress index to understand the impact on users in Argentina, Brazil, and Mexico in a clear and tangible way. We designed it together with Americas Market Intelligence (AMI), one of the most important market consulting companies in Latin America, with over 25 years of experience in the region.

The first index was 40/100, considering 100 as the growth speed of Mercado Pago from 2020 to 2022. Taking this peak of massive digital acceleration as a consequence of COVID-19, an index value of 40 reflects that the progress of financial inclusion for Mercado Pago users maintains a high and sustained pace.

We created this index and achieved this result from a multidimensional approach. On the one hand, we considered internal platform data: we measured access, use, cash digitalization, and the financial quality and health of digital account users. On the other hand, we considered our users' perceptions through a direct survey completed by almost 45,000 respondents from the above three countries, both consumers and sellers.

250%+
Average growth in access to Mercado Pago accounts over the last two years

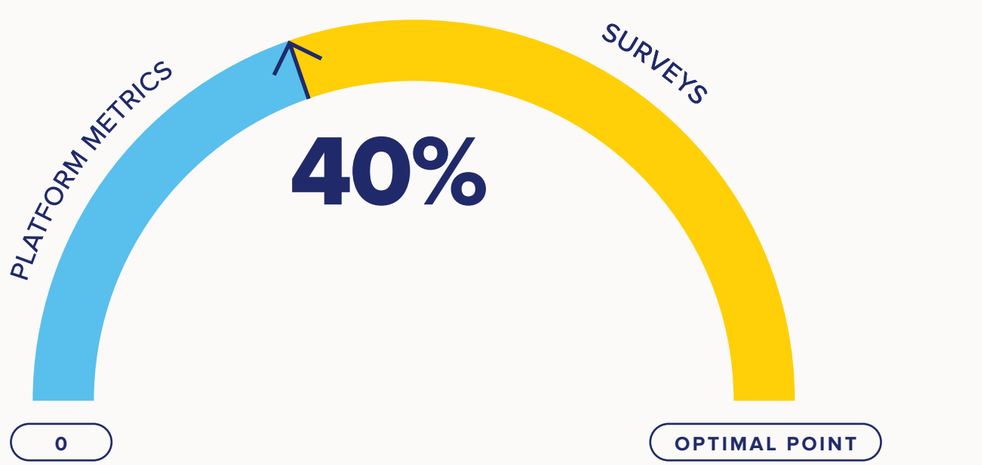
3 in every 4
people make at least three transactions using their digital accounts every quarter

x7
average credit growth per user after the pandemic

70%
say they use less cash and improved their financial situation

45%
had access to a credit card or loan for the first time

Only 34%
says they have savings equivalent to two minimum wages to face an emergency,, which indicates that we are reaching financially vulnerable people.



Average growth acceleration of Mercado Pago from 2020 to 2022

Financial literacy

Although the expansion of digital wallets drives inclusion, there are still many educational challenges ahead. We know there is no genuine inclusion without education: not only does it enable the effective use of financial products, but also empowers people and entrepreneurs to make informed decisions about their finance and, in a wider sense, to exercise their rights and responsibilities as citizens.

Our approach to creating financial citizenship is based on inclusion, education, and participation.

We reinforced our commitment to inclusion by launching the first two Mercado Pago projects on financial education at the regional level. Taking different approaches, these projects enhanced the entrepreneurial capacity of more than 2300 women and the initial financial training of 4408 young people from Argentina, Brazil, Chile, Colombia, Uruguay, and Mexico.

6700+
people
trained in finance

Personal finance for the young

Young people boost the growth of digital wallets, driving financial inclusion. Our challenge is to reduce educational gaps to ensure the responsible use of these wallets, promoting the ability of the young to make informed decisions about their economy.

We partnered with Junior Achievement to support the financial literacy of thousands of 16-18-year-old students from public schools in the region. The Personal Finance program seeks to teach the basics of financial planning and provide financial tools to manage personal economy. Participants understand the role of savings in a life project, and learn about investment and credit instruments, along with the criteria for their use.

This initiative has four modules on Junior Achievement's online platform and is supported by a group of teachers who work with participants individually. It also includes meetings with Mercado Pago volunteers, who share their stories about what financial literacy meant in their lives.

4400+
young people
trained in finance

179
schools
reached

100+
volunteers
from Mercado Pago

86
teachers
reached

Programs to drive women entrepreneurs

In Latin America, the gap in access to the financial system has a woman's face. This is a reality for all socioeconomic statuses, but it is particularly sharp in the MSMEs sector, half of which is led by women. Despite having a 99.5% share in the economy, contributing to 25% of Latin American GDP, and creating 60% of jobs, this sector often operates in the informal economy, which prevents businesses from scaling.

That's why Mercado Pago partnered with Pro Mujer in Latin America and Aliança Empreendedora in Brazil to drive financial inclusion for women micro-entrepreneurs in the region, boost their income generation capacity, and plan a sustainable future for their business.

Women who participated in the initiatives "Emprende" and "Agora Vai Mulher" learned leadership and management skills to handle their economy and sales, and incorporated business digital tools.

We support women entrepreneurs throughout their business development cycle.

In 2022, we conducted a survey among over 2302 women trained in this program to measure impact. Our partnership with Pro Mujer in Spanish-speaking countries revealed that 85% of women entrepreneurs say that their sales increased after implementing their new financial and digital skills. In addition, 87% of them improved their financial skills and 70% incorporated making a business budget and using digital channels or online collection solutions. Another 94% is considering applying for a loan to boost their projects. In addition, our partnership with Aliança Empreendedora in Brazil revealed that 95% of women entrepreneurs assume that the program improved their business management. Nearly 74% of them introduced business financial planning and 98% adopted digital tools for their sales.

Mercado Pago and Mercado Libre are the most popular platforms for digital sales and collections among women in this program. The rates of use by women entrepreneurs are 80% in Argentina, 72% in Brazil, 52% in Mexico, 54% in Uruguay, 17% in Colombia, and 19% in Chile.

2300+
women
trained in LATAM

AFTER THE INICIATIVE

87%
say
they improved their financial skills

74%
say
they introduced business financial planning

95%
say
they improved business management

85%
say
they increased sales over the last 3 months

84%
incorporated
digital sales tools

Education to democratize knowledge and *opportunities*

The World Bank estimates that, by 2025, there will be 149 million new jobs in the tech industry worldwide. We want to help more and more young people in Latin America gain access to the opportunities of the knowledge economy. We also want to increase diversity and inclusion regarding the people who design and use products, such as those in our ecosystem of digital solutions.

That's why we focus our education initiatives on democratizing access to opportunities and the development of STEM skills (science, technology, engineering, and mathematics) by promoting women's participation in technology and strengthening young people's capacities to get their first job.

We develop the necessary skills for a responsible, diverse, and inclusive digital citizenship that can multiply its transforming impact.

We work together with specialized civil organizations that help us design, implement, and apply our initiatives in the field.

Redes al Futuro

BRAZIL, CHILE, AND MEXICO

We multiply opportunities where we are present. Our "Redes al Futuro" (Network for the Future) program helps young people from these communities access their first job.

The program provides training in technical, logistical and socioemotional skills for young people who live near our distribution centers so that they learn to look for and access a formal job. When necessary, they are provided with equipment, connectivity, and other benefits to guarantee their participation during the training period and subsequent selection process.

The program has been in place since 2020 in partnership with Fundación Forge in Argentina and Mexico, and Instituto Aliança in Brazil. In 2022, it was implemented in Tepotzotlan (Mexico); Cajamar, Franco da Rocha, Francisco Morato, Osasco, São Paulo (Brazil), and for the first time in Chile.

It was also expanded to Chile in support of its operational growth, creating over 1,000 new jobs, especially in the logistics network. Redes al Futuro Chile was launched in partnership with Fundación Emplea through a 2-week training course. Upon training completion, the participants accessed different selection processes, such as Mercado Libre's, to work in the new storage warehouse.

376
participants
in Mexico

545
participants
in Brazil

36%
of graduates in Brazil accessed their first formal job

124
participants
in Chile

70%
of graduates in Chile accessed their first formal job

Conectadas, empowering women with technology

LATIN AMERICA

According to a UNESCO report (2019), girls lose interest in STEM subjects when they reach their early and late teens. At age 15, only 0.5% of women worldwide want to become a science and technology professional, compared to 5% of men (OECD, 2018). This lack of interest affects their extracurricular education choices and their experiences at school. As the largest tech company in Latin America, we took on the challenge to reduce this gap.

