

SUSTAINABILITY REPORT

Global Annual Report of 2022



Summary

General Information	3	Certifications	14
Message from the President	3	Detailing	15
Performance Highlights	4	Human rights	16
Mission, Vision and Values	5	Ethics	17
Global Presence	6	Environmental	23
Our History	6	Working Conditions	27
Ventures	7	Social Responsibility	29
Structure	7	Clients	34
Global ESG Approach	10	Sustainable Procurement	35
Data Protection	12	Last Words	37

General Information

Established in 1987. Present in 41 countries, with more than 30,000 employees, we are the fifth most internationalized Brazilian multinational and among the 100 largest IT companies in the world.

Our expert teams work with you to find optimal solutions to your business challenges, driving the innovation you need to ensure your business thrives in the digital age.

This report has been redesigned to as part of Stefanini's Global Sustainability Reporting and covers only those offices that are operational globally.

Locations covered in this report:

- Brazil - Jaguariúna
- Brazil - Santana
- Brazil - Company
- Brazil – DF
- United States - Southfield
- Philippines - Manila
- Romania – Bucharest
- Mexico - City of Mexico
- Mexico - Queretaro
- Colombia - Bogota

Data included will refer to the practices, KPIs and measurements of these Stefanini sites.

The restatements made in this document are for reporting the performance of the sites cited above.



Message from the President and Founder

The Stefanini Group's Sustainability Report reflects our commitment to achieving our goals ethically, with a focus on integrity, sustainability and transparency.

Guided by the power of a massive transformative purpose and applicable legislation, we are inspired by the values present in our Code of Ethics and Conduct and principles that are part of our culture for the basis of sustainable business development.

The good reputation and credibility of the Stefanini Group relies on everyone in our business chain demonstrating their commitment to our values through their day-to-day responsibilities.

We appreciate everyone's dedication and effort in fully understanding and observing this document and the Code of Ethics and Conduct, which protects the integrity of the Stefanini Group.



Marco Stefanini
President and Global CEO

Performance Highlights

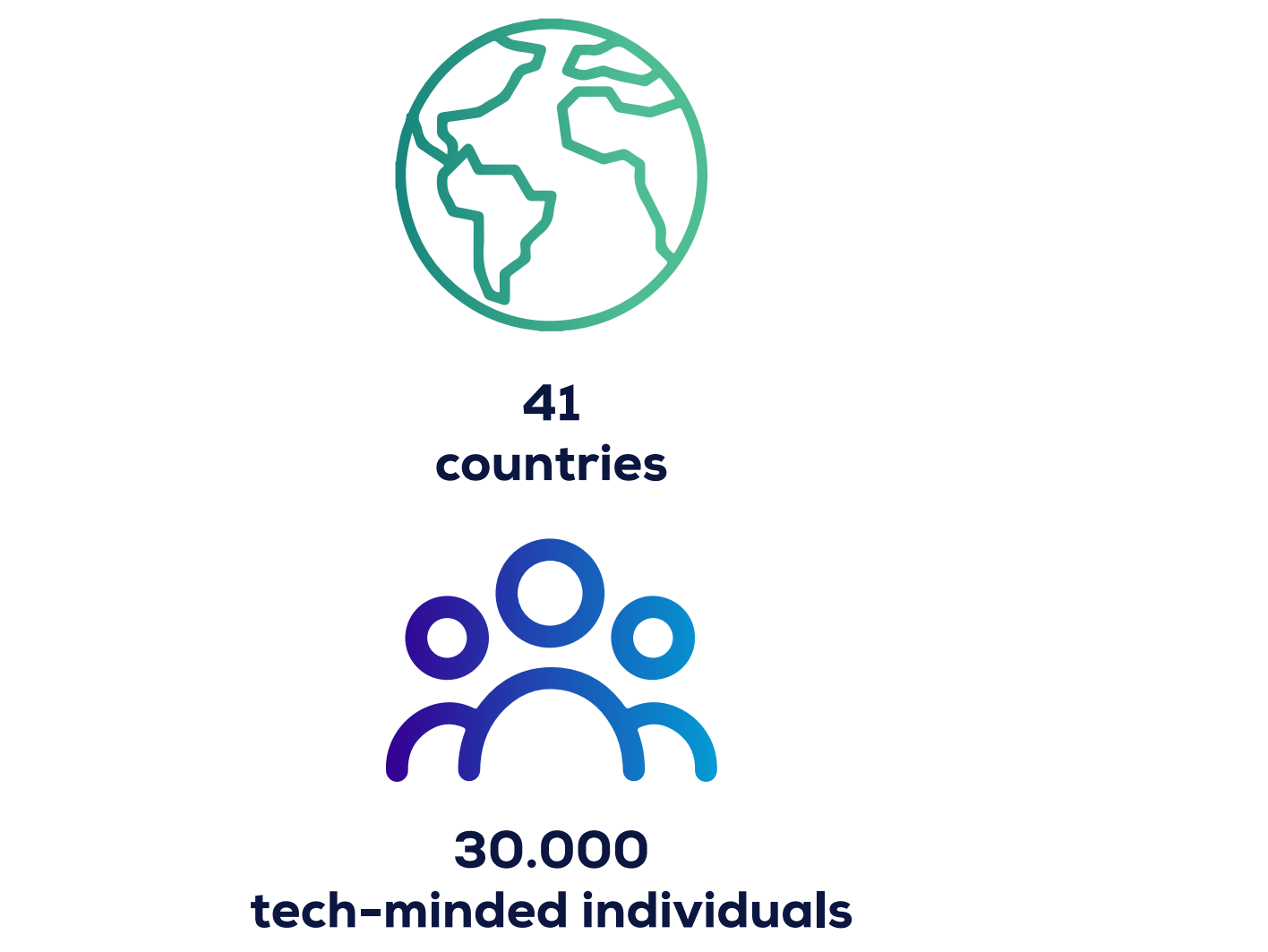


Based on our values, we seek to be the best technology provider, recognized and admired globally as a strategic partner, acting with passion and energy to delight customers.



Stefanini's trajectory, from its beginnings to the prominent role that the company occupies today, is a great way to better understand the company's organizational culture and, above all,

the solid reasons that make it considered one of the most renowned technology businesses globally. We are



excited to work with you and share our passion for co-creating solutions for a better future.

At the Stefanini Group, one thing is universally true: we are one company making the unthinkable possible. With a focus on technology, data, and human creativity, we are driven by the mutual goal of fueling positive transformation, both in business and daily life.



