



2024 illuminated: Cielo's highlights

Annual report



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SUSTAINABILITY



Marissa Geist
CEO

A word from our CEO

Reflecting on the past year, I'm filled with gratitude and pride for our community. Together with clients, we evolved talent strategies to deliver meaningful outcomes. We continued to set the standard for driving businesses forward – and our commitment has never been stronger. At Cielo, we create new solutions, innovate, partner and redefine boundaries on what's possible, and 2024 was no exception.

While AI led the conversation, our loyalty to retaining human expertise and connection was visible in all we brought to the market. From AI to hiring trends and market insights, our experts equipped Cielo teams and clients with the knowledge and tools needed to manage the year. We've been more flexible, faster to respond and agile in this changing landscape. For example, our AI-powered software suite has allowed companies to access teams, platforms and knowledge in totally new ways. Expect to see more of this reinvention in the coming months as we're in the early rounds of its evolution.

I'm most proud of our investment in bringing our teams along with us on this journey, making the future exciting and accessible. We had over 150 individuals complete the AI Certification for HR & TA program. While learning is crucial for growth and talent retention (we logged nearly 30,000 learning hours throughout the year), it's exciting to have more people enthusiastically innovating and bringing new ways of working to Cielo through understanding. That's our future.

The year's uncertainty tested our resolve in many ways. But it only strengthened the drive to support inclusion and equitable opportunities coupled with responsible ways of working. We continued to be rewarded for that dedication through workplace awards in all of our main geographies. Keeping Cielo a place where everyone has the opportunity to thrive remains a priority and is also one of the reasons we were able to drive so much innovation in a challenging environment. We're in the business of people, and having the best people is core to our business.

As an employer and a TA partner, Cielo is the most recognized talent acquisition company in the world. If you're reading this, I hope you know the role you play in making that happen. Our people, our clients, our candidates, and all our stakeholders make us the company I'm proud to represent.

2025 marks Cielo's 20th anniversary, and we have ambitious goals! Before we move on, though, I'm grateful for this opportunity to recognize all we've done together in 2024. I'm confident we're entering the year stronger than ever to lead. Thank you.

With unwavering commitment to our shared success,

A handwritten signature in black ink, appearing to read 'Marissa Geist'.

We set the talent standard

Great talent has the power to change the world. At Cielo, we unlock that potential. We drive businesses forward by finding the right people – wherever they may be. And we do it together. Our clients don't just sign a contract; they gain a true partner. We turn possibilities into reality, delivering better talent experiences for all.

Leading clients into the future

We make sure our clients stay ahead of the curve, by looking around the corner at what's next. From AI to hiring trends, our experts have the knowledge and tools to set companies up for success. We deliver energizing results to organizations worldwide through our strategic talent solutions: Talent Acquisition, Search, Consulting and Digital Accelerators™.

Our purpose

Illuminate talent wherever it's found. We don't just find it – we unlock the opportunity for talent to fulfill their potential.

Our vision

Lead the market with better talent experiences for all. We believe in delivering meaningful moments through all our interactions with candidates, clients and each other.

Our values

Our values, PEOPLE, guide everything we do. They underline each intention, interaction and collaboration, with humanity at the center – always.

The most awarded TA partner

Awards abound, but it's what these accolades mean for the companies we serve. They mean confidence, reliability and innovation.



P	E	O	P	L	E
Partnering	Empowering	Original	Purposeful	Learning	Energizing
We won't let you down. We embrace shared ambitions. We build trust and believe in the power of working together.	We believe in each other. We enable everyone to discover a sense of belonging, wherever they are and whatever they want to achieve.	We deliver on bold innovation. We are authentic, open-minded and diverse. We lead the way for talent.	We make good things happen. Our clear intentions mean you know where you stand with us. We connect people with their passions.	We cherish knowledge. We always discover new ways to do things. We love data and using insights to improve results.	We are positive people. We exude energy with our step-up and can-do character.

Building careers, building community

Connecting people is our passion – and it shows. From our communities, people and clients, Cielo’s truly making the world better and brighter for all.

7 global days away, allowing all Cielo employees to unplug stress-free



Opened **4** new offices, expanding our global footprint while elevating both employee & client experiences



3K employees helped businesses and talent worldwide reach their potential, serving 113 countries

Engaged **265K+** TA leaders in person and online, providing actionable insights and time to connect with their peers

Expanded paid volunteer time to **34** countries, donating 1000s of hours globally



Achieved **100%** ISO compliance, keeping our clients' information safe and secure



400+ employees celebrated 5+ years with Cielo



250+ of the world’s leading employers improved their hiring experiences with Cielo

Contributed to the planting of **1.7M** trees through honorary donations on behalf of clients to the International Tree Foundation

32K hours spent supporting clients with their TA transformations

Powering success

Disruption brings opportunities. That’s why Cielo meets the market’s unpredictability head-on. We lean into change and innovation – for the intentional betterment of our clients, our candidates, and our shared success.