In 2021, we launched the “Conectadas” program , a regional initiative to bring more girls and young women between 14 and 18 years of age closer to the world of technology. This immersive, online, and free-of-charge experience aims to help them with tools, experts, and self-confidence development so they can create solutions for the challenges they identify in the region.

“Conectadas” seeks to build a network of committed and empowered young women. In groups from different regions and environments, they develop technology-based projects as they learn about digital transformation, 4.0 economy, sustainability, UX research and data, digital project and business development, and digital communication and marketing.

Reducing the gender gap in technology requires collective action. We worked together with Chicas en Tecnología, an Argentinian organization that promotes technology to contribute to gender equity, and {reprograma}, a Brazilian social enterprise that teaches programming to women, prioritizing the Black and trans communities.

“Conectadas” stands out for building a community that inspires, empowers, and encourages women to be protagonists. Not only does it transform the paradigm of thousands of girls and teenagers in Latin America, but also connects them with other women in the region and technology leaders. These women influence the perception that these girls have of themselves, their potential to champion the changes they believe necessary, and their empowerment to attain these goals.

More information

1329
young women in Latin America
participated in “Conectadas” in 2022

200
graduates participated
in technology mentorships, workshops, and bootcamps

7
countries in the region
Argentina, Brazil, Chile, Colombia, Mexico, Peru, and Uruguay

172
impact project ideas
originated by participants

52
MELI women volunteers
participated as mentors

87%
discovered that they enjoy studying, researching and working on technology issues

92%
learned about training and professional development options in technology

80%
know what they wants to do in their future career and academic career

Certified Tech Developer

ARGENTINA, BRAZIL, CHILE, COLOMBIA, AND URUGUAY

In the knowledge economy, there are millions of opportunities available. They can only be capitalized on by people with the support of digital transformation. We teamed up with Globant and Digital House to speed up this process. We co-created the Certified Tech Developer program, an initiative that grants scholarships to young people interested in pursuing IT degrees in Argentina, Brazil, Chile, Colombia, and Uruguay. The scholarships are awarded from a diversity perspective that prioritizes low-income young women and other historically excluded groups.

This online training lasts two years. Using agile methodologies, the program focuses on hands-on experience and the needs of the technology labor market. Those who complete it obtain a technical degree certificate with the potential to enter the technological labor market offering competitive wages.

75
students
who attended the program
hired in Mercado Libre

88
other hires
in IT market

6450+
students
have completed the program

1061
scholarships

280+
new scholarships in Colombia

250+
new scholarships in Chile

300+
new scholarships in Uruguay

150
new scholarships solely for Black people in Brazil

4
scholarships for “Conectadas” participants
covering 100% of tuition

47%
of the scholarships
were awarded to women

Entropía

ARGENTINA

Argentina has 1 engineer for every 6000 inhabitants, and the goal is to reach 1 for every 4000.
To close this gap, we seek to foster the participation of more and more young people in undergraduate engineering programs.

This was our second year supporting the “Entropía” program, partnering with the Buenos Aires Regional School at the National Technological University (Universidad Tecnológica Nacional Facultad Regional Buenos Aires, UTNBA). This STEM training and leveling initiative is addressed to young students who want to enroll in an Engineering program. Those who pass our 1-year course are accepted at any UTN Engineering program without sitting for an entrance exam.

In 2022, we broadened the scope of “Entropía” to awaken passion for STEM at an earlier age: we participated in an institutional teacher training project and provided materials, equipment, and an e-learning platform. This enabled Entropía to reach eight schools in La Matanza and 450 high-school students. Since the program began, more than 1650 young people have passed through Entropía.

432
young people reached
by our pre-college program in 2022

1661
young people participated
since the beginning of the program

466
young people reached
by the high-school pilot program

96%
young people reached
plans to study engineering in 2023

Digital citizenship in solidarity

We put our ecosystem at the service of strengthening social organizations, promoting their digital inclusion using fundraising and fund management tools, and connecting them with millions of people who want to collaborate.

This is what “Mercado Libre Solidario” is about: enhancing the fundraising efforts of civil organizations in Latin America and helping them scale their purpose to build a fairer, more supportive, and equitable society.

By joining this program, already implemented in Argentina, Brazil, Chile, Colombia, Mexico, Peru, Uruguay, and Venezuela, organizations can access training and digital tools to streamline the raising and management of funds. They can receive donations on Mercado Pago, sell products or services enjoying a 100% bonus rate, manage their financial operations, invest available funds in the digital portfolio, connect with other Latin American organizations, and participate in campaigns launched by Mercado Libre.

3600+
member organizations

USD 26.9+ M
funds raised
through Mercado Libre Solidario

DONATE BUTTON

The Donate button was created by combining our experience in technology and the team’s social commitment to developing a solidarity solution for social or environmental emergencies, such as fires and floods. In recent years, it helped raise more than USD 758,000 million to provide assistance in emergencies, such as the COVID-19 crisis; the 2022 floods in Brazil; and the fires in February 2022, which had a historical impact on the Argentinian provinces of Corrientes and Misiones.

Consolidated as a permanent feature in Argentina, Brazil, and Mexico, the Donate Button also accepts daily donations to different NGOs in a quick, transparent, and secure way directly on the Mercado Pago app.

Donate

TAX INCENTIVES

BRAZIL

We capitalized on the tax incentives provided for under Brazilian legislation to allocate resources to projects aligned with our strategic objectives in the areas of culture, sports, healthcare, and defense of the rights of children, adolescents, and senior citizens.

22
Projects carried out
in 2022 supported by Mercado Libre

USD 644,000
allocated
to 22 initiatives

SECOND HAND

We give a second life to the items that are left aside in our offices and distribution centers, and that have positive social impact. We designed a comprehensive plan to assess products that are no longer in use but in perfect condition to be used or consumed, and include them in our stock inventory and logistics schedule to be delivered to vulnerable communities across Latin America. We partnered with 5 civil society organizations. In this way, we avoid sending thousands of products to landfills, while contributing to the development of the communities where we are present.

1,110,000
items donated

5
civil society allied organizations

47,000
families reached

Growing in a sustainable way
Carbon footprint
Our environmental management strategy
Sustainable mobility
Renewable energy sources
Circularity of materials
Regenera América

Natural capital

Environment

Growing in a *sustainable way*

In 2022, we expanded our operations in Latin America to drive our purpose: democratizing e-commerce and financial services for millions of people across the region. Business growth as described in this report requires large-scale technological and logistics infrastructure, and this generates greenhouse gas emissions, to a greater or lesser extent.

MELI's rapid growth in Latin America drives the region's socioeconomic development, but we are faced with increased environmental challenges.

We do not avoid unpleasant conversations about the tension between expansion and sustainability. On the contrary, we focus on the best we can do to keep our business growing while respecting the environment.

Measuring our carbon footprint is the backbone of this challenge: we seek to reduce our environmental impact throughout our value chain while contributing to the fight against climate change through reduction initiatives and by supporting the regeneration and conservation of iconic Latin American biomes.

These initiatives are critical in a transformation process that aims to improve sustainability. However, heading towards this goal depends largely on the involvement of different actors and the whole Mercado Libre partner and supplier chain if the barriers that technology and infrastructure represent are to be overcome.

Although the ongoing projects to cut and compensate for carbon release are essential to reduce greenhouse gas emissions at the global level, we are aware that the path ahead is still long. The need for these types of initiatives will not go down, and additional alternatives to mitigate environmental impacts should be found. We want to take action and expand our current market opportunities by promoting the protection of our biodiversity and, consequently, our climate.

Our exponential growth requires us to enhance energy consumption efficiency and implement innovative strategies to mitigate our value chain impact. This is why we work with strategic suppliers and partners to transform our "ways of doing" and grow in a sustainable way.

Carbon **footprint**

The first step to identifying the environmental impact of our operations and value chain is to measure our carbon footprint to quantify greenhouse gas (GHG) emissions: this is our backbone plan.

We have been measuring and reporting our GHG emissions since 2016, with increasingly accurate indicators. As a result, real-time monitoring of our impact enables us to anticipate specific actions targeting our operations and value chain (scopes 1, 2, and 3).