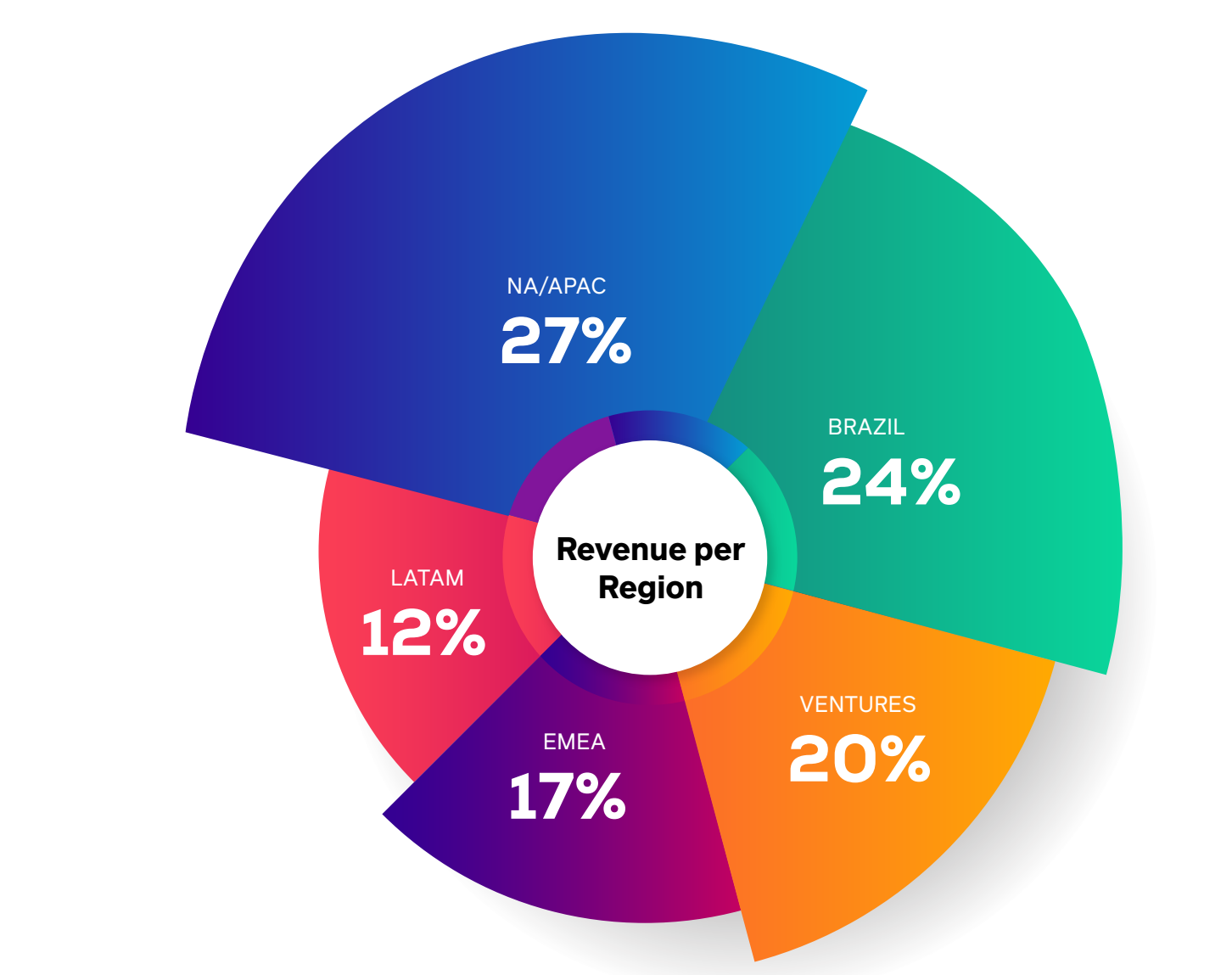
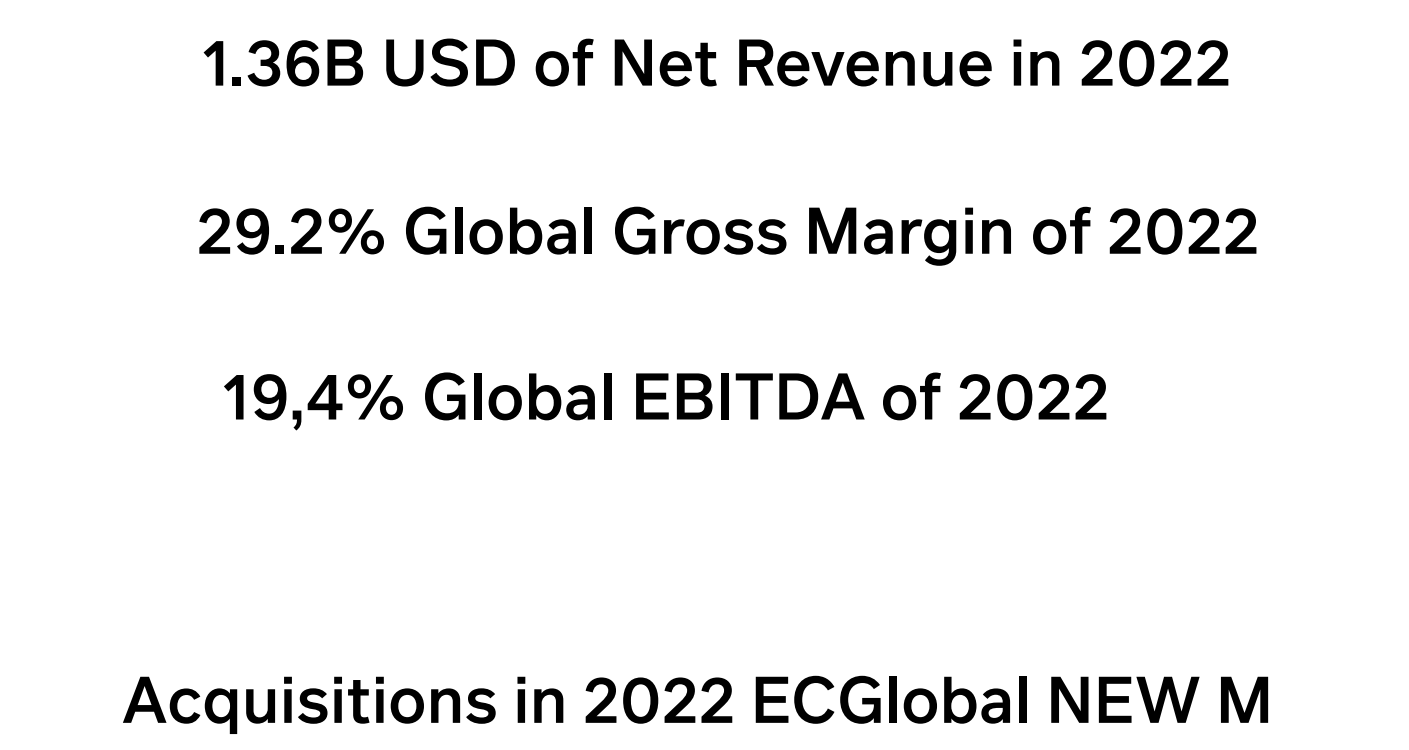
2022 Recognition

