



2024 IMPACT REPORT

25 YEARS DRIVING TRANSFORMATION IN LATIN AMERICA



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ABOUT THIS REPORT



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Message from the CEO

GRI 2-22

“

Mercado Libre’s 25th anniversary in 2024 offers a moment to reflect on the power of perseverance and long-term consistency in achieving great things. Today, we lead as Latin America’s most valuable brand and one of its most influential companies. But our beginnings were much humbler.

We started at a time when very few had internet access, online payment systems were non-existent, and logistics infrastructure was unprepared to deliver a good-quality shopping experience. The hurdles were many, yet we were convinced that through technology we could transform millions of lives across Latin America. First by democratizing commerce, and later financial services.

In these 25 years, we have built an ecosystem that has become the main source of income for more than 1.8 million families in the region, providing more than 570 thousand small and medium-sized companies with the necessary tools to compete with larger players and access millions of users per second, along with a world-class logistics service. In addition, we help millions of people join the financial system while creating value for shareholders and investors.

2024 was another milestone year for us, marked by significant growth in our core business segments and a strong financial performance. The absolute number of new buyers on our platform grew above pandemic levels, reaching 100.2 million unique buyers, and 1.8 billion products sold, for a gross merchandise volume of USD 51.5 billion.

In our fintech business, record-breaking figures across total payment volume (USD 196.7 billion), growth in monthly active users

(to 61.2million), and rising product adoption (rounding USD 10.6 billion invested) underscore Mercado Pago’s enormous impact in driving financial inclusion in the region. Access to credit remains a key driver of continued expansion: with the improvement of our risk models, we have been able to continue accelerating the financial inclusion of thousands of users who accessed their first loan with Mercado Pago, with a total volume of loans granted of more than USD 24 billion.

In 2024, we also officially started the transformation of Mercado Pago into a digital bank in Mexico, unlocking new possibilities for innovation and expansion in financial services to further advance the financial inclusion of millions of Mexicans.

Our results in the year reflect our commitment to continuously improving the user experience in a region that still has huge potential for e-commerce expansion. As industry leaders, we understand we have a crucial role in making this happen: for this reason, in 2024, we continued making strategic investments in logistics and loyalty programs.

We continued to expand our logistical capacity adding 22 new logistics sites, including our first in Texas, USA. Today, 95.1% of our shipments originate from our own logistics facilities, with over 71.8% delivered within 48 hours. Innovations like robotics have improved processing times by 20% at our Cajamar facility in São Paulo, Brazil, where over 300 robots streamline handling and storage. As of year-end 2024, we operated the most significant electric vehicle fleet in regional e-commerce (over 3,600) and sourced nearly 44% of our energy from renewable sources.

The year’s record-breaking figures across most business metrics were made possible by our extraordinary team, now over 84,000 people, who work every day with a clear focus on our mission of democratizing commerce and financial services across Latin America.

If there’s one thing that sets our culture apart, it’s never settling and being relentless about quality in execution, while maintaining our startup mindset; which is what got us where we are today, and, more importantly, it’s what will take us where we want to go. We think long-term and tackle challenges head-on—because the future doesn’t wait. The best is yet to come, and we’re building it one step at a time.

”

Marcos Galperin



Report criteria GRI 2-3

As we celebrate our 25th anniversary, we continue to explore new horizons and push our own boundaries. In line with our continuing commitment to business transparency, this report shares with stakeholders and society our commitments, goals, and performance in corporate governance and sustainability across the economic, social, and environmental dimensions. We describe how we have evolved our strategy and business model to address emerging risks and opportunities in the e-commerce sector, and offer insight into our daily efforts and our entrepreneurial DNA, which drives us to pursue excellence, be more efficient, and always go one step further.

This is our 13th impact report, covering the activities of Mercado Libre, Inc. and its subsidiaries over the period from January 1 to December 31, 2024. One of our goals in this publication is to support integrated thinking, informed decision-making, and value creation over the short, medium, and long term. This report has been prepared in accordance with the Integrated Reporting Framework (from the IFRS Foundation), the 2021 Global Reporting Initiative (GRI) Standards, and the Sustainability Accounting Standards Board (SASB) Standards, with an emphasis on disclosures relevant to the e-commerce industry.

Mercado Libre’s sustainability reports are published annually alongside our 10-K financial statements filed with the U.S. Securities and Exchange Commission (SEC), as part of our disclosure obligations as a publicly traded company listed on NASDAQ.



Contact our team GRI 2-3

sustentabilidad@mercadolibre.com

Our stakeholders GRI 2-29

We actively foster ongoing, fluid, and transparent engagement with our stakeholders to understand their priorities and concerns, and translate them into strategic insights for business management.

Active communication and engagement with each stakeholder across our value chain enables us to identify the most significant issues for each group and design measures to prevent and avoid potential negative impacts on our operations while maximizing positive impacts.

To establish effective communication, we have created open and transparent engagement mechanisms where people can participate and feel welcome.

STAKEHOLDER GROUP	ENGAGEMENT MECHANISMS
Ecosystem users	<ul style="list-style-type: none"> • Customer support • Marketing surveys • Training sessions and meetings with the Commercial and Sustainability teams
Mercado Libre teams	<ul style="list-style-type: none"> • Internal communication channel • Town hall with senior leadership • End-of-quarter communications • Open forums with the CEO • Engagement and Excellence in Execution Survey
Supply chain	<ul style="list-style-type: none"> • Conference calls • Email communications
NGOs and civil society organizations	<ul style="list-style-type: none"> • <i>Mercado Libre Solidario</i> program • In-person meetings • Project calls
Opinion leaders and media	<ul style="list-style-type: none"> • Regular briefings and communications • Quarterly earnings reports
Government entities	<ul style="list-style-type: none"> • Meetings with Government Relations and Sustainability teams
Shareholders and investors	<ul style="list-style-type: none"> • Meetings with the Investor Relations team • Quarterly earnings presentations

Materiality assessment process GRI 3-1

Building on a comprehensive materiality assessment completed in 2022—which included a review of the leading sustainability reporting frameworks and a survey of nearly 63,000 stakeholders—in 2024, we revisited our prioritization of material topics.

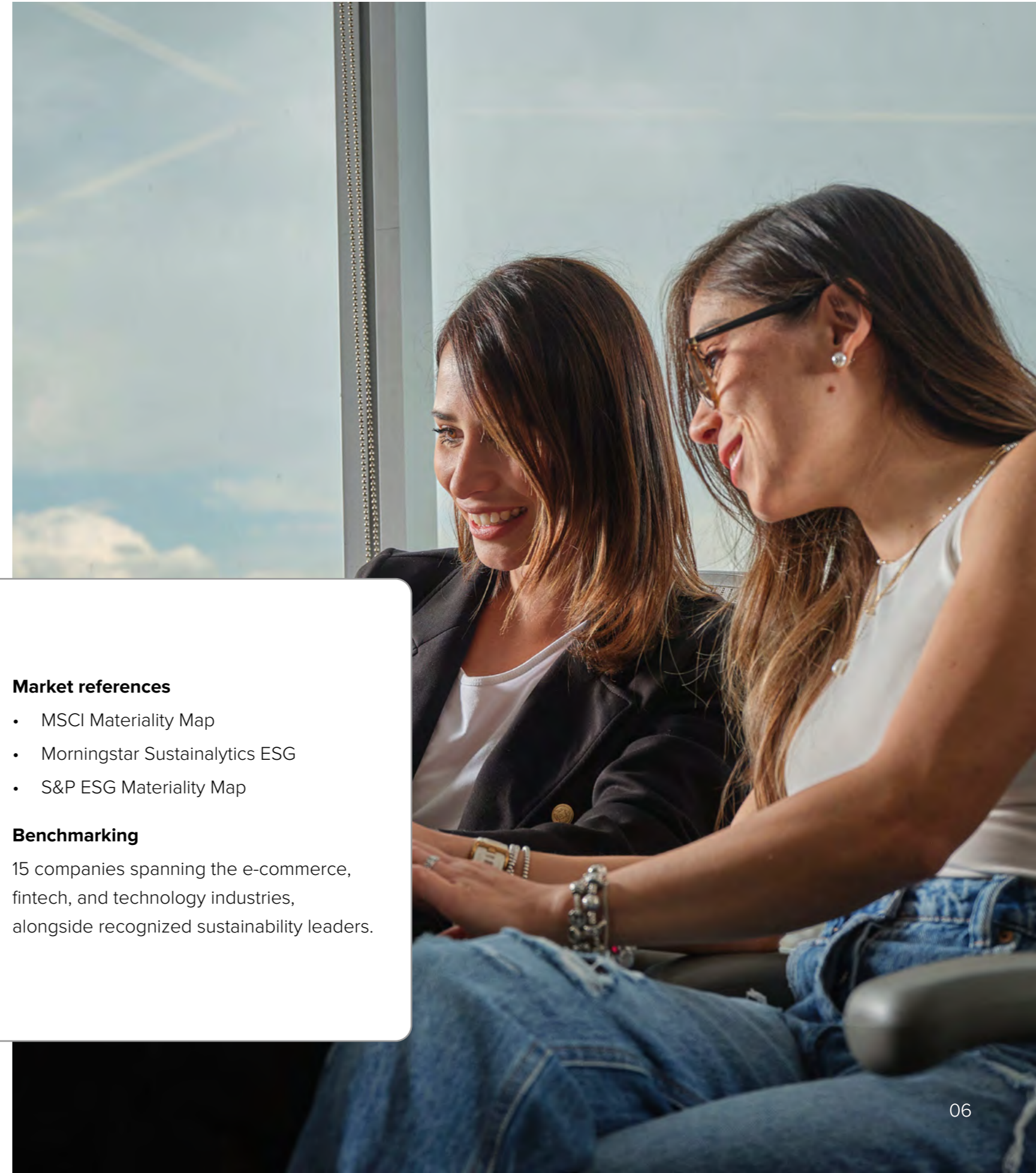
The materiality assessment drew on internal and external sources to deepen our understanding of each topic and especially their impact on value creation (financial materiality), while ensuring continued relevance in our current operating environment.

Key information sources included internal reports like our 10-K filing and TCFD Report, insights from ESG rating agencies, and sustainability reporting frameworks such as the Global Reporting Initiative (GRI), Integrated Reporting, and Sustainability Accounting Standards Board (SASB) standards. We also benchmarked our materiality topics against 15 leading players in our primary business sectors—e-commerce, technology, and fintech—and analyzed emerging industry trends.

This analysis identified a new priority topic — **Supply chain management** — which, alongside Climate action and Human capital, is a frequently occurring topic in ESG rating agencies’ sector reports. We also incorporated **Governance** into the topic **Ethics and transparency**, reflecting the market’s heightened scrutiny of corporate governance practices.

Economic performance has been excluded as a standalone topic, as it intersects with and is influenced by all other material topics. Similarly, **Diversity and equal opportunity** is no longer a dedicated topic, as it is now integrated into our broader strategy for team development and talent acquisition.

The naming of certain topics has also been adjusted for better understanding. These changes align with current market trends and the evolving needs of our stakeholder groups.



References

Trend analysis

- MSCI Trends to Watch 2024
- S&P Global - Key 2024 sustainability trends driving the year ahead
- Global Risk Report 2024 - WEF
- 2024 UNDP Trends Report: The Landscape of Development

Review of reporting standards and guidelines

- GRI, SASB and Integrated Reporting Framework

Market references

- MSCI Materiality Map
- Morningstar Sustainalytics ESG
- S&P ESG Materiality Map

Benchmarking

15 companies spanning the e-commerce, fintech, and technology industries, alongside recognized sustainability leaders.

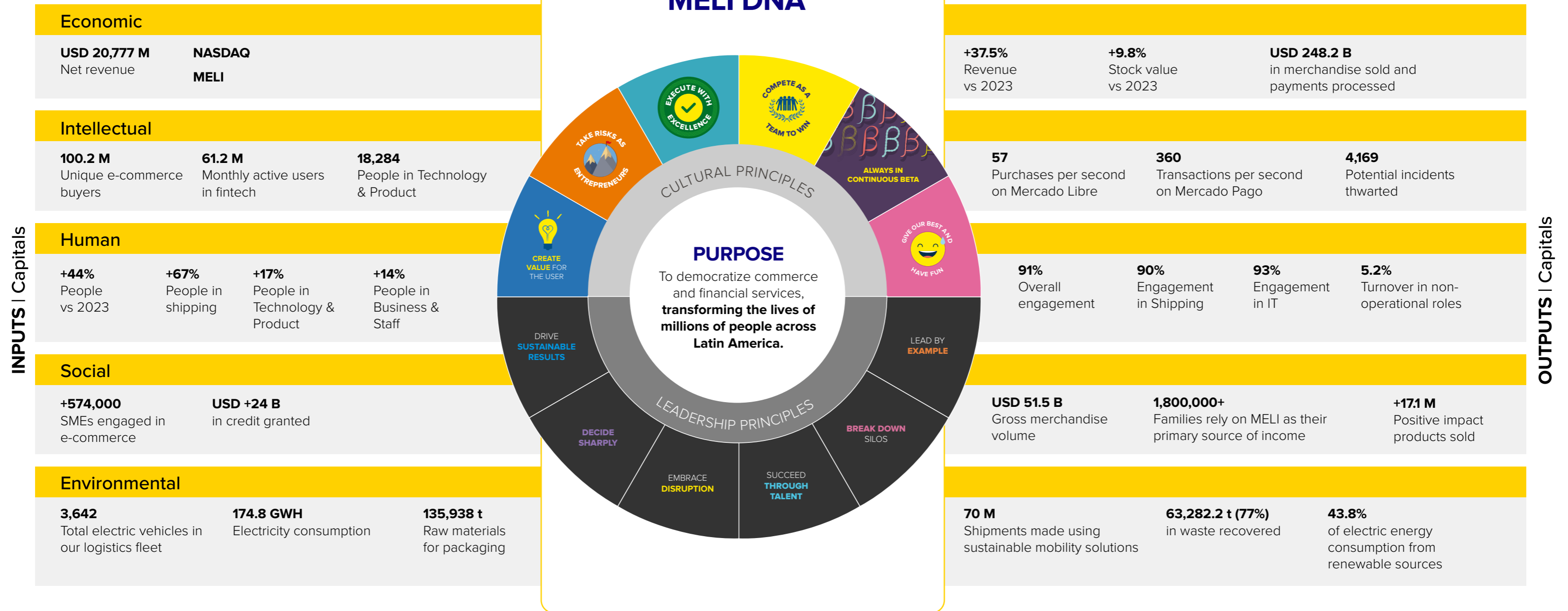
Our material topics GRI 3-2

TOPIC	DESCRIPTION
1. Privacy and information security¹	Ensuring information security and data protection through transparent policies, robust risk management, and responsible and ethical use of technologies like AI and our own platform.
2. Reliability and safety in our products and services¹	Designing a user-centric experience so that every person who uses our solutions to buy, sell, ship, pay, save, invest or get a loan can do so efficiently and securely.
3. Governance, ethics, and transparency¹	Our continued impact on the lives of millions in Latin America hinges on growing our business with integrity and transparency. This means we continuously evolve our governance practices, foster respectful workplace environments, and maintain rigorous internal controls that uphold high standards of ethics and integrity across our ecosystem.
4. Occupational health, safety, and well-being	Fostering a safe and healthy workplace through a holistic approach encompassing physical health, emotional health and financial well-being, supported by recognition and benefits programs that enhance overall quality of life for our people.
5. Development of our teams¹	Designing the best possible employee experience so our teams are able to reach their full potential, and creating a culture that inspires teams to develop and push boundaries without fear of making mistakes.
6. Contributing to social and economic development	By harnessing the exponential and inclusive power of technology, we aim to contribute to social economic development across Latin America through digital transformation, job creation, financial inclusion, and economic growth.

TOPIC	DESCRIPTION
7. Financial inclusion and education	Promoting financial inclusion by providing users with access to customized products and services that support informed decision-making and financial well-being.
8. Digital education for inclusion	The tech sector remains one of the most significant drivers of job creation and entrepreneurship globally. Through education, we aim to empower more individuals with the knowledge and skills required to tap into these opportunities.
9. Empowering merchants, SMEs and NGOs	Democratizing commerce and financial services in Latin America, accelerating digital transformation and creating new opportunities for merchants, small businesses, and social organizations.
10. Innovation and product development	Developing products, solutions and experiences powered by proprietary technologies, allowing us to scale quickly while delivering world-class services.
11. Climate change: energy, mobility, and packaging¹	Designing and implementing strategies to minimize our environmental footprint as our reach grows. This includes optimizing logistics efficiency, transitioning to renewable energy sources, and implementing circular packaging solutions.
12. Supply chain management¹	Ensuring that all stakeholders in our value chain are treated with dignity, equity, and respect, and that our relationships adhere to internationally recognized standards for human and labor rights.

¹ Financial materiality topics

Value creation



Operating context

0,9% average economic growth rate in Latin America from 2015 to 2024².

60% of the world's biodiversity is found in Latin America and the Caribbean³.

99.5% of businesses in the region are SMEs⁴.

47% average informal employment rate⁴.

60% of formal jobs are provided by SMEs⁴.

73% of businesses struggle to adopt new technologies, primarily due to financing constraints⁵.

68% of businesses struggle to hire workers with the necessary skills⁵.

² CEPAL, 2024. Economic Survey of Latin America and the Caribbean | ³ UNEP, 2016. The state of biodiversity in Latin America and the Caribbean. | ⁴ OCDE/CAF/SELA, 2024. SME Policy Index: Latin America and the Caribbean. | ⁵ BID, 2023. América Latina en movimiento: competencias y habilidades para la Cuarta Revolución Industrial en el contexto de post pandemia.



ECONOMIC CAPITAL

BUSINESS

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We use technology to transform lives GRI 3-3

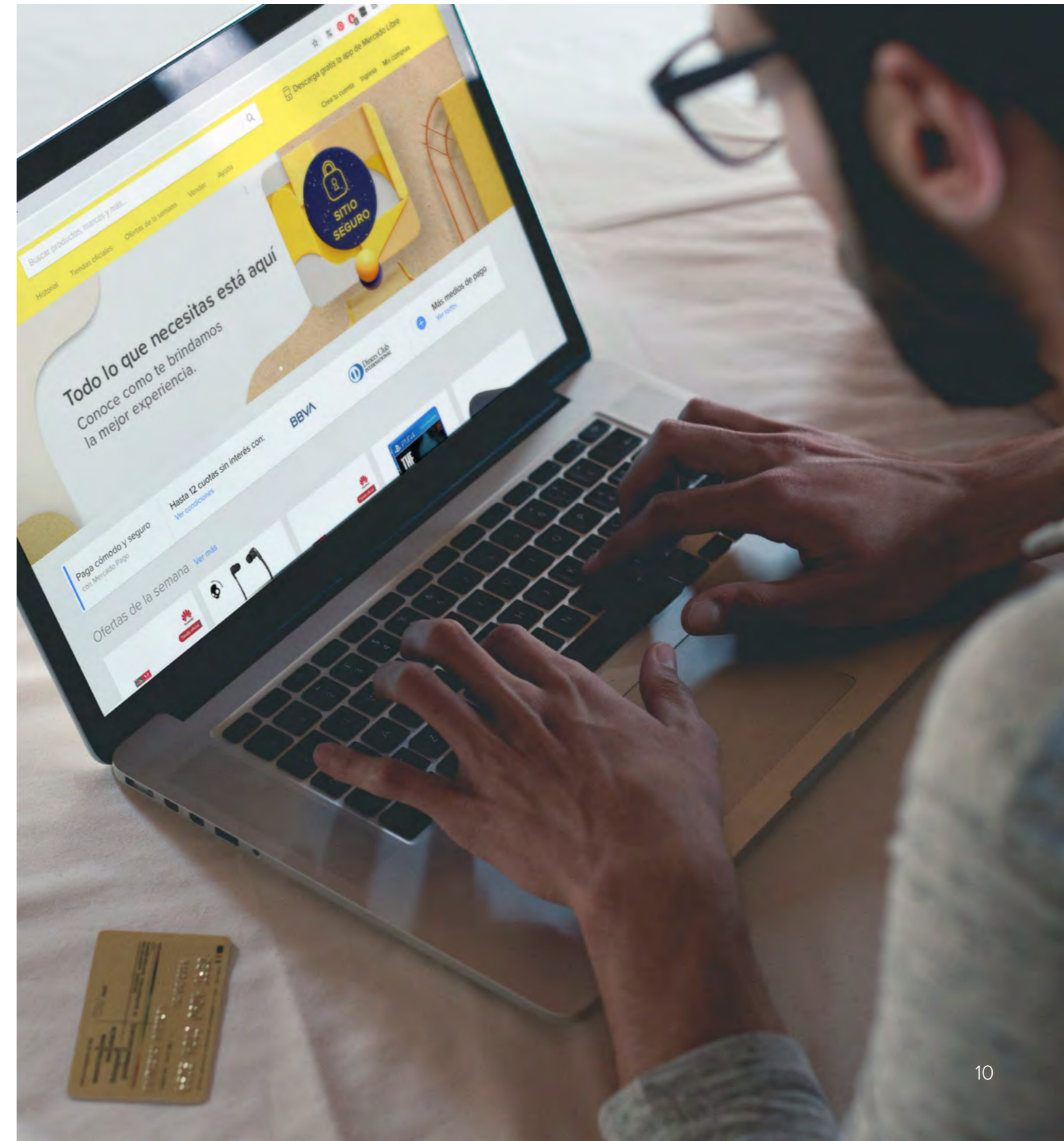
Mercado Libre is celebrating 25 years of operations, significant achievements and transformative impact across Latin America. We are now the leading e-commerce and fintech platform in the region, with operations spanning 18 countries. We have built a company that empowers millions of small and medium-sized businesses by providing them with the tools to compete against larger industry players, enabling their transition to online retail while delivering world-class service to tens of millions of consumers.

We are the main source of income for more than 1.8 million families in Latin America, with more than 570 thousand SMEs selling in our marketplace⁶. By addressing their specific needs, we have reshaped the region's landscape and developed solutions that democratize commerce and financial services.

Mercado Libre has been constantly evolving since our founding in 1999. We have built a trusted, efficient, and people-centric ecosystem comprising two core business units: e-commerce and fintech. Through Mercado Libre and Mercado Pago, we offer a diverse suite of solutions that empower individuals and businesses to buy, sell, advertise, and access credit across both digital and physical platforms.

We are listed on NASDAQ and have been included in the NASDAQ-100 index since 2017. In 2023, for the second consecutive year, we were recognized as Latin America's most valuable brand in the Kantar BrandZ ranking of the world's top 100 most valuable brands, rising 15 spots to rank 57th globally.

Mercado Libre is celebrating 25 years as a driver of transformation across Latin America.



⁶ Estudio Impactos que Importan 2023.

The impact of our ecosystem



Our e-commerce platform offers the region's largest range of products and delivers the fastest, most affordable shipping to millions of buyers and sellers.

SOLUTIONS



Marketplace

We connect buyers and sellers with millions of items in stock.



Retail

We bridge competitiveness gaps by purchasing and reselling products where necessary.



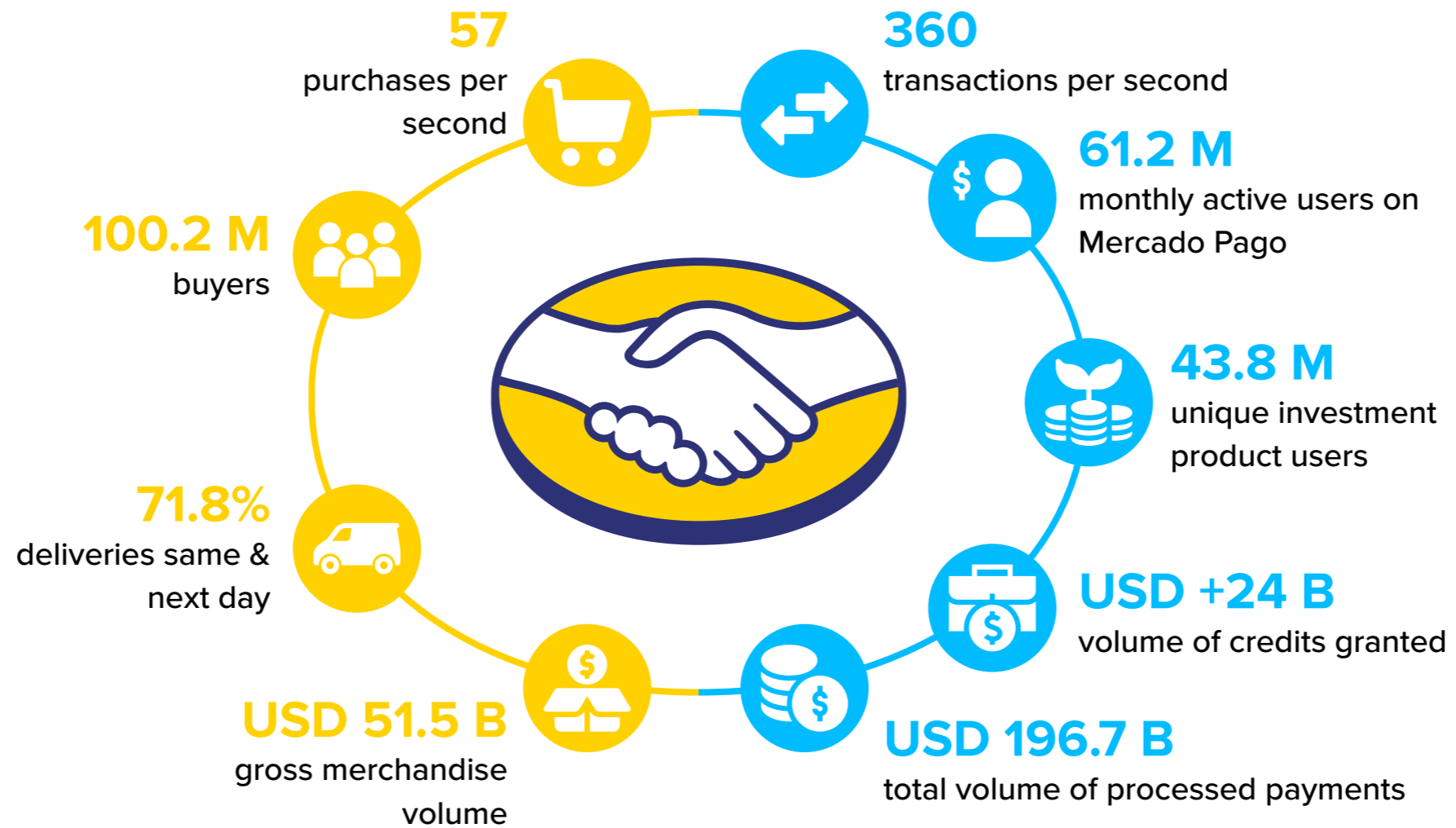
Advertising

We offer Product ads to sellers of all sizes, and Display ads to top sellers and big brands.



Logística

94% of items sold on our platform are shipped through our integrated **logistics sites network**, supplemented by MELI Air, MELI Places, and Flex.



Our fintech ecosystem drives innovation for the future of financial services.

SOLUTIONS



Digital Account

Through our app-based digital accounts, we deliver comprehensive financial services including debit and credit cards, insurance, savings, investments, online payments, and cryptocurrency options.



Credit

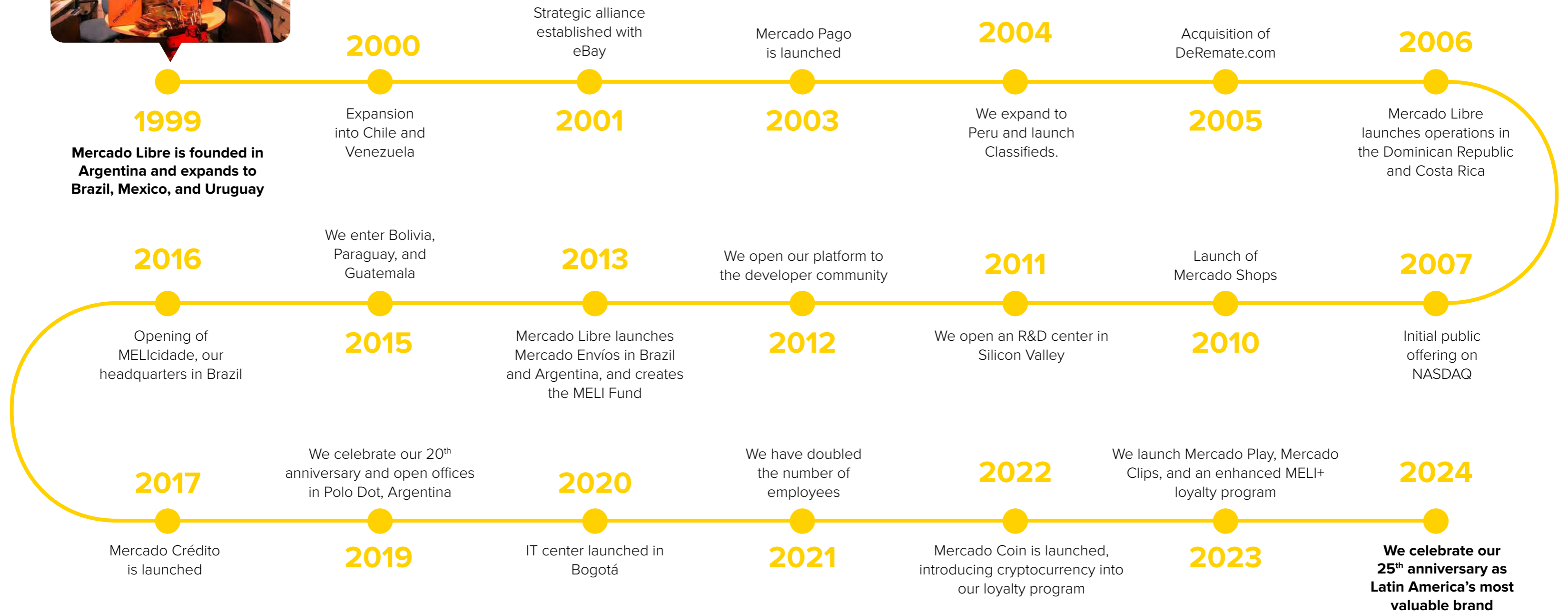
We provide loans to individuals and merchants that use our platform.