We measure emissions following the Greenhouse Gas Protocol standard, which was developed jointly by the World Business Council for Sustainable Development (WBCSD) and the World Resource Institute (WRI).

During the reporting period, the gross increase in our carbon footprint was proportional to our business growth and the expansion of e-commerce democratization in Latin America. This includes improved user and purchase experiences, reaching buyers in remote locations in a much shorter time, and enhancing our value proposition for sellers thanks to a stronger and cost-efficient logistics network.

Greenhouse Gas Inventory

↑ **469,550 tn CO_2e**
Scope 1
19.38% vs 2021

↗ **17,844 tn CO_2e**
Scope 2
48.51% vs 2021

↖ **1,207,037 tn CO_2e**
Scope 3
26.97% vs 2021

1,694,430 tn CO_2e
Total
25%+ vs 2021

INTENSITY

42.41 tn CO_2e
per employee

0.022 tn CO_2e
per buyer

0.011 tn CO_2e
per active unique users

0.0001 tn CO_2e
per USD billed

INTENSITY	NUMERATOR	2022	tn CO_2e/ numerator	kg CO_2e/ numerator
Total footprint	**Employees**	39,951	42.41	42,412.71
	Buyers	73.9 M	0.022	22.9
	Active unique users	148 M	0.011	11.4
	USD billed	10,537 M	0.0001	0.160

Our *environmental* management **strategy**

Measuring our carbon footprint helps us identify the sources of our environmental impact to implement reduction strategies. We also identify and assess current and potential climate impacts caused by our organization and key markets to complement this strategic focus. In addition, we conduct scenario analyses following the Task Force on Climate-related Financial Disclosures (TCFD) recommendations.

The analysis of all these sources of information enabled us to define four lines of action to reduce and mitigate our impact while adapting to climate change. In this way, we could boost our responsible value-creation model.

As part of our commitment to stakeholders on continuous improvement and the transparency of our environmental management, in 2022 we launched a process for the design of science-based emission reduction targets, aligned to the Science-Based Targets (SBTi) initiative framework. This initiative is a collaboration between the CDP, the United Nations Global Compact, the World Resources Institute, and the World Wildlife Fund. The objective is to follow this methodological framework and overtly share our progress in our annual carbon report.

TCFD Report

SUSTAINABLE MOBILITY

Reduce the impact of our logistics operations by increasing the size of our fleet of electric and low-emission fuel vehicles, while promoting the adoption of innovative solutions throughout our value chain.

ENERGY MANAGEMENT

Increase our energy efficiency and renewable energy consumption, with a view to migrating 100% of our distribution center operations to clean energy sources.

CIRCULARITY OF MATERIALS

Implement processes for the recovery of materials and goods generated by our operations, testing and adopting innovative and scalable packaging solutions to reduce the impact of resource use.

REGENERATION AND CONSERVATION

Fight climate change and contribute to the protection of biodiversity in the region by investing in projects for the regeneration and conservation of iconic Latin American biomes to generate high-quality and high-integrity carbon credits.

Sustainable mobility

Business growth has enabled Mercado Libre to deliver more and more packages, faster and farther. As our purpose to democratize commerce expands, our commitment to sustainability and reducing environmental impact should strengthen.

We understand that reducing emissions is a global challenge for logistics operations that calls for communication between different chain participants: private companies (such as car manufacturers, carriers, and retailers), consumers, and public authorities. Therefore, we seek to broaden this conversation and involve different stakeholders in the countries where we operate.

Our emissions reduction strategy to foster the transition to a low-carbon economy is based on three pillars:

Efficiency

We are aware that, to go further and faster, our logistics network needs to optimize efficiency. To us, this also means reducing emissions with every package we deliver. Our route and network planning systems allocate the most appropriate vehicles to each location.

We invest in real-time driving data measurement systems for our dedicated fleet, increasing not only delivery safety and speed but also fuel consumption efficiency.

Technology and fleet

We are open to the most recent technological improvements in the market to enlarge and modernize our fleet. Our electric vehicle program is one of the most innovative in the region and includes vans, urban cargo vehicles (UCVs), motorcycles, and tricycles.

In 2022, we expanded the size of our fleet of electric vehicles and reached 797 units. Thanks to our joint work with major players in the logistics market and our operations teams' sustained efforts, we have one of the largest electric fleets in Latin America at present.

We believe that electrification is one of the main ways to cut emissions in the logistics chain, as it maintains operational efficiency with a significant reduction in CO_2 release. The table below shows an efficiency comparison.

REDUCTION OF CO_2 EMISSIONS PER VEHICLE[1]

COUNTRY	FUEL	kgCO2/km	vs DIESEL
All	Diesel	0.39	-
Uruguay	Electric	0.01	-97%
Brazil	Electric	0.04	-90%
Colombia	Electric	0.08	-79%
Argentina	Electric	0.12	-69%
Chile	Electric	0.17	-56%
Mexico	Electric	0.18	-54%

To ensure seamless operation for our electric fleet, we focus on developing and expanding our electric vehicle charging infrastructure. One of the most important milestones of the year was the opening of charging stations for electric vehicles in Brazil, Chile, and Mexico. With a total investment of USD 800,000, we set up 210 charging stations for last-mile electric vehicles.

1 Source: Estimates developed by MELI for its operations, based on IPCC data.

Alternative fuels

Another effective way to reduce emissions caused by logistics operations is the use of low-emission or renewable fuels.

We invest in the development of a fleet of trucks powered by natural gas, a fuel that emits about 18% less carbon than diesel.

In Brazil, some of the trucks run on biomethane, a fuel made from organic waste, with the potential to reduce emissions by up to 100% compared to diesel.

132
natural gas trucks
in Brazil and Chile
and biomethane trucks in Brazil

Thanks to these efforts, 2022 relative last-mile delivery emissions per order were reduced by 0,91%. In addition, middle-mile delivery emissions decreased by 15% per order.

4.6+ M
packages delivered
across the region by sustainable mobility

-0.91%
relative emissions
per last-mile order delivery

-15%
emissions
per middle-mile order delivery

ELECTRIC VEHICLE BY TYPE

MOTORCYCLE	VAN	UCVs	TOTAL
37	730	30	**797**

Renewable energy sources

The transition towards clean energy is one of our main strategies to reduce the impact of our operations. Mercado Libre's environmental strategy to expand the share of renewables in the energy matrix is based on the execution of power purchase agreements to buy clean energy generated off-site" and the generation of photovoltaic solar energy in the buildings and administrative centers used by the company.

Six sites in Brazil, one in Chile, and one in Mexico started to use renewable energy sources in 2022.

A major milestone was the migration of our distribution center located in Tepotzotlan, Mercado Libre's largest operation in Mexico, to 100% solar energy produced at a plant in Aguascalientes. Thanks to this process, we could stop using 6000 MWh per year of fossil energy sources, reducing more than 2900 tons of CO_2 per year.

In 2022, we added eight Mercado Libre distribution centers migrated to 100% renewable energy, reaching a total of 10 sites between centers and offices.

17 distribution centers completely or partially supplied with Mercado Libre's renewable energies and migrated by Logistics Operators.

ENERGY CONSUMPTION FROM RENEWABLE SOURCES

31,394,993 kWh
Total of Energy Consumption

18,404 kWh
Argentina

4,764,000 kWh
Mexico

23,163,160 kWh
Brazil

3,449,430 kWh
Chile

RENEWABLE ENERGY IN OUR OPERATION

Sustainable architecture

We strive to reduce the environmental impact of our buildings while creating a positive experience for the people who work in them. Sustainable architecture projects improve the design, construction, maintenance, or restoration of buildings for environmental performance.

We promote LEED certification for our buildings. This rating system recognizes performance in materials selection, energy efficiency, alternative energy, indoor environmental quality, water savings, and sustainable open space development. Early in 2022 our Tesla and Polo Dot offices achieved LEED Gold certification.

We also moved forward with the development of projects that can change the architecture of some of our buildings. The goal is to optimize natural air circulation and achieve a comfortable temperature to reduce the demand for air conditioning. This will promote savings in the consumption of energy.

Smart metering

We installed smart metering systems for remote, accurate, and real-time monitoring of energy consumption at eleven of our distribution centers throughout Latin America.

Thanks to real-time sensors and smart dashboard systems, we can implement quick actions to improve energy efficiency in our operations.