- INNOVATION VALUE 2022
- VALOR 1000
- TOP 100 OPEN CORPS 2022
- COMPANY + DIGITAL AWARD 2022
- 100+ INNOVATORS IN THE USE OF IT 2022
- WORLD SUMMIT AWARDS 2022
- MELHORES DA DINHEIRO
- STEFANINI BRASIL RECOGNIZED BY ISG
- SA CUSTOMER AWARD
- ÉPOCA NEGÓCIOS YEARBOOK 360
- BEST AND BIGGEST IN THE EXAM
- BRAZIL AGILITY AWARD 2022
- ABT AWARD

For more awards and information please access:
<https://stefanini.com/pt-br/stefanini/reconhecimento>
<https://stefanini.com/en/stefanini/recognitions>
<https://stefanini.com/es/stefanini/reconocimientos>

Financial Information

This data is collected globally, considering all regions of the Stefanini Group



Mission, Vision and Values

Our core beliefs and values help us in decision-making process.

7 Attitudes

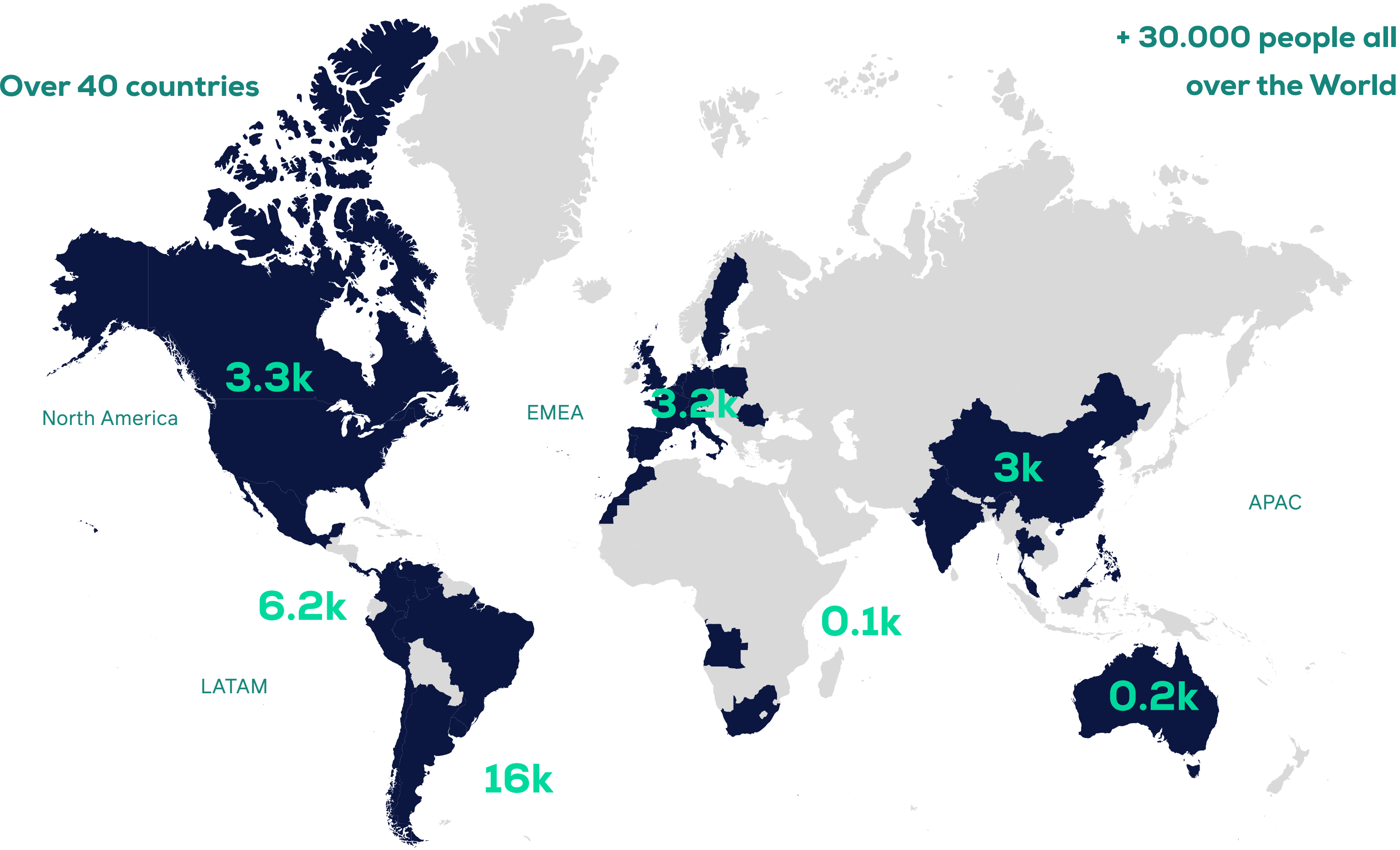


Using difficulties to our advantage, learning from them and transforming them.

The big difference is in the change of **MINDSET**, not just in technology.

Global Presence

Contributing to society, Providing advanced science of solutions globally.



Our Story

Over the last 35 years, Stefanini has always invested in new practices to enhance our services and deliver transformative benefits to our customers. It's been like this since 1987, when we were a training company in a small room in São Paulo. Since then, we have become a technology services company, which gradually grew and won large clients.

In 1996 we opened an office in Argentina, our first branch outside Brazil. We incorporated other companies from different niches into our ecosystem – here and abroad – to strengthen

our portfolio, which includes card processing, cybersecurity, industrial automation 4.0, digital marketing. This is a real source of pride for a Brazilian company, when many similar Brazilian businesses have been acquired by foreign groups.