Acquiring

We offer solutions to users to enable them to process payments online, via point-of-sale devices and QR codes.

Our first 25 years



Our value chain GRI 2-6

We owe the many achievements in our first 25 years of operations to the people, organizations, and companies in our value chain.

We work closely with suppliers and business partners to foster a collaborative network. This network not only drives growth and development but also breaks down geographical, cultural, and financial barriers to better reach and serve our users.

Supplier network GRI 204-1

Our supplier ecosystem includes virtual infrastructure services (e.g., cloud and software), physical infrastructure (e.g., energy, water, maintenance, cleaning, and leasing), and essential business services like marketing, HR consulting, advertising, accounting, and auditing.

 **6,583**
suppliers

 **94.8%**
investment in local suppliers

 [Learn more here](#)

Operations and logistics network

Our logistics network plays a key role in facilitating e-commerce and driving the inclusion of more online retailers. To support this, we have developed a structured and integrated logistics solution to enhance the experience for millions of buyers and sellers across Latin America.


 **21,900+**
jobs created due to our logistics growth in 2024

 **22**
new logistics sites in 2024

 [Learn more here](#)

Team

We build teams that incorporate diverse perspectives and the best entrepreneurial talent, fostering an environment that encourages risk-taking, striving for more, reinventing oneself to evolve, and achieving excellence through teamwork. With over 84,000 individuals giving their best every day, we embody a DNA defined by execution with excellence and a commitment to continuous improvement.

 **84,000+**
team members


 [Learn more here](#)

Users

We have become the largest e-commerce and fintech ecosystem in Latin America by uniquely understanding the needs of the region and our users. Leveraging big data and analytics, we design solutions—from logistics to savings—that have become central to the lives of millions.

We create shared value for individuals, merchants and SMEs who choose us every day, supporting their growth and prosperity. For each of these user groups, we develop solutions that enable them to sell, buy, ship, pay, collect, invest, and donate. We deliver this through safe, reliable products and services that offer the best user experience.

 **100.2 M**
buyers on Mercado Libre

 **61.2 M**
monthly active users on Mercado Pago

 [Learn more here](#)

Our logistics network

We continue to expand our logistics network, delivering on our commitment to regional social and economic development by creating jobs and strengthening local economies.

Over the past year, we opened new centers in Brazil, Mexico, Uruguay and USA, bringing the total number of centers across the region to 308. We also plan to invest USD 75 million in a new storage facility at Mercado Central in Buenos Aires, set to open by late 2025, creating over 2,300 direct jobs. This will increase the number of cities with same-day deliveries and reduce shipping costs by up to 50% in certain regions.

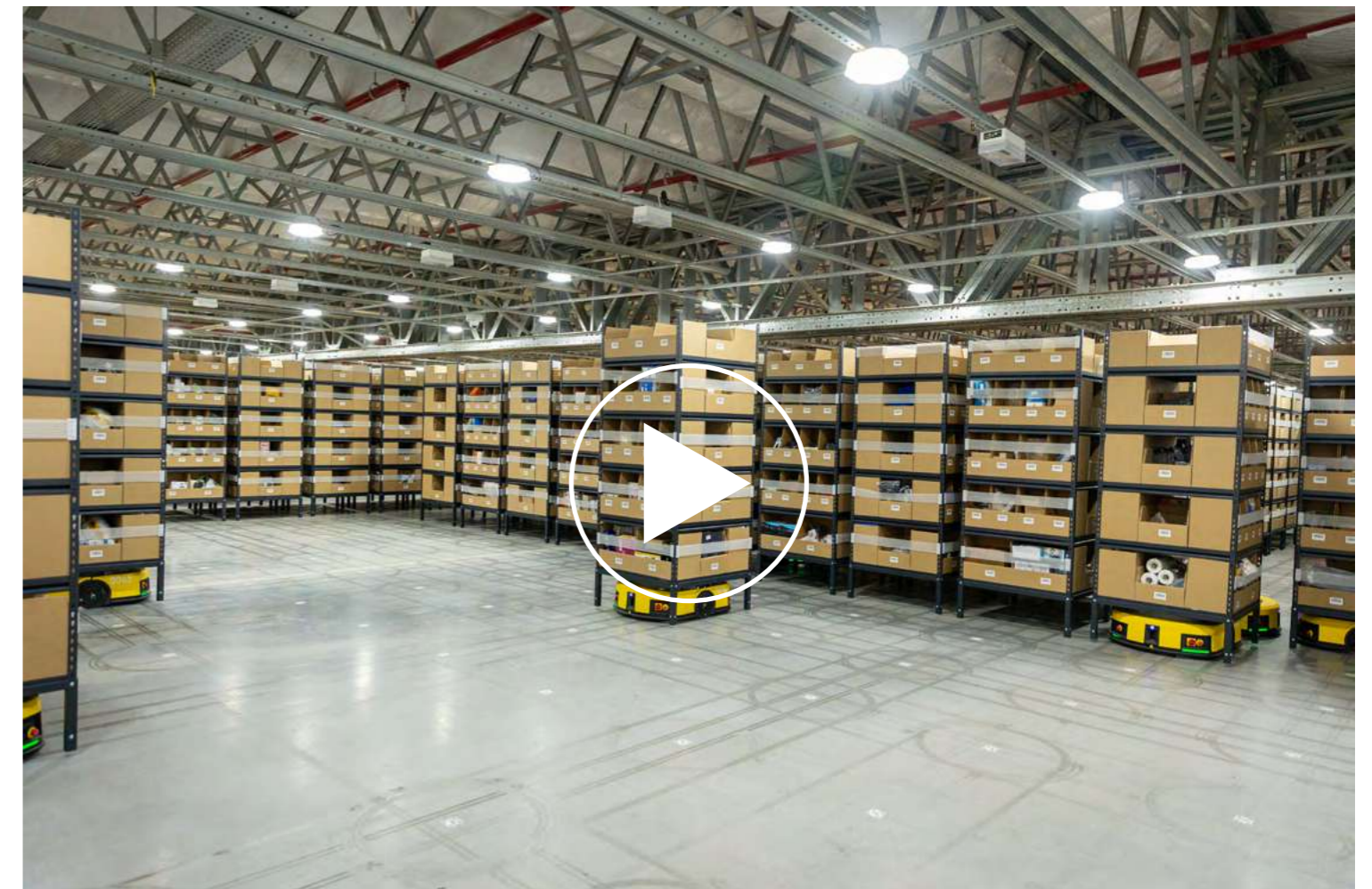
As part of our strategy to extend the geographical reach of our logistics operations, we opened a distribution center in Texas, USA, in 2024—our first outside Latin America. This will expand the range of products available to Mexican consumers by integrating US sellers into our ecosystem, supplementing the existing cross-border trade from China to Mexico.

Technology as a key driver

In 2024, we took a significant step forward in innovation with the introduction of robotics at our distribution center in Cajamar, São Paulo, Brazil. More than 300 robots now work alongside our team, handling tasks such as transporting shelving units with products from storage zones, managing up to 20,000 items and 2,500 shelves daily. This has enabled us to reduce processing times by 20% and optimize operational space by 15%.

We also offer real-time shipment tracking for both operators and customers, ensuring deliveries meet the company's standards and protocols.

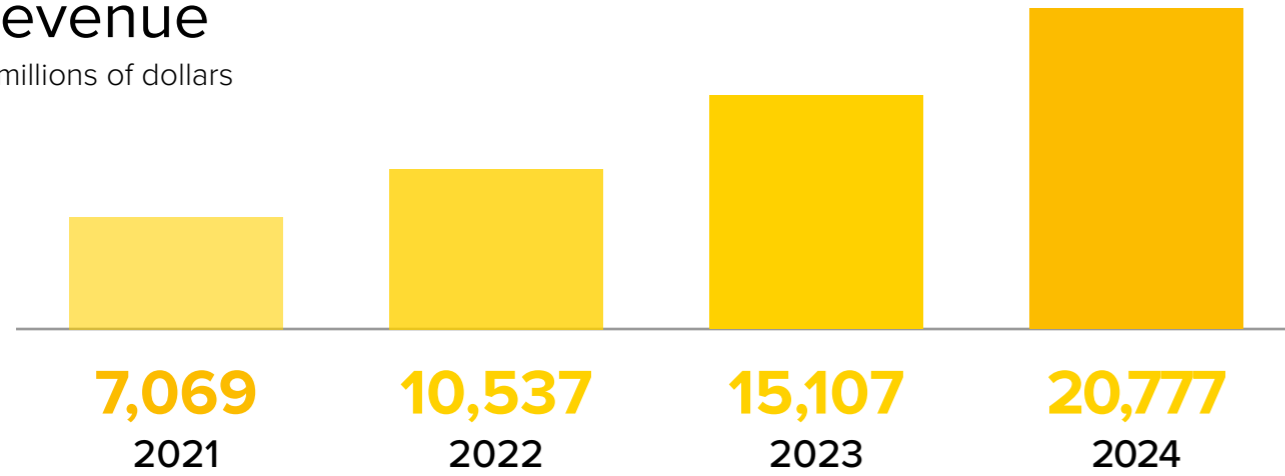
This is how MELI's robots work in Cajamar



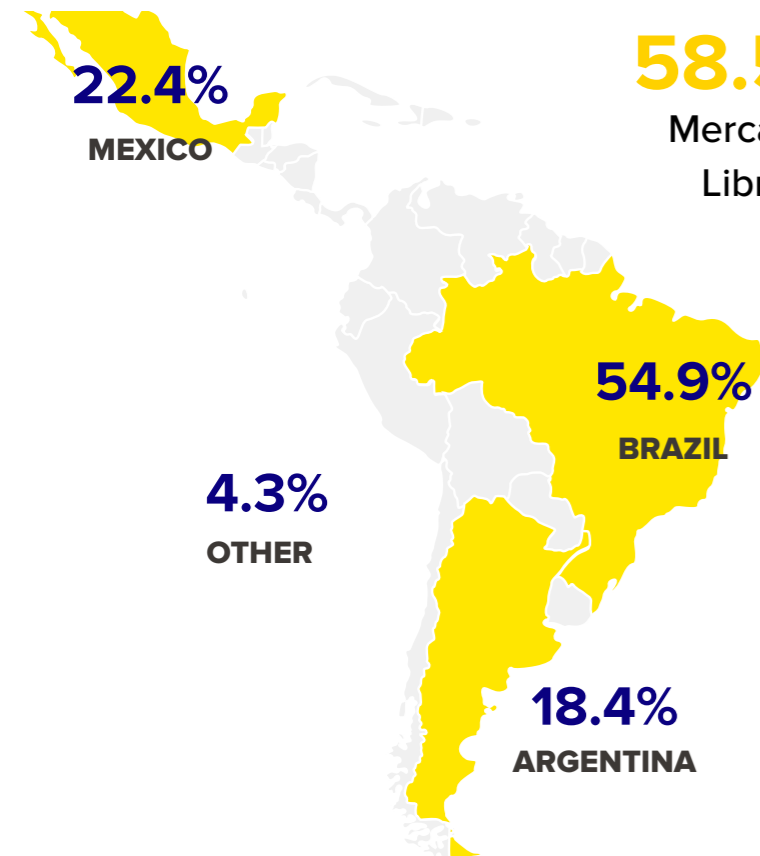
Economic performance

Revenue

In millions of dollars



Revenue by country

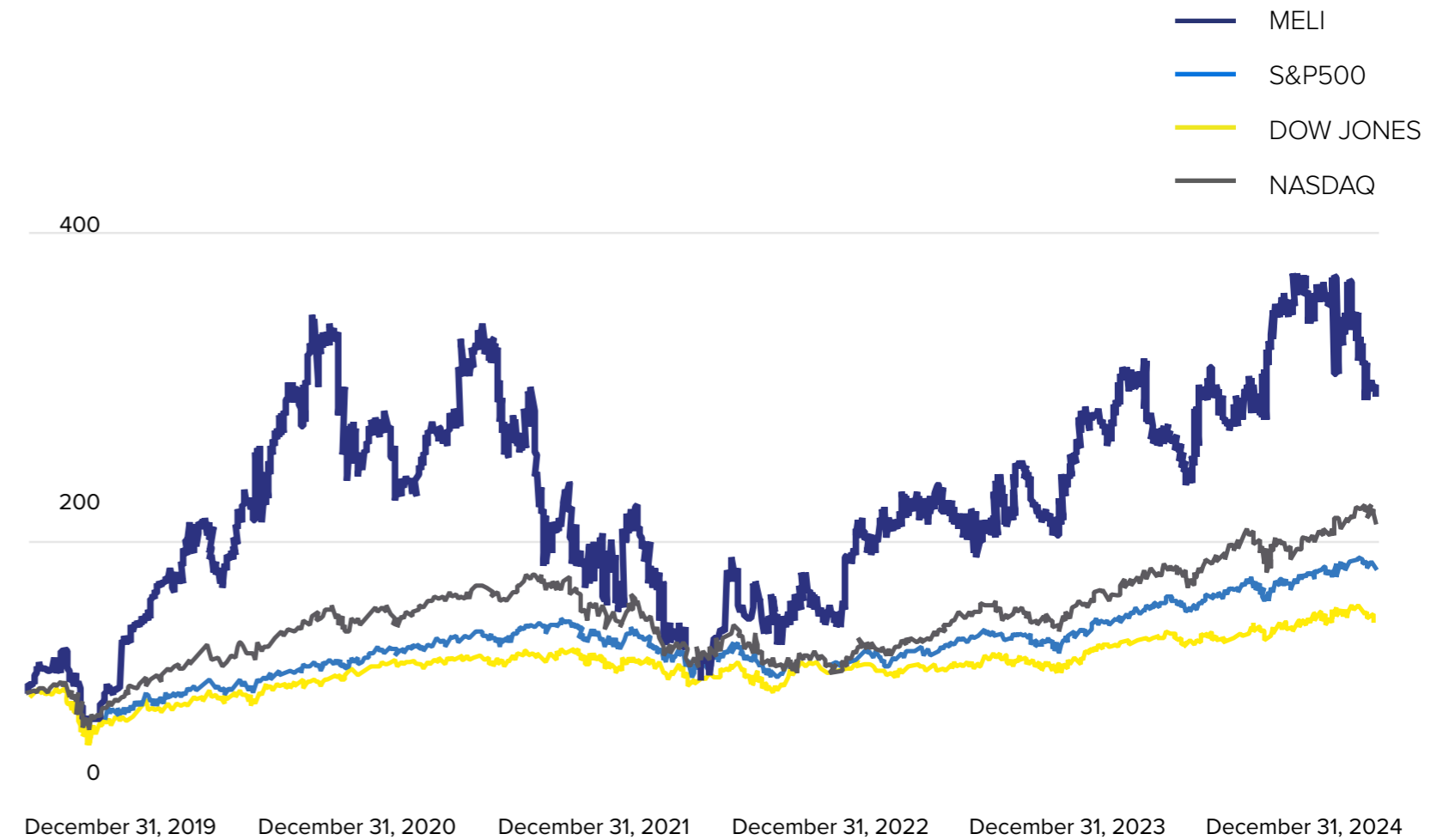


Revenue by business



Stock Performance

The graph below shows the total stockholder return of an investment of \$100 on December 31, 2018 through December 31, 2024 for (i) our common stock; (ii) The Nasdaq Composite Index; (iii) The S&P 500 Index; and (iv) the Dow Jones Industrial Average Index. Stock price performance shown in the graph below is not indicative of future stock price performance:



Engagement with the Industry

GRI 2-28

We actively foster collaboration with peers and key stakeholders across various trade associations in the region.

 **INTERNATIONAL**

- Inter-American Association of Intellectual Property (ASIPI)
- Latin American Internet Association (ALAI)
- Latin American Privacy Association (ALAP)
- Business at OECD (BIAC)
- Centre for Information Policy Leadership (CIPL)
- International Chamber of Commerce (ICC)
- International Trademark Association (INTA)
- International Association of Privacy Professionals (IAPP)

 **ARGENTINA**

- Argencon
- Argentine Association of Industrial Property Agents (AAAPI)
- Argentine Chamber of Electronic Commerce (CACE)
- Argentine Chamber of Commerce and Services (CAC)
- Argentine Internet Chamber (CABASE)
- Argentine Software Industry Chamber (CESSI)
- Córdoba Chamber of Foreign Trade (CACEC)
- Fintech Chamber
- Argentine Insurtech Chamber
- Political Action Network (RAP)
- Argentine Industrial Union (UIA)

 **BRAZIL**

- Latin American Internet Association (ALAI BR)
- Alliance for an Open Internet (AIA)
- Brazilian Association of Advertisers (ABA)
- Brazilian E-Commerce Association (ABComm)
- Brazilian Internet Association (ABRANET)
- Brazilian Logistics Association (ABRALOG)
- Brazilian Intellectual Property Association (ABPI)
- Brazilian Association of Business-Client Relations (ABRAREC)
- Association of Payment Transaction Initiators (INIT)
- Brazilian Chamber of Electronic Commerce (Camara-e.net)
- Brazilian Business Council for Sustainable Development (CEBDS)
- National Council for Advertising Self-Regulation (CONAR)
- São Paulo Trade Federation (FecomércioSP)
- Forum for Advertising Market Self-Regulation (CENP)
- Interactive Advertising Bureau (IAB Brazil)
- International Chamber of Commerce (ICC)
- Institute for Digital Civics (ICD)
- Digital Innovation Movement (MID)
- Movtech
- Global Compact Network Brazil
- Zetta

 **CHILE**

- Chilean Association of Information Technology (ACTI)
- FinteChile Association
- Latin American Internet Association (ALAI)
- Chilean Logistics Association (ALOG)
- Chilean-American Chamber of Commerce (AmCham)
- Santiago Chamber of Commerce (CCS)
- National Chamber of Commerce (CNC)
- Manufacturers' Association (SOFOFA)

 **COLOMBIA**

- Colombian Chamber of Electronic Commerce (CCCE)
- Colombia Fintech
- National Federation of Merchants (FENALCO)

 **MEXICO**

- American Chamber of Commerce of Mexico (AmCham)
- Payment Aggregators Association (ASAMEP)
- Mexican Insurtech Association
- Fintech Association (FTMX)
- Latin American Internet Association (ALAI)
- Mexican Online Sales Association (AMVO)
- National Association of Supermarkets and Department Stores (ANTAD)
- International Chamber of Commerce (ICC)
- Council of Global Companies (CEEG)

 **URUGUAY**

- Uruguayan Chamber of Digital Economy (CEDU)
- National Chamber of Commerce and Services (CNCS)
- Uruguayan Chamber of Information Technology (CUTI)
- Uruguayan Logistics Chamber (CALOG)
- Uruguayan Fintech Chamber
- Uruguayan Free Trade Zone Chamber

 **PERU**

- Latin American Internet Association (ALAI)
- Lima Chamber of Commerce
- Peruvian Chamber of Electronic Commerce (CAPECE)

 **ECUADOR**

- Latin American Internet Association (ALAI)
- Ecuadorian Chamber of Innovation and Technology (CITEC)

 **VENEZUELA**

- Venezuelan Chamber of Information Technology Companies (CAVEDATOS)

Our sustainability strategy

We Act Today for Latin America's Development

At Mercado Libre, sustainability is a way of doing things that permeates every area of the company and is fully integrated into our growth and business strategy. It is a commitment we renew daily, every time we take risks to innovate, build scale, and create transformational impact.

We believe our pace of growth enables us to amplify our positive social and economic impacts by driving commercial and financial inclusion while contributing to the prosperity of our communities.

As we expand our operations, we must become increasingly efficient and innovative in minimizing our environmental footprint across the value chain. We focus on what we can do best today to continue growing responsibly. It is a path of continuous and collective improvement, with many challenges ahead in a dynamic, fast-paced industry. However, our focus remains clear: the time to act is now.

Based on this belief, our strategy is built on three core pillars:

STRATEGY

PILLARS



Economic Empowerment

We work to expand economic opportunities and financial inclusion for sustainable businesses and underserved user segments, positioning our ecosystem as a catalyst for positive social and economic impact. We achieve this by offering the largest curated selection of sustainable products in the region on our marketplace, developing triple-impact brands and businesses, and enhancing the financial and digital skills of business owners and users facing barriers to accessing our platforms, such as geographical, educational or technological gaps.



Social Empowerment

We support the development of our communities by democratizing access to training opportunities and resources. Our focus is on projects and initiatives that enhance social development capabilities in increasingly digitalized contexts. Through programs like Mercado Libre Solidario, we enhance the digitalization and fundraising capabilities of social organizations in the region, improving their ability to address today's social and environmental challenges.



Environmental Stewardship

We manage the environmental impact of our operations through innovative, efficient, and scalable solutions, focusing on what we can do best today to grow sustainably. Measuring our carbon footprint allows us to identify key operational and value chain impacts and target efforts to the most efficient initiatives to mitigate them, with a focus on sustainable mobility, energy management, and circular economy.

We understand that sustainability is a path of continuous improvement with many challenges ahead, but our focus remains clear: the time to act is now.

Sustainability Governance

GRI 2-12 GRI 2-13

The Board of Directors receives regular updates on risks and opportunities arising from environmental, social, and governance factors as required. The Executive Vice President and Chief Financial Officer (CFO) is responsible for economic, environmental, and social matters.

Mercado Libre Fund

Through the MELI Fund, we invest in tech companies across Latin America to enhance and democratize the digital ecosystem, commerce, and access to capital. We support scalable and innovative technologies designed to improve and simplify the payment experience in the region.

Sustainability Bond

In 2024, we completed the allocation of our Sustainability Bond, issued in January 2021, reaching USD 400 million with a fixed annual interest rate of 2.375%. The funds raised were used to finance triple-impact projects aligned with the priority pillars of our sustainability strategy: reducing our environmental footprint; financial inclusion; and social development and empowerment.



100%










of the bond proceeds have been allocated

 **Further information here**

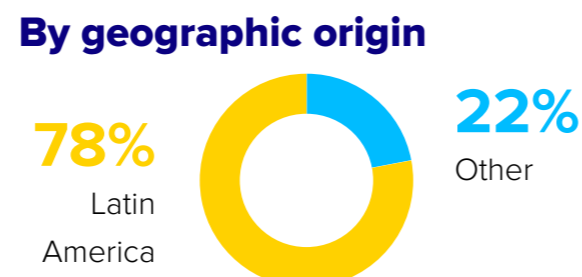
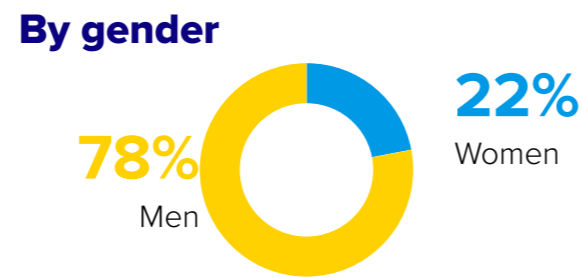
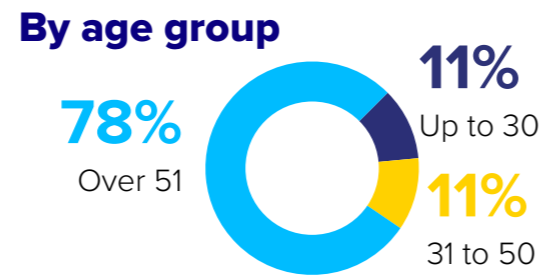


Corporate governance

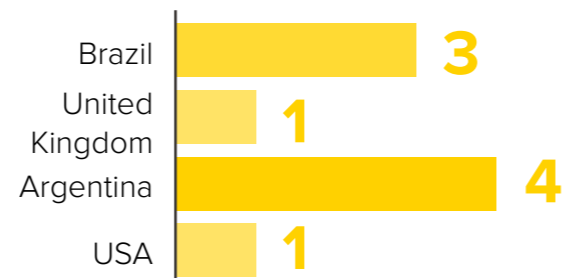
Board of Directors GRI 2-9 GRI 2-11

-  **Marcos Galperin | 53**
Chairman and CEO
-  **Alejandro Nicolás Aguzin | 56**
Chair of the Audit Committee and Member of the Nominations and Corporate Governance Committee. Independent Director
-  **Emiliano Calemzuk | 51**
Chair of the Compensation Committee and the Nominations and Corporate Governance Committee. Independent Director
-  **Henrique Dubugras | 29**
Independent Director
-  **Nicolás Galperin | 55**
Director
-  **Andrea Mayumi Petroni Merhy | 49**
Independent Director
-  **Richard Sanders | 53**
Member of the Compensation Committee and the Nominations and Corporate Governance. Independent Director
-  **Susan Segal | 72**
Member of the Audit and Compensation Committees. Independent Director
-  **Stello Tolda | 57**
Member of the Audit Committee

Breakdown










By country (business unit)

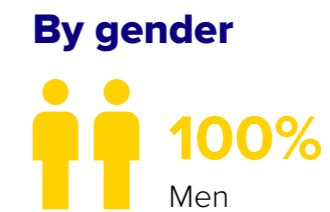
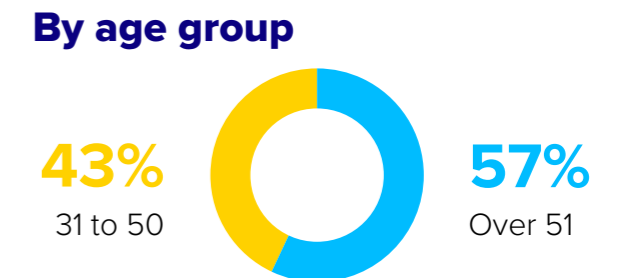


 [Further information](#)

Executive Team GRI 2-11

-  **Marcos Galperin | 53**
CEO
-  **Martín De Los Santos | 55**
Executive President and CFO
-  **Osvaldo Giménez | 54**
President of Fintech
-  **Daniel Rabinovich | 47**
Executive Vice President of Product, Technology, and Operations
-  **Sean Summers | 50**
Executive Vice President of Marketing & Advertising
-  **Juan Martín de la Serna | 58**
Executive Vice President of Corporate Affairs
-  **Ariel Szarfsztejn | 43**
President of Commerce

Breakdown



Governance GRI 3-3

The Board of Directors is our highest decision-making body—with the exception of matters reserved for shareholders—and its primary role is oversight. Using its business judgment, The Board of Directors advises senior management and implements corporate responsibility standards to enable senior management to effectively fulfill their responsibilities in the best interest of the Company and our stakeholders.

Three main permanent committees advise the Board:

Audit Committee

Oversees the quality and integrity of the company's accounting, auditing and financial reporting practices.

Compensation Committee

It is responsible for developing and overseeing the implementation of the company's approach to the compensation of its directors, executives, and other employees as determined by the Committee, as well as overseeing related remuneration matters.

Nominations and Corporate Governance Committee

Identifies qualified candidates for the Board, nominating individuals for election to the Board, recommends candidates to fill Board vacancies, and advises the Board on committee membership.

In addition, assesses all Board nominations against the criteria outlined in the [Corporate Governance Guidelines](#) and the [Committee's Charter](#).

Board and Committee evaluation and compensation GRI 2-18 GRI 2-19

As outlined in its bylaws, when evaluating the desired composition of our Board, the Nominations and Corporate Governance Committee considers factors such as integrity, strength of character, judgment, business experience, specific areas of expertise, ability to dedicate sufficient time to Board meetings and preparation, as well as Board composition factors (including size and structure) and diversity principles.

The Committee annually leads the evaluation of the Board's overall performance, and each committee conducts a self-assessment to evaluate its effectiveness in fulfilling its responsibilities. As part of this annual self-assessment, directors can provide feedback on the performance of other directors.

Independent Board members receive annual compensation, partly in cash and partly in Company shares. Annual remuneration is recommended by the Compensation Committee, and reviewed and approved by the Board.



Board members expertise

GRI 2-17

Board members bring a combination of skills, expertise, and experience to understand the challenges and complexities of the industries in which we operate.

 **Further information**

Conflict of interest prevention

GRI 2-15

All individuals working at Mercado Libre must report any potential, actual, or perceived conflict of interest. This can be done through a Conflict Check Form, which is reviewed by the Ethics and Compliance team. Anyone who reports a conflict of interest must refrain from participating in decision-making and/or accessing information related to the conflict.

People in leadership positions are required to complete the Conflict Check Form annually. The form includes questions about direct or indirect economic interests in Mercado Libre’s suppliers, business partners, or competitors, external employment activities, relationships between individuals who report to one another, and travel offers received from members of our value chain, among other topics.

Members of the Mercado Libre, Inc. Board of Directors must submit a quarterly declaration regarding related parties in compliance with SEC Regulation S-K and U.S. GAAP ASC 850. They must also disclose their roles on boards or other areas in companies where they may influence operational and economic policies.

Responsible business conduct

GRI 2-23 GRI 2-24 GRI 2-25 GRI 2-26 GRI 3-3

Integrity is a core cultural principle that guides everything we do to fulfill our purpose.