Energy consumption

ELECTRICITY CONSUMPTION

In kWh

COUNTRY	2022
Brazil	59,369,393
Argentina	13,096,407
Mexico	25,724,048
Uruguay	753,475
Colombia	2,016,167
Chile	4,187,383
Venezuela	57,335

105,204,209 kWh
Total offices and distribution centers

51 kWh
Energy intensity (kWh/m²)

ENERGY CONSUMPTION

Total consumption of fuels from non-renewable sources within the organization, in joules or multiples, including types of fuels used. (Diesel)

Total energy consumption within the organization, in joules or multiples

Total electricity consumption (in joules, watt-hours, or multiples)

Circularity of *materials*

We relentlessly search for solutions to honor our commitment to climate action. We strive to be aligned with the circularity of materials by reducing the volume sent to landfills, reinserting the resources used in the production cycle, and seeking alternatives for the valorization of raw materials. By the same token, we develop programs to optimize inventory management, and repair, reuse, and donate unclaimed or damaged usable items kept in distribution centers.

One of the alternative actions we implemented is the reverse logistics program. Launched in Brazil in 2021, it has already recovered nearly 97% of changed or returned products that were sold directly over the platform. In addition, electronic and fashion items have been available to all the countries where we operate in the 16 Mercado Libre distribution centers since early 2022.

This program is offered to sellers whose product reuse potential out of the total volume of exchanged or returned items is about 40%. Products that cannot be reused for some reason are sent to the circular economy network, already including more than 100 partners across the region. This initiative supported the direct engagement of over 200 people and the average valorization and repurpose of 300,000 products per month.

We carry out programs for the recovery of essential materials at our distribution centers and offices with the mission of reinserting these resources back into the production cycle. Since 2015, we have been promoting a regional recycling program that includes waste separation and selective waste collection at the source. In all our distribution centers, local partners participate in the recovery of more than 85% of the materials. Particularly in Argentina and Mexico, cardboard is recovered and sent for recycling to make new boxes or cardboard.

We have two industrial composting facilities in operation to manage organic matter in our headquarters in Osasco, Brazil, in partnership with Tansix B Corp. These recover about one ton of organic waste per week, which is transformed into fertilizer. The fertilizer, in turn, is donated to local community garden programs via the Coopernatuz Cooperative, which creates jobs for more than 70 people.

90 tn
COMPOSTED ORGANIC WASTE

16
public gardens
reached in Osasco

70
families supported
by this initiative

Waste management

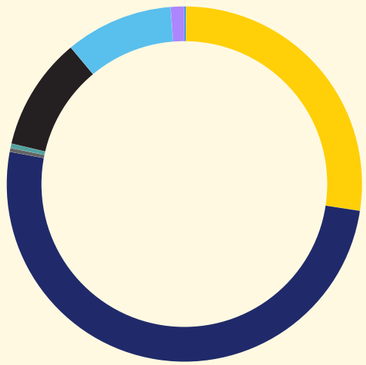
WASTE END DESTINATION

In tn

NON-HAZARDOUS WASTE	2022
Reuse	7606
Recycling	16,987
Composting	98
Recovery	0
Incineration	0
Deep well injection	0
Landfill	2874
On-site storage	0
Power generation by co-processing	350

ORIGIN OF WASTE

In tn



49
Aluminum

14,095
Cardboard

113
Paper

2730
Plastic

7606
Wood

98
Organic/Compostable

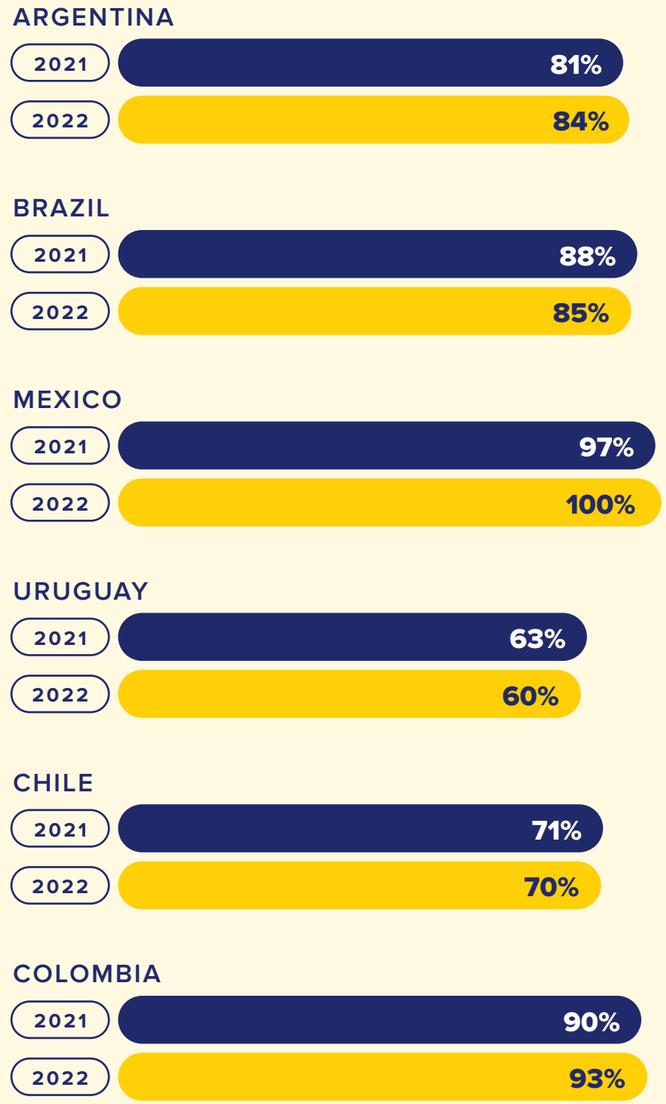
2874
General

350
Generals for co-processing

27,915 tn
NON-HAZARDOUS WASTE
Final disposal 2022

169 tn
HAZARDOUS WASTE[1]
Final disposal 2022

WASTE RECOVERY RATE



1 Mainly batteries, cooking oil, personal protective equipment, and other biological, oxidizing, or corrosive materials

Innovative packaging

Our support for the circularity of materials goes beyond our operations, promoting less packaging, recycled content alternatives, and safe and sustainable product delivery.

We are proud to say that our packaging is recyclable, reusable, or compostable. All the cardboard we use has full traceability along its value chain, is Forest Stewardship Council (FSC)-certified or soon-to-be-certified, or is made of recycled material.
The FSC seal guarantees that manufacturing processes adhere to responsible forest practices. In addition, all boxes used at present in our operations are manufactured with at least 30% recycled cardboard, and 60% of the boxes already include 50% recycled material. In Mexico, plastic bags already include 55% recycled content. We are evaluating alternatives for the rest of the markets as well.

We work non-stop to reduce packaging volumes. Since 2020, some products can be shipped in their primary wrapping material, without additional packaging. Thanks to this initiative, paper boxes and plastic envelopes are replaced with a single label affixed directly to the merchandise. In this way, we use less packaging while optimizing space and, consequently, transportation fuel and waste generation.

Pilot projects conducted in Argentina and Brazil showed up to a 40% reduction in air transported. In 2022, this project was implemented at all the large fulfillment centers in the region: Argentina, Brazil, Mexico, Chile, and Colombia. The fully implemented project applied to 10.93% of the total volume of merchandise shipped and attained a 50% reduction in the space occupied and warehouse dispatch processing times.

100%
RECYCLABLE, REUSABLE,
or compostable packaging

100%
FOREST STEWARDSHIP COUNCIL-CERTIFIED
or soon-to-be-certified cardboard

100%
BAGS
include 55% recycled plastic content in Mexico

10%+
MERCHANDISE SHIPPED
without additional packaging

Regenera *América*

A year of expansion for our conservation and regeneration program targeting Latin American iconic biomes.

In 2022, we extended the scope of our conservation and preservation program targeting emblematic native ecosystems in the region: “Regenera América” was expanded to cover biomes in Mexico, and increased the number of conservation and regeneration areas in Brazil. On top of the USD 7.8 million invested in 2021, a new investment of USD 10 million was committed. So far, USD 5 million were allocated to enlarge the Corridors for Life project in Brazil and support four new initiatives, one in Mexico and three in Brazil. For the allocation of the outstanding USD 5 million, we have issued a regional call for proposals.