Teams grew, developed and took on new project challenges. We've seen each other through uncertain times and crises, but people here have always had something in common: resilience, integrity and the humility to learn. These factors were decisive to achieving the results that brought us here: a multinational

were decisive to achieving the results that brought us here: a multinational present in 41 countries, with 30,000 employees supporting clients in 35 languages.

In 2017, in the midst of digital transformation, we decided to create our Massive Transformative Purpose (PTM). People came together to define it in a way that represented our identity and inspired the path to come. It was at this point that we decided that the purpose that most represented us was “Co-creating Solutions for a Better Future”, announced during our 2018 kick-off. Since then, we have been sharing and celebrating this purpose in all our offices globally.

With our comprehensive business analysis and broad market insight, we create custom solutions that enable seamless digital transformations, ensure rapid results and generate lasting impact across our clients' organizations. We invest in a complete innovation ecosystem to serve the main verticals, with our efforts recognized through multiple awards. Our service offering is aligned with key market trends, including automation, cloud, Internet of Things (IoT), cognitive technology and User Experience (UX). We provide everything from consulting and marketing, mobility, personalized campaigns and artificial intelligence to traditional solutions such as service desk, field service and outsourcing (BPO).

We work with more than 500 clients in financial services, manufacturing, telecommunications, chemical services, technology and the public sector.

Count on us to digitally transform your company and increase your business opportunities. When you choose us, you'll benefit from our global experience, robust digital capabilities and

commitment to your business success, from start to finish.

Co-creating solutions for a better future. Now, more than never!

Stefanini Group Ventures

Technology



Marketing



Banking



Analytics & AI



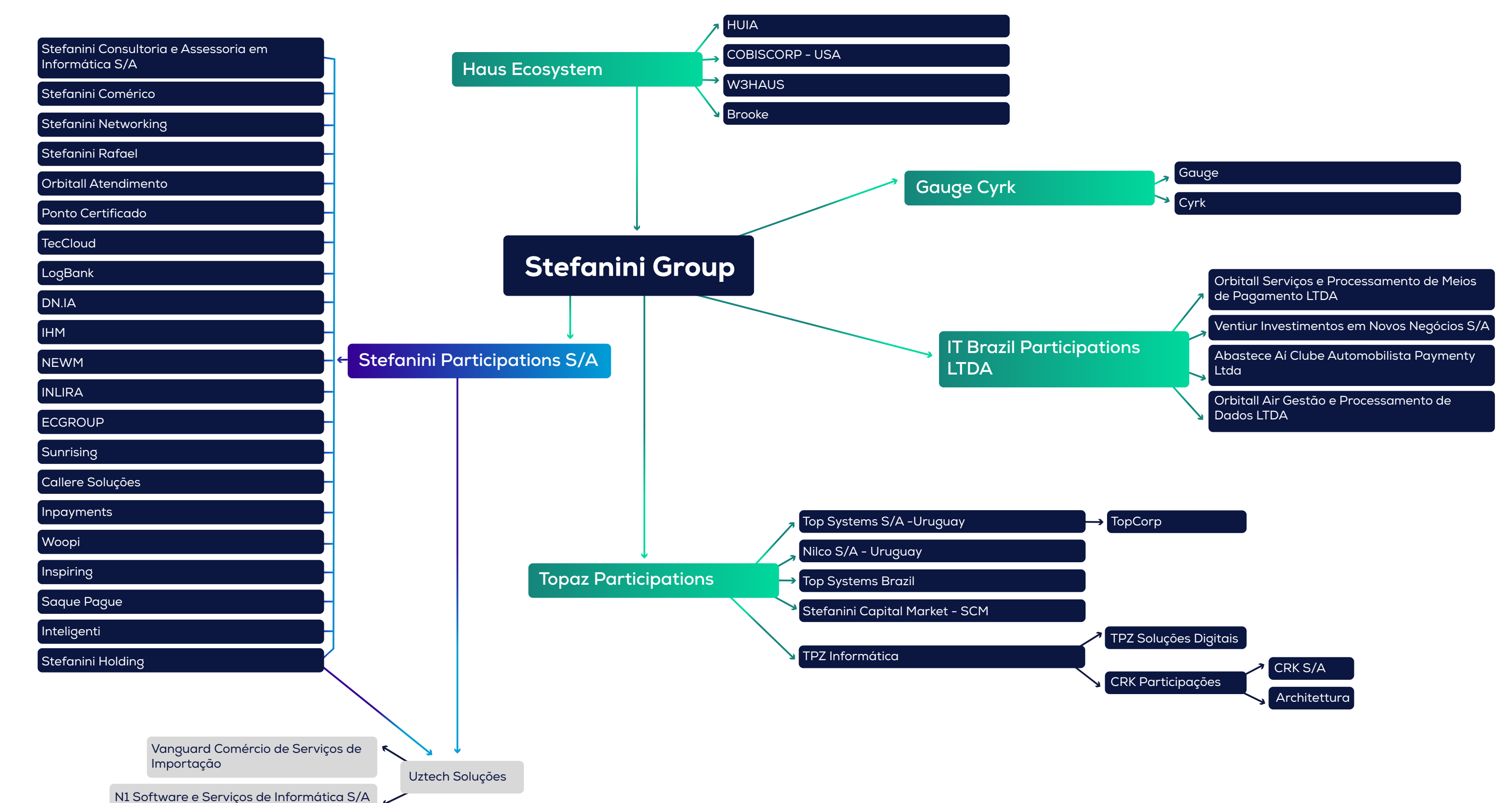
Cyber Security



Manufacturing



Structure



Global ESG approach 2023 – 2026 plan

Our ESG strategic plan is based on the principles outlined by ECOVADIS, and includes specific goals and objectives for improving our performance in this area.

We drew on our extensive customer experience to ensure these principles and objectives are the most important for our clients.

We recognize the importance of addressing environmental, social, and governance issues in order to create long-term value for our company and stakeholders.

In this plan we will be reporting data initially for our sites located in Brazil (Jaguariúna-SP, Santana-SP, Company-SP, Federal District-FD), the United States (Southfield), Philippines (Manila) and Romania (Bucharest). Stefanini reserves the right to include any other counties and operational sites as the Global ESG committee sees important in the next years.