In 2024, we made strategic investments to position Cielo for sustainable growth across four pillars – achieving incredible results as the year progressed.



Lead with insight

Cielo’s work begins well before a solution is implemented. Our clients – some of the world’s sharpest thinkers – count on us to bring data and actionable insights that diagnose their talent challenges, lead scenario planning, and execute the best options. These insights help us forge strategic partnerships and illuminate the path to growth – whether that’s creating an end-to-end RPO program, implementing specific service or software point solutions, or equipping the client’s team with tools to succeed on their own.

We took our talent insights on the road by hosting a series of roundtables in North America, Europe and Asia. Using data from our partners, commissioned research, and Cielo’s own sources, we brought forward expert insights and facilitated cross-industry discussions among more than 200 TA and HR leaders. We’re committed to connecting our clients and prospects with their peers and the insights to help them overcome talent challenges.

➤ Read the insights from the [global TA roundtables](#)

Meet global clients where they are

As Cielo’s geographic footprint continues to expand and our clients entrust us with an ever-larger scope of business, we’re adopting a global governance model to guide our growth. In 2024, we brought our leadership team closer to our clients and the Cielo teams that support them. This proximity reinforces our commitment to ensuring that global clients’ local needs are reflected in the solutions we design and the products we deliver.

➤ See our [international reach](#)

Drive our AI advantage

AI continues to disrupt the talent acquisition space – and companies need a talent partner who delivers clear-eyed advice and practical solutions. That’s exactly what Cielo’s doing. We leveraged our scale and expertise to lean into AI opportunities and deliver value for our clients. Here’s a snapshot of our market-leading accomplishments:

- Developed, launched and sold more than \$1 million in standalone AI software
- Created robust AI standards to guide responsible implementation within Cielo and for our clients
- Designed and launched an industry-first AI Certification tailored to senior HR and TA leaders
- Integrated our AI solutions into our service delivery and core platforms

These investments created the framework for us to keep leveraging Cielo’s AI advantage in 2025 and beyond. We will continue to identify and test use cases that focus on the most valuable ways to deliver better talent experiences for all.

➤ Learn more about why Cielo’s leading in AI on [page 11](#)

Guide our clients’ transformation

Clients are reconfiguring their talent strategies to win in the modern market, and Cielo supports them every step of the way. In addition to leading with insight and leveraging our AI advantage, we’re positioned to grow – and help our clients grow – by creating and executing a well-grounded strategy, and then hiring their workforce of the future.

➤ See impactful transformations we implemented in 2024 on [page 8](#)

Guiding light

Giving our clients an edge is core to our philosophy. At Cielo, market trends guide us on our journey to delivering our clients meaningful value. Understanding the landscape motivates us to evolve. It provides the foundations for the creativity needed to create better hiring experiences for all.

Market dynamics

Market evolutions¹ shape Cielo's business strategies and had a downstream impact on how HR and TA professionals operated globally in 2024:

Macro-environment
High inflation globally contributed to lower hiring rates in many industries – 41% of business leaders reported interest rates and inflation as threats. Record low turnover, partly due to a maturing workforce, led to fewer people changing jobs.

Geopolitical tensions
Half of the world's population voted in major elections. Two-thirds of CEOs were concerned about the impact of U.S. elections

on their companies, and 68% cited U.S.-China relations as a factor in decision-making.

Focus on ESG
Governments, investors, customers and leaders put pressure on businesses to take a stand on climate change. Shifting views on implementation had many organizations revisiting and reworking existing strategies.

Tech innovation
Rapid tech advancements – especially in GenAI – dominated headlines and boardroom discussions. Two-thirds of business leaders cited GenAI as the greatest disruptive opportunity.

Early days of GenAI

Delivering value
GenAI began to deliver impact to people and enterprises. Some organizations were hesitant to adopt, while others moved beyond abstract talk and experimentation to start realizing the benefits, with a broad range of deployments and use cases emerging.

Growing regulation
Governments started passing various regulations around AI, with Biden's Executive Order, the EU AI Act, and other national and state laws coming into play. Organizations evaluated the implications, which slowed AI adoption in some cases.