The “Regenera América” program fosters the regeneration and conservation of iconic biomes in Latin America, financing projects that combine biodiversity protection with carbon capture. We join forces with local communities, experts, and producers that use cutting-edge technology and promote nature-based solutions to contribute to the mitigation of climate change impacts, the preservation of biodiversity, and the wellbeing of people.

In 2022, MELI started a restoration process on 3300 hectares of forest: more than 500,000 trees were actively planted and more than 4 million trees were passively restored.

For project design, set-up and monitoring, we partnered with the technology start-up Pachama, which develops innovative solutions based on artificial intelligence to monitor forests in real time and measure the carbon footprint for carbon credit issuing. Pachama obtains satellite images to provide better traceability and more transparent information in a scalable manner. It is our strategic partner in the development of forest restoration and conservation projects to turn them into carbon projects using its own technology.

In Mexico, we partnered with Toroto, a leading environmental company that works with nature-based solutions to face the climate crisis. Toroto designs forestry and regenerative agriculture projects that use carbon offsetting as an effective way to help local communities develop sustainable land management approaches.

Since this project was launched, restoration processes across 6000+ hectares of forest are ongoing, equivalent to 10 million trees. These will enable forest carbon capture for an estimated 900,000+ tons of CO_2 in 25 years.

New

Llanos de Apán

HIDALGO, MEXICO

A project to restore 3100 hectares on Hidalgo plains to hold back the increasing erosion of the area and improve the aquifer's health: 120,000 native trees will be planted for active restoration—covering 3% of hectares—and the remaining 97% of the area will be restored passively. This initiative comprises activities regarding soil conservation, water body restoration, and community-based environmental education and training. Project implementation is expected to bring direct and indirect benefits to more than 1000 families. This project will contribute an estimated 139,379 tons of CO_2 capture over 30 years.

New

Corredor Pau Brasil

BAHIA, BRAZIL

A project to restore 70 hectares of Atlantic Forest by planting native trees in the Brazilian state of Bahia, supporting the creation of a biological corridor between two national parks and the plantation of 116,000 trees. The project also supports three plant nurseries and promotes the creation of 10 local direct jobs. This project will contribute an estimated 26,950 tons of CO_2 capture over 30 years.

New

Aguas do Rio

RIO DE JANEIRO, BRAZIL

Restoration of 70 hectares of Atlantic Forest by planting 116,000 native trees, supporting the protection of the watersheds in the region. This project supports three plant nurseries and entails the creation of 20 direct jobs and 50 indirect jobs for the local community. This project will contribute an estimated 26,950 tons of CO_2 capture over 30 years.

New

Café Apuí

AMAZONIA, BRAZIL

In the municipality of Apui, we supported a pilot project to restore 10 hectares of forest with agroforestry systems using native species and coffee in one of the most deforested regions in the Amazonia. The project helps boost the work of 30 local families, who will be able to generate income from agroforestry systems. This project will contribute an estimated 2540 tons of CO_2 capture over 30 years.

Ampliación

Corridors for Life

SÃO PAULO, BRAZIL

Pontal do Paranapanema is a southeastern region in Brazil covering more than 18,000 hectares, encompassing 32 cities west of São Paulo. In the last 50 years, the area has been subject to heavy deforestation and forest fragmentation. In 2022, we expanded the project launched in 2021 by restoring 250 new hectares with the planting of 100,000 native trees, creating job opportunities for 50 local families. This project will contribute an estimated 19,250950 tons of CO_2 capture over 30 years.

“Corridors for Life” was selected as the best carbon credit project in the Best Individual Offsetting Project category of the Voluntary Carbon Market Ranking **(VCMR, 2022)**.

Conservador da Mantiqueira

SÃO PAULO, RIO DE JANEIRO, MINAS GERAIS, BRAZIL

Launched in 2021, “Conservador da Mantiqueira” successfully advanced its mission to promote the regeneration of more than 2700 hectares of native forest throughout the Serra da Mantiqueira mountains in southeastern Brazil. This area displays major watersheds used by millions of people. The project is currently ongoing across more than 1300 hectares, involving over 34 landowners. This project will contribute an estimated 601,383 tons of CO_2 capture over 30 years.

GRI, SASB & IR

GRI standards

Statement of *use*

Mercado Libre has reported in accordance with the GRI Standards for the period January 1-December 31, 2022.

GRI 1 used

GRI 1: Foundation 2021

Applicable GRI *Sector* Standard(s)

Not applicable.

GRI *standards*

GRI STANDARD	CONTENT	ANSWER	SDG	PAGE
THE ORGANIZATION AND ITS REPORTING PRACTICES				
GRI 2: General Disclosures 2021	2-1 Organizational details	MercadoLibre, Inc. is listed on NASDAQ. It is legally incorporated as a “corporation” under the laws of the state of Delaware, United States. Its headquarters are located at Dr. Luis Bonavita 1294, unidad 1733, Torre II del WTC Free Zone, Montevideo, Uruguay.		5,10
	2-2 Entities included in the organization’s sustainability reporting			

	Country
MercadoLibre S.R.L.	Argentina
DeRemate.com de Argentina S.A.	Argentina
Meli Log S.R.L.	Argentina
First Label S.R.L	Argentina
Tech Pack S.R.L.	Argentina
MercadoPago Servicios de Procesamiento S.R.L.	Argentina
Interface Solutions S.R.L	Argentina
Ibazar.com Atividades de Internet Ltda.	Brazil
MercadoLivre.com Atividades de Internet Ltda.	Brazil
MercadoLivre.com Atividades de Internet 2 Ltda	Brazil
Mercado Pago Instituição de Pagamento Ltda.	Brazil
eBazar.com.br Ltda.	Brazil
Mercado Envios Serviços de Logística Ltda.	Brazil
Meli Developers Brasil Ltda.	Brazil
Mercado Crédito Holding Financeira Ltda.	Brazil
Mercado Envios Transporte Ltda.	Brazil
Mercado Crédito Sociedade de Crédito, Financiamento e Investimento S.A.	Brazil
Mercado Pago Corretora de Seguros Ltda.	Brazil
Kangu Transportes Ltda.	Brazil
Kangu Participações S.A.	Brazil
K2I Intermediação Ltda.	Brazil
MercadoLibre Chile Ltda.	Chile
MercadoPago S.A.	Chile
Lagash S.A.	Chile
Mercado Pago Emisora S.A.	Chile
Redelcom S.A.	Chile
KANGU CHILE LIMITADA	Chile
Mercado Pago Corredores de Seguros SpA	Chile
MercadoLibre Colombia Ltda.	Colombia
MercadoPago Colombia Ltda.	Colombia
Lagash Systems S.A.S. (en liquidación)	Colombia
Mercadopago S.A. Compañia de Financiamiento	Colombia
Kangu Tecnología Logistica S.A.S.	Colombia
MercadoLibre Costa Rica S.R.L.	Costa Rica
MercadoLibre Ecuador Cia. Ltda.	Ecuador
Meli Participaciones, S.L.	Spain
Dabee Technology India Private Limited (to be voluntarily wound up)	India
MercadoLibre, S.A. de C.V., Institución de Fondos de Pago Electrónico (pending publication of the autorization to act as IFPE)	Mexico
(Former name: MercadoLibre, S. de R.L. de C.V.)	
DeRemate.com de México S. de R.L. de C.V.	Mexico
PSGAC, S. de R.L. de C.V.	Mexico
Mercado Lending, S.A. de C.V.	Mexico
Meli Operaciones Logísticas, S. de R.L. de C.V.	Mexico
Meli Operaciones Logísticas II, S. de R.L. de C.V.	Mexico
Meli Global Imports, S. de R.L. de C.V.	Mexico
ITCoding Consultoría Tecnológica & Desarrollo, S.A. de C.V. (en liquidación)	Mexico
MP Agregador, S. de R.L. de C.V.	Mexico
Mercado Insurtech Agente de Seguros, S.A. de C.V.	Mexico
KT transportes digitales, S. de R.L. de C.V.	Mexico
MP Procesamiento de Pagos, S. de R.L. de C.V.	Mexico
MercadoLibre Perú S.R.L.	Peru
MercadoPago Perú S.R.L.	Peru
Meli Uruguay S.R.L.	Uruguay
Tech Fund S.R.L	Uruguay
Deremate.com de Uruguay S.R.L.	Uruguay
Kiserty S.A.	Uruguay
MercadoPago Uruguay S.R.L.	Uruguay