We established KPIs and long-term goals to reach by 2026:

Environment

% of the total workforce across all locations who received training (internally or externally) on environmental issues;

- By the end of 2026, our company will ensure at least 80% of the total workforce has been

trained in environmental issues

% of renewable energy out of the total energy mix;

- By the end of 2026, our company will ensure 50% of our total energy use is from renewable sources

% of all operational sites certified to ISO 14001, EMAS or another environmental management standard;

- By the end of 2026, our company will gain certification for at least 30% of our operational

% of reduction l. per capita water consumption.

- By the end of 2026, our company will reduce per capita water consumption by at least 20%

Labor & Human Rights

% of all operational sites covered by an employee health & safety risk assessment;

- By the end of 2026, our company at least 80% of our operational sites will be covered by an employee health & safety risk assessment

% of all operational sites certified to ISO 45001, SA 8000 or other similar management standard;

- By the end of 2026, at least 30% of operational sites will be certified to ISO 45001, SA 8000, or other similar management standard

% of the total workforce across all locations who are covered by formal collective agreements or laws concerning working conditions ;

- By the end of 2026, at least 90% of our total workforce covered by a formal collective agreements or laws concerning working conditions.

% of the total workforce across all locations who received career-related or skills training.

- By the end of 2026, at least 60% of total workforce will receive career-related or skills training.

Ethics

% of the total workforce who received training on business ethics issues;

- By the end of 2026, our company will ensure at least 90% of our total workforce receive training on business ethics issues.

% of all operational sites covered by an internal audit/risk assessment of business ethics issues;

- By the end of 2026, our company will ensure at least 70% of operational sites are covered by an internal audit/risk assessment of business ethics.

% of all operational sites with an information security management system (ISMS) certified to ISO 27000 (or similar standard);

- By the end of 2026, our company will ensure at least 50% of operational sites are certified in ISO 27001 (or similar).

% of all operational sites with certified to ISO 37001 or other anti-corruption management system.

- By the end of 2026, our company will ensure

at least 50% of operational sites are covered by ISO 37001 or a similar standard.

Sustainable Procurement

% of targeted suppliers who have signed the supplier code of conduct;

- By the end of 2026, at least 80% of our key suppliers will have signed the supplier code of conduct.

% of targeted contracts that include clauses on environmental, labor, human rights requirements;

- By the end of 2026, at least 90% of targeted contracts will contain clauses on environmental, labor and human rights requirements.

% of targeted suppliers covered by a CSR on-site audit;

- By the end of 2026, at least 30% of targeted suppliers will be covered by a CSR on-site audit.

% of all buyers who received training on sustainable procurement.

- By the end of 2026, at least 90% of buyers will have received training on sustainable procurement.

NOTE: each topic has its own action plans developed to achieve these goals, with progress to be shared every year in our Sustainability Report.

Data Protection

Information Security

The ISO 27001 standard is the international standard and reference for information security management, just as ISO 9001 is the international reference for quality management certification. One of the major concerns today is the proper treatment of sensitive information. Currently, Stefanini Group is certified in the 2013 version, the focus of the ISO 27.001 standard at Stefanini is to protect:

1. Confidentiality, ensuring that information is not made available or disclosed to unauthorized persons, entities or processes.
2. Integrity, ensuring that the information is accurate and reliable and has not been subtly modified or tampered with by unauthorized third parties. Integrity includes:
 - Authenticity: The ability to verify that the content has not been altered in an unauthorized way.
 - Non-repudiation and Accountability: The origin of any action in the system can be verified and associated with a user.
3. Availability, ensuring ready and reliable access and use of information by authorized persons. Information is unavailable not only when it is lost or destroyed, but also when access to the information by an authorized person is denied or delayed.

This means that information must be kept within reach of those who are authorized to access it at

all times, while at the same time being protected from leaks, attacks and general damage. These are the three key elements of a good information security system.

We have 14 ISO 27001:2013 certified sites around the world: Brazil (Jaguariúna, Santana and Company II), Colombia (Bogotá), India (Hyderabad and Noida), Mexico (Ciudad de México), Moldova (Chisinau), Philippines (Pasay City), Romania (Bucharest and Sibiu), United States (Southfield – MI and Davenport – IA) and Uruguay (Montevideo). Within the certified scope since 2014 are services including our software factory, outsourcing, field service and service desk offerings.

By implementing the standard's controls and risk analysis, we improve our operational performance. We must also be prepared to manage resource capacity and plan business continuity in different contingency scenarios.

Stefanini's management recognizes the importance of identifying and protecting the organization's information assets, avoiding the destruction, undue disclosure, inappropriate modification or unauthorized use of any information relating to customers, employees, prices, strategy or management.

Stefanini undertakes to develop, implement, maintain and continuously improve the Information Security Management System (ISMS) in order to guarantee the confidentiality, availability and integrity of information.

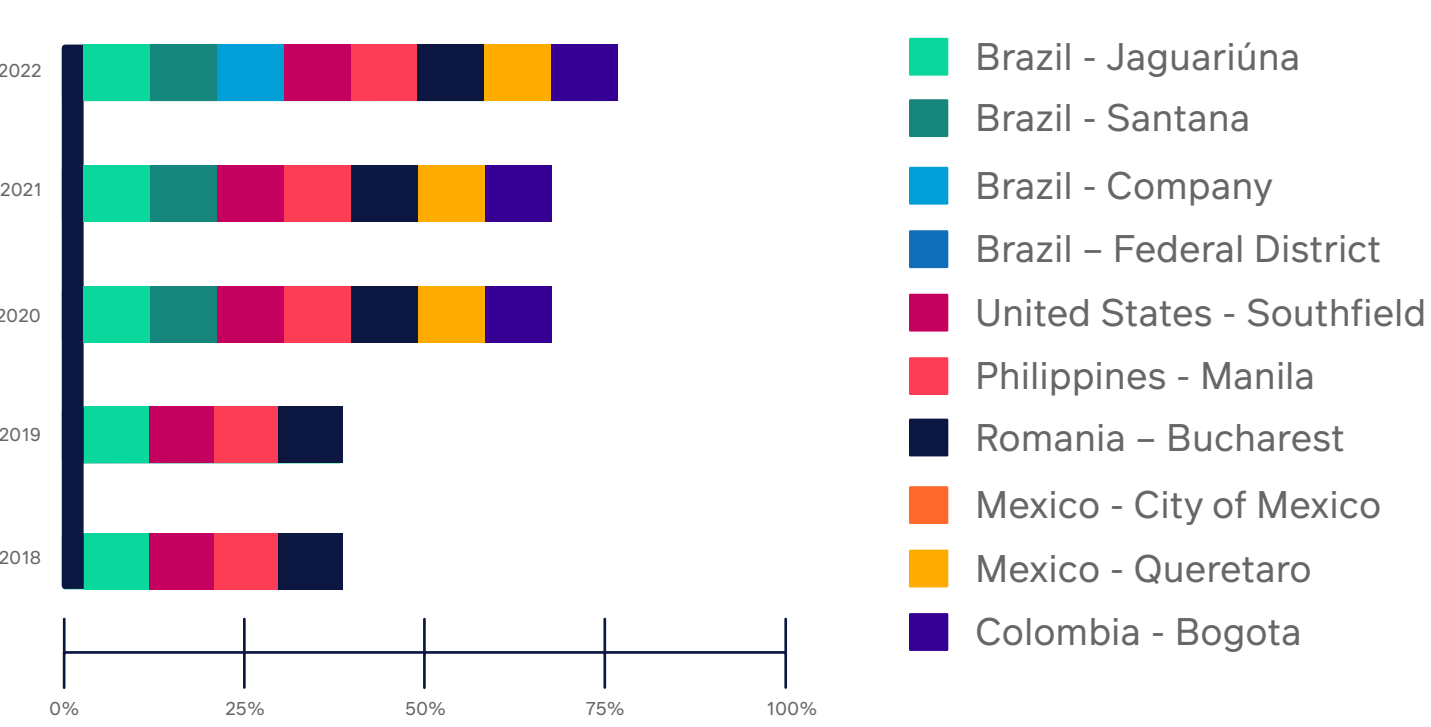
Efficient management helps the company embrace continuous improvement in relation to the use of IT resources.