The rise of agents
AI now displays growing reasoning capabilities, leading to a fresh class of "agentic" applications hitting the market. Many AI agents can carry out self-determined tasks to meet goals set by humans. In time, these agents will operate more and more independently.

HR impact
AI is impacting all areas of organizations, but many early results suggest that the most significant potential cost savings are available for HR departments. Cielo's leading the way to more accessible, responsible AI use in HR and talent acquisition.

Reskilling & new working models

The World Economic Forum² projects significant job creation and elimination between 2023 and 2027. We started to see this impact in 2024.

The line between full-time and contingent workers continued blurring. Organizations started viewing talent holistically. Employees evolved their expectations of work and companies. The gig economy grew, offering new opportunities for people and businesses.

This trend will accelerate in the future as new AI tools and workforces arise. To earn top talent in this environment, employers must focus on reskilling, skills-based hiring, and new working models.

Secrets to business success
When it comes to navigating change, many thriving businesses share similar strategies:

- Embracing the challenges of new business models
- Investing in the future of their workforces
- Creating agile, engaged cultures that reward success
- Making data-driven decisions to improve experiences
- Acting quickly and decisively in response to disruption
- Preparing for more disruption in the near future

On the minds of business leaders...



1. Source: The 2024 Disruption Index (Alix Partners)
2. Source: Future of Jobs Report 2023 (World Economic Forum)

A solution for every talent challenge

Cielo is a beacon in this changing world. Whatever a company’s talent acquisition needs, we have the expertise, experience and solutions to meet them. It’s about solving problems with our clients, working together to reach their business goals. It’s about connecting individuals with their passions. It’s about using the right technology to enhance talent journeys. And of course, it’s about delivering exactly what clients need when they need it.

We’re the world’s leading Talent Acquisition Partner. We go beyond traditional RPO services, offering Talent Acquisition, Search, Consulting and Digital Accelerators™ solutions.



Talent Acquisition

Win talent in a changed world with the expert people and innovative technology needed to get ahead. Make every or any stage in the talent journey effective and candidate-first.

RPO

Fill roles faster and boost TA efficiency with dedicated support. From sourcing to onboarding, this full-service offering gives accountability to deliver on business outcomes.

TA Optimizers™

Enhance critical steps in the TA process with high-touch, managed support. It’s not outsourcing – it’s augmenting internal teams and strategy when and where it’s needed.

Contingent Workforce

Bring the right people to work, whether gig, temporary or retained workers. Gain the expertise and market insights to manage hiring through direct sourcing.



Search

Find visionary talent to lead the business. Search that creates impact at pace, turning the opaque, costly and time-consuming business of traditional search into a transparent, real-time, cost-efficient service.

Professional & Executive Search

Identifying and hiring for a particular senior-level role, including professionals and executives, utilizing research-led, proactive search techniques powered by best-in-class technology tools.

Project Search

For when time-sensitive organizational change initiatives or other projects arise that require a surge in senior and professional hiring.

Physician Search

Unrivaled market-specific healthcare expertise for specialized physician talent acquisition for both employed and private practice models.

Executive Search Outsourcing

Dedicated search teams embedded in a client’s TA function support the ongoing hiring of executive leadership and niche passive talent.

Research & Insight

Research report outputs that help companies make strategic talent-related business decisions, including competitor insight, talent/hiring intelligence, or talent mapping.



Consulting

Move business forward and elevate the value TA brings with strategic HR & talent acquisition consulting. Our consultants put leaders on the front edge of talent with bold strategies for a noisy world. Get results, not reports.

TA Strategy & Transformation

Adapt, implement and integrate processes with technology to drive strategic impact, operational excellence and manage change, leading to transformation and better delivery.

HR Technology

Problem resolution and solution design to improve HR technology vendor selection, streamline implementation, and fine-tune technology integrations.

Employer Branding & Talent Marketing

Create and activate high-performance employer brand, recruitment marketing, candidate attraction & employee engagement campaign strategies to create better business outcomes.

Diversity, Equity & Inclusion (DEI)

Customize strategic, measurable and effective approaches to build a diverse workforce and an inclusive culture.



Digital Accelerators™

Navigate recruiting strategy at scale and accelerate productivity with an AI-powered software suite for an in-house TA team or with Cielo. This suite of intelligent tools, designed and built by trusted TA experts, engineers and data scientists, combine AI with world-class expertise to power better outcomes and experiences for all. These plug and play tools are designed to target the biggest pain points in hiring.

CLO.ai

GenAI tailored for TA to drive world-class experiences and manage time-consuming, administrative recruiting tasks.