GRI STANDARD	CONTENT	ANSWER	SDG	PAGE
THE ORGANIZATION AND ITS REPORTING PRACTICES				
GRI 2: General Disclosures 2021	2-2 Entities included in the organization's sustainability reporting			

	Country
Hammer.com, LLC	Delaware, USA
Servicios Administrativos y Comerciales, LLC	Delaware, USA
MercadoPago, LLC	Delaware, USA
Global Selling LLC (Former name: Mercado Pago International, LLC)	Delaware, USA
Autopark, LLC	Delaware, USA
Autopark Classifieds, LLC	Delaware, USA
Marketplace Investments, LLC	Delaware, USA
Meli Technology, Inc.	California, USA
Classifieds LLC	Delaware, USA
SFSC, LLC	Delaware, USA
Meli Capital LLC	Delaware, USA
MercadoLibre Venezuela, S.R.L.	Venezuela
Meli Capital Ventures LLC	Cayman Islands
MELI KaszeK Pioneer Sponsor LLC (50% owned)	Cayman Islands

	2-3 Reporting period, frequency and contact point			5
	2-4 Restatements of information			6
	2-5 External assurance	No external verification has been performed.		
ACTIVITIES AND WORKERS				
GRI 2: General Disclosures 2021	2-6 Activities, value chain and other business relationships			8-12
	2-7 Employees			36

Employees by type of contract and gender	ARG	BRA	CHI	COL	MEX	PER	URU	VEN	ECU	USA	Total
Permanent	10,144	15,694	1799	3817	6766	39	1671	21	2	11	39,951
Women	3601	7566	681	1103	2873	19	635	12	0	2	16,490
Men	6543	8128	1118	2714	3893	20	1036	9	2	9	23,461
Temporary	0	0	0	0	0	0	0	0	0	0	0
Women	0	0	0	0	0	0	0	0	0	0	0
Men	0	0	0	0	0	0	0	0	0	0	0
By type of workday and gender	10,144	15,694	1799	3817	6766	39	1671	21	0	0	39,951
Full-time	9493	14,057	1799	3477	6728	39	1194	21	2	11	36,808
Women	3263	6438	681	912	2849	19	324	12	0	2	14,498
Men	6230	7619	1118	2565	3879	20	870	9	2	9	22,310
Part-time	651	1637	0	340	38	0	477	0	0	0	3143
Women	338	1128	0	191	24	0	311	0	0	0	1992
Men	313	509	0	149	14	0	166	0	0	0	1151

	2-8 Workers who are not employees			36
GOVERNANCE				
GRI 2: General Disclosures 2021	2-9 Governance structure and composition			17-18
	2-10 Nomination and selection of the highest governance body	Nominating and Corporate Governance Committee		18
	2-11 Chair of the highest governance body			17
	2-12 Role of the highest governance body in overseeing the management of impacts			18
	2-13 Delegation of responsibility for managing impacts			18

GRI STANDARD	CONTENT	ANSWER	SDG	PAGE
GOVERNANCE				
GRI 2: General Disclosures 2021	2-14 Role of the highest governance body in sustainability reporting	The highest governance body participates in the evaluation of material issues at the beginning of the reporting period.		
	2-15 Conflicts of interest			18
	2-16 Communication of critical concerns	The Chief Financial Officer (CFO) will report any critical concern that he may identify at any of the four annual meetings held with the Board. During the reporting period, the number of critical concerns formally reported to the highest governance body was not released.		
	2-17 Collective knowledge of the highest governance body	The members of the Board of Directors participate in industrial spaces, such as forums and events in which they expand their knowledge of economic, environmental, and social issues.		
	2-18 Evaluation of the performance of the highest governance body	Nominating and Corporate Governance Committee		18
	2-19 Remuneration policies	Compensation Committee. The Independent Directors receive an annual compensation consisting of a combination of cash and restricted stock of MercadoLibre, Inc.		18
	2-20 Process to determine remuneration	Compensation Committee. The Independent Directors receive an annual compensation consisting of a combination of cash and restricted stock of MercadoLibre, Inc.		
	2-21 Annual total compensation ratio	Information will be available in April 2023 and will be updated in this report.		
STRATEGY, POLICIES AND PRACTICES				
GRI 2: General Disclosures 2021	2-22 Statement on sustainable development strategy			3
	2-23 Policy commitments			18-19
	2-24 Embedding policy commitments			18-19
	2-25 Processes to remediate negative impacts			18-19
	2-26 Mechanisms for seeking advice and raising concerns			18-19
	2-27 Compliance with laws and regulations	During the reporting period, Mercado Libre Argentina was fined by the Dirección Nacional de Defensa del Consumidor (National Directorate of Consumer Defense) for users' publications where the same product had a different final price, depending on whether it was in cash or in installments without interest. The amount of the fine was USD 27,350 and, at the close of the report, it was in the process of being appealed. In the same country, there was also a fine frome the Dirección Nacional de Defensa del Consumidor for the absence of the Price Per Unit of Measurement established by Resolution SCDyDC No. 55/02 in publications of supermarket items offered by Mercado Libre's own stores. The value of the sanction was USD 5470. Mercado Libre Mexico received a fine from PROFECO for non-compliance with the terms and conditions of Compra Protegida with a value of USD 42,500. At the close of the report, the sanction was under a nullity trial. Mercado Libre Peru was fined by INDECOPI for USD 30,000, for alleged existence of abusive clauses. At the close of the report, the sanction was under appeal. Mercado Libre Colombia registered a fine from the SIC for user publications related to Fisher Price products, with a sanction of USD 5600 and another one for user publications related to products supposedly to combat COVID-19, for an amount of USD 7900. At the closing of the report both sanctions were under appeal.		
	2-28 Membership associations			15
STAKEHOLDER ENGAGEMENT				
GRI 2: General Disclosures 2021	2-29 Approach to stakeholder engagement			5-6
	2-30 Collective bargaining agreements	Country: Brazil — 100%; Argentina — 35.1%; Uruguay — 100%; Colombia / Venezuela / Peru / Chile / Mexico — 0% (Collaborators that are part of the collective bargaining agreements)		

GRI STANDARD	CONTENT	ANSWER	SDG	PAGE
MATERIAL TOPICS				
GRI 3: Material topics 2021	3-1 Process to determine material topics			6-7
	3-2 List of material topics			7
MATERIAL TOPIC: ECONOMIC PERFORMANCE				
GRI 3: Material topics 2021	3-3 Management of material topic		8, 9	13-14
GRI 201: Economic performance 2016	201- 1 Direct economic value generated and distributed		8, 9	14
	201-2 Financial implications and other risks and opportunities due to climate change		8, 9	54
	201-3 Defined benefit plan obligations and other retirement plans	Mercado Libre complies with the social security plans required by law in all the countries where it operates.	8, 9	
	201-4 Government's financial aid	We do not receive financial assistance from the government during the period. However, in Argentina, Mercado Libre SRL is registered in the Knowledge Economy Law (Law 27.506 and its amendments) that enables tax relief and credits. And, in the Autonomous City of Buenos Aires, where Mercado Libre SRL is registered as a Technology company, within the Technology District, through which we have tax exemptions.	8, 9	
GRI 202: Market presence 2016	202-1 Ratio of standard initial category salary by gender vs. local minimum wage	Information will be available in April 2023 and will be updated in this report.	8, 10	
	202-2 Proportion of senior management hired from the local community contratados de la comunidad local		8, 10	17
MATERIAL TOPIC: CONTRIBUTION TO THE SOCIOECONOMIC DEVELOPMENT				
GRI 3: Material topics 2021	3-3 Management of material topic		8	40-51
GRI 203: Indirect economic impact 2016	203-1 Investment in infrastructure and supported services		8	14
	203-2 Significant indirect economic impacts		8	16, 41, 45, 46
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers		8	12
GRI 414: Supplier social assessment 2016	414-1 New suppliers that were screened using social criteria	During the reporting period, we did not evaluate new suppliers using social selection criteria.	8	8, 12
	414-2 Negative social impacts in the supply chain and actions taken	During the reporting period we did not assess negative supply chain impacts.	8	8, 12
GRI 308: Supplier enviromental assessment 2016	308-1 New suppliers that were screened using environmental criteria	During the reporting period, we did not evaluate new suppliers using environmental screening criteria.	8	8, 12
	308-2 Negative environmental impacts in the supply chain and actions taken	The impact of the supply chain is studied in the scope 3 measurement of the Environmental Footprint. During the period, the environmental impacts of suppliers from different parts of Latin America were analyzed.	8	8, 12
GRI: 408: Child labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	We have not identified suppliers with a significant risk of child labor cases during the period.	8	
GRI 409: Forced or compulsory labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	We have not identified suppliers with a significant risk of forced or mandatory labor cases during the period.	8	