The implementation of the ISO 27001 standard promotes a high commitment to the protection of information, which reassures customers who

interact with Stefanini. By increasing trust and satisfaction among customers and partners, this also lays the groundwork for growing our partnerships with clients.

In 2022, there were no information security complaints from customers or regulation violations.

% of all operational sites with an information security management system (ISMS) certified to ISO 27000 (or similar standard)



Data Protection

At Stefanini, we always honor our customers' right to privacy and data protection. As a global company, Stefanini has a responsibility to ensure that its employees' data and privacy rights are met.

As suppliers to business organizations, we also have a responsibility to protect the data and privacy of our customers and their users. Stefanini does not collect and process personal information from customers beyond what is necessary to deliver its services.

Stefanini's privacy policy considers the various regulatory requirements of the countries where Stefanini operates, including the EU General Data Protection Regulation (GDPR), the UK Data Protection Act 2018, the APEC Privacy Framework, the Personal Information Protection

and Electronic Documents Act of Canada (PIPEDA), the Australian Privacy Principles under the Privacy Act 1988 and the General Data Protection Act (LGPD) of Brazil.

Stefanini's full privacy policy can be found here: <https://stefanini.com/pt-br/politica-de-privacidade> <https://stefanini.com/en/privacy-policy>

Over the years, we have demonstrated our commitment to privacy and data protection by meeting industry standards for ISO 27001 and SOC 2 Type 2. We have strong data processing agreements. Stefanini also participates and certifies its EU-US compliance and Swiss-U.S. Structure of the Privacy Shield. Please note that Stefanini is not EU-US dependent. Privacy Shield Framework as a legal basis for transfers of personal data in light of the judgment of the Court of Justice of the EU in Case C-311/18.

*There were no complaints, leaks or privacy violations.

Certifications Global Standarts

DSC 10.000

DCS 10.000 Standard is based on guidelines for the development and maintenance of a Compliance System, aiming at the minimum requirements to ensure its effectiveness.

ISAE 3402

ISAE 3402 SOC 1 Type 2 is a standard for reporting on the assurance of controls in a service provider organization, which guides the auditor or issuing a report that ensures the effectiveness of the controls adopted.

ISO 9.001

ISO 9.001 attests that organizations have a quality management system in place to ensure awareness and process improvement, raising performance levels and customer satisfaction.

ISO 14.001

ISO 14.001 is the internationally used standard for the certification of Environmental Management Systems.

ISO 20.000

This standard guarantees a set of good practices

in service management, being the most respected in the sector. Among the main benefits that certification brings to Stefanini is the increase in the quality of services provided and cost reduction.

ISO 27.001

The standard is the most respected in information security and ensures that Stefanini follows the best practices in the world in the area

ISO 45.001

Standard relating to Occupational Health and Safety, with a focus on ensuring professionals have a healthy and safe working environment.

MPS.Br

The Brazilian Software Process Improvement certificate (MPS.Br) aims to ensure that the quality of services provided by the company is guaranteed by best practices and quality control.

SOC 2 Type 2

Security and Confidentiality standard. Internal controls report capturing how a company safeguards customer data and how well those controls are operating.

TISAX

Standard for Trusted Information Security Assessment Exchange (TISAX) Certification.

Detailing

Our commitment to sustainable, environmental and social development is covered in a detailed report.

Analysed period

This report covers our operations throughout 2022.

Commitment to Sustainability

At the Stefanini Group, we are committed to seeking ways to minimize our environmental impact, while providing the best services and assisting in the development of the local community.

For this reason, we maintain a range of management systems with the purpose of monitoring and encouraging the Group's sustainable development.

Stefanini periodically delivers training reinforcing the Stefanini Group's commitment to sustainability among its employees.

High Governance Body

Stefanini Group's senior management team actively participates in gathering information together with the team responsible for the Sustainability Report.

The High Governance Body carefully selected the team in charge of the report and assures the

information presented.

The Brazilian Governance Team is responsible for gathering information, with the support of representatives globally.

Policies

At the Stefanini Group, our policies are made available to employees and listed on our official website.

Each country in which Stefanini operates has its own policies according to each region and its legal regulations.

All policies are approved by a member of the senior management team and published periodically at all levels and among Stefanini's business partners.

Contact Information

For additional clarifications regarding the content covered in this report, you can contact our company's Corporate Governance Team through the following contacts:

Head Quarters:
Avenida Jaguar, 169,
Centro, Jaguariúna (SP)
Zip Code: 13910-039
Phone: +55(19) 3867-8800
E-mail to request information regarding this report: governanca@stefanini.com
www.stefanini.com

You can count on us to digitally transform your business together and build solutions for a better future.