Cielo Post & Engage

Simultaneously post hourly and front-line positions across multiple job boards using programmatic advertising.

Cielo Source & Engage

Multi-channel, AI-enabled sourcing with candidate experience at its heart.

Cielo Insights

Actionable insights to improve recruitment and retention.

Snapshots of success



Improvements to TA effectiveness

When Quest Diagnostics faced challenges filling business-critical, front-line roles in clinical labs in the U.S., the company turned to Cielo. Quest needed support in adapting hiring processes and freeing up hiring managers – which we quickly did.

Collaborating closely with business leaders, we implemented a streamlined approach for two high-priority departments; engaged our on-demand recruiting team to quickly drive down vacancies; added a dedicated University Relations function to recruit early talent; and added a scalable M&A team to assist with “just in time” recruitment for acquisitions.

Leveraging streamlined processes, we turned time-consuming recruitment tasks into better results, faster.

Quest’s hiring managers gained time to focus on engaging the well-qualified talent we brought forward, and productivity improved among new hires as a result. Overall, the improvements minimized disruption and boosted operational efficiency.

Partnership impact

Time to fill lowered by **60%**

Improved operational efficiency

Time to start fell significantly in just **6 months**

“The improvements resulted in getting solid employees using a significantly improved efficient process.”

John O’Leary, Vice President Talent Acquisition, Quest

High Volume RPO

University of Maryland Medical System

Powering TA with integrated tech & authentic content

Like many multi-site health systems, UMMS had valuable data siloed across its member organizations – impeding talent attraction and retention and preventing well-informed workforce decisions. Partnering with Cielo proved to be a game-changer.

We collaborated on a comprehensive brand and recruitment marketing strategy, delivering authentic employee content that significantly boosted UMMS’s social media presence. This complemented the passive candidate attraction strategies and contributed to successfully sourcing healthcare talent in a challenging market.

For a more holistic workforce strategy, we integrated Cielo TalentCloud with UMMS’s existing HR systems to make data flow seamlessly across the organization. Our close partnership made this complex tech integration process possible. UMMS and Cielo leveraged a joint “command center” model to quickly stabilize operations during the transformation.

The combination of UMMS’s robust data warehouse with Cielo’s analytics enabled a “Best-in-Class HR Scorecard” that continues to inform the medical system’s daily and long-term workforce decisions.

Partnership impact

10,500 offers accepted

8,500 hires made in critical roles

44% higher social engagement

“Cielo’s strategic approach yielded the results we needed to succeed in a competitive landscape.”

Tamara Saunaitis, Chief Human Resource Officer, UMMS

RPO Physician Search TA Strategy & Transformation
Employer Branding & Talent Marketing



Global strategy transformation via cloud-based platform

With 40,000 employees across three continents, Delaware North wanted to implement a new HR tech platform to streamline its talent acquisition strategy while supporting distinct regional needs. Cielo's Consulting practice partnered to achieve that – seamlessly rolling out a cloud-based TA platform (iCIMS) across Delaware North's U.S., U.K., and Australia operations.

Delaware North gained the necessary expertise in TA and transformative technology working alongside our consultants. Together, we conducted in-depth process discoveries to align the iCIMS configuration with country-specific sourcing needs. We supported system integration with existing tools and new customized features.

We helped Delaware North every step of the way. As one of iCIMS' largest implementers globally, we implemented and configured the technology on its behalf. Our end-to-end project management allowed for timely deliverables, smooth collaboration, and stakeholder alignment. We also delivered tailored end-user training to drive excitement and adoption among hiring managers and recruiters.

Partnership impact

2.4 minutes

average application time
– down from 5+ minutes

95%

application completion
rate – up from 50%



Improved hiring
experiences



Agile staff augmentation with scalable solutions

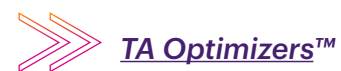
Amid industry disruption and dynamic staffing levels, Seagate needed a new TA partner to deliver agile, scalable workforce solutions that keep pace with changing business needs. The switch to Cielo quickly paid off.

Shortly after partnering with us, Seagate faced a reduction in its Manufacturing Specialist workforce and needed to reconfigure its hiring process. With Cielo's support, Seagate navigated this challenge by redesigning its recruitment to be more nimble and scalable. To do this, we leaned into our AI expertise and implemented TA Optimizers™, particularly our Recruiter on Demand solution.

In 2024, our partnership grew from North America to include APAC to meet Seagate's expanding global needs. We more than doubled Cielo's original team in APAC to ensure the right levels of support as Seagate – and our partnership – continued to evolve.