GRI STANDARD	CONTENT	ANSWER	SDG	PAGE
MATERIAL TOPIC: TEAM FORMATION AND DEVELOPMENT				
GRI 3: Material topics 2021	3-3 Management of material topic		8	28-33
GRI 401: Employment 2016	401-1 New employee hires and employee turnover		8	31

2022	ARG	BRA	CHI	COL	MEX	PER	URU	VEN	ECU	USA	Total
New hires	2865	6951	1315	2042	4296	18	475	8	1	4	17,975
Women	1028	3426	608	562	1949	11	138	5	0	0	7727
Under 30	628	2041	364	364	1247	6	94	3	0	0	4747
Between 30-50	397	1343	233	197	685	5	44	2	0	0	2906
Over 50	3	42	11	1	17	0	0	0	0	0	74
Men	1837	3525	707	1480	2347	7	337	3	1	4	10,248
Under 30	1065	1957	325	832	1615	5	188	3	0	0	5990
Between 30-50	765	1517	370	646	711	2	149	0	1	4	4165
Over 50	7	51	12	2	21	0	0	0	0	0	93
Turnover											
Women	504	1874	150	117	624	0	94	3	0	0	3366
Under 30	359	1295	102	84	433	0	89	1	0	0	2363
Between 30-50	144	564	45	33	186	0	5	2	0	0	979
Over 50	1	15	3	0	5	0	0	0	0	0	24
Men	1226	1777	160	316	934	2	100	2	0	0	4517
Under 30	697	1092	78	200	630	1	71	0	0	0	2769
Between 30-50	523	664	80	116	299	1	29	2	0	0	1714
Over 50	6	21	2	0	5	0	0	0	0	0	34
Type of turnover	1730	3651	310	433	1558	2	194	5	0	0	7883
Voluntary	1469	1513	142	318	924	0	139	0	0	0	4505
Involuntary	261	2138	168	115	634	2	55	5	0	0	3378

				SDG	PAGE
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees			8	28-30
	401-3 Parental leave			8, 10	

	Women	Men	Total
Collaborators entitled to parent leave	20,163	28,336	48,499
Collaborators that received a parent leave	700	912	1612
Collaborators that returned to work after parent leave ended	697	888	1585
Collaborators that returned to work after parent leave ended and are still in a labor relationship 12 months after their return	617	800	1417
Return-to-work rate of collaborators that took parent leave	100%	97%	98%
Retention rate of collaborators that took a parent leavel	88%	88%	88%

GRI 404: Training and education 2016	404-1 Average hours of training per year per employee							8	33
	404-2 Programs for upgrading employee skills and transition assistance programs							8	32-33
	404-3 Percentage of employees receiving regular performance and career development reviews	100% of Mercado Libre employees have regular performance evaluations.						8	
MATERIAL TOPIC: DIVERSITY AND EQUAL OPPORTUNITIES									
GRI 3: Material topics 2021	3-3 Management of material topic							8, 10	34-36, 44, 47, 49
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees							8, 10	17, 35-36

	Reps + Team Leaders	Commercial executives	Analysts/Assistants	Supervisors	Managers/Executive Assistant	Senior Managers	Director	VP/CEO
By gender								
Women	9184	212	4540	1612	663	201	73	5
Men	8172	213	9987	3111	1218	493	226	41
By age group								
Under 30	12102	145	8520	828	114	5	0	0
Between 30-50	5022	276	5971	3862	1751	672	293	41
Over 50	232	4	36	33	16	17	6	5

	405-2 Ratio of basic salary and remuneration of women to men	At Mercado Libre we achieved Equity Pay with a pay gap of less than 2% between women and men in the same job category.		8, 10	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken			8, 10	19

GRI STANDARD	CONTENT	ANSWER	SDG	PAGE
MATERIAL TOPIC: PRODUCT AND SERVICE TRUST AND SECURITY				
GRI 3: Material topics 2021	3-3 Management of material topic		12, 9	24-25
GRI 416: Customer health and safety 2016	416-1 Assessment of the health and safety impacts of product and service categories		9	24-26
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services		9	24
GRI 417: Marketing and labeling 2016	417-1 Requirements for product and service information and labeling		12	24
	417-2 Incidents of non-compliance concerning product and service information and labeling	During the reporting period, Mercado Libre Argentina received a sanction for the absence of the Price per Unit of Measurement in publications of supermarket items offered by Mercado Libre's own stores for USD 5458 in accordance with Resolution SCDyDC No. 55/02. Mercado Libre Mexico registered a warning from the Federal Commission for the Protection against Health Risks (COFEPRIS) regarding the inspection of oximeters offered by sellers, which were found in our fulfillment centers and did not comply with labeling and registration standards.	12	
	417-3 Incidents of non-compliance concerning marketing communications	During the reporting period, Mercado Libre Argentina received a sanction from the Dirección de Defensa de Consumidor of La Plata for USD 1910 in respect of an advertising campaign about daily offers. Mercado Libre Mexico received a warning for an advertising campaign related to Mother's Day, which was resolved. Mercado Libre Brazil had an unfavorable judgment in a trial by the Consumer Protection Agency of São Paulo (Procon-SP) against Mercado Pago, for an operational failure and possible damages to consumers for a Black Friday promotion in 2019. The fine was approximately USD 870,000. At the close of the report, the result of the appeal was pending.	12	
MATERIAL TOPIC: INFORMATION PRIVACY AND SECURITY				
GRI 3: Material topics 2021	3-3 Management of material topic		9	25-26
GRI 418: Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	During the reporting period, 1 security incident affecting 3.6 million users, representing 2% of our total base. In 2022 we received 274,120 ARCO rights exercises by users and third parties, made through formal manual and automated channels.	9	26
MATERIAL TOPIC: EDUCATION FOR DIGITAL INCLUSION				
GRI 3: Material topics 2021	3-3 Management of material topic		8, 9, 10, 17	48-50
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs		8, 9, 10, 17	40-51
	413-2 Operations with significant actual and potential negative impacts on local communities	During the reporting period, we did not assess the negative impact of our operations on local communities.	8, 9, 10, 17	
MATERIAL TOPIC: ETHICS AND TRANSPARENCY				
GRI 3: Material topics 2021	3-3 Management of material topic		12	18-19
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption		12	19
	205-2 Communication and training about anti-corruption policies and procedures		12	19
	205-3 Confirmed incidents of corruption and actions taken		12	19
GRI 206: Anti-competitive behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	At the close of this report there was no formal investigation open against Mercado Libre.	12	
GRI 415: Public policy 2016	415-1 Political contributions	During 2022, no contributions were made to political parties or representatives.	12	

GRI STANDARD	CONTENT	ANSWER	SDG	PAGE
MATERIAL TOPIC: CLIMATE CHANGE: ENERGY, MOBILITY, AND PACKAGING				
GRI 3: Material topics 2021	3-3 Management of material topic		13	53-63
GRI 301: Materials 2016	301-1 Materials used by weight or volume		13	59
	301-2 Recycled input materials used		13	60
	301-3 Reclaimed products and their packaging materials	During the reporting period, no programs were developed to recover or reuse the company's own packaging.	13	57
GRI 302: Energy 2016	302-1 Energy consumption within the organization		13	57
	302-2 Energy consumption outside of the organization		13	57
	302-3 Energy intensity		13	57
	302-4 Reduction of energy consumption		13	
	302-5 Reductions in energy requirements of products and services	During the reporting period, there was no reduction in the energy requirements of products and services.	13	
GRI 303: Water and effluents 2018	303-1 Interactions with water as a shared resource	Given the nature of our business, our water consumption corresponds to the main water consumption of our offices and distribution centers. We monitor and measure water consumption; however, we do not have additional identifiers of water-related impacts. Due to the nature of our business, our water consumption corresponds to that of our offices and distribution centers. Although we monitor and measure water consumption, we do not evaluate the water-related impacts of our operations. In all construction decisions, we prioritize facilities and systems that contribute to saving water resources, such as the selection of self-closing taps and dual-flush toilets.	13	
	303-2 Management of water discharge-related impacts	During the reporting period, no sources of water were affected due to the fact that Mercado Libre does not have any industrial processes.	13	
	303-3 Water withdrawal	Mercado Libre does not extract water, but uses the resource from local supply companies.	13	
	303-4 Water discharge	Mercado Libre does not have productive processes that involve water discharge.	13	
	303-5 Water consumption	177,891,000 liters in consumption of water from municipal supplies and other public or private water services.	13	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions		13	53-54
	305-2 Energy indirect (Scope 2) GHG emissions		13	53-54
	305-3 Other indirect (Scope 3) GHG emissions		13	53-54
	305-4 GHG emissions intensity		13	54
	305-5 Reduction of GHG emissions		13	54
	305-6 Emissions of ozone-depleting substances (ODS)	Mercado Libre does not have processes by which emissions of this type of substances.	13	
	305-6 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Mercado Libre does not have processes by which emissions of this type of gases are generated.	13	