Acting with integrity, honesty, and respect is a cornerstone of our efforts to continue delivering on our purpose of democratizing commerce and financial services to transform the lives of millions in Latin America.

We build trust with our users, teams, partners, and the community by being transparent and making ethical decisions. By adhering to these principles, we are creating a network of high integrity business practices. Our [Code of Ethics](#) (the “MELI Code”) sets out a framework to help us make conscientious decisions and take calculated risks. It encourages us to embody our cultural principles, with a strong focus on responsibility and ethical commitment.

All team members of Mercado Libre must sign the MELI Code and our core Ethics and Compliance policies upon joining the company. These policies, including our Anti-Corruption Policy and Conflict of Interest Policy, are clearly cross-referenced, organized, and accessible within the MELI Code. Our Code has a regional focus, taking into account the cultural contexts of each market in which we operate. It is also periodically reviewed in line with current major regulatory trends.

Protecting Human Rights

We strive to ensure that human rights are respected in all of our relationships. Our Code is aligned with international commitments such as the UN Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights, and the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work.

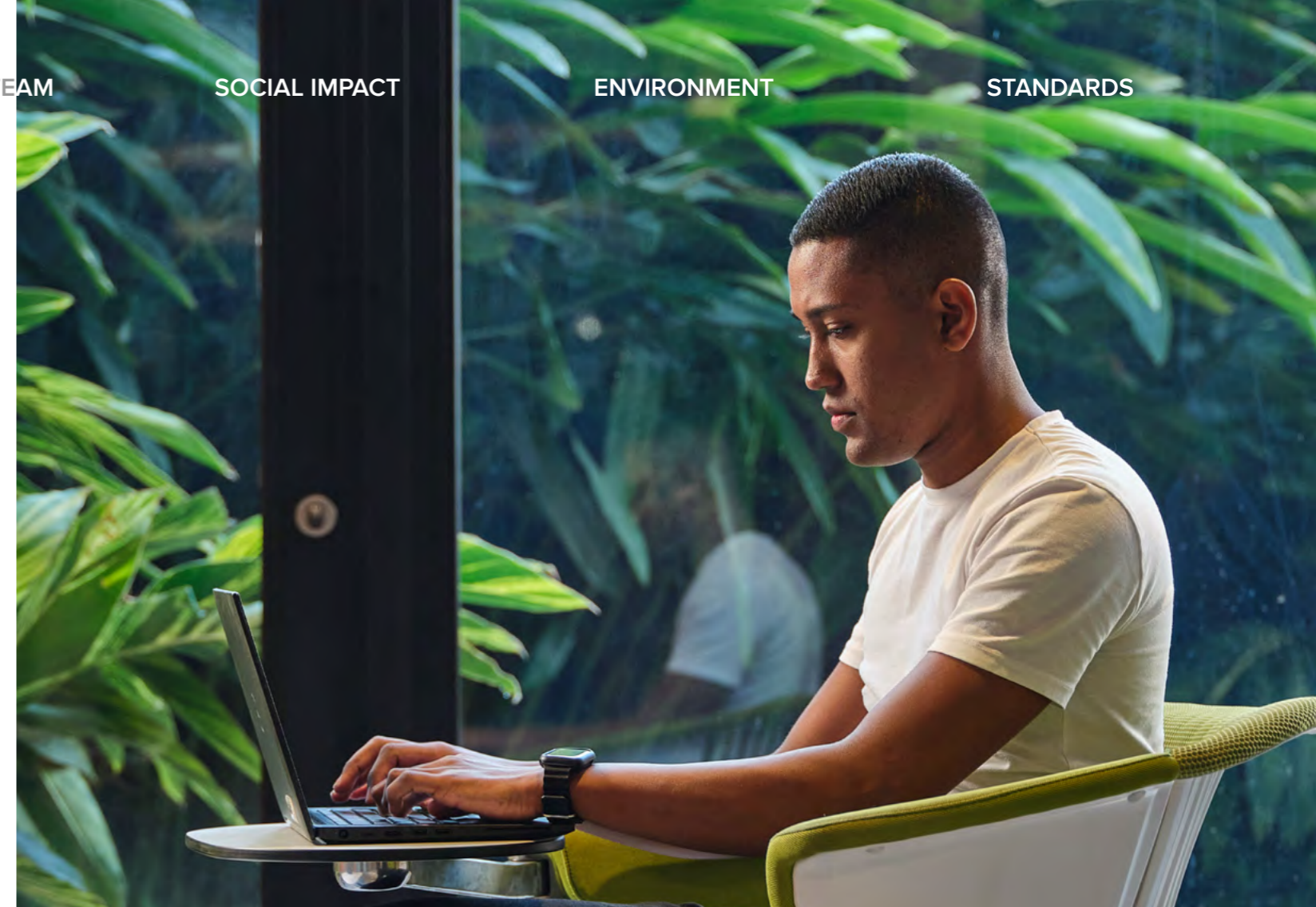
The MELI Code covers all ethical values we actively uphold, embodying our commitment to integrity.



95.3% of our team members have signed the MELI Code



MELI Code



Learning Modules on Integrity

Following the 2023 update of the MELI Code, we developed two e-Learning modules addressing integrity topics, with the leadership team playing a key role in the training.

The first module covers key aspects of the MELI Code, such as digital ethics, respect, relationships with third parties, business integrity, development, and sustainability; resolving dilemmas based on everyday situations with feedback from leaders; and what to do in the event of any violations of the MELI Code. Periodic campaigns encourage team members to complete the e-Learning sessions and sign the code.

The second module, launched at the end of 2024, is also mandatory for all employees and provides enhanced training on topics of particular interest to the company, such as conflicts of interest, anti-corruption, and the use of Mercado Libre’s confidential information. The new program also addresses the main pillars of the MELI Code based on day-to-day scenarios.



87.5% of team members have already completed the MELI Code e-Learning program

Corruption prevention

GRI 205-2

At Mercado Libre, we take a zero-tolerance approach to corruption in any form. We ensure compliance with the US Foreign Corrupt Practices Act (FCPA) and the anti-corruption regulations of each country where we operate or do business.

In order to address corruption and integrity risks, we developed a Specific Anti-Corruption Procedure to mitigate red flags that may arise during the due diligence process, which complements the principles established in the MELI Code, Anti-Corruption Policy and Risk Management Policy, and establishes, among other issues, the obligation to perform enhanced and continuous due diligence on all those suppliers that expose Mercado Libre to the risk of corruption. The due diligence process is performed every time the company hires a risk supplier.

We perform due diligence on 100% of transactions involving a potential corruption risk. In 2024, we updated the procedure for corruption risk due diligence in the most significant markets where we operate, based on volume and exposure. We also hold regular meetings with leaders of the areas most vulnerable to corruption risk to continuously gather information about ongoing transactions and recommend appropriate mitigation actions.



610 companies and organizations are monitored by our Third-Party Anti-Corruption Risk Management Program

Prevention of money laundering, countering terrorism financing, and sanctions

Mercado Libre is committed to fighting money laundering and terrorist financing and has subscribed to programs that help prevent and sanction these activities. We have developed Anti-Money Laundering, Terrorism Financing Prevention, and Sanctions Programs to ensure compliance with applicable regulations, support cooperation with authorities, prevent the company from being used as a vehicle for illicit activities, and foster a compliance culture across the company.

The program follows a risk-based approach and includes the following elements: specific policies and procedures, a dedicated structure, a system for monitoring customers and their operations, as well as ongoing, synchronous and asynchronous training for all company employees.

Training programs

The Ethics & Compliance team conducts anti-corruption training based on a risk-driven approach. It develops an annual training plan focused on individuals, departments, and business units with the highest exposure to corruption risks, including:

- Individuals/departments that have direct contact with public officials (inspections, licenses, etc.).
- Individuals/departments dealing with intermediaries who interact with public officials and entities (hiring agents, consultants, etc.).
- Individuals/departments involved in contracting processes with the government or any public entity, or the company’s administration, control, and procurement departments.

The training for these departments is in addition to the e-Learning modules for the wider organization. These training sessions are conducted synchronously and are mandatory for selected employees.



171 people trained in anti-corruption procedures

We also conduct training on ethics, anti-corruption, money laundering prevention, terrorism financing, and sanctions for employees, third parties, and stakeholders, helping to promote a culture of compliance and integrity at Mercado Libre, Inc. and all subsidiaries and affiliates. Training is essential to ensure a robust and continuously improving program, which is annually updated with high-quality content that meets the standards set in the MELI Code. Training is equally important in preventing non-compliance with laws and regulations applicable to Mercado Libre and mitigating risks identified by the Risk & Compliance department.



8,262 people have been trained in anti-corruption policies and MELI Code topics

Whistleblowing and advisory channels

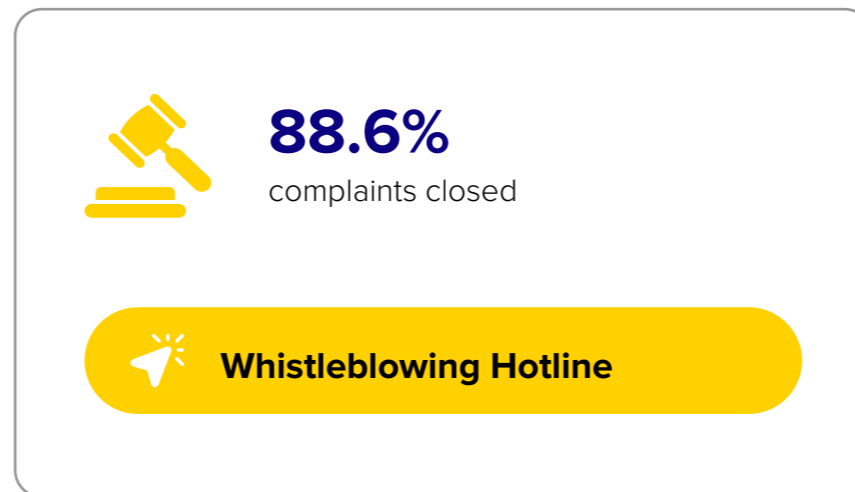
GRI 2-25 **GRI 2-26** **GRI 406-1**

We use the MELI Code to communicate, seek advice, and report. We offer workers and our value chain a range of channels to quickly detect misconduct, fraud, and any violations of the principles and values outlined in our Code of Ethics. Our Whistleblowing Hotline, a direct, anonymous, and confidential channel, is available to all Mercado Libre employees and those within our wider value chain. We also have a bot for inquiries and guidance on topics related to the MELI Code, as well as notifications about courses and policies.

The Whistleblowing Hotline is managed by an external provider, and our internal investigations team is responsible for investigating and following up on every report received. Individuals can report ethical violations with confidence and with no fear of retaliation. With this service provided by a third party, whistleblowers' confidentiality and anonymity are guaranteed.

Depending on the circumstances and case, reports are referred to one of the investigators from the relevant teams. Based on severity, there are predefined Service Level Agreements (SLAs) establishing time frames for resolution, ranging from 30 to 60 days. Investigations are managed by supervisors and analysts from the Ethics & Compliance team. The investigations are closed with recommendations for disciplinary action to be applied to the relevant employees or stakeholders.

In 2024, 2,079 reports were lodged and addressed, of which 1,258 involved potential human rights violations, including cases of workplace or sexual harassment, discrimination, non-compliance with regulations and laws, and physical security. Of this total, 846 were from Brazil; 300 from Mexico; 51 from Argentina; 40 from Chile; 11 from Colombia; 6 from Uruguay; and 3 from Venezuela. In one case, it was not possible to identify the country of origin. Of the 1,258 reports filed regarding potential human rights violations, 1,115 were closed, with 195 fully or partially substantiated. Unresolved reports during the period do not pose a material risk to the company.



Report management

Our commitment to compliance with the MELI Code, its complementary policies, and applicable regulations is unwavering. Any violation of our Code is investigated by our Internal Investigations team in accordance with our Report Handling Protocol and the principles of confidentiality, legality, independence, objectivity, and non-retaliation.

Any breach is treated as a serious offense, and disciplinary action is applied in accordance with applicable laws. For employees, this may include warnings, suspensions, and/or terminations. For members of the value chain, it may include warnings, sanctions as outlined in the relevant contracts, suspension, or unilateral termination of the contractual relationship without any right to compensation or notice. If any party violates the law, we cooperate with the relevant authorities.

Exceptions to the provisions of this Code for directors and employees in executive roles may only be approved by Mercado Libre's Board of Directors and will be disclosed to the US Securities and Exchange Commission in compliance with applicable regulations. Exceptions for any other employees or members of the value chain may only be approved by Mercado Libre's Ethics Committee and/or in accordance with applicable regulations, as appropriate.

Our supply chain

GRI 3-3

In 2024, we launched the MELI Code+, our [Code of Ethics for Suppliers and Business Partners](#), applicable to all suppliers of goods and services as well as business partners of Mercado Libre, Inc., its subsidiaries, and affiliates, including contractors, subcontractors, agents, and representatives. It serves as an ethical framework with specific, clear, and transparent guidelines aligned with our purpose and extending across the entire value chain. Compliance with the MELI Code+ is a prerequisite for onboarding, engaging in any business or collaboration, and maintaining business relationships over time.

The Code was approved by the Ethics Committee and communicated to all suppliers via our engagement systems. Third parties deemed at risk of corruption received an additional notification via email. Procurement processes have been reviewed and are updated on an ongoing basis to include mandatory compliance and signature of the new Code. We plan to include in-person and virtual meetings with suppliers to disseminate and deepen understanding of the different topics addressed, gather feedback, and further enhance the Code.

The MELI Code+ strictly prohibits forced or involuntary labor and any form of modern slavery. It also calls on suppliers to ensure that minimum working ages established by local laws, regulations, and standards are respected, verify workers' ages before employment, and ensure work is performed solely on a voluntary basis.

TOPICS COVERED:

- Anti-corruption.
- Financial integrity.
- Information protection.
- Intellectual property.
- Responsible use of artificial intelligence.
- Conflict of interest.
- Free competition and trade.
- Prevention of money laundering, countering terrorism financing, and compliance with sanctions programs.
- Abuse and/or discrimination.
- Child labor, forced labor, and modern slavery.
- Safe and healthy work environments.
- Environmental impact.
- Entornos de trabajo seguros y saludables.

The topics addressed in the MELI Code+ were defined through a process that included benchmarking against other companies that share similarities with our value chain; profiling our suppliers; reviewing risk assessments conducted by various company departments, incident logs, internal investigations, and input from centralized teams such as Procurement, Legal, and FinOps; and best practices and international standards such as the UN Guiding Principles on Business and Human Rights.



252 suppliers that interact with government agencies or officials on behalf or for the benefit of Mercado Libre signed the MELI Code+



365 suppliers selected based on seniority criteria signed the MELI Code+





MELI Awards

In 2024, we held the first MELI Awards ceremony in Brazil, an award created to recognize the performance of the companies that are part of our supply chain and service network. On this occasion, we recognized ten suppliers operating in strategic categories for Mercado Livre’s operations in the country.

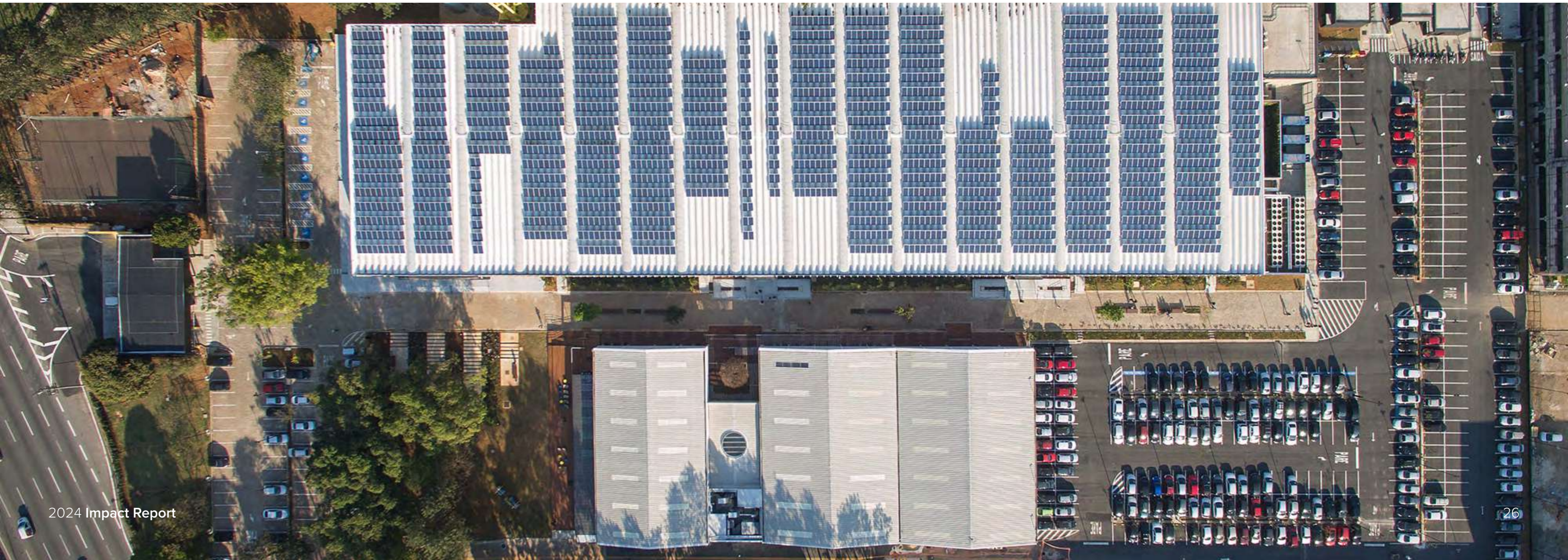
Supplier Risk Assessment

We have developed a Third-Party Risk Management Program to identify, assess, and manage risks associated with third-party relationships, including information security, business continuity, data privacy, prevention of money laundering and terrorism financing, anti-corruption and financial solvency, among others.

Before commencing a business relationship, third parties must undergo a due diligence process in which they are assessed by experts in the aforementioned areas. The suppliers must answer a series of questions and provide information about their structure and the services they intend to offer. Based on this information, expert teams evaluate, rate, and classify the third party’s contracting risk and determine the mitigation actions to be implemented.

Outsourced services management

We actively manage our outsourced service providers, including resources and/or subcontractors working on-site at Mercado Libre’s facilities or that provide remote services with access to the company’s premises. We have document auditing processes and related controls in place to ensure timely payment of wages, social contributions, and health/accident coverage during work. Depending on the type of work performed, health and safety documentation may be required. We also conduct periodic reviews to identify and communicate risks associated with outsourced services, measure document compliance, and share results and related action plans, among other measures.



INTELLECTUAL CAPITAL

USER

EXPERIENCE



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Users at the center of everything

We believe in the power of technology to reach more people every day while delivering innovation, quality, and security.

For 25 years, Mercado Libre has been advancing its purpose of democratizing commerce and financial services. This mission drives us to keep innovating with solutions that create value and transform the lives of millions in Latin America. Our ecosystem grew thanks to our users: we work continuously to identify users' daily needs and develop innovations that transform and simplify their lives, delivering the best possible experience.

In 2024, we significantly improved the user experience across our various businesses and countries where we operate, as measured by the Net Promoter Score (NPS). NPS surveys give our users a voice and measure their satisfaction with our innovations and products. Key factors contributing to increased customer satisfaction include improved service levels, such as reducing customer service response times to a maximum of five minutes, and implementing chatbots and virtual agents that provide 24/7 support in Brazil, Mexico, and Chile. Other key elements include training programs and incentives for operational

teams, designed to enhance the user experience, as well as investments in optimized tools and processes enabling representatives to resolve queries in a single interaction.

We will continue to pursue continuous improvement, supporting further increases in our NPS scores and lower Help Rates, a ratio that measures the number of times users require assistance relative to the number of transactions on the platform. We have set targets to improve both metrics, supported by a series of processes to monitor and positively impact the user experience.



Value-driven proposals that strengthen our ecosystem

We are more than just an e-commerce platform: we are an ecosystem designed to deliver the best experience with a competitive offering and meaningful benefits.

Over the past 25 years, we have increased engagement among our millions of users by offering highly valued benefits such as curated and exclusive content, free shipping, and a suite of discounts and promotions on thousands of products, enhancing their experience within our ecosystem.



Through MELI+, we have deepened our connection with millions of people by offering a competitive value proposition with exclusive benefits that maximize their platform experience while providing access to the best entertainment available. For an affordable cost, loyalty program subscribers can enjoy free shipping, MELI Delivery Day (scheduled delivery), special discounts, unique benefits, and streaming services such as Disney+ and free music with Deezer. The program is available in Brazil, Mexico and Chile, and continues to evolve its value proposition to offer more ecosystem-oriented options.

In 2024, we launched a two-tiered version of MELI+ in Brazil and Mexico, featuring **MELI+ Essential**, a more affordable option that offers up to 5% cashback on purchases with Mercado Pago, among other benefits, and **MELI+ Total**, which includes all **MELI+ Essential** perks along with special streaming benefits. As of year-end, the program had achieved significant growth.

Mercado Play

A significant portion of Latin Americans do not have any paid content subscriptions, even though entertainment is now an essential part of daily life in the region.

Mercado Play is our content aggregator, enabling users to access an increasingly comprehensive catalog of movies, series, documentaries, reality shows, and quality children’s content for free. Access is provided through our platform, either via desktop or app, and is available in 8 Latin American countries: Argentina, Chile, Brazil, Mexico, Colombia, Uruguay, Peru, and since 2024, Ecuador.

In addition to retaining and attracting new marketplace visitors, Mercado Play provides ad-supported entertainment, creating an opportunity for brands and advertisers to engage with a massive audience in a meaningful way. Through Mercado Ads, we leverage data collected across our ecosystem to optimize targeting, ensuring messages reach the right audience, maximizing impact and enhancing the user experience.

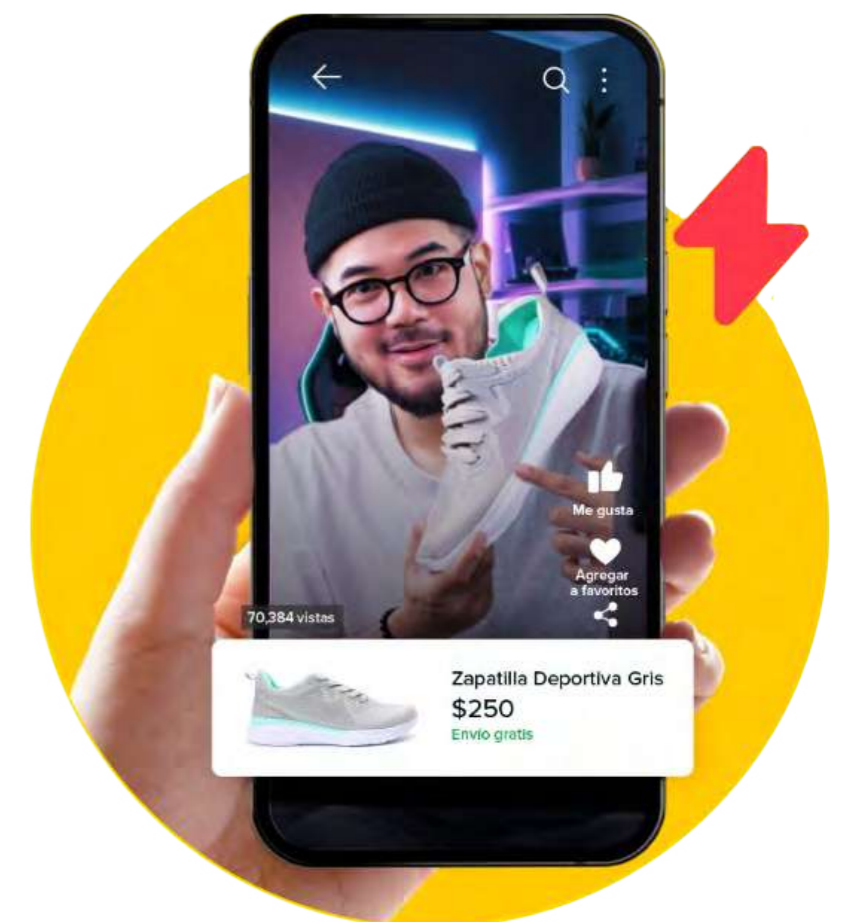
 **4M+** users

 **2,500+** titles





 **13,000+** hours of content

Mercado Libre Clips

Launched in 2023 in Argentina, Brazil and Mexico, and in Chile and Colombia in 2024, Mercado Libre Clips is a short-video platform that allows sellers to expand the reach of their products in a simple, dynamic, and engaging way. Available on the Mercado Libre app, this solution is a creative way to enhance the shopping experience, aligning with the latest trends in content commerce and social media. It is also an effective way to boost sales: on average, a post receives four times more views after uploading a clip.

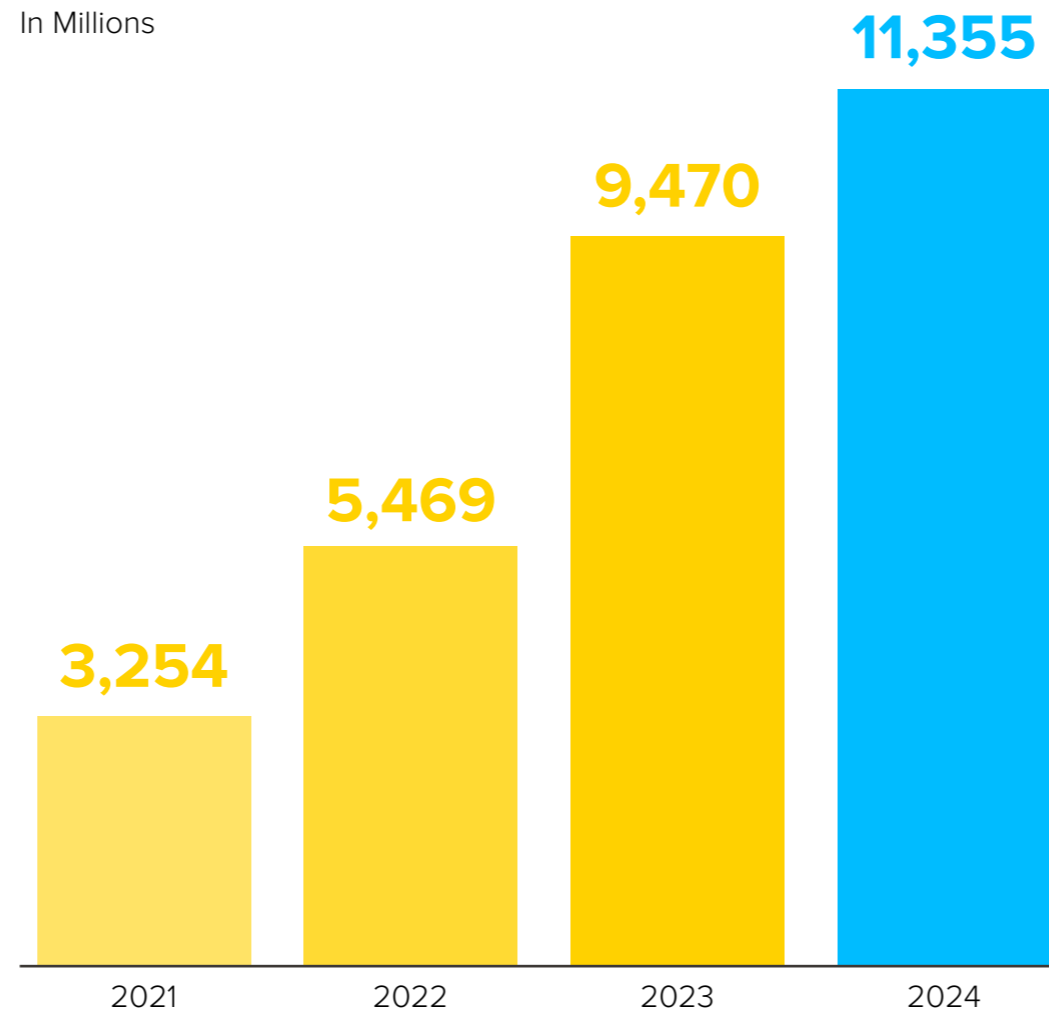


Platform Usage

-  **11,355 M**
transactions on Mercado Pago
-  **1,787 M**
products sold
-  **100.2 M**
unique buyers on Mercado Libre
+18,4 M vs 2023
-  **61.2 M**
monthly active users on Mercado Pago
+15,4 M vs 2023

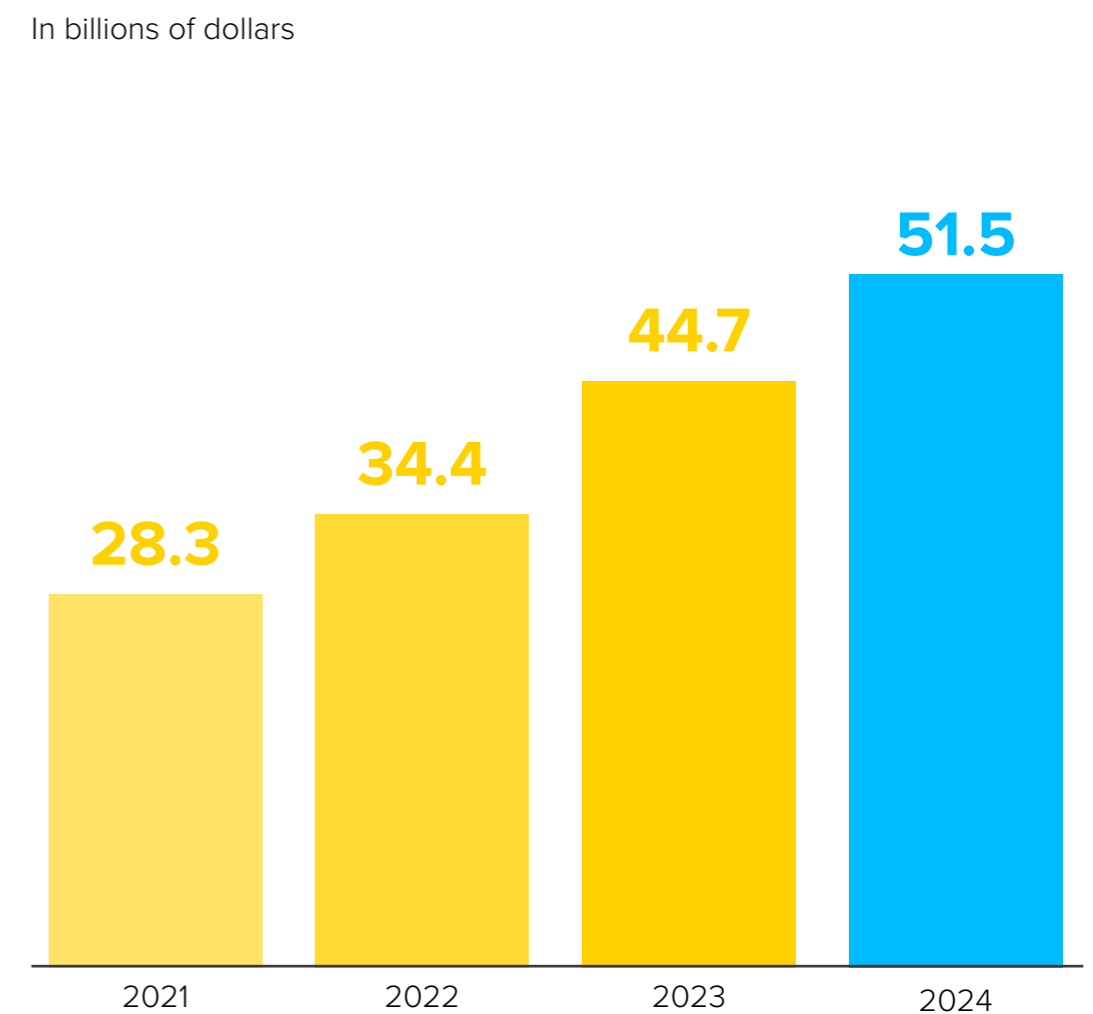
Transactions on Mercado Pago

In Millions



Gross merchandise volume

In billions of dollars



Intellectual property protection GRI 3-3


We work to ensure the most trustworthy shopping experience in Latin America.