Human Rights

We believe in ethical, sustainable and transparent relationships between our employees and everyone involved in the relationships we have. In addition, we are driven by the power of a massive transforming purpose “Co-create solutions for a better future” and by the 7 Stefanini attitudes that encapsulate our beliefs, mission, vision and values. These are:: believe and respect people, act as an entrepreneur, make a difference, innovate with the client, lead by example, be ethical and ensure you act in line with what you say and, finally, be humble in learning.

The Stefanini Group strives to ensure that its employees and everyone in the supply chain are treated with dignity and respect, regardless of sex, race, creed, color, origin, or birth. To ensure

that the legal equality of employees remains unaltered, there is a whole arsenal of legislation which Stefanini faithfully follows.

Our approach to human rights is informed by international standards and all applicable national and international law. We respect and support the Core Conventions of the International Labor Organization (ILO), the ILO Declaration on Fundamental Principles and Rights at Work and the United Nations Universal Declaration of Human Rights. We are against any type of act that violates the UN global human rights pact.

Ethics

Compliance

Introduced in 2017, the Compliance Program covers matters that are important to Stefanini. Our culture is translated through our Code of Ethics and Conduct. The Compliance Program is responsible for maintaining ethical and transparent relationships in our daily lives, in order to build a more transparent, ethical, egalitarian, diverse and integrated society, free of discrimination and corruption.

We have adopted policies and procedures that ensure that the objectives of the Stefanini Group's Compliance Program are in line with the organization's objectives, strategy and business plans. Our core beliefs and values help us in decision-making processes and guide behavior in our digital ecosystem.

We have internal and external program processes and audits, internal controls, training, monitoring and inspection at different levels of the company, which includes conducting our due diligence on suppliers.

This is in addition to following all anti-corruption legislation in the countries where we operate, such as law 12.846/13 in Brazil and FCPA in the United States.

Our Program contains the best market practices following the DSC 10,000 standard, which contains the requirements for a Compliance System for organizations. We are also audited annually to ensure our commitment to ethical and legal standards.

Code of Ethics and Conduct

With a new Code of Ethics and Conduct model, we introduce our culture and principles to our employees.

We cover relevant topics including conflicts of interest, health and safety, and remote working.

Each country has its own document, which can be accessed through Stefanini's official website.

Compliance Committee

Comprising representatives from the Stefanini Group's strategic areas (Finance, Purchasing, IT, People and Culture, Legal, Governance), our committee is essential for maintaining and monitoring the Compliance program. In addition to facilitating the identification of problems and improvements.


Representatives from these areas are in constant communication with Stefanini's compliance team and analyze the program's data and performance on a quarterly basis.

Conflicts of Interest

At the Stefanini Group, no employee can give, offer, receive or accept, directly or indirectly, gifts, favors, donations, invitations, or trips in the development of their activities with the purpose of facilitating business.

Gifts or invitations that are part of the ordinary context of business, and that have a defined commercial objective, such as pens, diaries, and other merchandise, are excluded.





Acting with integrity,
respect, energy,
positive attitude and
focus on sustainable
results.

Not allowed:

- Make a decision or close a deal for your own benefit or that of third parties, without seeking to serve the interests of the Stefanini Group.
- Taking advantage of access to internal, confidential or privileged information to meet personal interests or third parties.
- Disclose information belonging to the Stefanini Group.

Our policies apply to everyone in the Group, including CEOs, shareholders, stakeholders and third parties.

Fraud Prevention

Creating an anti-fraud culture is critical to deter potential fraudsters and maximize commitment to fighting fraud. This culture can be created through the combination of specific structures and policies, with the exploration of more general mechanisms and behaviors to determine trend lines and indications of adjustment needs, according to the “PDCA” improvement cycle.

We have developed a structured approach to preventing, detecting and combating fraud. We identified four elements in the anti-fraud cycle: prevention, detection, correction, and enforcement. The combination of a thorough fraud risk assessment with adequate preventive and detection measures and coordinated investigations carried out by competent bodies can significantly reduce the risk of fraud and have a deterrent effect.

The best defense against potential fraud is a

well-designed and applied system of internal controls that focuses on effectively mitigating identified risks. Management checks must be rigorous and controls must be risk-based and carried out with sufficient coverage.

Communication Mechanisms

All employees must receive comprehensive training in theoretical and practical issues to raise awareness of our anti-fraud culture and help identify and respond to cases of suspected fraud. This training will outline anti-fraud policies, specific roles and responsibilities, and reporting mechanisms. Awareness raising can also be carried out in less formal ways, including newsletters, posters, websites, and Yammer.

The creation and promotion of clear communication mechanisms are key elements in the prevention, as well as the detection, of fraud. Such mechanisms should facilitate the reporting of suspected fraud and deficiencies in controls that may increase susceptibility to fraud. Communicating the results of anti-fraud measures and any suspected fraud will form part of the annual summary report, which will include a section on suspected fraud detected during the period. Information about these reporting mechanisms should ensure that employees understand where they should report suspected violations of behavior or control, while being reassured that management will follow up on these suspicions, that reporting is confidential, and that the organization does not tolerate retaliation against any member of staff reporting concerns.

Integrity Policy

The objectives of the Stefanini Group's Compliance Program are in line with the

organization's business objectives, strategy and business plans.

- Integrity;
- Energy and positive attitude;
- Respect;
- Focus on sustainable results;
- Ethics as DNA.

At Stefanini we do not tolerate any type of practices involving conflicts of interest, corruption, undue advantage, lack of integrity, negative attitude, disloyalty, disrespect or a lack of focus on sustainable results.

Corruption prevention policy

The corporate policy for preventing corruption aims to reinforce the Stefanini Group's commitment to proactively cooperate with initiatives to prevent and combat corruption in all its forms.

This policy applies to all directors, employees and controllers of the Stefanini Group and to anyone with whom Stefanini maintains a business relationship, including customers, partners, suppliers and other stakeholders.