GRI STANDARD	CONTENT	ANSWER	SDG	PAGE
MATERIAL TOPIC: CLIMATE CHANGE: ENERGY, MOBILITY, AND PACKAGING				
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts		13	58-60
	306-2 Management of significant waste-related impacts		13	58-60
	306-3 Waste generated		13	
	306-4 Waste diverted from disposal		13	59
	306-5 Waste directed to disposal		13	59
MATERIAL TOPIC: FINANCIAL INCLUSION AND EDUCATION				
GRI 3: Material topics 2021	3-3 Management of material topic		10	46-47
MATERIAL TOPIC: EMPOWERING ENTREPRENEURS, SMES, AND NGOs				
GRI 3: Material topics 2021	3-3 Management of material topic		8	41-44
MATERIAL TOPIC: PRODUCT INNOVATION AND DEVELOPMENT				
GRI 3: Material topics 2021	3-3 Management of material topic		12	21-22
MATERIAL TOPIC: OCCUPATIONAL HEALTH AND SAFETY				
GRI 3: Material topics 2021	3-3 Management of material topic		3	38
GRI 403: Occupational health and safety 2018	403-1 Occupational health and safety management system		3	38
	403-2 Hazard identification, risk assessment, and incident investigation		3	38
	403-3 Occupational health services		3	38
	403-4 Worker participation, consultation, and communication on occupational health and safety		3	38
	403-5 Worker training on occupational health and safety		3	38
	403-6 Promotion of worker health		3	38
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		3	38

Origin of waste (in tn)	ARG	BRA	CHI	COL	MEX	URU
Aluminum	14	0	0	0	35	0
Cardboard	1111	6517	437	135	5894	1
Paper	0	4	0	0	109	0
Plastic	164	1349	428	26	763	0
Wood	0	4749	212	12	2633	0
Organic/Compostable	0	45	0	0	49	4
General to co-processing	0	0	0	0	350	0
General	209	2183	456	13	9	4
Total	1498	14,847	1533	186	9842	9

GRI STANDARD	CONTENT	ANSWER			SDG	PAGE
MATERIAL TOPIC: OCCUPATIONAL HEALTH AND SAFETY						
GRI 403: Occupational health and safety 2018	403-8 Workers covered by an occupational health and safety management system			%	3	38
		The number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system.		100%		
		The number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been internally audited.		100%		
		The number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been audited or certified by an external party		100%		
	403-9 Work-related injuries	For all employees	Nº	Tasa	3	38
		Fatalities as a result of work-related injury	0	0		
		High-consequence work-related injuries (excluding fatalities)	2	6%		
		The number of recordable work-related injuries				
		- Women	685			
		- Men	492			
		Rate of recordable work-related injuries		0,28		
		The number of hours worked	53,674,199.6			
		The main types of work-related injury	Contusions			
		For all workers who are not employees but whose work and/or workplace is controlled by the organization	Nº	Tasa		
		Fatalities as a result of work-related injury	0	0		
		High-consequence work-related injuries (excluding fatalities)	10	6%		
		The number of recordable work-related injuries				
		- Women	391			
		- Men	299			
		Rate of recordable work-related injuries		0,28		
		The number of hours worked	25,595,991.20			
		The main types of work-related injury	Contusions			
	403-10 Work-related ill health	For all employees	Nº	Tasa	3	38
		The number of fatalities as a result of work-related ill health	0			
		The number of cases of recordable work-related ill health	Women: 4 Men: 3	0.02%		
		The main types of work-related ill health	Musculoskeletal diseases			
		For all workers who are not employees but whose work and/or workplace is controlled by the organization				
		Fatalities as a result of work-related ill health	0	0		
		Cases of recordable work-related ill health	Women: 0 Men: 1	0.01%		

SASB *standards*

STANDARD	CONTENT	ANSWER	PAGE
ENVIRONMENT: HARDWARE INFRASTRUCTURE ENERGY AND WATER MANAGEMENT			
CG-EC-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable		56-57
CG-EC-130a.2	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	Mercado Libre does not extract water, but uses the resource from local supply companies. In 2022, it used 177,891 megaliters of water provided by municipal supplies and other public or private water utilities.	
CG-EC-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	Mercado Libre has no data centers of its own.	
SOCIAL CAPITAL: DATA PRIVACY & ADVERTISING STANDARDS			24
CG-EC-220a.1	Number of users whose information is used for secondary purposes		24-25
CG-EC-220a.2	Description of policies and practices relating to behavioral advertising and user privacy		
SOCIAL CAPITAL: DATA SECURITY			25-26
CG-EC-230a.1	Description of approach to identifying and addressing data security risks		26
CG-EC-230a.2	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	During the reporting period, 1 security incident affecting 3.6 million users, representing 2% of our total base.	
HUMAN CAPITAL: EMPLOYEE RECRUITMENT, INCLUSION & PERFORMANCE			29
CG-EC-330a.1	Employee engagement as a percentage		31
CG-EC-330a.2	(1) Voluntary and (2) involuntary turnover rate for all employees Percentage of gender and racial/ethnic group representation for		36

2022	ARG	BRA	CHI	COL	MEX	PER	URU	VEN	ECU	USA	Total
Type of turnover	1730	3651	310	433	1558	2	194	5	0	0	7883
Voluntary	1469	1513	142	318	924	0	139	0	0	0	4505
Involuntary	261	2138	168	115	634	2	55	5	0	0	3378

CG-EC-330a.3 (1) management, (2) technical staff, and (3) all other employees

By gender and type of position	ARG	BRA	CHI	COL	MEX	PER	URU	VEN	ECU	USA	Total
Management											
Women	1022	807	123	225	267	4	102	4	0	0	2554
Men	2050	1375	293	587	465	12	295	5	2	5	5089
Technology and product											
Women	1379	741	157	677	109	2	156	0	0	0	3221
Men	4236	2303	594	2321	360	4	729	0	0	0	10,547
Total	5615	3044	751	2998	469	6	885	0	0	0	13,768
Logistics											
Women	777	4471	384	55	2395	1	3	0	0	0	8086
Men	888	4282	375	93	3232	0	3	0	1	1	8875
Total	1665	8753	759	148	5627	1	6	0	1	1	16961
Rest of MELI											
Women	1443	2354	140	371	369	16	476	12	0	2	5183
Men	1410	1543	149	298	301	16	304	9	1	8	4039
Total	2853	3897	289	669	670	32	780	21	1	10	9222

STANDARD	CONTENT	ANSWER	PAGE
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CG-EC-410a.2	Discussion of strategies to reduce the environmental impact of product delivery		55-56

Integrated Report *Contents*

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Business Model	What is the organization's business model?	Inputs Business Activities Outputs Outcomes	8 8 8 8
Risks and opportunities	What are the specific risks and opportunities that affect the organization's ability to create value over the short, medium and long term, and how is the organization dealing with them?	Key risks and opportunities Organization's approach to any risks that are fundamental to the ongoing ability of the organization to create value	12, 16, 41, 45, 53, 54 12
Strategy and resource allocation	Where does the organization want to go and how does it intend to get there?	The organization's strategic objectives The strategies it has in place, or intends to implement, to achieve those strategic objectives The resource allocation plans it has to implement its strategy How it will measure achievements and target outcomes for the short, medium and long term.	12 12 12 12
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