To support the protection of intellectual and industrial property and address potential infringements by users on our platform, Mercado Libre offers rights holders and their representatives our Brand Protection Program (BPP)—an exclusive channel for reporting listings that allegedly infringe on trademarks, copyrights, related rights, patents, industrial designs, and more. Mercado Libre also has an intellectual and industrial property infringement policy that educates users on these rights, potential violations, and how to avoid such infringements when posting. The BPP enables rights holders to file reports across all 18 of our sites from a single region-wide account.

In addition to this program, Mercado Libre leverages AI and machine learning tools to learn from BPP reports, identify general trends or patterns of infringement, and proactively remove listings. 91% of listings removed for intellectual property violations were proactively identified.

We also establish Collaboration Agreements with key public and private sector actors, authorities, collective management organizations, chambers, associations, and others, to collaboratively address online intellectual property infringements. Through these agreements, we make the BPP tool available for use by these entities, representing the collective rights holders they manage or advocate for, facilitating information exchange that helps Mercado Libre detect infringements proactively. Currently, we have 14 Collaboration Agreements on intellectual property, the latest of which was signed in Mexico with the Crop Protection, Science, and Technology association (PROCCYT).

 **14,900**
members registered in the program

 **1+ M**
claims received through the BPP, representing

 **0.09%**
of all posts

 **78,000+**
rights adhered to

91% of content removed for intellectual property violations was proactively detected.

 **Brand Protection Program**

 **Intellectual Property Policy**

Combating counterfeiting and piracy

Combating online sales of counterfeit and pirated products requires collaborative efforts among intellectual property rights holders, authorities, and our platform. Since 2021, through the Mercado Libre Anti-Counterfeiting Alliance (MACA), we have collaborated with global brands to combat these listings at the regional level. Currently, we collaborate with 26 top-of-mind brands.

Through this initiative, we proactively remove listings using semantic algorithms and logo detection technology, which learn not only from reports submitted by our partners via the BPP but also from shared information that helps us develop automated detection rules. As a result, in 2024, for every listing removed due to reports from our partners via the BPP, Mercado Libre removed an additional 25 listings suspected of offering counterfeit or pirated products from those brands. Additionally, 96.4% of the posts removed due to suspected offers of counterfeit or pirated products infringing on our partners' rights were proactively taken down.

Together with our partners, we also initiated criminal complaints against Mercado Libre users who, after investigations, were identified as criminal organizations abusing the platform for unlawful activities. Since the initiative's launch in late 2021, we have filed a total of 29 criminal complaints. We also collaborate with local authorities on ongoing investigations. As a result of this work, law enforcement raids have led to the seizure of 22 tons of counterfeit products.

 **Anti-Counterfeiting Alliance**

Promoting respect for intellectual property

We have developed a course on strengthening the protection of Mercado Libre's intellectual property assets and ensuring compliance with third-party software licenses. Between January and October 2024, we trained 132 IT personnel on intellectual property. We provide regular training to Marketing teams on topics related to copyrights and trademarks. Throughout the year, we held special sessions for 110 team members involved in developing advertising campaigns.

Legal Brandbook

In 2024, we launched Mercado Libre's first Legal Brandbook to raise awareness about the use and importance of our brands among partners, developers, sellers, and other third parties. This manual helps protect our intellectual property and guides sellers in correctly using our brands when indicating they sell in our ecosystem, thereby reducing infringements. The Legal Brandbook is available in our Terms and Conditions. We facilitated training sessions based on the manual to further raise user awareness.

Unreal Campaign 2024

As part of our participation in and sponsorship of the global Unreal Campaign by the International Trademark Association (INTA), we trained 226 high school and undergraduate students in Argentina and Colombia on the importance of trademarks and the risks of consuming counterfeit products. The campaign is delivered through in-person and virtual presentations at schools and universities, as well as via social media content.



Fast and effective customer support GRI 3-3

One of our priorities is providing users with fast, easy, and efficient access to our Customer Support Center, staffed by over 2,500 specialists across four solution centers located in Argentina, Brazil, Colombia, and Uruguay. Every complaint is handled and processed to ensure prompt responses and resolutions.

We support self-service using machine learning-based tools to accelerate response times, deliver optimal solutions, and avoid long processes that frustrate users, while always ensuring access to human support when needed.

We regularly monitor and evaluate support and complaint channels to assess their effectiveness and identify areas for improvement. The two main metrics we use to track performance are:

- Online Service Level: defined as the percentage of times online channels were available when users sought contact.
- Customer Service NPS: a survey completed by users after contacting our Customer Support Center.

In 2024, the Customer Support Center implemented new processes to simplify and streamline users' daily interactions: we automated the generation and regular delivery of sales management reports to sellers and enabled the center to handle requests for unlinking devices from Mercado Pago accounts, providing a fast solution for critical security issues—where time is of the essence.

 **98.75%**
of claims resolved satisfactorily

Contact methods



ONLINE

Web chat
WhatsApp
Phone



OFFLINE

Email
Social media



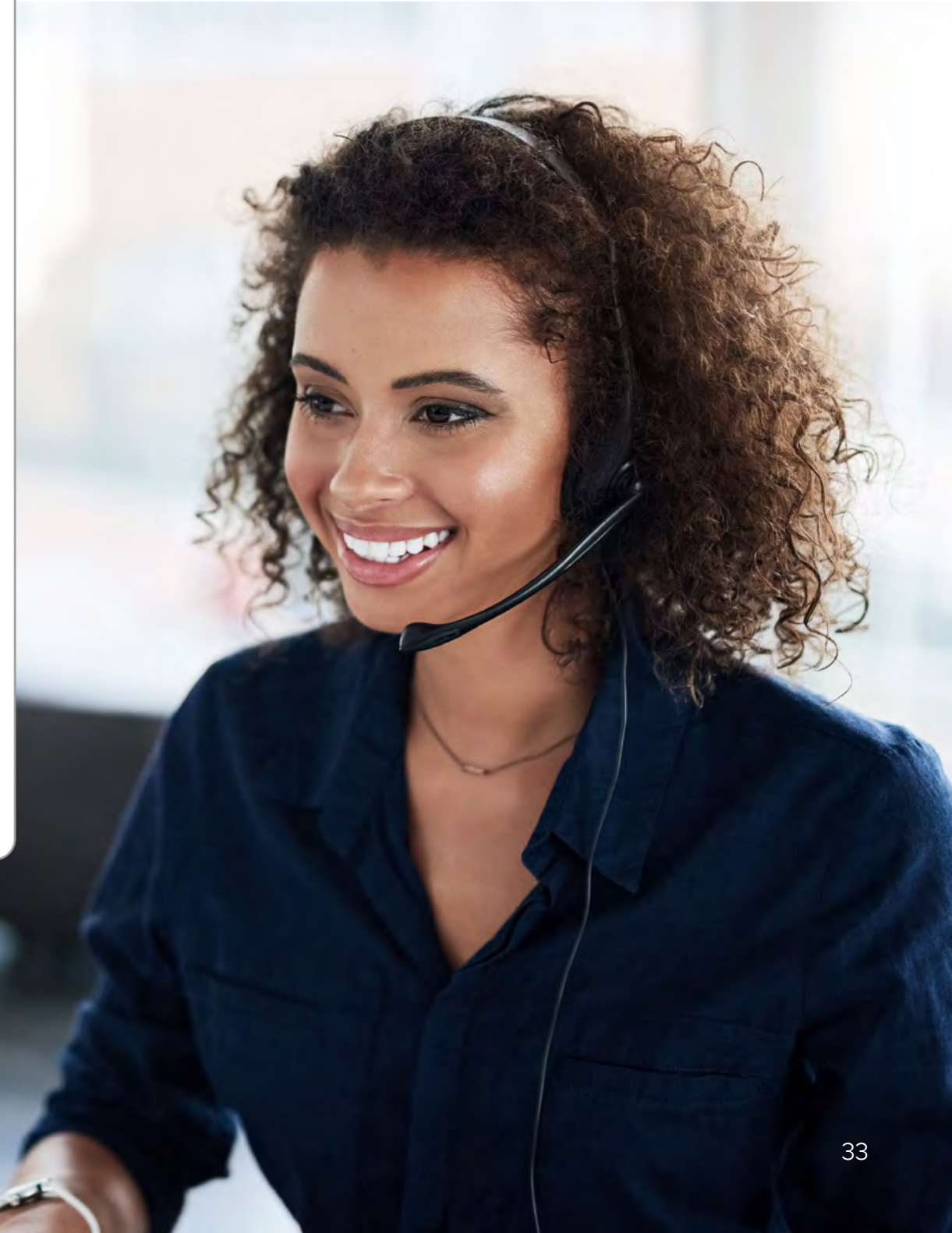
HELP PORTAL

Frequently Asked Questions
+ Option: "We'll Call You"



VIRTUAL ASSISTANT

A conversational tool offering the choice of either self-service solutions or access to an expert agent.



Secure purchases and sales

GRI 3-3

GRI 417-1

We have designed processes to guarantee secure sales for seller brands and individuals, and a reliable, agile and efficient buying experience for shoppers on our e-commerce platform.

Sellers of products on our marketplace must comply with Mercado Libre publication policies. We do not allow marketing of products prohibited by law, or those that do not meet our Terms and Conditions: in less than a second, our systems can analyze over 5,000 variables to pause or remove posts that violate our policies.

Additionally, all posts include a “Report” button to flag products that breach applicable regulations or our posting policies. Posts that fail to comply with our terms are taken down. Penalties for non-compliance may range from the removal of the post, suspension or termination of the account, to reporting illegal activities to the authorities.

Protected purchase

With Protected Purchase we guarantee a refund in the event of a problem when receiving a product from our platform. The program covers all buyers who have not received an item, have received one different from that advertised, with any defects, or require a return.

For online purchases made through Mercado Pago, we provide a Protected Purchase Program that ensures a full refund if the product is not delivered within 14 days of the purchase date. This policy was initially introduced in Mexico and Brazil in 2023 and subsequently extended to Argentina in 2024. Furthermore, we have implemented a comprehensive coverage policy to safeguard users against financial losses resulting from unauthorized access to their Mercado Pago accounts following the theft of a mobile device.



87%

of product claims resolved satisfactorily



80%

of cases resolved with buyer coverage

Secure use of our payment methods

In response to the rise in phone scams, we have implemented a range of initiatives to educate users and help prevent such crimes. One key initiative is enabling users to report suspicious transfers directly from the “Activity” section of their account.

Previously, these reports could only be made through Customer Support. This allows us to more quickly identify the recipient account involved, increasing the chances of recovering funds while preventing future transfers to that account.

Additionally, we introduced a system of preventive alerts that activates before a user makes a transfer, warning of potential risks associated with the transaction. These alerts are generated only when our artificial intelligence models detect a significant level of risk.

Personal data protection

GRI 3-3

SASB CG-EC-220a.2

| User rights first.

We have developed a robust compliance program for personal data protection that spans all of Mercado Libre and is based on the highest regional privacy standards. This program aims to ensure transparent use of user data, build a robust data protection culture, and implement risk-based compliance processes. To achieve this, we conduct continuous monitoring processes and provide effective, agile, and user-friendly channels for individuals to exercise their data rights.

Through the Privacy Program, we:

- Monitor compliance with our Corporate Data Protection Policy and local policies.
- Ensure regulatory compliance.
- Train team members and enforce a culture of data protection.
- Provide specialized support and advice.
- Identify, manage, and mitigate privacy risks.

We uphold high standards of personal data protection, including compliance with Brazil's General Data Protection Regulation (BR GDPR), as well as specific requirements in other countries where we operate.

All users who register and use our platforms consent to the processing of their information in accordance with our [Privacy Statement](#), available on the homepage of each local website. This policy clearly and explicitly outlines how personal data is used and the purposes for which it is processed.

In January 2024, our legacy privacy website was replaced by a new [Privacy Center](#), a platform that empowers users to manage their privacy. Unlike its predecessor, which was primarily informational, the Privacy Center gives users full control over the processing of their personal data. Its central objectives are to provide detailed information on the general conditions for processing personal data as well as tools for personalizing privacy preferences clearly and easily, safeguarding users' rights to privacy, data protection, and informational self-determination.

We assess all privacy incidents within the organization, including those that do not compromise confidentiality but affect availability or integrity, which are also key pillars of personal data protection.

Indicators and metrics are obtained from different dashboards:

- **One Trust:** number of processing activity logs / impact assessments / risks.
- **Metric Stream:** number of third parties evaluated.
- **Castor/One Trust:** number of privacy incidents.
- **Access, Rectification, Cancellation, and Opposition (ARCO) rights:** number of user rights exercised.

Learn more about information requests, content moderation, intellectual property, and privacy in our [Transparency Report](#).

Responsible use of AI

We recognize that generative artificial intelligence tools hold significant potential within our ecosystem to continue creating value for our users. This has led us to develop Mercado Libre’s AI Principles and AI Governance Policy to ensure responsible and secure internal use of these tools in line with the highest ethical and legal standards.

One of the requirements under these policies, for instance, mandates careful evaluation of external AI tools before adoption. We analyze providers to ensure their systems do not use personal data for algorithm training or share information with third parties, and we establish contractual clauses to prevent such practices. For enhanced protection, we implement security measures such as using a proxy to filter and analyze all information input into these tools.

Learning program

One goal of our Privacy Program is to implement training and awareness initiatives for all Mercado Libre employees to improve their understanding and awareness of the importance of personal data protection. This helps to foster an organizational culture focused on privacy.

Every year, we create a training plan that facilitates coordination between Data Privacy and other teams, aligns with the internal and external communication strategy, and supports training monitoring, impact measurement, and documentation of evidence related to undertaken actions.

In 2024, our focus was on strengthening our organizational culture around responsible personal data management. As part of this effort, we introduced new training modules on our Learning Hub platform, specifically designed to equip Shipping and Customer Service teams with the skills needed to securely and effectively manage this information in their daily work. Additionally, we created a dedicated internal data protection website, where employees can access guidelines, best practices, and educational resources to better understand the legal framework governing our information management.



9,520

people trained in data privacy

Cybersecurity

SASB CG-EC-230a.1

Cyberattacks and cybercrime can lead to identity theft, personal and corporate extortion, loss of confidential information and critical business data, temporary disruptions of activity, loss of customers and business, and, in extreme cases, company shutdowns. To mitigate these risks, in 2024, we enhanced internal controls, with a particular focus on detecting anomalous events.

We use different standards as foundational guidelines to assess the maturity of our security processes. We apply Zero Trust principles (Decentralization, Automatic Response, and Behavioral Analysis) and are compliant with the Payment Card Industry (PCI) Data Security Standard, holding **PCI-DSS and PCI-PIN certifications**. Demonstrating our ongoing commitment to information security, in 2024 Mercado Libre and Mercado Pago successfully secured **ISO 27001 certification**. As part of the certification process, a detailed review was conducted on every security control and its associated procedures, providing auditors with a comprehensive view of our security practices. This informed a robust cybersecurity approach aligned with industry best practices.

Our Information Security team is responsible for managing the confidentiality, availability, and integrity of our platforms. The team is composed of business-specific verticals as well as cross-functional roles covering all security practices. This approach enables us to scale a proactive model for threat and risk prevention and detection.

Cyber Risk Management Program

This program is designed to identify, analyze, and mitigate threats and vulnerabilities that could compromise the confidentiality, integrity, and availability of our systems and data. The methodology, based on the stages defined in the “NIST 800.39 Special Publication: Guide for Applying the Risk Management Framework,” encompasses the following stages:

- **Categorization:** we identify risks and determine their criticality, impact, and likelihood of occurrence.
- **Selection:** for each identified risk, we choose the most appropriate controls based on a security controls inventory.
- **Implementation:** we apply the selected controls, verify their effectiveness, and identify additional initiatives to reduce residual risks.
- **Evaluation:** we conduct an exhaustive, detailed assessment of each risk before integrating it into our management ecosystem, ensuring a complete understanding of its impacts.
- **Authorization:** we perform a comprehensive review of the identified risk to ensure the highest quality standards in information security are met.
- **Monitoring:** we continuously monitor the effectiveness of controls, ensuring they remain appropriate amid potential changes in the risk context.

The program also includes assessing critical third parties under the Third-Party Risk Management (TPRM) framework. This includes procedures such as detailed documentation of their business impact, security evaluations, certifications, and preventive monitoring to detect potential incidents.

Through automated tracking of key performance indicators, we gain real-time visibility into the management of these processes, allowing us to prioritize actions based on risk analysis.

Internal training

Targeted at internal employees and contractors involved in our operations, our annual cybersecurity program is continuously evolving. Divided into four modules, the program covers topics such as account security, protection against social engineering attacks (malware and phishing), secure methods for sharing and protecting information, and workstation security.

We also conduct monthly phishing/malware drills to measure training effectiveness and identify areas for improvement.



43,367

people trained in cybersecurity.



3,017

phishing attempts blocked.



941

denial-of-service attempts automatically blocked.



4,169

potential security incidents mitigated and resolved promptly.



0

cases of non-compliance identified by regional and international entities.

HUMAN CAPITAL

CULTURE AND TEAM

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Quality employment generation GRI 3-3

In 2024, we created 25,903 jobs, ending the year with over 84,000 team members. Our team has grown more than 30-fold in the past decade. We drive this exponential growth consciously and responsibly, through strategic data-driven analyses of current and future challenges. This approach enables us to sustain expansion while capturing market and regional opportunities, growing our team sustainably.

We also achieved the highest levels of employee engagement and operational excellence, as well as maintaining low turnover rates for non-operational roles.



Workforce growth in Latin America GRI 2-7

 **84,000+**
employees on the Mercado Libre team in 2024
+44% vs 2023

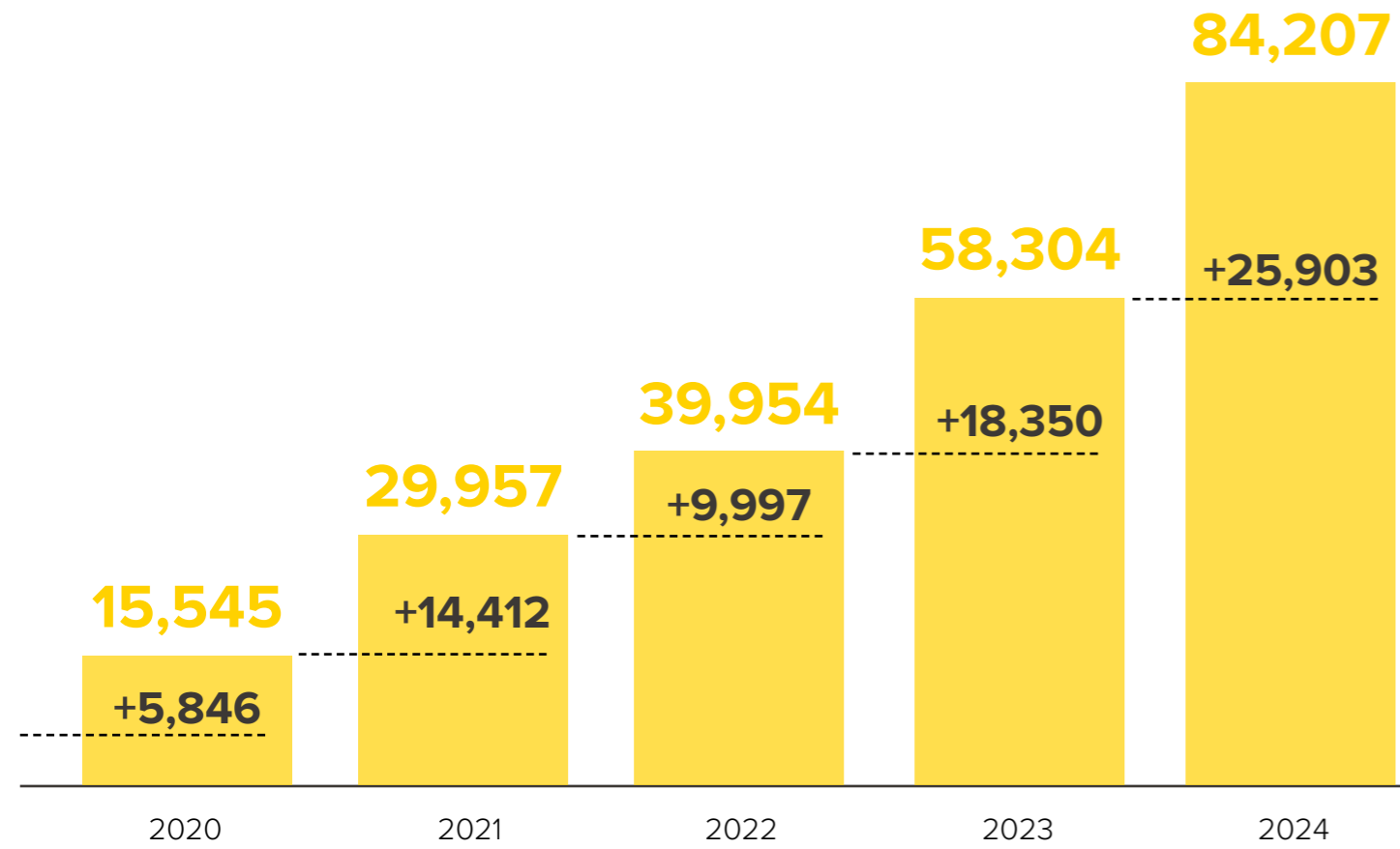
HIRES AND TOTAL BY FUNCTION

Per business unit	Total as of Dec/2023	Total as of Dec/2024	Growth
Shipping	32,878	54,804	67%
Technology & Product	15,638	18,284	17%
Business & Staff	9,788	11,119	14%

HIRES AND TOTAL BY COUNTRY

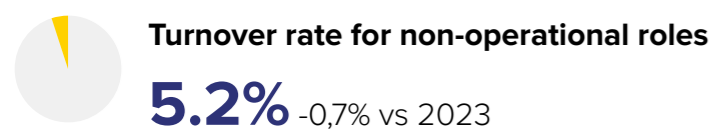
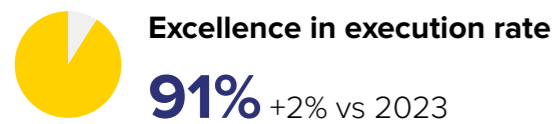
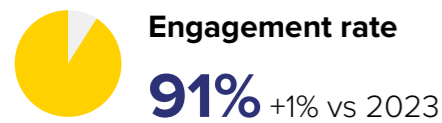
	Total as of Dec/2023	Total as of Dec/2024	Growth
Brazil	22,791	36,548	60%
Mexico	16,195	25,699	59%
Argentina	10,663	12,043	13%
Colombia	4,419	5,286	20%
Chile	2,371	2,639	11%
Uruguay	1,780	1,863	5%
Other	85	129	41%

Annual growth in the region



We grow by co-creating the best place to work

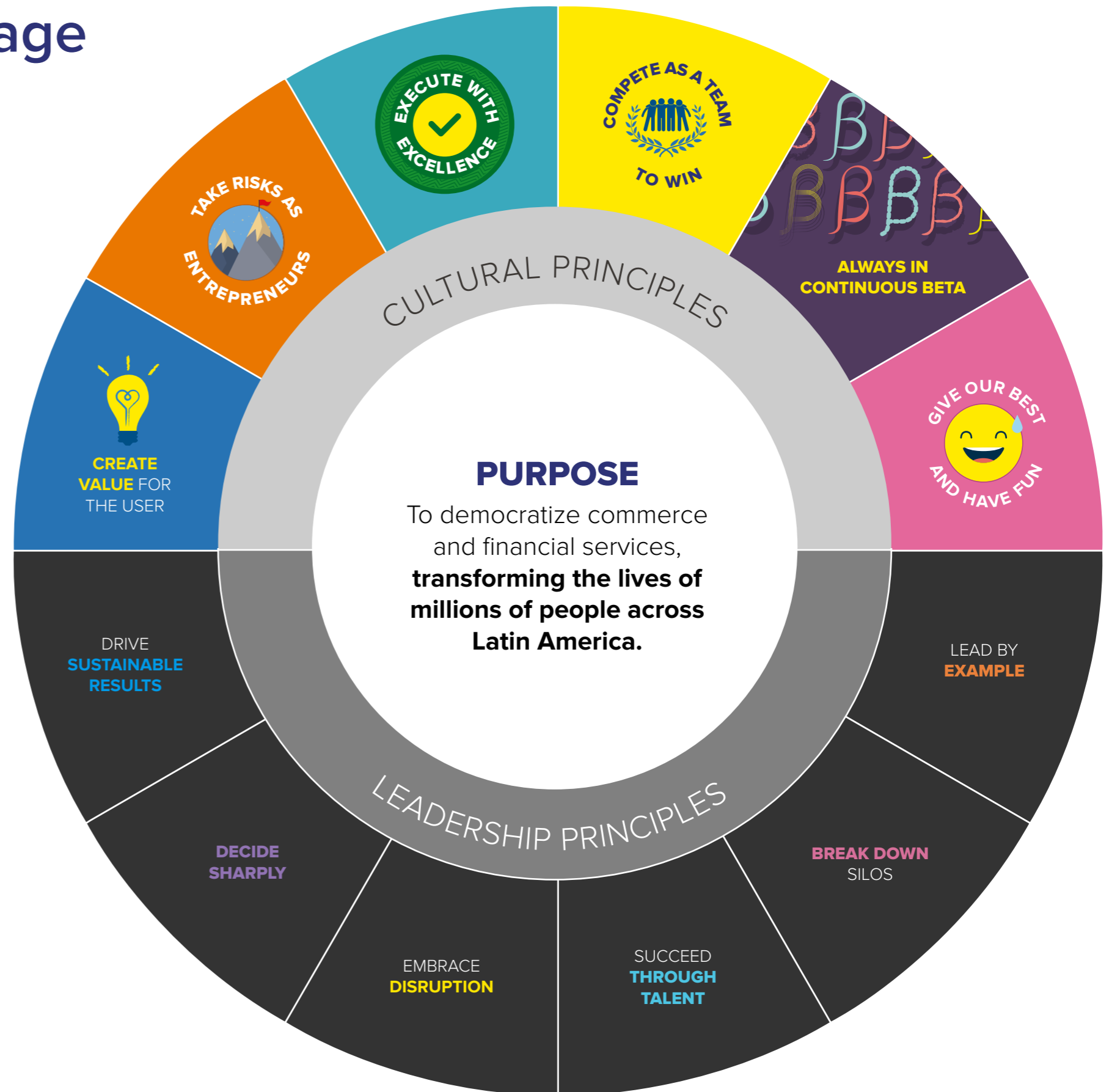
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Culture as a competitive advantage

MELI DNA

Over these 25 years of growth, culture has been our main competitive advantage. We live it and put it into practice every day because we are convinced that it is an essential factor in continuing to generate a positive impact on the lives of millions of people in Latin America.



Our culture in action

The human capital management systems are not only aligned with the culture we aim to reinforce but also serve to enhance it.