“True partnerships are made during the challenging times. Cielo's investment in making connections, fostering relationships, and collaborating with us has had a tremendous impact on our business.”

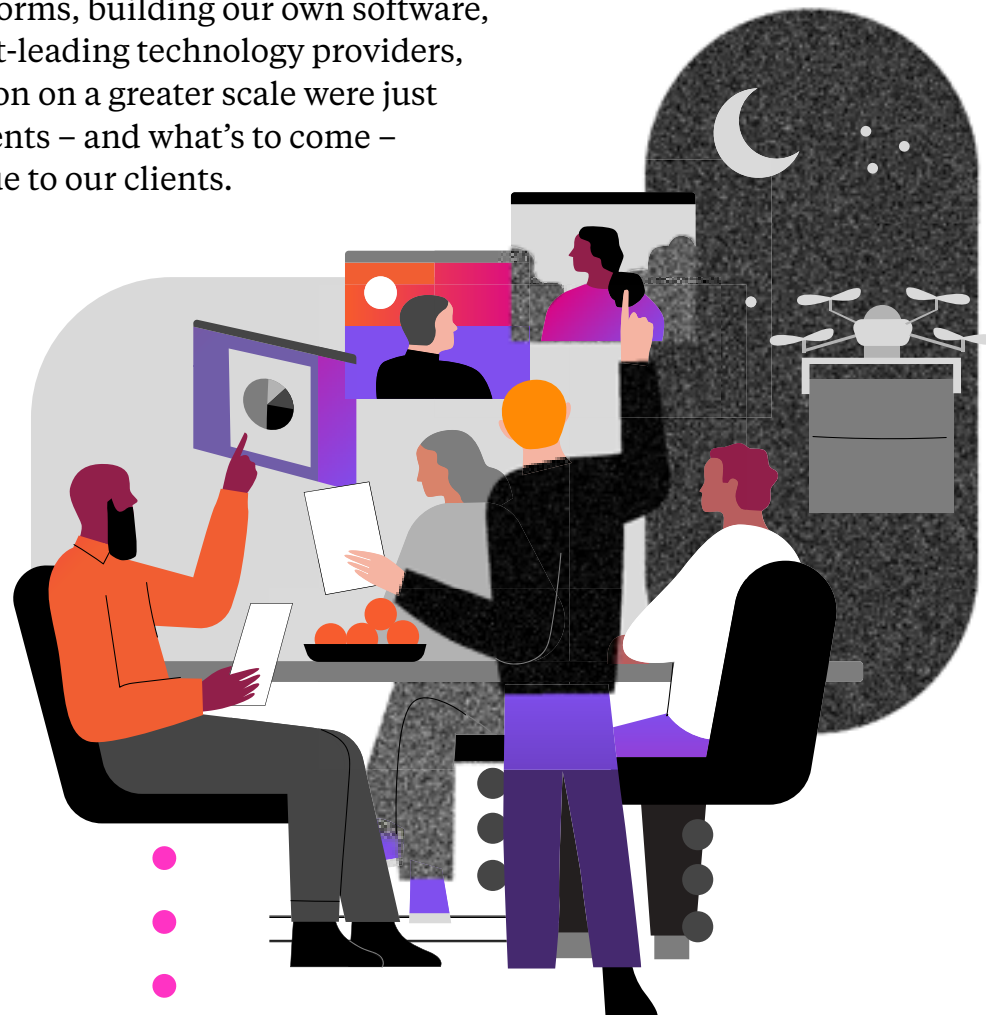
Michael Mercier, Head of TA, Seagate Technology



Giving companies an edge

Meeting evolving talent demands requires dialing into the digital landscape. In 2024, we expanded our technology offerings to help our clients stay ahead of the curve and improve hiring experiences for all.

Developing our proprietary platforms, building our own software, forging partnerships with market-leading technology providers, and integrating AI and automation on a greater scale were just the beginning. These advancements – and what’s to come – enabled us to deliver greater value to our clients.



Cielo TalentCloud

Smoother than ever workforce flexibility. Our best-in-class TA tech platform, Cielo TalentCloud, was updated to combine embedded partner solutions with proprietary Cielo tools that streamline and automate talent acquisition while maximizing functionality. Integration with existing client tech is a breeze, ensuring a seamless experience for all. This approach allows for an uninterrupted data flow between systems for more accurate reporting and valuable insights. Our team configures the technology ecosystem to match each client’s specific needs and easily align with new innovations.