How we hire

When hiring, technical knowledge is secondary—it is something that can be learned. What matters most is a candidate's ability to learn (including from mistakes) and their enthusiasm for our culture. The rest, we teach them ourselves.

How we make decisions

We use a system called “90-10,” meaning that in 90% of cases, employees are fully empowered to make their own decisions. This makes execution significantly more efficient and agile. For the other 10%, involving high-stakes or irreversible decisions, we take a collaborative approach.

How we recognize and symbolize our culture

One of the ways in which we choose to convey cultural messages and tell stories is through recognition. One key initiative is our DNA Awards, an event where we celebrate individuals who make extraordinary contributions and exemplify our culture. Every year, leaders submit nominations. An in-depth analysis follows, supplemented by 360° feedback, and a team of senior cultural leaders and the executive team then selects the finalists and the winner. The CEO personally recognizes these individuals during a live, company-wide event.

How we hear our people

We systematically hear employee feedback through annual pulse surveys and make this information available to leaders to continuously improve team effectiveness and experience.

Open Q&A sessions, both virtual and in-person, provide employees with opportunities to raise questions and share feedback directly with leadership. Pre-session surveys gather questions, and leadership addresses the most upvoted submissions. Our CEO regularly conducts these sessions with the entire company.



25 Years of culture in action

To celebrate our 25th anniversary, we decided to focus efforts on preserving and expanding our culture, which reflects our essence and has been key to our success. We did so with the support of our founding team, many of whom continue to lead our business.

Shaping Our Next 25

These efforts throughout the year were organized around the concept of “Shaping Our Next 25,” underscoring that while we have built the foundation of a great company and achieved extraordinary results, the real thrill lies in seizing the vast opportunities in the decades ahead. Our executive team shared firsthand accounts of our beginnings, linking them to present-day impact and future opportunities, all tied together by our entrepreneurial DNA. These stories were shared in leadership meetings, team events, onboarding sessions, Q&A workshops, and our DNA Workshop, along with other recognition initiatives.

Our legacy

In Brazil, we launched the MELI Museum at our São Paulo office, offering a deep dive into our history, impact, and future innovations. In Argentina, we revitalized the Garage Museum, situated at the exact place where our story began. We also hosted a photography contest under the theme “Transforming Millions of Lives,” inviting employees to share images that reflect our purpose in action: how we democratize commerce and financial services in Latin America. The winning entries, chosen by our executive team, are now part of an exhibit displayed across regional offices. We also introduced the MELI Store, a store within our marketplace, where employees can purchase merchandising with our branding.

Main recognitions of our employer brand

To gauge the impact of our entrepreneurial culture beyond MELI, we also assess our reputation as an employer through open-ended rankings. These rankings, mostly driven by spontaneous recall, enable benchmarking against leading industry players while identifying opportunities to enhance our employer brand.



#1 in our sector
to attract and retain talent
in Argentina, Brazil, Chile,
Colombia and Mexico,
according to Merco Talento.

ARGENTINA

#Hall of fame -
Randstad

#1 Merco Talento
1 Apertura

BRAZIL

#2 Merco Talento

URUGUAY

#1 Randstad

CHILE

#6 Merco Talento

MÉXICO

#7 Merco Talento

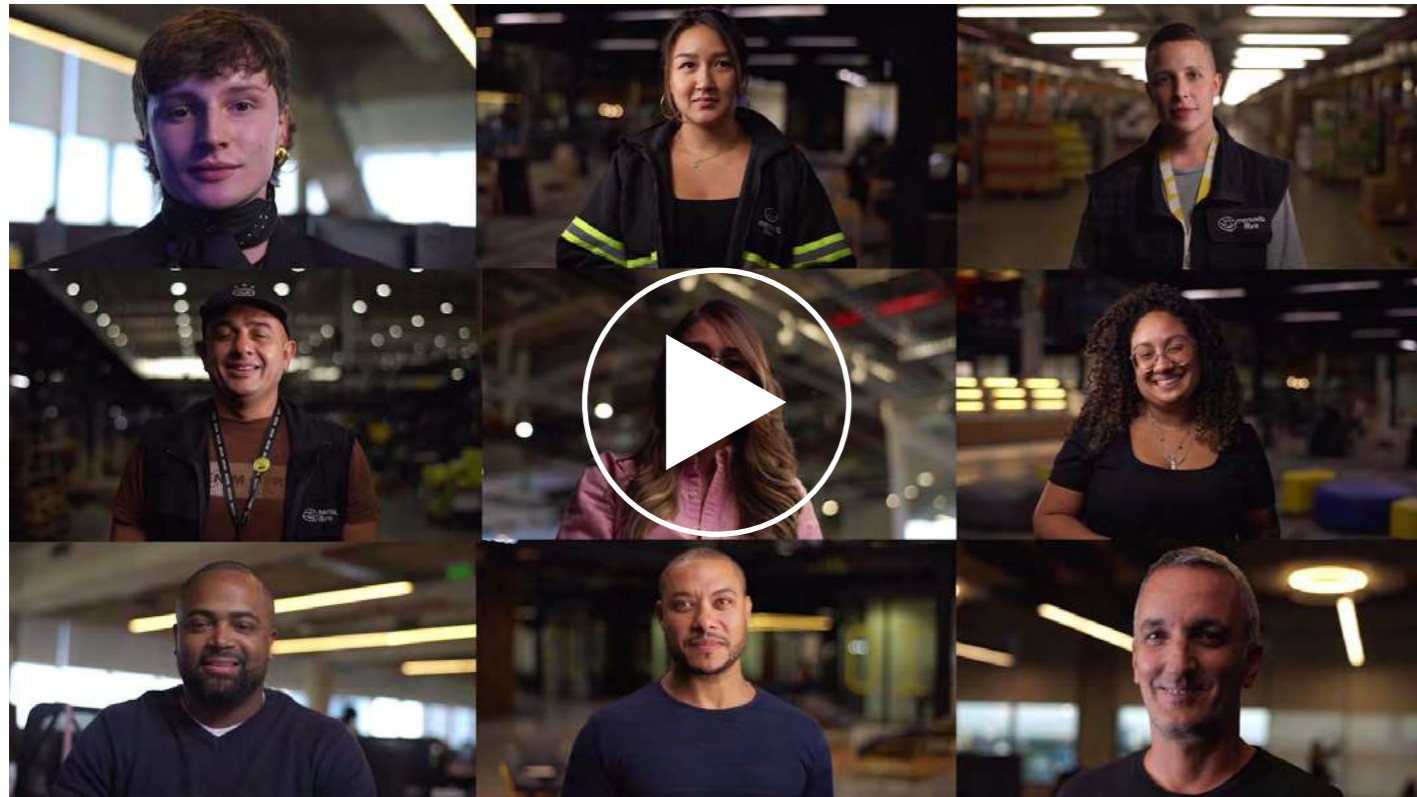
COLOMBIA

#15 Merco Talento
World-Class Team –
La Nota



How we compete to win

We believe in hard work and the value of meritocracy. We also know that including diverse experiences fosters innovation and helps us anticipate the needs and expectations of those who choose Mercado Libre. Our approach is built on two complementary pillars: inclusion, achieved through processes and actions that provide equal opportunity, underpinned by a meritocratic culture; and representation, which ensures that diverse profiles and experiences are reflected across our organization to mirror the richness of our user community.



DRIVING INCLUSION

By implementing processes and initiatives that provide equal opportunity, underpinned by a meritocratic culture.

ENSURING REPRESENTATION

By ensuring diverse profiles and experiences are reflected across our organization to mirror the richness of our user community



DIVERSE PERSPECTIVES

Today, 93% of our team members view their leaders as inclusive, and this perception is consistent across all diversity groups. We also ensure equal pay, with no significant gaps in talent management processes, including performance evaluations, promotions, and internal mobility.

Creating an inclusive, respectful work environment remains our top priority. In 2024, we established an Inclusion Insights Team, an intersectional group tasked with ensuring our initiatives and processes embrace diverse perspectives and experiences, fostering a workplace that is continuously improving for everyone. Led by the Inclusion Team, this group brings together 13 representatives from diverse communities—women, individuals over 40, people with disabilities, various ethnicities, and LGBTQI+—with balanced representation across countries, tenure, and seniority, while also taking into account performance and alignment with cultural values.

We do not tolerate any type of discrimination. Employees are required to report any breach of our MELI Code. Our confidential [Whistleblowing Hotline](#), available 24/7, ensures employees can report concerns anonymously.

Value proposition based on challenges

Our value proposition is primarily based on challenges, learning opportunities, and creating meaningful experiences aligned with our purpose, transcending purely financial rewards.

Compensation policy GRI 2-19

Mercado Libre's merit-based compensation policy rewards sustained performance and learning agility. Market benchmarking by external partners ensures our salary tiers remain competitive.

For leadership and critical roles, we offer a Long-Term Program tied to Mercado Libre's stock performance, in US dollars. This program is available to our people at the management level and above. For IT roles, eligibility begins at entry-level leadership, such as Project Leaders (PL) and Team Leaders (TL). Today, over 6,500 employees across the region are part of this program.

Flexibility with accountability

One area we continue to evolve in is our workplace dynamics. Currently, 60% of our workforce operates on-site in Logistics operations, while the remaining 40% work under a hybrid work model. In 2024, we refined this model to balance team flexibility—an internally valued feature and a differentiator for talent acquisition—with optimal conditions for transmitting our culture.

Under the hybrid model, we have the following arrangements:

- At least 40% of the time per quarter. This applies only to senior leaders, and when a leader conveys the need, the team comes together.
- New hires are expected to be on-site 40% of the time during their first 100 days.
- Those who are not in leadership roles have no minimum on-site requirement but must maintain some physical presence.

Within these parameters, employees have the autonomy to manage their schedule flexibly but with a high level of accountability. The compliance with results and standards of excellence are non-negotiable. To ensure this, we monitor productivity, connectivity, and conduct through regular performance assessments. Both our productivity indicators and our business and human capital results are aligned with this approach.

Given their impact on productivity and well-being, we have been consistently improving the effectiveness of our meetings. We have introduced tools for scheduling and conducting remote meetings to streamline the organization of effective discussions. Information is collected and displayed on a dashboard for leaders to manage their teams.

Work from Anywhere Program

With this initiative, employees have the opportunity to work remotely from any location worldwide for up to 90 days annually, either consecutively or split throughout the calendar year. Eligibility requires a minimum of six months' tenure and prior approval from the employee's manager.



Reload your Batteries Program

Introduced in 2024, this program offers senior leaders (directors and above) with over ten years of service the opportunity to take a sabbatical to recharge, tackle new challenges, or pursue deferred personal goals. Employees are eligible for two sabbatical periods during their tenure: the first after ten years, lasting up to eight weeks, and the second after twenty years, lasting up to twelve weeks.

Development of our teams

GRI 404-1

GRI 404-2

We focus on enhancing the performance and continuous development of the people in our team. New hires are greeted with a welcome to “the adrenaline rush of entrepreneurship.” From that point, we encourage everyone to take ownership of their personal development.

OWNBoarding

Our onboarding process is designed to instill our culture in every person who joins the team. Branded as OWNboarding, this 100-day program accelerates learning and empowers new team members to take ownership of their career path from the outset. The experience centers on fostering a seamless integration into our entrepreneurial DNA.

OWNBoarding Day 1

We want all employees to feel deeply connected to our culture starting on day one. This experience is designed to be shared by everyone across all departments and levels. It is an in-person journey that reinforces the connection with MELI’s DNA and encourages networking to accelerate learning. For Logistics representatives, we adapted the program so that it is integrated into operational training.

Buddy Program

A personalized onboarding initiative where a team member acts as a mentor, offering guidance and support to new hires for an enhanced and seamless induction experience during their first month.

Functional Onboarding

Learning experiences developed in each business unit to expedite the readiness and alignment of new hires. These programs equip new hires with the technical knowledge and skills to understand their role in depth, their team, their business unit, and their impact on Mercado Libre’s ecosystem.

High performance teams GRI 404-3

Our Performance Management process is focused on defining challenges and goals that impact business priorities, raising the bar to build better teams. This approach allows us to distinguish and reward individuals based on their impact and cultural contribution, with meritocracy as a core value.

Our evaluations assess contributions across two dimensions: the WHAT (achievements and outcomes) and the HOW (putting our cultural principles into action). Exceptional results alone are not enough; they must be achieved in alignment with our cultural values. For this reason, the two evaluations have separate scales and are not averaged. This ensures we continuously raise the talent bar, making decisions that drive business results while preserving our culture and building high-performing teams. In 2024, all Mercado Libre employees underwent regular performance and professional development assessments.

Leaders provide feedback to their teams, informed by 360° feedback and supplemented by reverse feedback from employees to their leaders. We encourage these conversations year-round and reinforce them quarterly. Assessments consider both business results and the extent to which those evaluated have demonstrated our cultural values.



Ownership of learning GRI 404-2


We promote collaborative learning in which empowers individuals to own their development journey. Our focus is on developing leadership, interdisciplinary, and technical skills that deliver tangible business impact while aligning with our cultural DNA.

We have technical training programs supported by dedicated teams that identify, prioritize, and develop critical business capabilities across Marketplace, Logistics, IT & Product, Customer Experience, Ads, and Fintech. Some programs carried out in 2024 are:



IT Bootcamp

An intensive onboarding program designed for new team members in entry-level technology roles. The program spans eight weeks, combining technical skills-building with an introduction to our work culture, enabling participants to contribute effectively from day one.

 **895** individuals completed IT Bootcamp training in 2024

My First Work Experience

This internship program for employees' family members aged 16 to 20, who are either enrolled in their final year of middle school or have successfully completed it, offers a month-long opportunity to gain work experience during their summer vacation. The program is a paid internship designed to provide a first introduction to the professional world in a dynamic and learning-intensive environment. In 2024, the program welcomed more than 120 participants.

My First Code

This program introduces programming to employees' children and siblings aged 5 to 17, aiming to spark interest, encourage digital technology careers, and broaden career opportunities. The program is delivered through courses designed with partners like Crack The Code. In the 2024 edition, we reached more than 260 young participants.

Leadership development GRI 404-2

To guide the learning and training of our teams, we believe much more in the practical approach of on-the-job training, with a focus on leadership skills and culture.

Over 3,500 leaders have aligned their leadership practices through a workshop centered on team development, operational excellence, and process improvement through technology. Facilitated by business leaders, this training has earned a 100% excellence rating from participants and a 99% score for practical applicability. We also launched reskilling modules to enhance critical leadership skills highlighted in engagement and performance surveys. These efforts directly impacted 80% of retrained leaders, with immediate improvements reflected in subsequent evaluations.

Key programs in 2024 included:

Leadership OWNBoarding

This program is aimed at those who enter and assume a leadership role within the organization. The goal is to deepen understanding of our leadership principles, enhancing participants' abilities to lead with excellence, build top-performing teams, and champion MELI's DNA.

DNA Workshop

This workshop is an integral part of onboarding for newly appointed leaders or first-time managers. It equips leaders with the mindset and skills to bring our culture to life in their daily work and champion it with their teams. This two-day, in-person workshop is conducted throughout the region and facilitated by internal specialists.

Leading Ops

Part of OWNboarding, this learning experience strengthens leadership at every stage of the journey within the company. Since the preparation of the first leaders, more than 1,000 representatives have already been trained, resulting in 70% of promotions to leadership positions in operational teams.

Metrics and monitoring

Another key aspect of leadership effectiveness is measurement and monitoring. We systematically measure and monitor the effectiveness of each leader against a Leadership Effectiveness Target that assesses factors such as their ability to foster engagement and instill our culture, among other variables. Leaders have access to real-time dashboards aggregating key metrics, KPIs, and the outcomes of their leadership, empowering them to make informed, data-driven decisions.

MELI Retreat

The MELI Leadership Retreat is an annual event organized to share the company's strategic priorities, goals, and the cross-cutting capabilities required to achieve them. We promote transparency and integrity by sharing business results, providing access to valuable information, and building trust.



Occupational health, well-being and safety

GRI 3-3 GRI 401-2 GRI 403-1 GRI 403-2 GRI 403-3 GRI 403-4 GRI 403-5 GRI 403-6 GRI 403-7

People’s health and safety are at the heart of our operations. Beyond complying with the laws and regulations of the countries where we operate, we are committed to continuously elevating standards within our operations, aiming to create safe and healthy workplaces. We do this through the implementation of a management system where each person can be a protagonist, a promoter of correcting actions or unsafe acts, and a creator of an environment in which we are all responsible.

To this end, we focus on establishing a high standard of health and safety management that combines innovation with continuous team training and leadership, based on three strategic pillars:

- 1. Leadership Development:** we train leaders to champion safety as a core cultural value.
- 2. Risk Awareness:** we raise awareness among teams to equip them to proactively identify and mitigate risks.
- 3. Operational Excellence:** we train in-house specialists in safety, hygiene, and health within our operational teams, ensuring local expertise and consistency.

Key differentiators of our health and safety approach

Our approach combines innovative tools and proven practices to ensure the safety and well-being of our teams. Key features include:

- **Risk management:** Tools accessible at all levels to identify hazards and make a systematic assessment of risks through a robust matrix, informing appropriate action in response.
- **Incident reporting and investigation:** Clear procedures for documenting, investigating, communicating, and addressing incidents, ensuring continuous improvement.
- **Contractor management:** Strict requirements for external personnel accessing and operating on our premises, aligned with local laws.
- **Health support:** Emergency response services, and health and occupational support for employees.
- **Well-being:** Programs promoting emotional, physical, social, and financial well-being through thematic groups in our communication tools and providing access to our Knowledge Library in digital format.

This set of initiatives has fostered significant progress, including improvements in accident rate metrics, and heightened safety and health awareness across our operations. In 2024, we allocated 5,985 hours to train 364 members of our Safety, Hygiene, and Health team, and provided over 60,000 hours of targeted training for leaders and operational teams, comprising over 189,000 participants.

These initiatives underline our commitment to ensuring the safety of our workforce—not only meeting regulatory standards but striving to become a global benchmark for health and safety practices, supporting sustainable and healthy business growth.



SOCIAL CAPITAL

SOCIAL IMPACT

Our ecosystem's social and economic impacts 53

Technology to foster financial inclusion 56

A culture of giving 60

Photo: Chiapas - Mexico



Our ecosystem’s social and economic impacts

GRI 3-3 GRI 203-1 GRI 203-2

We continue to innovate to reduce disparities, build bridges, and create opportunities.

For 25 years, we have made a positive impact in Latin America by democratizing commerce, supporting financial inclusion, and stimulating the economy. Our ecosystem empowers millions of merchants and SMEs to buy, sell, and expand their businesses while accessing the essential tools and resources needed to thrive.

SMEs are central to Latin America’s economy, representing 99.5% of businesses and generating nearly 60% of productive employment in Latin America and the Caribbean (OECD, 2024). This is why we are committed to leveling the playing field, ensuring these businesses can compete with larger enterprises to fuel local economic growth.

By joining our marketplace, new businesses and SMEs fast-track their digital transformation, access new markets, attract customers, and unlock new income opportunities. Within our ecosystem, businesses can seamlessly access the financial services and planning tools needed to grow and thrive in the formal economy.

Recognizing the power of scale that our platforms offer, we aim to broaden economic opportunities and financial inclusion for bootstrap entrepreneurs and small businesses that create positive social and environmental impact. These businesses often face greater barriers to access our ecosystem or the possibilities offered by the realm of technology, due to geographic, economic, educational, or digital disparities.

In 2023, we collaborated with Euromonitor International on a report, titled [Impactos que Importan](#) (Impacts that Matter), which explores how our ecosystem creates value through entrepreneurship, digital transformation, job creation, and financial inclusion.

Impacts that matter



1.8+ million Latin American families rely on Mercado Libre as their primary source of income.



35% of sellers used their loans for inventory purchases, while 18% used them as working capital.



73%+ of the SMEs on our platform are family-owned businesses.



For **54.4%** of users, Mercado Pago was their first digital payment method.



1 in 5 SMEs is headed by a woman.



1 in 2 SMEs received their first credit offer through Mercado Pago.



9 out of 10 SMEs have successfully expanded beyond their local areas thanks to e-commerce, reaching new customers and boosting sales.



Mercado Pago is the tool used by **over 95,000** SMEs in the ecosystem’s physical channel.

Sustainable products

As Latin America’s leader in e-commerce, we see facilitating socially and environmentally impactful products as a key avenue to drive sustainability through our ecosystem. Our Sustainable Products section, launched in 2019, is designed to help shape consumer behavior by curating product selections based on social and environmental criteria. These criteria continue to evolve and can be viewed within each country’s Sustainable Products [section](#).

We also support sustainable regional businesses and brands by providing visibility and access to markets, thereby amplifying their positive impacts. Today, our goal is to become the platform of choice for sustainable products in Latin America, offering the broadest range of products across more than thirty categories.


The Sustainable Products section is a permanent feature and is active in six countries: Argentina, Brazil, Chile, Colombia, Mexico, and Uruguay. In 2024, we focused on expanding our selection in key categories like beauty, supermarket, and fashion in Argentina, Brazil, and Mexico, while also improving the visibility of products with a positive impact by including a special highlight in their technical descriptions. We also increased the organic visibility of sustainable products on the platform by delving deeper into the segmentation of different consumer groups and adopting increasingly targeted strategies.


To increase our range, we established alliances with social-impact businesses and organizations such as Origens Brasil, Movimento Amazônia em Casa, B Corp, and Instituto Akatu. We offer triple-impact and socio-biodiversity entrepreneurs with business training, and promote visibility and awareness campaigns, like EcoWeek, to highlight their products. We also have an open channel for consumers to send suggestions for impact-driven products they would like to see or sell on the platform.

Our solutions democratize access to products that deliver positive impact for both the planet and society.

 **529,000**
positive-impact products available

 **64,000**
positive-impact businesses and brands
+13% vs 2023

 **8.4 M**
people bought at least one positive-impact product
+45% vs 2023

 **17.1+ M**
positive-impact products sold
+52% vs 2023



“ The Mercado Libre platform has been our primary window to the world and a vital partner in driving our growth. Our success would not have been possible without the Mercado Libre ecosystem. By offering high-quality products, fulfilling orders promptly, and ensuring customer satisfaction, we’ve gained greater visibility and built a reputation. That reputation drives us to continuously improve. There’s no better advertising than that. ”

Damián Rojas, CEO & Founder of Kompost, a Certified B Corporation and top seller of composters in Mercado Libre’s Sustainable Products category in Argentina.

Positive-Impact Consumption Trends Report

Every year, we conduct a study of trends for online positive-impact consumption, leveraging Mercado Libre’s data and surveys of users who bought at least one positive-impact product. We also share a report with general data for Latin America and another for each country where we have an active Sustainable Products section.

Tendencias de consumo online con impacto positivo en América Latina | 5ª edición



Biomes in a Click

Since 2020, as part of our commitment to strengthening SMEs, improving their market access, and amplifying the positive reach of our ecosystem, we have been supporting sociobiodiversity entrepreneurs in marketing their products via our platform. This helps create new income streams, preserve sociobiodiversity, and strengthen the growth potential of local economies.

Through our pioneering “Biomes in a Click” initiative, we connect associations, cooperatives, and small businesses within biomes to the consumer market. These businesses list their products on a dedicated marketplace section, backed by financial solutions and a logistics network that reaches even remote areas. Products span categories like food, beauty, fashion, decor, and design.

The participating organizations receive training in online sales, commercial strategy, logistics, and digital marketing, including personalized mentoring sessions with experts. They also get benefits for using our ecosystem and enjoy enhanced visibility on the platform. The program operates in Argentina, Brazil, and Mexico, in collaboration with Teça Impacto, FIBO Impacto Social, and other key sociobioeconomy organizations.

PROGRAM IMPACTS



8 iconic Latin American biomes represented



182 organizations supported



71,201 products sold in 2024
+49% vs. 2023



36,000+ producers indirectly benefited from the revenue streams generated by the initiative

Learn more about the entrepreneurs and products of our Biomes in a Click



Technology to foster financial inclusion GRI 3-3

Our mission of democratizing access to commerce and financial services, driving inclusion, is at the heart of our business model. This focus, which has shaped the development of our products and solutions, has been embedded in Mercado Libre's DNA since our inception.

The maturity of the banking system varies across the various markets we serve, yet each market offers opportunities to more effectively serve unbanked and underbanked populations connected to our ecosystem.





Mercado Pago's value proposition helps drive this transformation by offering a comprehensive suite of solutions powered by our proprietary data and technology. From digital accounts to insurance and payment processing, we deliver secure, user-friendly, and accessible tools that empower individuals and businesses to develop and grow.

In 2024, we continued our efforts to broaden access to our ecosystem, driving financial and digital inclusion. As of year-end, Mercado Pago had 61.2 million monthly active users, processing USD 196.7 billion payments, and reaching 360 transactions per second.

We continue to rapidly increase access to credit, with a total volume of loans exceeding USD 24 billion. In Argentina, we introduced the option to collect social benefits, reducing cash dependency and increasing access to financial services: currently, 85% of new users generate returns on their balances, and 60% report that Mercado Pago provided them with their first access to loans.

As part of the regulatory agenda of the Central Bank of Brazil (BACEN) related to Financial Education, we created a Financial Education Committee in the country to follow the implementation and report on the actions recommended by the institution. The creation of our Financial Education Policy is among the advances implemented in 2024.

How we drive financial inclusion

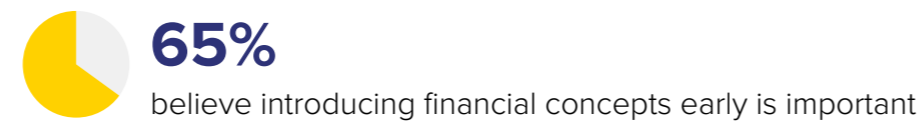
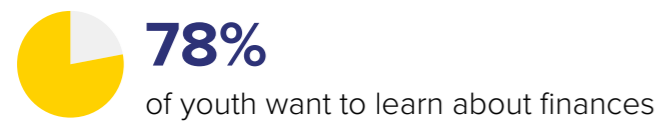
 PAYMENTS AND COLLECTIONS	 CREDIT	 SAVINGS AND INVESTMENTS	 INSURANCE
<p>Financial transactions: easy and accessible.</p> <p>Payment solutions: credit card, debit or QR payment systems for small businesses; QR codes, payment links, and online integrations.</p> <p>Cards: no issuance or maintenance fees; transfers and in-app payments.</p> <div data-bbox="1154 1168 1633 1789"> <p>580 M QR code payments processed</p> <p>USD 196.7 B total volume of processed payments</p> <p>61.2 M monthly active users</p> </div>	<p>Lending solutions: targeting individuals unserved by traditional credit systems. Instant, hassle-free online loans using AI-powered scoring systems.</p> <div data-bbox="1687 1055 2022 1546"> <p>24,6% active sellers with current credit</p> <p>USD 24,043 M credits granted in 2024</p> </div>	<p>Investing and earning returns: reliable, low-risk, immediately redeemable investment options. Backed by mutual funds managed and held by financial services providers.</p> <p>Cryptocurrency trading.</p> <p>Reserve tools to set aside funds for specific goals.</p> <div data-bbox="2076 1129 2627 1395"> <p>USD 10.6 B assets under management</p> </div>	<p>Personal accident and life insurance: reaching individuals who have never had access to this type of protection before.</p> <div data-bbox="2678 990 3013 1260"> <p>10+ M users with active policies</p> </div>

Personal finance and financial education for youth

We encourage young people to understand and responsibly use financial services in their daily lives.

In Argentina, more than 2 million youth aged 13 to 17 now hold a digital Mercado Pago account. These accounts allow them to deposit funds, make QR payments, acquire prepaid cards, and invest in mutual funds managed by the BIND financial services ecosystem. All minors must have parental or legal guardian authorization to create an account.

According to a report conducted by the consulting firm Provokers, seven out of ten young digital account holders say Mercado Pago helps them learn financial management and control their spending more effectively.



Source: Provokers

We recognize that, while financial inclusion for young people has a positive impact, it also presents risks, like exposing minors to online gambling, requiring us to be constantly vigilant and improve our protective measures. For this reason, in 2024, we added parental control features to some products enabling responsible adults to manage the minor’s activity. Along with a monthly report of transaction details, they can monitor the adolescent’s spending in real time, set alerts for expenses or amounts, and automatically pause the minor’s account, blocking access until it is reactivated.

Through our specialized security and fraud teams, we require all gaming platforms that process payments through Mercado Pago’s payment gateway to verify identity documents within their systems to ensure that minors cannot create or access an account. We also use automatic filters to reject payments and transfers from minors to gaming sites.



Financial education: key to responsible use

We continue working to bridge educational gaps and ensure responsible use of financial services by offering free training for young individuals aged 16 to 18, equipping them to be able to make informed decisions about personal finances. In partnership with Junior Achievement, Mercado Pago provides a program teaching basic financial education concepts to thousands of public school students in Argentina, Chile, Colombia, Mexico, and Uruguay.

Participants learn the importance of saving for life goals, understand investment and credit instruments, and how to use them responsibly. They also benefit from personalized guidance from educators and a workshop with Mercado Pago volunteers who share insights on how financial education has impacted their lives.

 **4,570+ young people** attended financial education training

 **238 schools** reached

First Financial Education Olympics in Argentina

In Argentina, where Mercado Pago has its largest base of young users, we partnered with Junior Achievement to introduce the inaugural Financial Education Olympics for young individuals aged 16 to 18 from across the country. With additional support from edtech company Lufindo, over 4,000 high school students joined the initiative to strengthen their financial literacy and skills.

The Olympics addressed topics such as responsible money management (goal-setting, financial planning, simple and compound interest) and digital security (phishing and fraud prevention). Participants engaged in hands-on classroom activities and online team challenges to advance through the competition, leading up to a final round.

 **3,695 students** completed the program

 **187 schools** and teachers participated



Strengthening financial and digital skills of women entrepreneurs GRI 3-3

In emerging economies with limited employment opportunities, Latin American women are leading an estimated 21% of new business ventures (Global Entrepreneurship Monitor). Women-led businesses are important drivers of economic development, creating jobs and delivering community impact. Yet, many women face significant growth gaps. According to the International Finance Corporation (2017), 73% of women-led SMEs in Latin America either lack adequate financial resources to scale or are entirely excluded from financial institutions.

To advance the social and economic inclusion of women entrepreneurs and bridge the gaps hindering their growth, we have partnered with Emprende Pro Mujer across Spanish-speaking countries, and with Aliança Empreendedora and Barkus in Brazil, to provide financial education for women-owned businesses in Argentina, Brazil, Mexico, Colombia, Chile, and Uruguay. Through these partnerships, we provide free training in entrepreneurial and financial skills, support continuous learning with opportunities to advance to higher levels, and foster a support network with specialists and peers in the region.

PROGRAM IMPACTS


 **42,969 women** reached in 2024 (81,000+ since 2022)

 **5,969** certified (11,438 since 2022)


HISPANIC AMERICA


 **13%** continued training path in 2024


 **46%** improved their financial skills

 **86%** consider themselves empowered in their role

BRAZIL

 **57%** perceive themselves as entrepreneurs

 **55%** feel prepared to start and run a business

 **61%** feel prepared to organize the finances of their business



A culture of giving GRI 413-1

Mercado Libre Solidario leverages our ecosystem to support civil organizations by providing digital inclusion and facilitating access to donors and fundraising. Through technology, we connect NGOs with millions of people across Argentina, Brazil, Chile, Colombia, Mexico, Peru, Uruguay, and Venezuela.

Participating organizations receive training, benefits in accessing our solutions for fundraising and resource management, and guidance to sell products and services on our marketplace. We also foster collaboration and networking between organizations in Latin America and run fundraising drives throughout the year via the Donate Button on Mercado Pago.

 **4,300+**
organizations onboarded

 **USD 30+ M**
raised through Mercado Libre Solidario


Donate Button

We have simplified the donation process through a permanent feature on the Mercado Pago app that allows users to donate to various NGOs quickly, transparently, and securely. This feature is currently active in Argentina, Brazil, and Mexico.

PROGRAM IMPACTS

 **USD 289,000+**
raised by NGOs using our Donate Button

 **USD 185,000**
funneled to emergency aid via the Donate Button

 **USD 3.5 M**
worth of goods donated in Argentina and Chile



Humanitarian aid and disaster relief

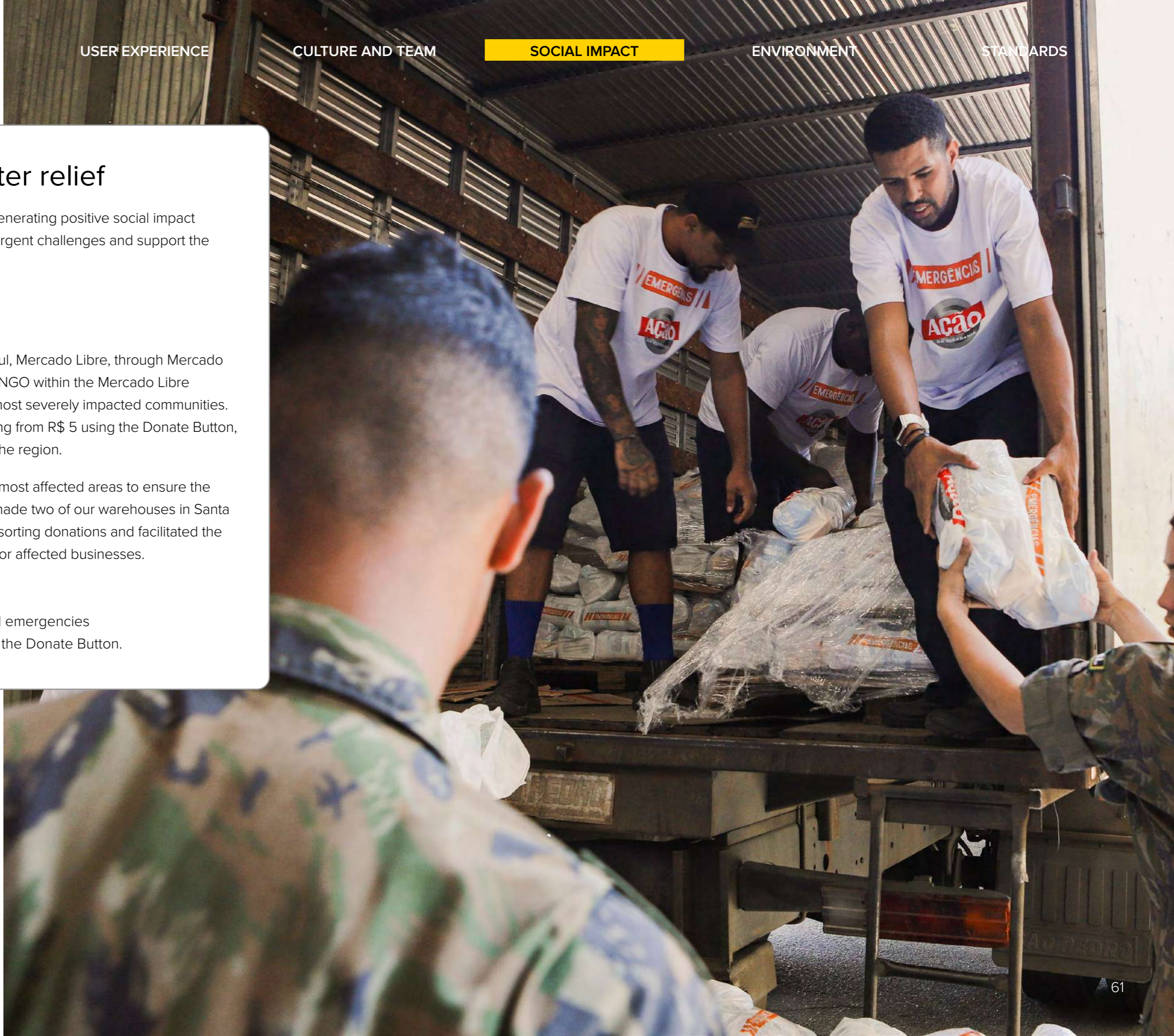
Throughout 2024, we delivered on our commitment to generating positive social impact by leveraging technology as a powerful tool to address urgent challenges and support the recovery of communities affected by natural disasters.

Disaster relief in Southern Brazil

In response to the devastating floods in Rio Grande do Sul, Mercado Libre, through Mercado Pago, contributed R\$ 1 million to Ação da Cidadania—an NGO within the Mercado Libre Solidario program—to deliver immediate support to the most severely impacted communities. Mercado Pago users also had the option to donate starting from R\$ 5 using the Donate Button, with funds funneled toward aiding vulnerable families in the region.

During this emergency, we suspended operations in the most affected areas to ensure the safety of our employees and logistics network. We also made two of our warehouses in Santa Maria and in Sapucaia do Sul available for receiving and sorting donations and facilitated the shipping of donated items, while applying reduced fees for affected businesses.


 **USD 1 M+** raised for 25 climate-related emergencies across the region from 2022 to 2024 through the Donate Button.

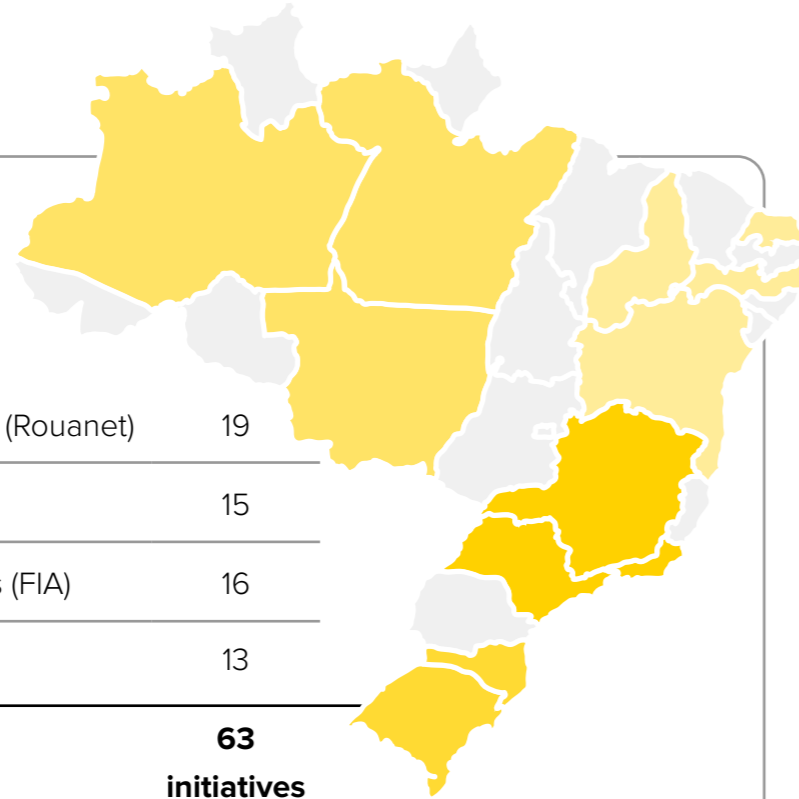


The best of Brazil

Tax incentives

To encourage and support creativity and innovation, seeking initiatives that make a difference from North to South Brazil, in September 2024 we launched the **#EntregrandoOMelhorDoBrasil** Call for Proposals, through which we selected 63 projects that celebrate Brazilian popular culture, with highlights for music, fashion, film, entertainment, entrepreneurship and other activities linked to the creative economy. Using the country’s incentive laws, which allow individuals and companies to allocate part of their income tax to causes and projects that contribute to socioeconomic development, we enhance our impact on the communities where we operate.

 **BRL 42+ M** allocated to 63 initiatives in 13 states



Meet some of the initiatives supported by Mercado Libre through tax incentives in Brazil:



Rouanet - Psica Festival

The Psica Festival is an independent event that celebrates alternative music and urban culture, bringing together artists of different styles in a diverse and innovative program in Belém do Pará.

Sports - Taça das Favelas

Taça das Favelas (Favelas Cup) is a soccer championship organized by the Central Única das Favelas (CUFA), which promotes the social inclusion of communities and strengthens the self-esteem of young people from favelas through educational values and citizenship.



FIA - Instituto Reciclar

A training initiative that aims to enable the professional, social and personal development of adolescents in situations of vulnerability and social risk in the area where the Mercado Livre’s headquarters is located in São Paulo, Brazil, supporting them in choosing a profession, developing socioemotional skills, as well as promoting entrepreneurship, innovation and creativity.

Senior Citizens - Walking Football Brasil

Walking Football Brasil promotes activities, experiences and socio-sports, cultural and educational projects aimed at improving the well-being and quality of life of seniors. In addition to sports activities, they also participate in socio-educational activities, digital inclusion, financial empowerment, and awareness and recognition of those over 60, in synergy with the pillars of active aging.



NATURAL CAPITAL

ENVIRONMENT

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Growing while reducing impacts

GRI 3-3

GRI 201-2

SASB-GC-EC-410a.2

To drive the development of more efficient solutions and cut our environmental footprint across the entire value chain, we focus on three key logistics-related pillars that have the potential to significantly cut emissions: sustainable mobility, energy management, and material circularity.

In 2024, we delivered 1,779 million parcels to consumers who chose us to buy the products they need daily—a 33.1% increase from the previous year. This growth would not have been possible without a world-class logistics infrastructure, which ensures swift, reliable, and high-quality deliveries. However, we are acutely aware that this growth comes with the responsibility of implementing increasingly efficient and innovative strategies to reduce our environmental impact.

Given this imperative, we made significant progress in 2024 through our sustainable mobility initiatives. We now operate one of the region’s largest electric fleets, comprising over 3,600 vehicles, and have delivered more than 70 million parcels with reduced emissions. We have also continued to innovate in adopting new low-emission logistics technologies for our fleet.

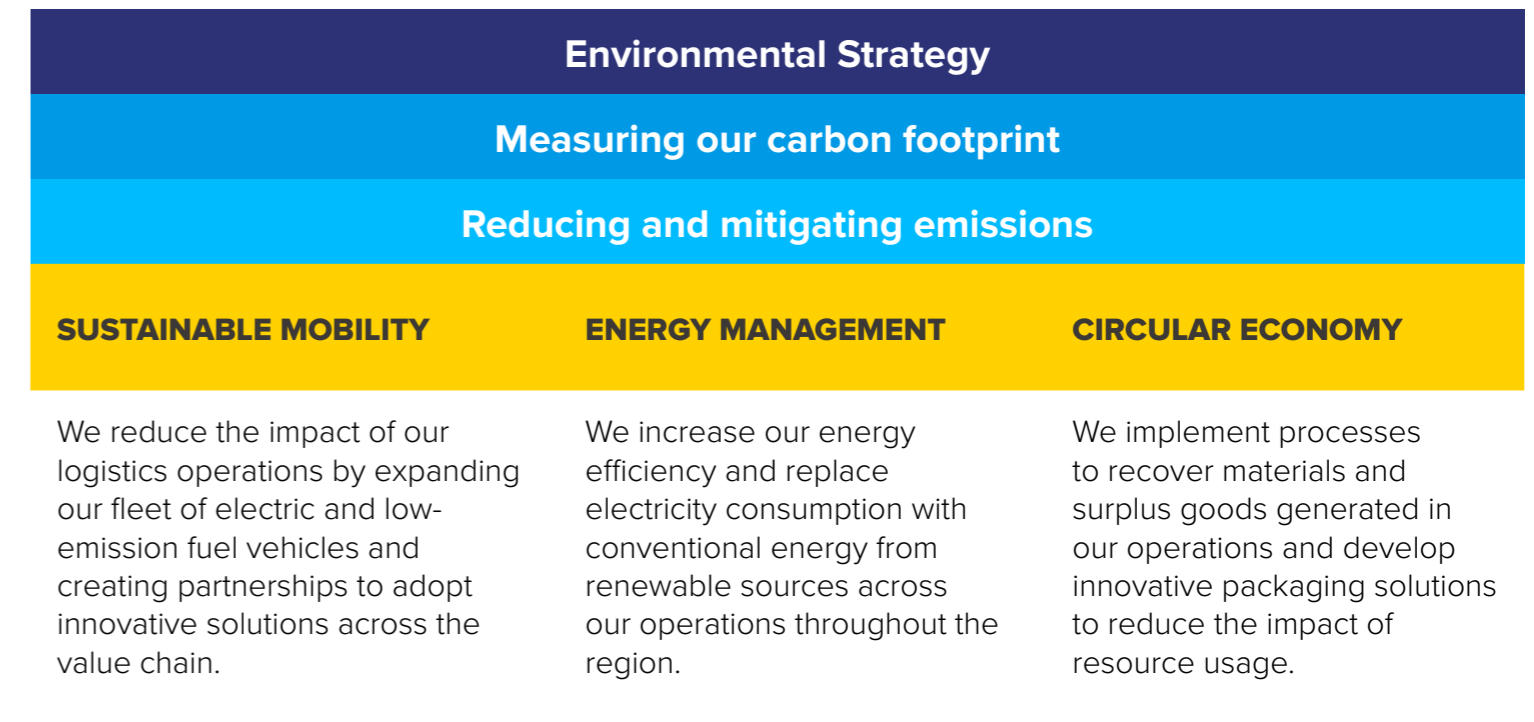
Managing the energy used in our operations is another critical aspect of reducing CO₂ emissions. Our efforts focus on two main fronts: renewable energy and energy efficiency. We are working to enhance efficiency and supply our energy requirement from renewable sources across Latin America. Today, renewable sources account for 43.8% of our entire energy consumption in the region.

Another key focus is developing new technologies and

packaging solutions to reduce environmental impact and improve efficiency in the management of natural resources. We promote the circularity of materials by recycling 77% of the waste generated in our operations and increasing the use of recycled content in our packaging. Through this, we ended 2024 with up to 50% recycled plastic content in Argentina and Mexico and an average of 85% recycled cardboard in boxes.

In 2024, we also completed the investment cycle of Regenera América, a program created to strengthen our emission-cutting efforts. It has grown into a key initiative to mitigate the effects of climate change, safeguard biodiversity, and promote the well-being of local communities. Today, more than 15,199 hectares of forests are undergoing restoration and conservation, with an estimated carbon capture of more than 500,000 tCO₂e over 30 years, benefiting more than 10,000 people through nine active projects in Brazil and Mexico.

Environmental strategy



Our carbon footprint

We measure our equivalent carbon footprint across all three scopes using internationally recognized methodologies, including the GHG Protocol’s Value Chain (Scope 3) Standard, the GLEC Framework, DEFRA, IEA, and IPCC. Each year, we refine our calculation methods for increased accuracy and alignment with real-world operating conditions.

In our efforts to expand emissions measurements, evaluating Scope 3 emissions is particularly vital for pinpointing areas of significant impact. We are actively improving our information and estimation tools while engaging our logistics chain to achieve sustainable mobility by incorporating lower-emission shipping methods compared to traditional fossil fuels. As part of this, we establish contractual agreements with transportation providers to measure and report CO₂e emissions related to our operations.

Greenhouse Gas (GHG) Inventory

GRI 2-4 **GRI 305-1** **GRI 305-2** **GRI 305-3**

In metric tons of CO ₂ e ^{7 8}	2022 (ADJUSTED)	2023 (ADJUSTED)	2024
Direct GHG Emissions - Scope 1	2,877	7,857	7,112
Combustion from mobile sources	1,516	1,822	3,252
Combustion from stationary sources	1,179	5,876	3,831
Fugitive emissions	183	159	28
Biogenic CO ₂ emissions in Scope 1	-	-	40
Indirect GHG Emissions - Scope 2⁹	17,844	18,179	28,865.7
Other Indirect Emissions - Scope 3	1,406,175	2,081,948	2,315,795
Scope 3: (01) Purchase of goods and services	604,924	798,970	931,932
Scope 3: (04) Upstream transportation and distribution	282,193	519,101	583,844
Scope 3: (05) Waste generated in operations	17,719	21,790	1334
Scope 3: (06) Business travel	3738	5064	7131
Scope 3: (07) Employee commuting	33,582	40,859	121,785
Scope 3: (09) Downstream transportation and distribution	464,019	696,166	669,770
Biogenic CO ₂ emissions in Scope 3	-	-	197
% of carbon footprint from waste generation	1.24	1.03	0.06
TOTAL	1,426,896	2,107,984	2,351,772.7

⁷ Due to adjustments in the methodology for greater alignment with the GHG Protocol, emissions from the logistics fleet, previously considered in Scope 1, were included in Scope 3 as indirect emissions in the value chain. Consequently, historical data series were also updated to ensure comparability of the information.

⁸ The references used for the emission factors considered were: IPCC AR5; DEFRA - Greenhouse Gas Reporting: Conversion Factors 2023; Brazilian GHG Protocol Program; IEA Emission Factors Database; ECOINVENT DATABASE; Published Product Carbon Footprints (e.g., Dell, Apple Products); Carnegie Mellon EIO-LCA Database; Supplier reports. The gases included in the calculation were CO₂, CH₄, N₂O, and R-410. The inventory used Global Warming Potential (GWP) values according to the reports of the Intergovernmental Panel on Climate Change (IPCC), considering the following indices: CH₄: GWP 24; N₂O: GWP 265; R-410: GWP 1750.

⁹ Scope 2 figures reflect emissions based on the Location-based approach.

Climate governance

We identify and categorize climate change-related risks and opportunities based on aspects such as stakeholder expectations, customer preferences, environmental regulations, regional renewable energy development, and emerging trends. We have a broad range of emission reduction initiatives and use a hierarchical governance framework to manage climate risks across all business operations.

Since 2020, we have been responding to the Carbon Disclosure Project (CDP) climate change questionnaire to enhance corporate awareness and effectively manage associated risks.

Emissions intensity GRI 305-4

	2022	2023	2024
Per employee	42.4 tCO ₂ e	33.6 tCO ₂ e	27.9 tCO ₂ e
Per buyer	0.022 tCO ₂ e	0.023 tCO ₂ e	0.023 tCO ₂ e
Per USD of revenue	0.0001 tCO ₂ e	0.00014 tCO ₂ e	0.000113 tCO ₂ e

PROGRESS OF GHG INVENTORIES GRI 2-4 GRI 305-1 GRI 305-2 GRI 305-3

GREENHOUSE GAS (GHG) INVENTORY IN tCO ₂ e	2022	2022 (ADJUSTED)	2023	2023 (ADJUSTED)	2024
Direct GHG Emissions - Scope 1	318,140	2,877	567,279	7,857	7,112
Indirect GHG Emissions - Scope 2	17,844	17,844	16,864	18,179	28,865,7
Other Indirect Emissions - Scope 3	1,171,948	1,406,175	1,522,525	2,081,948	2,315,795

Commitment to data accuracy and integrity

At Mercado Libre, transparency and consistency across all reporting frameworks are fundamental to maintaining the trust of our stakeholders. As part of our ongoing commitment to data analysis and evidence-based reporting, we are refining the way we categorize certain emissions in alignment with the Greenhouse Gas (GHG) Protocol and prevailing financial reporting standards.

When we formally launched our carbon management practices in 2016, we included the emissions from our external logistics partners under Scope 1, even though these emissions were not directly under our operational control. This approach allowed us to take responsible ownership of the issue within our value chain. It also enabled us to drive meaningful actions and implement strategic initiatives to reduce emissions in collaboration with our partners, such as incorporating electric vehicles into first and last-mile operations and adopting alternative fuels for long-haul shipping.

After eight years of progress, we have decided to refine our reporting approach to align more closely with the GHG Protocol and prevailing industry standards. As a result, we have reclassified the emissions from deliveries made through our logistics partners from Scope 1 to Scope 3. This adjustment reflects our commitment to accuracy and integrity in reporting practices. We remain fully committed to reducing these emissions and will continue to actively support our logistics partners in developing their capabilities to measure, manage, and report emissions effectively.

This decision reinforces our determination to align climate action with globally recognized standards while ensuring transparency and credibility for our stakeholders.

Sustainable mobility

GRI 305-5

SASB-GC-EC-410a.1

As our business expands, so does our logistics network, one of the primary sources of direct emissions in our operations. Electrifying our fleet is a key approach to reducing emissions along the value chain, especially in the first and last-mile logistics. In addition to improving operational efficiency, it can cut CO₂ emissions by 50% to 85% compared to fossil fuel fleets.

However, achieving this transition in Latin America requires a multisectoral effort to overcome existing hurdles. The current landscape is defined by challenges such as supply-demand imbalances in the electric mobility and alternative fuels market, as well as limited charging infrastructure.

Despite these obstacles, in 2024, we exceeded 3,600 electric vehicles, positioning our fleet among the largest in the region. Over 70 million parcels were delivered with reduced emissions in 2024, avoiding the release of more than 11,000 tCO₂e.

We are also working to expand charging station infrastructure and exploring innovative models to accelerate fleet adoption. We recognize that this transition represents a significant opportunity for the sector, and are collaborating with regional supply chain partners to develop best-fit solutions for local challenges.

In Brazil, as part of collective efforts to address the challenges of the sector, we joined [Aliança pela Mobilidade Sustentável](#) (Alliance for Sustainable Mobility), an initiative focused on advancing sustainable mobility. Its actions aim to democratize access to electric vehicles, promote charging infrastructure, and foster strategic partnerships among participating companies to transform urban mobility.



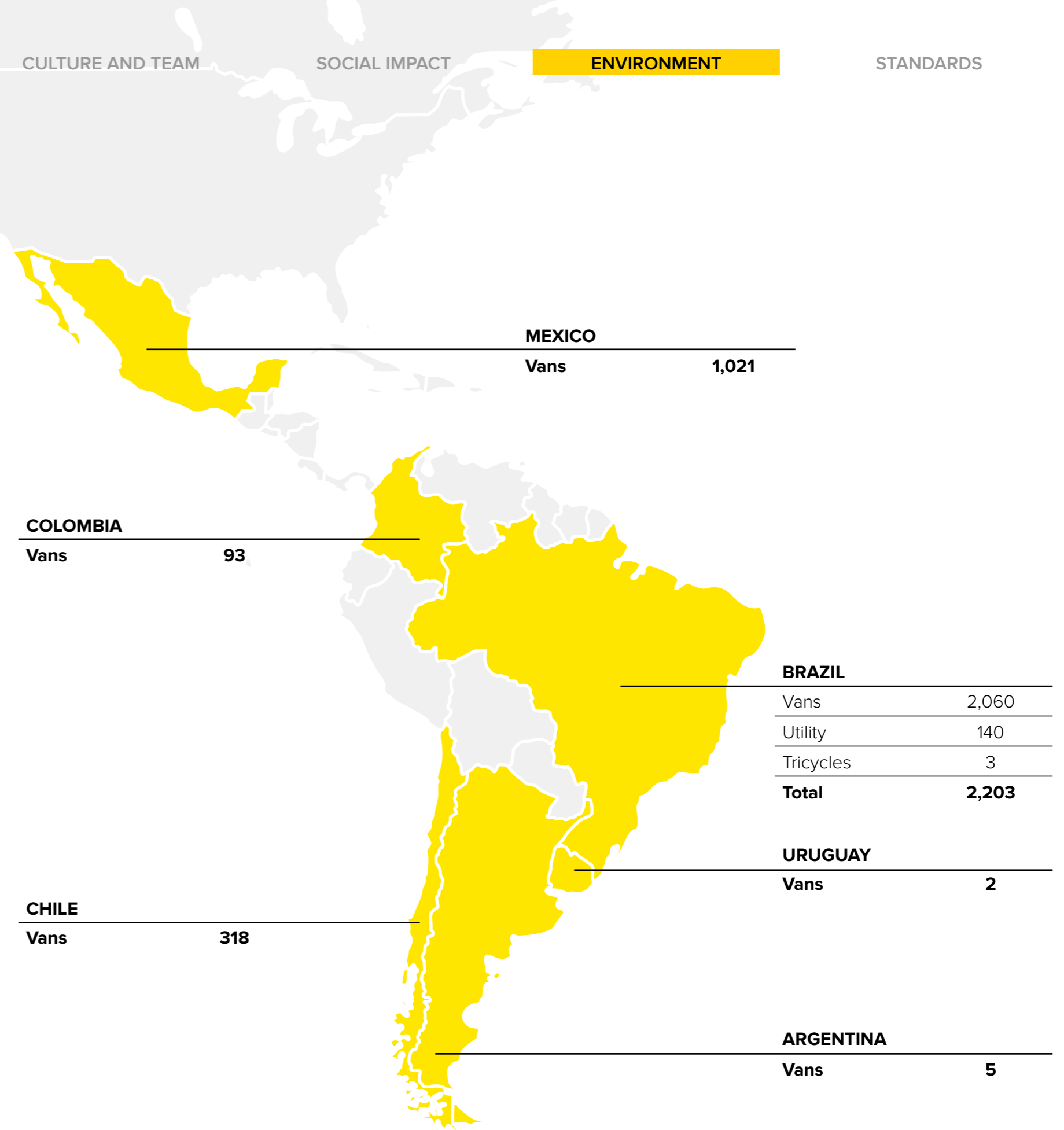
Innovating to advance low emissions GRI 305-5

To tackle the challenges of transitioning to low-carbon logistics, we partnered with Newlab to develop a Low-Carbon Logistics Study. We issued an open call for projects that drew participation from 128 companies and startups worldwide. As a result, we selected eight low-emission mobility startups with whom we conducted pilots under real business conditions within our operations in Brazil, Mexico, and Uruguay, to assess the feasibility and scalability of these technologies.

Our goal with this initiative is to identify and test innovative technologies that have the potential to significantly reduce the carbon footprint of our logistics operations. A series of pilot projects are evaluating multiple solutions, including alternative low-emission shipping methods, optimization of electric vehicle loads, and the conversion of internal combustion vehicles into electric and hybrid models.

Electric Fleet Distribution by country in 2024

TOTAL	
Vans	3,499
Utility	140
Tricycles	3
Total	3,642



Logistics efficiency

GRI 305-5 SASB-GC-EC-410a.1

In 2024, 71.8% of our deliveries arrived at their destinations within 48 hours. Handling this sales volume requires an advanced, seamless, and well executed logistics operation.