Cielo Source & Engage

Revolutionary technology that pairs generative AI and the human element for lightning-fast results. Our proprietary sourcing platform, Cielo Source & Engage, was added to Cielo TalentCloud in 2024. It optimizes efficiency and client processes to give organizations an edge. Recruiters can access multiple sourcing tools in one place, streamlining tasks so they focus on what matters most: delivering extraordinary hiring experiences.

RPA & AI agents

A unique bot, created just for our clients. We developed a robotic process automation (RPA) to find and aggregate candidate contact information – solving a key client challenge. We processed over 100,000 candidates using this tech throughout the year, helping recruiters spend less time sourcing and more time connecting with talent.

 [Learn more about Cielo’s Agentic AI on page 11](#)

High-volume automation

An expedited hiring process and high-quality candidate experiences – Cielo exclusively partnered with Paradox to boost high-volume automation. Our team used conversational AI and strategically inserted points of human contact to better engage candidates and provide outstanding results for clients.

Actionable analytics

More informed decisions and more transparency, faster than ever before. That’s what we created for clients with our revitalized analytics platform within Cielo TalentCloud. The updated system delivers digestible insights through a single intuitive interface combining relevant market context with client data.



Client technology

30+

Standardized connections to HCM & ATS systems

20+

Unique ATS providers backed by expertise

215+

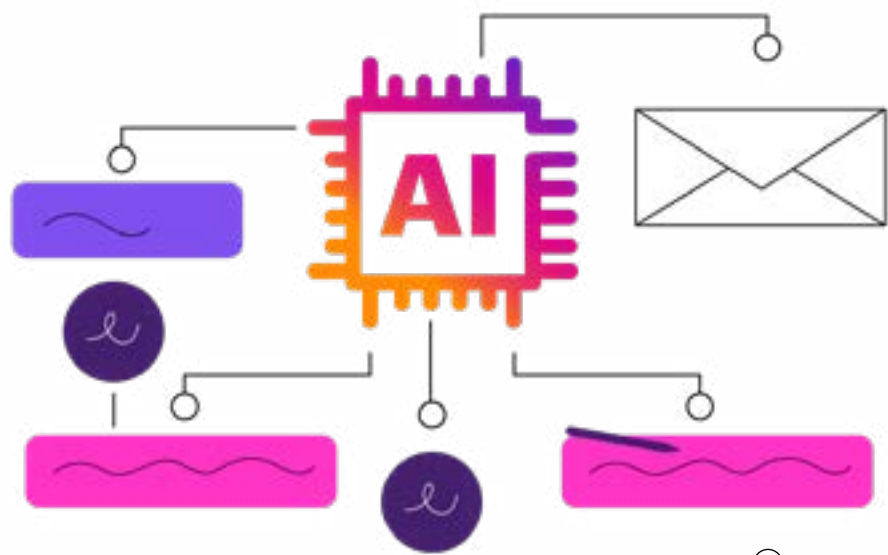
Automations built through robotic process automation

Leaders in AI

Cielo isn't just adapting to change – we're embracing and shaping it. Over the past year, we continued to push boundaries and redefine industry standards, positioning us as the leader in AI for HR and TA.

We've reimagined the entire talent acquisition process through an AI-enabled lens to deliver unmatched value to our clients. Our generative AI is responsible, with smooth integrations that eliminate common concerns and bring agility to the forefront. Safe, secure, and simple to use, our AI software works with our clients' existing tech stack to drive value and agility – even as it evolves.

The true power of AI lies in creating richer – not diminished – human interactions. It's about unlocking potential and creating better hiring experiences for all. Our AI solutions empower HR and TA professionals, giving them the tools and insights they need to make informed decisions, faster.



Digital Accelerators™

In 2024, our debut technology offering went to market. This AI-powered software suite automates routine tasks, enhances decision-making, and provides a seamless experience for both candidates and employers. By integrating these tools into our clients' TA strategies, we've delivered impressive results:

280% increase in candidate engagement

96% candidate satisfaction

50% reduced time to QIA

35% reduced time to interview

33% reduced time to submit

This AI-powered tech suite proves how we translate TA challenges and technological advancements into meaningful results for our clients.

➤ Explore [Digital Accelerators™](#)

CLO.ai

We released the first GenAI for TA, CLO.ai. It leverages advanced machine learning algorithms to streamline the entire hiring process, offering unparalleled insights into candidate suitability and potential. This intelligent tool helps recruiters identify and attract top talent by analyzing relevant data sets and identifying patterns. It's more than a tool; it's reshaping the entire talent acquisition landscape.