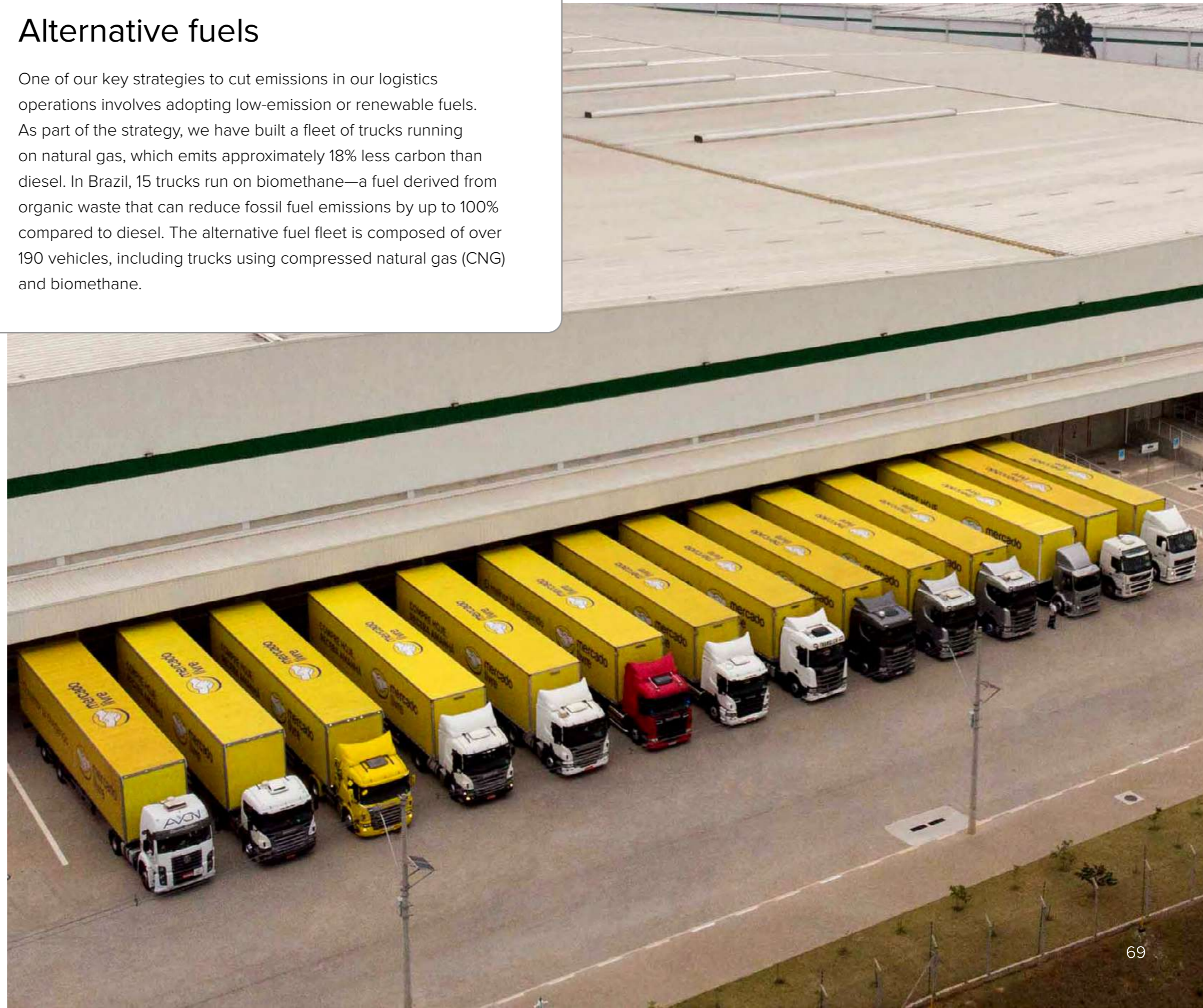
We are continuously innovating to improve the operational efficiency of our logistics network. Our strategically sited distribution centers and warehouses allow us to support greater delivery capacity and reduce lead times and costs.

Significant progress has been made in installing telemetry systems across much of our fleet. This supports real-time monitoring and improvement of several parameters, including road safety, fuel efficiency, route optimization, among others. Using data analytics, we promote safer, more efficient driving practices, resulting in both environmental and economic benefits.

In the middle-mile stage, we have implemented a load efficiency initiative that increases the average number of packages per truck, reducing emissions by 20% on the routes the initiative has been implemented and preventing the emission of 5,385 tCO₂e throughout 2024. We also grew our Mercado Libre Pickup Points, where customers collect their packages at local shops or even receive local deliveries via foot, bicycle, or motorbike. This reduces shipping costs, improves the customer experience, and enhances sustainability by cutting last-mile emissions. The volume of packages delivered increased by 19% year-over-year.

Alternative fuels

One of our key strategies to cut emissions in our logistics operations involves adopting low-emission or renewable fuels. As part of the strategy, we have built a fleet of trucks running on natural gas, which emits approximately 18% less carbon than diesel. In Brazil, 15 trucks run on biomethane—a fuel derived from organic waste that can reduce fossil fuel emissions by up to 100% compared to diesel. The alternative fuel fleet is composed of over 190 vehicles, including trucks using compressed natural gas (CNG) and biomethane.



Circularity of materials

We are constantly exploring solutions to minimize the volume of material sent to landfill and reintegrate resources back into the production process, within a circular economy approach. Our efforts focus on three key fronts: reduce, replace, and recycle, while also raising awareness in our value chain.



We have a robust recycling program with source-based waste separation and segregation systems. Today, 77% of the dry materials in our distribution centers are recovered via collaborations with local suppliers.

To permanently cut packaging waste, we ship some products in their original packaging, eliminating extra wrapping and reducing material use and unnecessary air in last-mile deliveries.

Connecting our environmental initiatives to users' daily lives

We seek to integrate our environmental initiatives into the user experience, making them partners in reducing environmental impacts and sharing our efforts in this area.

For this cycle to work, we need consumers to dispose of their waste in the right way. So in 2024, across our main markets, we started including sustainability messages to packaging, linking to a website explaining the materials used and providing guidance on how to sort and recycle them correctly.

In Brazil, Mexico, and Chile, we launched a new feature in tracking updates, notifying users when their package is delivered via an electric vehicle.



Waste management


GRI 306-1

GRI 306-2

In 2024, we achieved a material recovery rate across our operations at 77%. Cardboard remains the most recoverable waste regionally, accounting for over 44%, with wood coming in second at more than 18%. Brazil and Mexico, as our largest markets, generate the bulk of waste, accounting for 48.3% and 41.4%, respectively.

Our landfill diversion rate reached 21%, almost doubling since 2023 due to an expanded scope of waste reporting from more sites across our operations.

To ensure responsible waste management, we use legal instruments, including contractual clauses, permits, and documentation such as disposal certificates and transportation permits. Furthermore, every site operates under an excellence program that regularly reviews operational practices and results to maintain high standards, including waste management.



77%
recovery rate
in 2024

Waste Recovery Rate by country

MEXICO



BRAZIL



COLOMBIA



CHILE



ARGENTINA



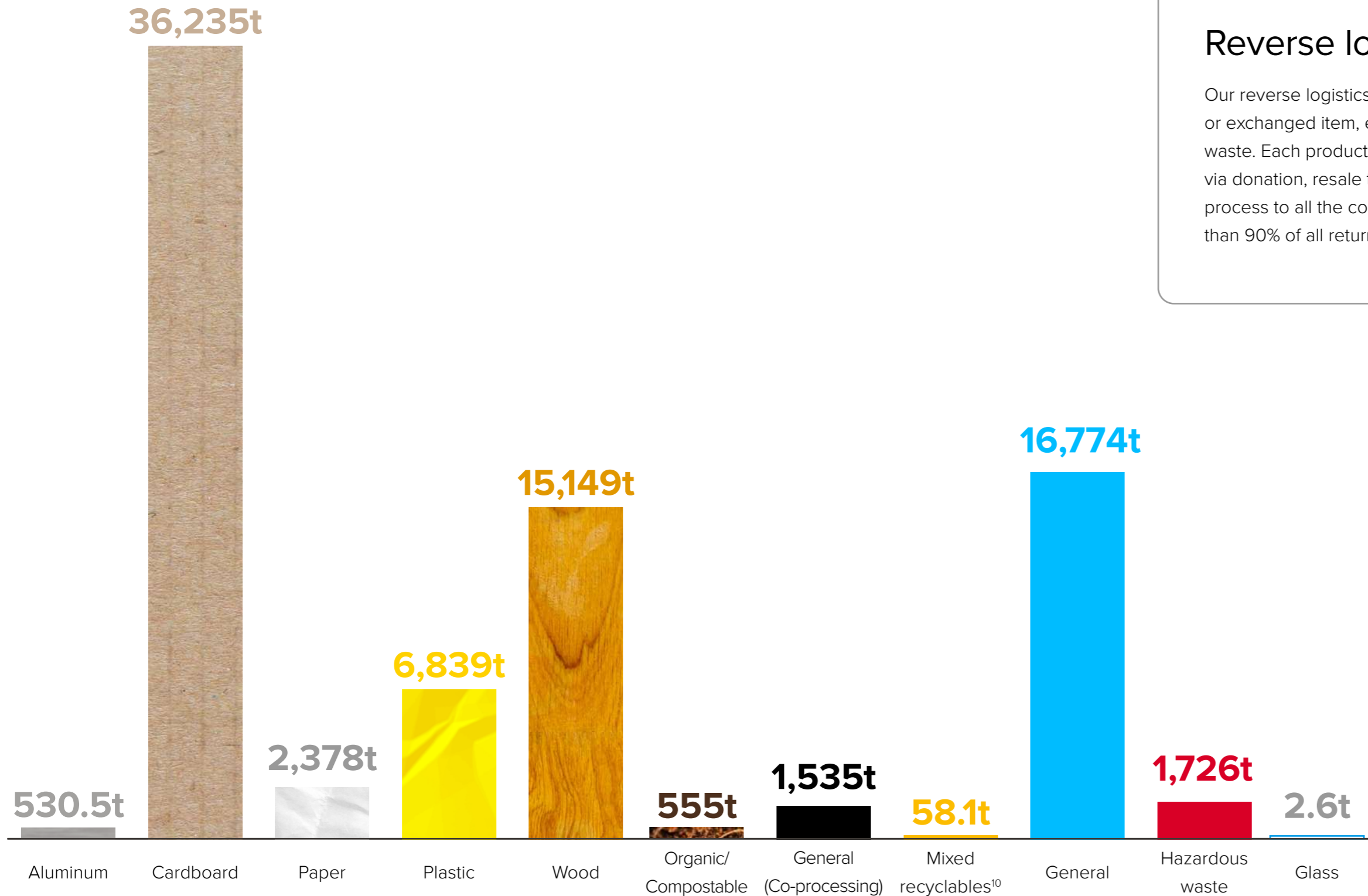
URUGUAY



Reduction in pallet use in Brazil

In Brazil, we have significantly reduced our wooden pallet purchases thanks to some key initiatives. For instance, we are massively replacing wooden pallets with plastic—“sleeve pallets”—, which are more durable and can be recycled at the end of their lifecycle. Also, we have maintenance and repair contracts to extend the life of wooden pallets still in use, ensuring they remain operational. Additionally, pallets that can no longer be repaired are responsibly disposed of by the supplier. As a result, we have reduced the generation of wood waste in our operations in Brazil by 46%.

Breakdown of Waste Composition in metric tons (t)



¹⁰ New category that includes items with more complex separation materials, such as espresso coffee capsules, Tetra Pak, coatings, and other mixed recyclables.

Reverse logistics GRI 301-3

Our reverse logistics program conducts a thorough assessment of each returned or exchanged item, ensuring optimal inventory management while reducing waste. Each product is analyzed and sorted for reintegration into the value chain via donation, resale to businesses, or recycling. In 2024, we expanded the process to all the countries where we operate and were able to recover more than 90% of all returned products through this initiative at the regional level.



Packaging innovation

We incorporate recycled materials into our packaging and ensure that all of them are recyclable, reusable, or compostable. Our cardboard packaging is either Forest Stewardship Council (FSC) certified or undergoing certification, guaranteeing that it is produced using responsible forestry practices. Throughout our operations, our boxes contain at least 36% recycled cardboard.

Since 2023, we incorporated bags produced with up to 50% recycled plastic in our operations in Argentina and Mexico. Through this, we achieved 47% of recycled plastic at the regional level. We are also implementing initiatives to diversify packaging sizes and reduce the weight of boxes and bags, minimizing material usage. In Brazil and Mexico, these measures reduced packaging weight by 20%, maintaining quality and performance while significantly decreasing raw material consumption.

We continue to promote the elimination of plastic filler materials, replacing them with paper-based alternatives made from responsibly sourced or recycled materials. Meanwhile, thanks to the Ships in Original Container (SIOC) program, 18% of the products leaving our logistics centers are shipped in their original packaging, cutting down on extra packaging.

100% RECYCLABLE, REUSABLE, AND COMPOSTABLE PACKAGING

BOXES	BAGS	PRIMARY PACKAGING (SIOC insertion)
<p>BRAZIL</p> <hr/> <p>20% minimum recycled content</p> <p>30% average recycled content</p>	<p>In Brazil and Chile (with Mexico in progress), we launched a bag for our supermarket category, typically used for food, which is reusable and safer for deliveries.</p> <p>In Brazil and Mexico, automated packaging machines are now used for single-item purchases, eliminating labels, reducing material consumption, and streamlining recycling.</p>	<p>ARGENTINA</p> <hr/> <p>29% of shipments</p>
<p>ARGENTINA</p> <hr/> <p>100% recycled cardboard</p>	<p>ARGENTINA</p> <hr/> <p>50% average recycled plastic</p>	<p>CHILE</p> <hr/> <p>19% of shipments</p>
<p>MEXICO</p> <hr/> <p>100% recycled cardboard</p>	<p>MEXICO BRAZIL</p> <hr/> <p>50% 12% average recycled plastic average recycled plastic</p>	<p>BRASIL</p> <hr/> <p>18% of shipments</p>
<p>CHILE</p> <hr/> <p>38% recycled cardboard</p>	<p>CHILE</p> <hr/> <p>100% compostable</p>	<p>MEXICO</p> <hr/> <p>17% of shipments</p>

Energy management

Distribution centers are among our largest energy consumers, primarily due to the electricity requirements of automated shipping operations. Our energy assessments revealed two key opportunities to reduce emissions: improving efficiency through smart meters and transitioning to renewable energy sources. Currently, over 125 logistics sites are equipped with IoT (Internet of Things) sensors, delivering real-time consumption data that facilitates more efficient resource management.

We have a program to meet our increased energy demand through external renewable energy purchase agreements, with a goal of transitioning to fully clean energy consumption at our facilities. Three of our sites are equipped with solar panel arrays for on-site generation.

ELECTRICITY CONSUMPTION (IN kWh) GRI 302-3 SASB-GC-EC-130a.1

	2022	2023	2024
Argentina	13,096,407	13,736,461	13,401,094
Brazil	59,369,393	73,935,216	91,180,607
Chile	4,187,383	6,344,907	7,663,460
Colombia	2,016,167	1,837,799	2,498,710
Mexico	25,724,048	48,610,917	59,509,188
Peru	-	39,606	73,947
Uruguay	753,475	780,948	754,672
Venezuela	57,335	87,245	66,088
The United States	-	-	117,600
Total for offices and distribution centers	105,204,209	145,373,099	175,265,366
Energy intensity (kWh/m ²)	51	55.6	62.3

ENERGY CONSUMPTION IN THE ORGANIZATION¹¹ GRI 302-1

	2022	2023	2024
Total fuel consumption ¹² from non-renewable sources within the organization in gigajoules, including the types of fuels used (Diesel).	5,786,705 GJ	7,929,037 GJ	52,642 GJ
Total electricity consumption (in GWh)	105.21	145.37	174.85
Total electricity consumption (in GJ/hour)	378.76	523.34	626.400
Heating consumption (in joules, watt-hours, or multiples)	0	0	0
Cooling consumption (in joules, watt-hours, or multiples)	0	0	0
Steam consumption (in joules, watt-hours, or multiples)	0	0	0
Total energy consumption within the organization (in gigajoules)	6,165,461 GJ	8,452,380 GJ ¹³	679,042 GJ

¹¹ The servers are owned by third parties, and the consumption volume is not individualized. GRI 302-2

¹² In 2023, they were considered Transportation fuels as they fell under Scope 1. In 2024, they were removed, and only GJ from generators are reported.

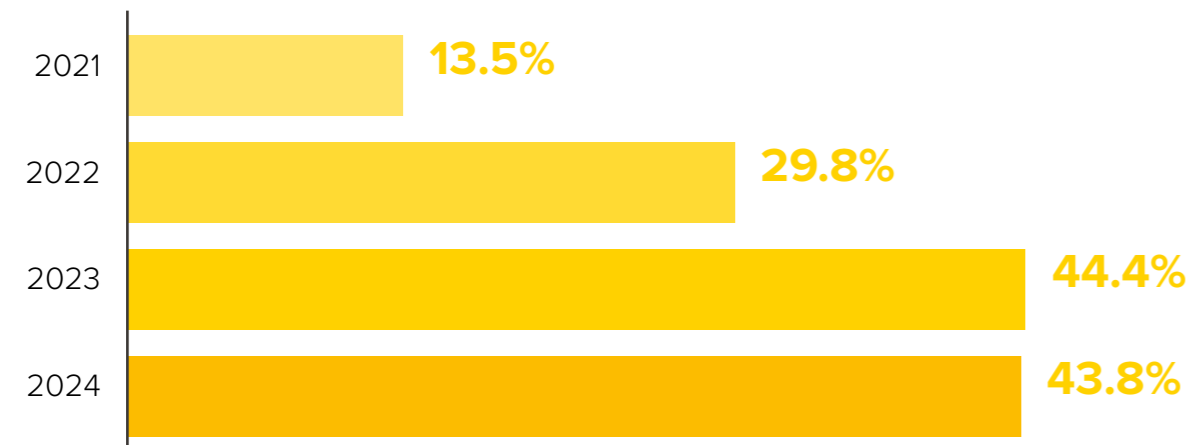
¹³ Due to an error in the GWh to GJ conversion calculation in 2023, we are updating the data in this edition.


Transition to renewable energy

We face the challenge of aligning accelerated business growth with efforts to reduce electricity consumption. To this end, we are investing in the use of renewable energy sources, which today already represents 43.8% of the energy consumption of the entire operation in the region. In 2024, we consumed over 76,000 MWh per year from these sources, and we managed to migrate three logistics sites to renewable energy.


In Brazil, we transitioned three logistics centers to renewable energy using Power Purchase Agreements (PPA). This shift means that approximately 64.5% of the energy consumption in Brazil now comes from renewable sources. In Colombia, our on-site solar array at the distribution and storage center generated 462 MWh of renewable energy, meeting 30% of the site’s annual electricity consumption. In Chile, renewable electricity consumption reached 5,997 MWh, and in Mexico, it totaled 11,442 MWh.

RENEWABLE ENERGY IN OUR OPERATIONS







76,739,655 kWh
of renewable electricity consumed



12,976 tCO₂e
of prevented emissions through
renewable energy vs conventional grid



30
logistics centers and offices in
whole or in part powered by
renewable sources



3
logistics centers
powered by renewable
sources in 2024

RENEWABLE ENERGY CONSUMPTION IN kWh	2022	2023	2024
Argentina ¹⁴	18,404	15,529	0
Brazil	23,163,160	46,719,125	58,838,066
Chile	3,449,430	5,203,798	5,997,800
Mexico	4,764,000	11,623,000	11,442,060
Colombia	-	144,146	461,730
Total Renewable Energy in kWh	31,394,993	63,705,598	76,739,656

¹⁴ Site closure.



STANDARDS

GRI Standards

STATEMENT OF USE: Mercado Libre has prepared the report in accordance with the GRI Standards for the period from January 1 to December 31, 2024.

GRI 1 USED: GRI 1: Foundation 2021. **APPLICABLE GRI SECTORAL STANDARDS:** Does not apply to available sectoral standards.

GRI STANDARD	CONTENT	LOCATION / RESPONSE
GRI 2: GENERAL DISCLOSURES 2021		
The organization and its reporting practices		
GRI 2: General Disclosures 2021	2-1 Organizational details	MercadoLibre, Inc. is a company traded in NASDAQ, incorporated as a Corporation under the laws of the State of Delaware, USA. Its headquarters are located at Dr. Luis Bonavita 1294 unit 1733, Montevideo, Uruguay, 11300. United States; Argentina; Brazil; Chile; Colombia; Costa Rica; Ecuador; Spain; Mexico; Peru; Uruguay; Venezuela; Cayman Islands; China.
		MercadoLibre S.R.L.
		DeRemate.com de Argentina S.A.
		MELI Log S.R.L.
		First Label S.R.L.
		Tech Pack S.R.L.
		MercadoPago Servicios de Procesamiento S.R.L.
		Interface Solutions S.R.L.
		Mercado Pago Inversiones S.R.L.
		Mercado Pago Asset Management S.A.
	2-2 Entities included in the organization’s sustainability reporting	MercadoLivre.com Atividades de Internet Ltda.
		Mercado Pago Instituição de Pagamento Ltda.
		eBazar.com.br Ltda.
		Mercado Envios Transporte Ltda.
		MELI Developers Brasil Ltda.
		Mercado Crédito Holding Financeira Ltda.
		Mercado Crédito Sociedade de Crédito, Financiamento e Investimento S.A.
		Mercado Pago Corretora de Seguros Ltda.
		Mercado Pago Distribuidora de Títulos e Valores Mobiliários Ltda.
Kangu Transportes Ltda.	Kangu Participações S.A.	
	K2I Intermediação Ltda.	
	MercadoLibre Chile Ltda.	
	Mercado Pago Emisora S.A.	
	Kangu Chile Limitada	
	Mercado Pago Corredores de Seguros SpA	
	Mercado Pago Crypto S.A.	
	Red de Pagos del Comercio Limitada	
Mercado Pago Lending Limitada		
Mercado Pago Operadora S.A.		

GRI STANDARD	CONTENT	LOCATION / RESPONSE	
GRI 2: General Disclosures 2021	2-2 Entities included in the organization’s sustainability reporting	MercadoLibre Colombia Ltda.	
		MercadoPago Colombia Ltda.	
		Mercadopago S.A. Compañía de Financiamiento	
		Kangu Tecnología Logística S.A.S.	
		MercadoLibre Costa Rica S.R.L.	Costa Rica
		MercadoLibre Ecuador Cia. Ltda.	Ecuador
		MELI Participaciones, S.L.	Spain
		Alice Biometrics, S.L.U.	
		MercadoLibre, S.A. de C.V., Institución de Fondos de Pago Electrónico (pending publication of the authorization to act as IFPE) (Former name: MercadoLibre, S. de R.L. de C.V.)	Mexico
		DeRemate.com de México S. de R.L. de C.V.	
		PSGAC, S. de R.L. de C.V.	
		Mercado Lending, S.A. de C.V.	
		MELI Operaciones Logísticas II, S. de R.L. de C.V.	
		MELI Global Imports, S. de R.L. de C.V.	
		MP Agregador, S. de R.L. de C.V.	
		Mercado Insurtech Agente de Seguros, S.A. de C.V.	
		MP Procesamiento de Pagos, S. de R.L. de C.V.	
		MercadoLibre Perú S.R.L.	
		MercadoPago Perú S.R.L.	
		MELI Uruguay S.R.L.	Uruguay
		Tech Fund S.R.L	
		Deremate.com de Uruguay S.R.L.	
		Kiserty S.A.	
		MercadoPago Uruguay S.R.L.	
		Dirpul S.A.	
		Hammer.com, LLC	Delaware, USA
		Servicios Administrativos y Comerciales, LLC	
		MercadoPago, LLC	
		Global Selling LLC (Former name: Mercado Pago International, LLC)	
		Autopark, LLC	
Autopark Classifieds, LLC			
Marketplace Investments, LLC			
Classifieds LLC			
SFSC, LLC			
MELI Capital LLC			

GRI STANDARD	CONTENT	LOCATION / RESPONSE
GRI 2: General Disclosures 2021	2-2 Entities included in the organization's sustainability reporting	MercadoLibre Venezuela, S.R.L. Venezuela MELI Capital Ventures LLC Cayman Islands MAIJIADUO Business Consulting (Shenzhen) Co., Ltd. China
	2-3 Reporting period, frequency and contact point	Pg. 5
	2-4 Restatements of information	Pg. 65, 66
	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	Pg. 13																																																																																																																																																																																																																																																																																								
	2-7 Employees	<table border="1"> <thead> <tr> <th>Employment</th> <th>ARG</th> <th>BRA</th> <th>CHI</th> <th>COL</th> <th>MEX</th> <th>PER</th> <th>URU</th> <th>VEN</th> <th>ECU</th> <th>USA</th> <th>CHI</th> <th>ESP</th> <th>TOTAL</th> </tr> </thead> <tbody> <tr> <td colspan="14">PEOPLE BY CONTRACT TYPE AND GENDER</td> </tr> <tr> <td>Permanent</td> <td>12,043</td> <td>36,548</td> <td>2,639</td> <td>5,280</td> <td>19,022</td> <td>54</td> <td>1,858</td> <td>25</td> <td>6</td> <td>20</td> <td>5</td> <td>19</td> <td>77,519</td> </tr> <tr> <td>- Women</td> <td>4,375</td> <td>18,647</td> <td>961</td> <td>1,429</td> <td>8,793</td> <td>25</td> <td>674</td> <td>15</td> <td>2</td> <td>6</td> <td>5</td> <td>3</td> <td>34,935</td> </tr> <tr> <td>- Men</td> <td>7,668</td> <td>17,901</td> <td>1,678</td> <td>3,851</td> <td>10,229</td> <td>29</td> <td>1,184</td> <td>10</td> <td>4</td> <td>14</td> <td>0</td> <td>16</td> <td>42,584</td> </tr> <tr> <td>Temporary</td> <td>0</td> <td>0</td> <td>0</td> <td>6</td> <td>6,677</td> <td>0</td> <td>5</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>6,688</td> </tr> <tr> <td>- Women</td> <td>0</td> <td>0</td> <td>0</td> <td>3</td> <td>3,459</td> <td>0</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>3,463</td> </tr> <tr> <td>- Men</td> <td>0</td> <td>0</td> <td>0</td> <td>3</td> <td>3,218</td> <td>0</td> <td>4</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>3,225</td> </tr> <tr> <td>Non-guaranteed hours</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>- Woman</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>- Men</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>TOTAL</td> <td>12,043</td> <td>36,548</td> <td>2,639</td> <td>5,286</td> <td>25,699</td> <td>54</td> <td>1,863</td> <td>25</td> <td>6</td> <td>20</td> <td>5</td> <td>19</td> <td>84,207</td> </tr> <tr> <td colspan="14">BY WORK SCHEDULE AND GENDER</td> </tr> <tr> <td>Full-time</td> <td>11,236</td> <td>34,895</td> <td>2,635</td> <td>4,888</td> <td>25,202</td> <td>54</td> <td>1,462</td> <td>25</td> <td>6</td> <td>20</td> <td>5</td> <td>19</td> <td>80,447</td> </tr> <tr> <td>- Women</td> <td>3,940</td> <td>17,538</td> <td>961</td> <td>1,206</td> <td>11,992</td> <td>25</td> <td>417</td> <td>15</td> <td>2</td> <td>6</td> <td>5</td> <td>3</td> <td>36,110</td> </tr> <tr> <td>- Men</td> <td>7,296</td> <td>17,357</td> <td>1,674</td> <td>3,682</td> <td>13,210</td> <td>29</td> <td>1,045</td> <td>10</td> <td>4</td> <td>14</td> <td>0</td> <td>16</td> <td>44,337</td> </tr> <tr> <td>Part-time</td> <td>807</td> <td>1,653</td> <td>4</td> <td>398</td> <td>497</td> <td>0</td> <td>401</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>3,760</td> </tr> <tr> <td>- Women</td> <td>435</td> <td>1,109</td> <td>0</td> <td>226</td> <td>260</td> <td>0</td> <td>258</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>2,288</td> </tr> <tr> <td>- Men</td> <td>372</td> <td>544</td> <td>4</td> <td>172</td> <td>237</td> <td>0</td> <td>143</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>1,472</td> </tr> <tr> <td>TOTAL</td> <td>12,043</td> <td>36,548</td> <td>2,639</td> <td>5,286</td> <td>25,699</td> <td>54</td> <td>1,863</td> <td>25</td> <td>6</td> <td>20</td> <td>5</td> <td>19</td> <td>84,207</td> </tr> </tbody> </table>	Employment	ARG	BRA	CHI	COL	MEX	PER	URU	VEN	ECU	USA	CHI	ESP	TOTAL	PEOPLE BY CONTRACT TYPE AND GENDER														Permanent	12,043	36,548	2,639	5,280	19,022	54	1,858	25	6	20	5	19	77,519	- Women	4,375	18,647	961	1,429	8,793	25	674	15	2	6	5	3	34,935	- Men	7,668	17,901	1,678	3,851	10,229	29	1,184	10	4	14	0	16	42,584	Temporary	0	0	0	6	6,677	0	5	0	0	0	0	0	6,688	- Women	0	0	0	3	3,459	0	1	0	0	0	0	0	3,463	- Men	0	0	0	3	3,218	0	4	0	0	0	0	0	3,225	Non-guaranteed hours	0	0	0	0	0	0	0	0	0	0	0	0	0	- Woman	0	0	0	0	0	0	0	0	0	0	0	0	0	- Men	0	0	0	0	0	0	0	0	0	0	0	0	0	TOTAL	12,043	36,548	2,639	5,286	25,699	54	1,863	25	6	20	5	19	84,207	BY WORK SCHEDULE AND GENDER														Full-time	11,236	34,895	2,635	4,888	25,202	54	1,462	25	6	20	5	19	80,447	- Women	3,940	17,538	961	1,206	11,992	25	417	15	2	6	5	3	36,110	- Men	7,296	17,357	1,674	3,682	13,210	29	1,045	10	4	14	0	16	44,337	Part-time	807	1,653	4	398	497	0	401	0	0	0	0	0	3,760	- Women	435	1,109	0	226	260	0	258	0	0	0	0	0	2,288	- Men	372	544	4	172	237	0	143	0	0	0	0	0	1,472	TOTAL	12,043	36,548	2,639	5,286	25,699	54	1,863	25	6	20	5	19	84,207
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GRI STANDARD	CONTENT	LOCATION / RESPONSE	
GRI 2: General Disclosures 2021	2-8 Workers who are not employees	People who work in the organization and are not employees 2024	
		Call center	12,661
		Recurrent food services (e.g. catering, on-site cafeteria)	562
		Mercado Pago* salesforce	1,197
		Cleaning services	2,066
		Logistics	11,466
		Recurring maintenance services of spaces, equipment, machinery, etc.	1,307
		Recurring courier services	1
		Construction	544
		Other professional services / External resources: includes consulting firms providing external resources	5,415
		Security	2,486
		Employee transportation	243
		Total number 37,948	
*Excludes resellers (affiliated with the MP resale program).			