Agentic AI

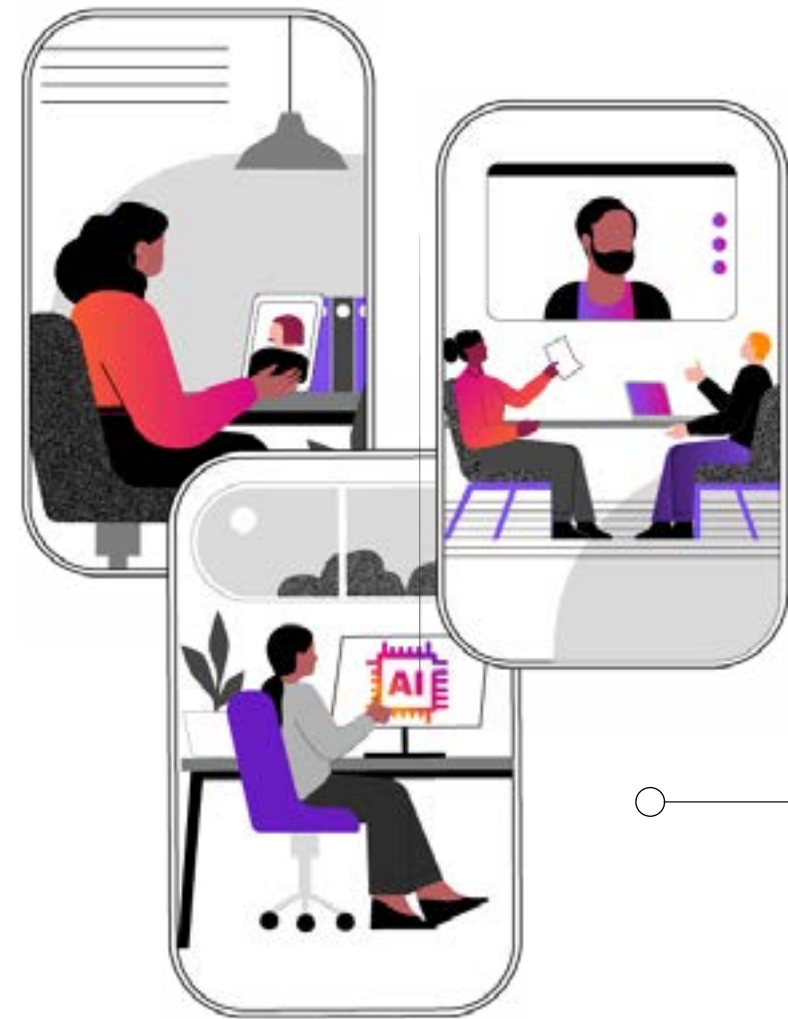
Another exciting advancement from Cielo: Agentic AI. This goes beyond traditional AI capabilities, bringing unprecedented autonomy and decision-making. It proactively identifies talent needs, engages with potential candidates, and even makes preliminary hiring decisions based on complex criteria. Agentic AI elevated our service offerings and redefined what's possible in the realm of HR technology.

➤ Read more about [Agentic AI](#)

AI Certification for HR & TA

We introduced a program that empowers HR and TA leaders across the globe to responsibly harness the potential of AI, resulting in more efficient, effective and innovative talent acquisition strategies. It underscores our dedication to fostering a deep understanding of AI within our organization and the broader HR community. Equipping our teams and clients with this knowledge allows us to remain at the forefront.

➤ Read more about the [AI certification](#)



Future forward

Using Cielo's AI-enabled software, our clients have improved time to hire, quality of hire, and overall recruitment efficiency. But it's more than metrics: we're enabling organizations to be more proactive, strategic and successful in building a sustainable workforce.

We remain committed to exploring advancements in AI. To pushing the boundaries of what's possible. To helping our clients find the talent that moves their business forward. The future of HR and talent acquisition is here, and Cielo is leading the way.

Responsible business

Cielo is in the business of positively impacting the world of talent. Our clients, candidates, employees and stakeholders expect us to lead the market fairly and responsibly – and we’re proud to do it.

We lead with a forward-thinking, practical approach to responsible business. Our goal is to attract, retain and cultivate an inclusive workforce where governance, respect, and consideration of our social and environmental impacts are part of everything we do. Doing so allows us to bring unmatched value to our stakeholders and talent everywhere.



Our people

Building a just and sustainable future requires collaboration and including as many different voices as possible. We’re committed to creating a culture where our employees feel a sense of belonging in a workplace that values fairness, respect and inclusion. One that reflects the communities where they live and work.