Governance		
GRI 2: General Disclosures 2021	2-9 Governance structure and composition	Pg. 19
	2-10 Nomination and selection of the highest governance body	The Nominating and Corporate Governance Committee is responsible for nominating members of the Board of Directors for subsequent appointment by the Shareholders' Meeting. Committee bylaws
	2-11 Chair of the highest governance body	Pg. 19
	2-12 Role of the highest governance body in overseeing the management of impacts	The Executive Vice President and Chief Financial Officer (CFO) is the person responsible for economic, environmental and social issues at the executive level. Each quarter, the individuals responsible for each business unit present the economic results, the social context of operations and the progress of the strategy at the Board of Directors' meetings. The Board also receives updates on environmental, social and governance risks and opportunities on an as-needed basis. Pg. 18
	2-13 Delegation of responsibility for managing impacts	Pg. 18
	2-14 Role of the highest governance body in sustainability reporting	The Executive Vice President and Chief Financial Officer (CFO) is the person responsible for economic, environmental and social issues at the executive level. The Board also receives updates on environmental, social and governance risks and opportunities on an as-needed basis.
	2-15 Conflicts of interest	Pg. 21
	2-16 Communication of critical concerns	If the Senior Vice-president & CFO considers that there is any critical concern, they must notify the Board members accordingly.
	2-17 Collective knowledge of the highest governing body	The members of the Board of Directors may take part in industry venues, such as forums and events where they can broaden their knowledge of economic, environmental and social matters. Pg. 21

GRI STANDARD	CONTENT	LOCATION / RESPONSE
GRI 2: General Disclosures 2021	2-18 Performance evaluation of the highest governing body	The Board of Directors and each Committee undertake an annual self-appraisal of their effectiveness in fulfilling their obligations. This self-appraisal may include feedback from directors on the performance of their colleagues. The senior independent director follows up these comments and takes any additional measures that seem appropriate in the case of the directors in question. Pg. 20
	2-19 Remuneration policies	Pg. 20, 45 Compensation Committee Charter
	2-20 Process to determine remuneration	Compensation Committee Charter Corporate Governance Guidelines
	2-21 Annual total compensation ratio	The information will be available in April 2025 and will be updated in this report.
Strategy, policies and practices		
GRI 2: General Disclosures 2021	2-22 Statement on sustainable development strategy	Pg. 4
	2-23 Policy commitments	Pg. 22
	2-24 Embedding policy commitments	Pg. 22
	2-25 Processes to remediate negative impacts	Pg. 22, 24
	2-26 Mechanisms for seeking advice and raising concerns	Pg. 22, 24
2-27 Compliance with laws and regulations	<p>All cases reported in Brazil.</p> <p>ANVISA sanctioned Mercado Libre with total fines of BRL 7,450,277.84 (USD 1,229,946.48) as a result of sanctions and administrative proceedings initiated in 2020, 2021 and 2022, which were only adjudicated in 2024. Of the fines imposed, 44.6% relate to products not registered with ANVISA, 25% to the sale of prohibited products and 30.4% to advertisements with irregular claims without ANVISA approval. The fines, distributed by category, refer 37.7% to medicines, 41.5% to food supplements, 13.2% to cosmetics and 7.6% to medical equipment.</p> <p>ANATEL has imposed an administrative injunction requiring the removal of all non-approved cell phones from the platform and preventing the registration of non-approved cell phones, and Mercado Libre must validate the brand and model with the respective approval code. Mercado Libre adopted the necessary measures for the removal of the irregular content, managing to qualify as a 'compliant company' to avoid such sanctions.</p> <p>Mercado Libre received a fine in the amount of R\$ 7.3M (USD 1.2M) due to alleged misleading advertising in the ticket issued, by not refunding the value of a product not delivered by third parties, in a purchase made outside the platform.</p> <p>Mercado Libre received a fine in the amount of R\$ 210k (USD 34k), for exposure to the sale, by third parties, of agrochemicals not permitted by IBAMA (Instituto Brasileiro do Meio Ambiente e dos Recursos Naturais Renováveis).</p>	
2-28 Membership associations	Pg. 16	
Stakeholder engagement		
GRI 2: General Disclosures 2021	2-29 Approach to stakeholder engagement	Pg. 5

GRI STANDARD	CONTENT	LOCATION / RESPONSE
		Employees covered by collective bargaining agreements 2024
GRI 2: General Disclosures 2021	2-30 Collective bargaining agreements	Brazil 100%
		Argentina 30%
		Uruguay 100%
		Mexico 82%
		Colombia / Venezuela / Peru / Chile 0%
GRI 3: MATERIAL TOPICS		
Material topics		
GRI 3: Material topics 2021	3-1 Process to determine material topics	Pg. 6
	3-2 List of material topics	Pg. 7
MATERIAL TOPIC: Governance, ethics, and transparency		
GRI 3: Material topics 2021	3-3 Management of material topic	Pg. 20, 22
GRI 201: Economic performance 2016	201-4 Government's financial aid	Answer 2023: [A ATUALILZAR!!!] In Argentina, Mercado Libre SRL is registered under the Knowledge Economy Law (Law 27.506 and its amendments), which allows us to obtain tax reductions and credits. Additionally, in the Autonomous City of Buenos Aires, where Mercado Libre SRL is registered as a Technology company within the Technological District we have tax exemptions. In Brazil, eBazar.com.br Ltda. benefits from a tax incentive linked to the Tax on the Circulation of Goods, Interstate and Intermunicipal Transportation and Communication Services, granted by the State of Minas Gerais, amounting to \$36 million in 2023. Furthermore, Meli Developers Brasil Ltda. obtained access to the Social Contribution on Gross Revenue Regime, which involves paying social security contributions at a rate of 4.5% on gross revenue, compared to 20% on employee compensation. In 2023, the proceeds from tax benefit offsets and technology development amounted \$12 million.
	205-1 Operations assessed for risks related to corruption	All operations are evaluated.
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	8,262 employees were trained in anti-corruption policies and MELI Code topics. Additionally, 41 communications were issued regarding anti-corruption policies and procedures, as well as topics related to the MELI Code. Moreover, 610 suppliers were informed about the anti-corruption policies and procedures, representing 65% of the total suppliers within the scope of the Third Party Intermediary program. More information on pg. 23
	205-3 Confirmed incidents of corruption and actions taken	No cases of corruption were confirmed.
GRI 206: Anticompetitive behavior 2016	206-1 Legal actions for anticompetitive behavior, anti-trust, and monopoly practices	There is one action related to alleged unfair competition in Chile, and five actions related to free competition: two in Argentina, two in Chile and one in Mexico. None of these cases have been definitively resolved, and they remain ongoing.
GRI 415: Public policy 2016	415-1 Political contributions	No contributions were made to political parties or representatives in 2024.

GRI STANDARD	CONTENT	LOCATION / RESPONSE																																																																																																																																				
MATERIAL TOPIC: Contributing to social and economic development																																																																																																																																						
GRI 3: Material topics 2021	3-3 Management of material topic	Pg. 53																																																																																																																																				
GRI 203: Indirect economic impacts 2016	203-1 Investment in infrastructure and supported services	Pg. 53																																																																																																																																				
	203-2 Significant indirect economic impacts	Pg. 53																																																																																																																																				
MATERIAL TOPIC: Development of our teams																																																																																																																																						
GRI 3: Material topics 2021	3-3 Management of material topic	Pg. 39																																																																																																																																				
GRI 201: Economic performance 2016	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.																																																																																																																																				
GRI 202: Market presence 2016	202-1 Ratio of standard initial category salary by gender vs. local minimum wage	The information will be available in April 2025 and will be updated in this report.																																																																																																																																				
	202-2 Proportion of senior management hired from the local community	100%.																																																																																																																																				
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	<table border="1"> <thead> <tr> <th></th> <th>ARG</th> <th>BRA</th> <th>CHI</th> <th>COL</th> <th>ECU</th> <th>USA</th> <th>MEX</th> <th>PER</th> <th>URU</th> <th>VEN</th> <th>TOTAL</th> </tr> </thead> <tbody> <tr> <td>New hires</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>New hires total</td> <td>2,568</td> <td>24,571</td> <td>744</td> <td>1,407</td> <td>2</td> <td>10</td> <td>44,760</td> <td>22</td> <td>259</td> <td>2</td> <td>74,345</td> </tr> <tr> <td>Women</td> <td>962</td> <td>13,225</td> <td>269</td> <td>363</td> <td>1</td> <td>4</td> <td>22,539</td> <td>12</td> <td>133</td> <td>1</td> <td>37,509</td> </tr> <tr> <td>Up to 30 years old</td> <td>645</td> <td>8,275</td> <td>149</td> <td>279</td> <td>0</td> <td>3</td> <td>13,730</td> <td>6</td> <td>124</td> <td>1</td> <td>23,212</td> </tr> <tr> <td>Between 31 and 50 years old</td> <td>310</td> <td>4,570</td> <td>113</td> <td>84</td> <td>1</td> <td>1</td> <td>8,067</td> <td>6</td> <td>9</td> <td>0</td> <td>13,161</td> </tr> <tr> <td>51 years old or older</td> <td>7</td> <td>380</td> <td>7</td> <td>0</td> <td>0</td> <td>0</td> <td>742</td> <td>0</td> <td>0</td> <td>0</td> <td>1,136</td> </tr> <tr> <td>Men</td> <td>1,606</td> <td>11,346</td> <td>475</td> <td>1,044</td> <td>1</td> <td>6</td> <td>22,221</td> <td>10</td> <td>126</td> <td>1</td> <td>36,836</td> </tr> <tr> <td>Up to 30 years old</td> <td>1,020</td> <td>7,644</td> <td>274</td> <td>637</td> <td>1</td> <td>4</td> <td>16,077</td> <td>4</td> <td>100</td> <td>1</td> <td>25,762</td> </tr> <tr> <td>Between 31 and 50 years old</td> <td>575</td> <td>3,400</td> <td>187</td> <td>404</td> <td>0</td> <td>2</td> <td>5,547</td> <td>6</td> <td>26</td> <td>0</td> <td>10,147</td> </tr> <tr> <td>51 years old or older</td> <td>11</td> <td>302</td> <td>14</td> <td>3</td> <td>0</td> <td>0</td> <td>597</td> <td>0</td> <td>0</td> <td>0</td> <td>927</td> </tr> </tbody> </table>		ARG	BRA	CHI	COL	ECU	USA	MEX	PER	URU	VEN	TOTAL	New hires												New hires total	2,568	24,571	744	1,407	2	10	44,760	22	259	2	74,345	Women	962	13,225	269	363	1	4	22,539	12	133	1	37,509	Up to 30 years old	645	8,275	149	279	0	3	13,730	6	124	1	23,212	Between 31 and 50 years old	310	4,570	113	84	1	1	8,067	6	9	0	13,161	51 years old or older	7	380	7	0	0	0	742	0	0	0	1,136	Men	1,606	11,346	475	1,044	1	6	22,221	10	126	1	36,836	Up to 30 years old	1,020	7,644	274	637	1	4	16,077	4	100	1	25,762	Between 31 and 50 years old	575	3,400	187	404	0	2	5,547	6	26	0	10,147	51 years old or older	11	302	14	3	0	0	597	0	0	0	927
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GRI STANDARD	CONTENT	LOCATION / RESPONSE											
		ARG	BRA	CHI	COL	ECU	USA	MEX	PER	URU	VEN	TOTAL	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Turnover	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024	2024
		Turnover total	1,064	10,702	441	521	0	1	27,050	13	175	2	39,969
		Women	398	5,911	178	154	0	0	13,592	6	95	1	20,335
		Up to 30 years old	248	3,705	91	99	0	0	8,315	2	74	0	12,534
		Between 31 and 50 years old	148	2,054	80	55	0	0	4,877	4	21	1	7,240
		51 years old or older	2	152	7	0	0	0	400	0	0	0	561
		Men	666	4,791	263	367	0	1	13,458	7	80	1	19,634
		Up to 30 years old	348	3,095	102	190	0	1	9,816	3	47	0	13,602
		Between 31 and 50 years old	315	1,597	157	177	0	0	3,322	4	33	1	5,606
		51 years old or older	3	99	4	0	0	0	320	0	0	0	426
		Turnover type	1,064	10,702	441	521	0	1	27,050	13	175	2	39,969
		Voluntary (resignation)	612	3,817	119	198	0	1	7,203	7	77	2	12,036
		Involuntary (termination)	452	6,885	322	323	0	0	19,847	6	98	0	27,933
			401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Pg. 51									
GRI 401: Employment 2016	401-3 Parental leave	Parental leave	2024										
			Women					Men			Total		
		Employees entitled to parental leave	38,398					45,809			84,207		
		Employees who took parental leave	1,246					1,523			2,769		
		Employees who returned after completing parental leave	1,246					1,523			2,769		
		Employees who returned after completing parental leave and remain employed 12 months after returning to work	980					1,304			2,284		
		Return-to-work rate of employees who took parental leave	100%					100%			100%		
	Retention rate of employees who took parental leave	79%					86%			82%			
GRI 404: Training and education 2016	404-1 Average hours of training per year per employee	Pg. 47											
	404-2 Programs for upgrading employee skills and transition assistance programs	Pg. 47, 49, 50											
	404-3 Percentage of employees receiving regular performance and career development reviews	Pg. 48											

GRI STANDARD	CONTENT	LOCATION / RESPONSE					
		Employee diversity	By gender		By age group		
			Women	Men	Up to 30 years old	Between 31 and 50 years old	51 years old or older
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	Reps + Team Leaders	26,940	23,330	31,470	18,262	1,545
		Analysts and assistants	8,052	15,698	9,669	12,930	144
		Supervisors	2,175	4,326	585	5,837	79
		Managers/Executive Assistants	873	1,534	49	2,314	44
		Senior Managers	271	592	2	837	24
		Director	81	278		342	17
		VP/CEO	6	51		46	11
		Total	38,398	45,809	41,775	40,568	1,864
		Overall total		84,207		84,207	
	405-2 Ratio of basic salary and remuneration of women to men	The information will be available in April 2025 and will be updated in this report.					
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Pg. 24					
MATERIAL TOPIC: Occupational health, safety, and well-being							
GRI 3: Material topics 2021	3-3 Management of material topic	Pg. 51					
GRI 403: Occupational health and safety 2018	403-1 Occupational health and safety management system	Pg. 51					
	403-2 Hazard identification, risk assessment, and incident investigation	Pg. 51					
	403-3 Occupational health services	Pg. 51					
	403-4 Worker participation, consultation, and communication on occupational health and safety	Pg. 51					
	403-5 Worker training on occupational health and safety	Pg. 51					
	403-6 Promotion of worker health	Pg. 51					

GRI STANDARD	CONTENT	LOCATION / RESPONSE																																																																																								
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Pg. 51																																																																																								
	403-8 Workers covered by an occupational health and safety management system	100% coverage.																																																																																								
GRI 403: Occupational health and safety 2018	403-9 Work-related injuries	<table border="1"> <thead> <tr> <th colspan="2">Work-related injuries for all employees</th> <th colspan="2">2024</th> </tr> <tr> <th></th> <th>N°</th> <th colspan="2">Rate</th> </tr> </thead> <tbody> <tr> <td>Deaths resulting from work-related injuries</td> <td>0</td> <td colspan="2">0</td> </tr> <tr> <td>Severe work-related injuries (excluding fatalities)</td> <td>5</td> <td colspan="2">71%</td> </tr> <tr> <td>Recordable work-related injuries disaggregated by gender</td> <td></td> <td></td> <td></td> </tr> <tr> <td>- Women</td> <td>404</td> <td colspan="2">56%</td> </tr> <tr> <td>- Men</td> <td>323</td> <td colspan="2">44%</td> </tr> <tr> <td>Injury rate</td> <td></td> <td colspan="2">0.07</td> </tr> <tr> <td>The number of hours worked</td> <td>106,499,765</td> <td colspan="2"></td> </tr> <tr> <td>Base hours (200,000 or 1,000,000)</td> <td>1,000,000</td> <td colspan="2"></td> </tr> <tr> <td>The main types of work-related injuries</td> <td colspan="3">BURNS and CONTUSIONS</td> </tr> <tr> <th colspan="2">Work-related injuries for all non-employees whose work or workplaces are controlled by the organization</th> <th colspan="2">2024</th> </tr> <tr> <th></th> <th>N°</th> <th colspan="2">Rate</th> </tr> <tr> <td>Deaths resulting from work-related injuries</td> <td>0</td> <td colspan="2">0</td> </tr> <tr> <td>Severe work-related injuries (excluding fatalities)</td> <td>2</td> <td colspan="2">16%</td> </tr> <tr> <td>Recordable work-related injuries disaggregated by gender</td> <td></td> <td></td> <td></td> </tr> <tr> <td>- Women</td> <td>393</td> <td colspan="2">54%</td> </tr> <tr> <td>- Men</td> <td>338</td> <td colspan="2">46%</td> </tr> <tr> <td>Injury rate</td> <td></td> <td colspan="2">0.17</td> </tr> <tr> <td>The number of hours worked</td> <td>69,989,345</td> <td colspan="2"></td> </tr> <tr> <td>Base hours (200,000 or 1,000,000)</td> <td>1,000,000</td> <td colspan="2"></td> </tr> <tr> <td>The main types of work-related injuries</td> <td colspan="3">BURNS and CONTUSIONS</td> </tr> </tbody> </table>	Work-related injuries for all employees		2024			N°	Rate		Deaths resulting from work-related injuries	0	0		Severe work-related injuries (excluding fatalities)	5	71%		Recordable work-related injuries disaggregated by gender				- Women	404	56%		- Men	323	44%		Injury rate		0.07		The number of hours worked	106,499,765			Base hours (200,000 or 1,000,000)	1,000,000			The main types of work-related injuries	BURNS and CONTUSIONS			Work-related injuries for all non-employees whose work or workplaces are controlled by the organization		2024			N°	Rate		Deaths resulting from work-related injuries	0	0		Severe work-related injuries (excluding fatalities)	2	16%		Recordable work-related injuries disaggregated by gender				- Women	393	54%		- Men	338	46%		Injury rate		0.17		The number of hours worked	69,989,345			Base hours (200,000 or 1,000,000)	1,000,000			The main types of work-related injuries	BURNS and CONTUSIONS		
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GRI STANDARD	CONTENT	LOCATION / RESPONSE
MATERIAL TOPIC: Reliability and safety in our products and services		
GRI 3: Material topics 2021	3-3 Management of material topic	Pg. 31, 33, 34
GRI 416: Customer health and safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	100%
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	See cases reported in indicator 2-27.
GRI 417: Marketing and labeling 2016	417-1 Requirements for product and service information and labeling	Pg. 34
	417-2 Incidents of non-compliance concerning product and service information and labeling	There were no cases of non-compliance.
	417-3 Incidents of noncompliance concerning marketing communications	There were no cases of non-compliance.
MATERIAL TOPIC: Privacy and information security		
GRI 3: Material topics 2021	3-3 Management of material topic	Pg. 35
GRI 418: Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	In 2024, we recorded 15 habeas data (legal claims) and 1 ex officio investigation. In addition, we had 14 incidents that affected some pillar of the Confidentiality, Integrity and/or Availability (CID) of the data. In 2024, we received 2,745,913 exercises of rights by users and third parties, made through formal channels (manual and automated). We received a total of 21 third-party complaints submitted to the regulatory authority.
MATERIAL TOPIC: Supply chain management		
GRI 3: Material topics 2021	3-3 Management of material topic	Pg. 25
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	95% of our spending is with local suppliers. Mercado Libre considers suppliers with a presence in the countries where it operates as local. Pg. 13
GRI: 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	During the reporting period, we did not identify any suppliers with significant risk of child labor.
GRI 409: Forced or compulsory labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	During the reporting period, we did not identify any suppliers with significant risk of forced or compulsory labor.

GRI STANDARD CONTENT LOCATION / RESPONSE

MATERIAL TOPIC: Digital education for inclusion

GRI 3: Material topics 2021	3-3 Management of material topic	Pg. 59
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Pg. 60
	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.

MATERIAL TOPIC: Financial inclusion and education

GRI 3: Material topics 2021	3-3 Management of material topic	Pg. 56
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MATERIAL TOPIC: Empowering merchants, SMEs and NGOs

GRI 3: Material topics 2021	3-3 Management of material topic	Pg. 53
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MATERIAL TOPIC: Innovation and product development

GRI 3: Material topics 2021	3-3 Management of material topic	Pg. 10
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MATERIAL TOPIC: Climate change: energy, mobility, and packaging

GRI 3: Material topics 2021	3-3 Management of material topic	Pg. 64
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GRI 301: Materials 2016	301-1 Materials used by weight or volume	Consumption of raw materials (packaging) in tons								
		Material	MEX 2024	ARG 2024	BRA 2024	CHI 2024	COL 2024	URU 2024	USA 2024	Total
		Cardboard	13,921	711	13,638	931	78	0	22	29,301
		Bioplastic	0	0	0	184	0	0	0	184
		Plastic	57,254	614	15,444	82	38	5	4	73,441
		Paper	295	97	2,069	92	6	0	4	2,563
		Wood	22,492	2,881	4,960	0	90	0	26	30,449
		Total	93,962	4,303	36,111	1,289	212	5	56	135,938
		301-2 Recycled input materials used	RECYCLED INPUTS MATERIALS USED						2024	
			Percentage of recycled materials used to manufacture the organization’s main products and services.						36%	
	301-3 Reclaimed products and their packaging materials	Pg. 72								

GRI STANDARD	CONTENT	LOCATION / RESPONSE	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Pg. 74	
	302-2 Energy consumption outside of the organization	Pg. 74	
	302-3 Energy intensity	Pg. 74	
	302-4 Reduction of energy consumption	We recorded no reduction in energy requirements for products and services during the reporting period.	
	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.	
GRI 303: Water and effluents 2018	303-1 Interaction with water as shared resource	Water consumed in Mercado Libre is supplied by the local services where our offices and DCs are located. We analyze and measure consumption, but have not identified any negative impacts related to water. All decisions regarding construction prioritize facilities and systems that contribute to saving water, such as the use of self-closing taps and dual-flush water closets.	
	303-2 Management of water discharge-related impacts	Mercado Libre has no industrial processes whose discharges affect bodies of water.	
	303-3 Water withdrawal	The company does not extract water; instead, it uses the resource from local supply companies.	
	303-4 Water discharge	Mercado Libre has no production processes that involve the use of water.	
	303-5 Water consumption	WATER CONSUMPTION (in liters)*	2024
		Municipal suppliers and other public or private water services	1,026,472
	Water extraction by source	6,735	
	*The company does not extract water; it only uses resources from supplier companies.		
GRI 201: Economic performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	Pg. 64	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Pg. 65, 66	
	305-2 Energy indirect (Scope 2) GHG emissions	Pg. 65, 66	
	305-3 Other indirect (Scope 3) GHG emissions	Pg. 65, 66	
	305-4 GHG emissions intensity	Pg. 66	
	305-5 Reduction of GHG emissions	Pg. 67, 68, 69	
	305-6 Emissions of ozone-depleting substances (ODS)	Emissions related to these sources are considered in the total calculation of the carbon footprint.	
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	During the reporting period the measurement of these gases was not included in the carbon footprint.	

GRI STANDARD	CONTENT	LOCATION / RESPONSE				
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Pg. 71				
	306-2 Management of significant waste-related impacts	Pg. 71				
	306-3 Waste generated	Total Waste by composition in metric tons (t)		Waste generated (recovered + unrecovered)	Not destined for disposal (recovered)	Disposed of (not recovered)
		Aluminum + Scrap and other metals		530.5	530.5	0.0
		Cardboard		36,234.9	36,234.9	0.0
		Paper		2,378.5	2,378.5	0.0
		Plastic		6,839.3	6,839.3	0.0
		Wood		15,148.9	15,148.9	0.0
		Glass		2.6	2.6	0.0
		Organic/Compostable		555.0	555.0	0.0
		General waste for co-processing		1,534.6	1,534.6	0.0
		Mixed recyclables		58.1	58.1	0.0
		General		16,774.2	0.0	16,774.2
		Hazardous Waste		1,726.3	0.0	1,726.3
		TOTAL		81,782.8	63,282.3	18,500.5
	306-4 Waste diverted from disposal	Waste not destined for disposal [RECOVERED] in metric tons (t)*		2024		
		Non-hazardous waste**				
		Recycling		60,659.6		
		Composting		554.9		
		Recovery		533.1		
Power generation by co-processing			1,534.6			
On-site storage			0.0			
TOTAL		63,282.2				
*Waste is recovered off-site. **There was no recovery of hazardous waste.						

GRI STANDARD	CONTENT	LOCATION / RESPONSE	2024
GRI 306: Waste 2020	306-5 Waste directed to disposal	Waste destined for disposal [NOT RECOVERED] in metric tons (t)	
		Unrecovered hazardous waste* (mainly batteries, cooking oil, personal protective equipment, and other biological, oxidizing or corrosive materials).	
		Incineration	0.0
		Deep well injection	0.0
		Landfill	0.0
		Safety cell	1,726.3
		Power generation by co-processing	0.0
		On-site storage	0.0
		Non-hazardous waste for disposal	
Landfill	16,774.2		

SASB Standards

TOPICS FOR THE E-COMMERCE INDUSTRY

INDICATOR	CONTENTS	LOCATION / RESPONSE
Environment: Hardware infrastructure energy and water management		
CG-EC-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Pg. 74
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	See pg. 89 - GRI 303-5 indicator.
CG-EC-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	Mercado Libre does not have its own data center.
Social capital: Data privacy & advertising standards		
CG-EC-220a.1	Number of users whose information is used for secondary purposes	The data is only used for the purposes and objectives disclosed in Mercado Libre's Privacy Statement.
CG-EC-220a.2	Description of policies and practices relating to behavioral advertising and user privacy	Pg. 35
Social capital: Data security		
CG-EC-230a.1	Description of approach to identifying and addressing data security risks	Pg. 36
CG-EC-230a.2	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	In 2024, 10 cases involving PII (Personally Identifiable Information) or PCI (Payment Card Industry Data Security Standard) data were recorded out of a total of 42 incidents.
Human capital: Employee recruitment, inclusion & performance		
CG-EC-330a.1	Employee engagement as a percentage	Pg. 40
CG-EC-330a.2	(1) Voluntary and (2) involuntary turnover rate for all employees	See pg. 84 - GRI 401-1 indicator.
CG-EC-330a.3	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	See pg. 85 - GRI 405-1 indicator.
Business model and innovation: Product packaging & distribution		
CG-EC-410a.1	Total greenhouse gas (GHG) footprint of product shipments	Pg. 67, 69
CG-EC-410a.2	Discussion of strategies to reduce the environmental impact of product delivery	Pg. 64

Integrated Report Contents

CONTENT		ASPECTS	PAGE
Organizational overview and external environment	What does the organization do and what are the circumstances under which it operates?	Culture, ethics and values	Pg. 41
		Ownership and operating structure	Pg. 10
		Principal activities and markets	Pg. 11
		Competitive landscape and market positioning	Pg. 10
		Position within the value chain	Pg. 13
		Key quantitative information	Pg. 8, 11-15
		Significant factors affecting the external environment	Pg. 11, 13
Governance	How does the organization’s governance structure support its ability to create value in the short, medium and long term?	Leadership structure, including the skills and diversity	Pg. 19-21
		Specific processes used to make strategic decisions	Pg. 19-21
		How the organization’s culture, ethics and values are reflected in its use of and effects on the capitals	Pg. 8, 10, 11
		The responsibility those charged with governance take for promoting and enabling innovation	Pg. 19-21
		How remuneration and incentives are linked to value creation in the short, medium and long term	Pg. 20
Business Model	What is the organization’s business model?	Inputs	Pg. 8
		Business Activities	
		Outputs	
		Outcomes	
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	Pg. 6, 7, 13, 17, 28, 37, 41, 53, 56, 64

CONTENT		ASPECTS	PAGE
Strategy and resource allocation	Where does the organization want to go and how does it intend to get there?	The organization’s strategic objectives	Pg. 4, 10
		The strategies it has in place, or intends to implement, to achieve those strategic objectives	Pg. 4, 10
		The resource allocation plans it has to implement its strategy	Pg. 4, 10, 15
Performance	To what extent has the organization achieved its strategic objectives for the period and what are its outcomes in terms of effects on the capitals?	Quantitative information	Pg. 8
		Impact on capitals	Pg. 8
		Relationships with stakeholders	Pg. 5
		Linkages between past and current performance	Pg. 4, 8, 13
Outlook	What challenges and uncertainties is the organization likely to encounter in pursuing its strategy, and what are the potential implications for its business model and future performance?	Organization’s expectations about the external environment	Pg. 6, 7, 13, 17, 28, 37, 41, 53, 56, 64
		Mechanisms to address challenges and opportunities	
Basis of preparation and presentation	How does the organization determine which issues to include in the integrated report and how are these issues quantified or assessed?	Materiality	Pg. 6, 7
		Boundaries	Pg. 5



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