Highlights:

500 global leaders completed our Inclusive Leadership Program

8 new or refreshed Employee Network Groups

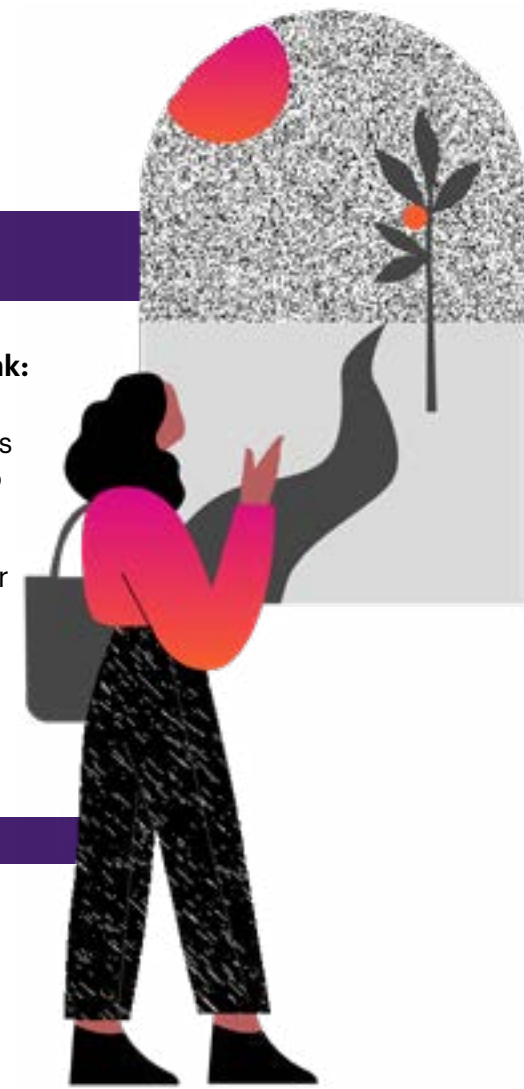
Established an **inclusion review board** with global representation across roles and functions

Mental health & well-being

Cielo’s benefit programs take a holistic approach to meeting employees where they are in life. Benefits include:

- Remote work
- Global employee assistance program
- Paid sabbaticals
- Flexible leaves of absence
- Extended parental leave

In 2024, Cielo executives addressed well-being head-on by leading candid, companywide sessions on menopause, men’s mental health, and parenting, as well as hosting a panel of our LGBTQ+ community. The events garnered more than 1,500 Cielo attendees.



Valuing difference & inclusion

Woman CEO and Global Leadership Team that’s **60% women**

Employees live and work in **32 countries**



Here’s what employees think:

86% believe everyone has equal opportunities at Cielo

86% say they can be their authentic selves at work

90% agree that Cielo values diversity

79%

of employees agree that Cielo supports them with their mental health and well-being

Our planet

Cielo’s growth and success depend on the planet’s well-being. As a service-based company, our environmental footprint is naturally small, yet we continually seek ways to do our part.

Highlights:

Committed to a near-term **reduction of Cielo’s carbon emissions** through the Science Based Targets initiative

Incorporated **environmentally friendly initiatives** in our new offices – like LEED-certified buildings, energy-efficient lighting, and responsible recycling practices

Replaced annual client gifts with honorary donations to the International Tree Foundation, contributing to the planting of **1.7 million trees**

Our business

We believe that making a difference and running a successful business can – and should – go hand in hand. Cielo’s responsible business approach adds value to our brand, client relationships, clients' goals, and profitability. It impacts our governance, operations, and global commitments.

Governance

We honor clients’ trust in Cielo by upholding the highest standards of corporate governance, responsible innovation, and information security.

This includes:

- Protecting our clients’ data from significant breaches
- Aligning with global and region-specific information security frameworks
- Complying with data privacy regulatory frameworks, including Europe’s GDPR
- Working to ensure that Cielo’s products remain ISO 27001 compliant

Sustainable commitments

In 2024, we identified the UN Sustainable Development Goals most relevant to Cielo and where we can have the biggest impact. We continue to weave these throughout our operations and talent solutions, always considering societal and environmental impacts.



Being responsible in business demands action and accountability. We continuously review our impact and recalibrate our approach – so our clients and people everywhere thrive.

Highlights:

- Wove **inclusivity and ethics** into our product design practices
- Earned a **Fast Movers badge from EcoVadis** for our maturing approach to responsible business
- Signed the **UN Standards of Conduct** for Business Tackling Discrimination against LGBTIQ+ People
- Defined a practical approach to **embracing human differences** and honoring our material impacts on people and the planet