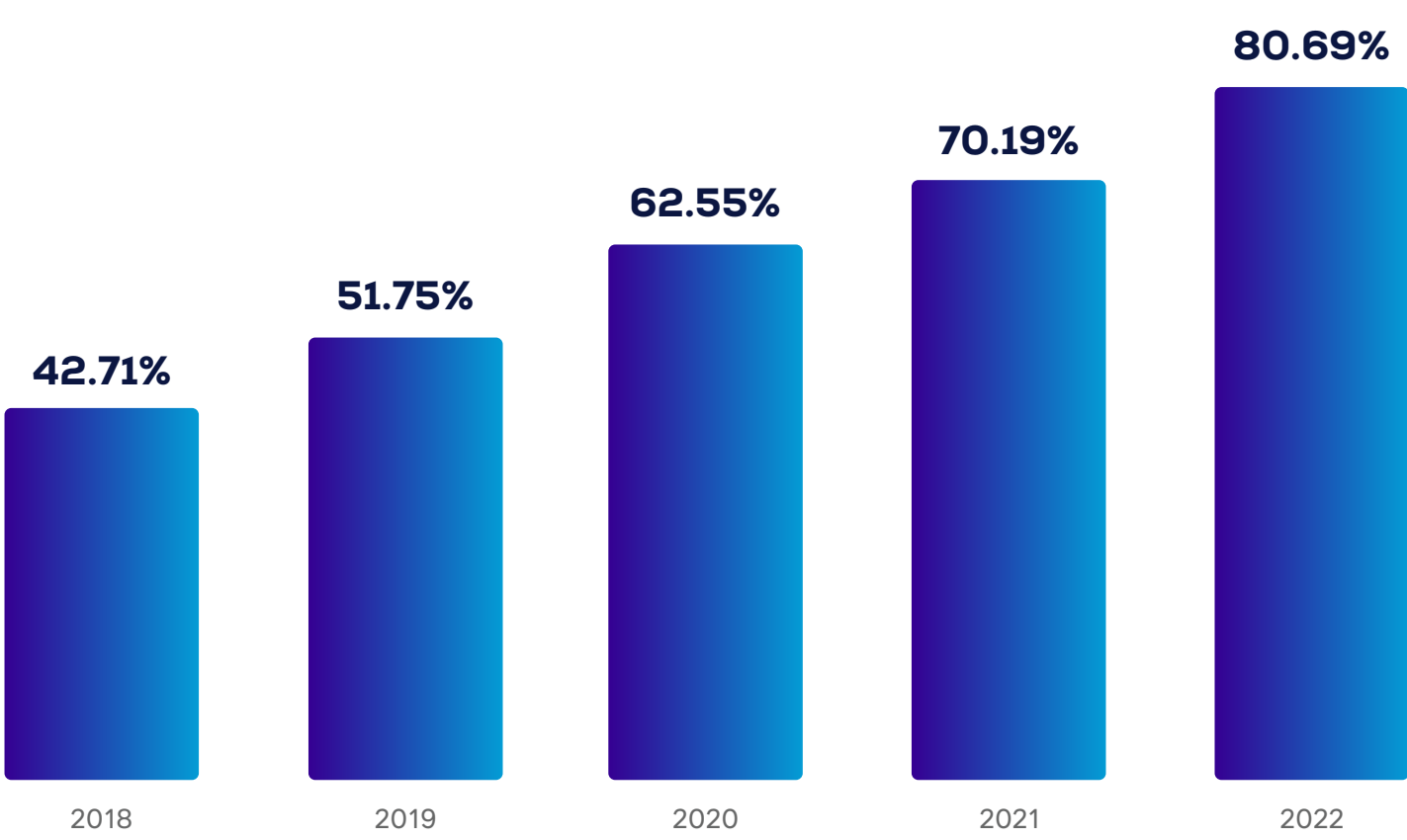
All employees and sectors of the Stefanini Group have roles and responsibilities when it comes to preventing corruption. Everyone must carefully follow our processes and procedures, while also remaining responsible for reporting any practices that go against corporate guidelines.

Training

In a changing and competitive world, the Stefanini Group continually prepares its professionals for the challenges of innovation and competition. To be successful, you need people who are proactive, agile, enterprising and willing to take risks. For this, it is essential to train and develop people. For us, training is not an expense but a valuable investment, both in our organization and our people.

The application of compliance, anti-corruption, harassment prevention, and related training is crucial in today's business landscape. These training programs help employees understand the company's policies and guidelines, as well as their legal and ethical obligations. By providing Stefanini employees with the necessary knowledge and skills, we can prevent misconduct, promote a culture of transparency and accountability, and avoid legal and reputational risks.

% of the total workforce who received training on business ethics issues



% of all operational sites certified to ISO 37001 or other anti-corruption management system



Ethics and Compliance Channel

We have a specialized channel for reporting violations of our the code of ethics or behavior that does not comply with legislation or internal procedures, including fraud and corruption. This channel is confidential and secure, ensuring impartiality in the management of the matter, while protecting the identity of those who wish to make a report anonymously.

We encrypt all sensitive information entered into the database, which can only be viewed by a logged-in user with the correct access permissions, guaranteeing confidentiality.

Stefanini's ethics and compliance channel is completely open to employees, suppliers, customers and the wider public.

Whistleblower Protection

a. The retaliation against anyone who, in good faith, reports or expresses a complaint, suspicion, doubt or concern regarding possible violations of the guidelines of this policy and provides information or assistance in investigations related to such possible violations is not allowed.

b. The confidentiality of information relating to investigations of possible violations is preserved.

c. Anonymity must be preserved.

d. Disciplinary sanctions must be applied to employees who retaliate against anyone who, in good faith, reports possible violations of the guidelines of this policy, in accordance with the disciplinary incidents policy.

e. Disciplinary sanctions must be applied to

employees who demonstrably use ethics and compliance channel in bad faith, according to the disciplinary incident policy.

Professional Conduct System

The Stefanini Group demands that its employees conduct themselves with integrity, adhering to our Code of Ethics and Conduct. If an employee behaves in a way that is contrary to our established guidelines, we have a disciplinary measures process. The measures to be taken will vary depending on the severity of the incident.

Steps that might be taken include:

- Verbal warning;
- Written notice;
- Suspension;
- Dismissal for just cause.

Our disciplinary measures process ensures appropriate action is taken in the case of employee misconduct and establishes that all employees must behave in accordance with our principles.

Relationship with Public Agents

The Stefanini Group is committed to conducting its activities in strict compliance with applicable laws, including anti-corruption legislation and other rules governing the relationship with public administrators. Stefanini does not maintain personal business or close relationships with public agents. Relationships with the public figures are strictly commercial and conducted in line with Stefanini's

compliance program.

The Stefanini Group does not tolerate any corrupt practice by its employees, as well as any conduct that could create the impression of impropriety. Violations of anti-corruption laws can expose Stefanini and its employees to consequences, including administrative, judicial and criminal penalties. It is the responsibility of all Stefanini employees to know, disseminate and comply with all the terms of this policy.

Donations and Contributions

- Brazilian legislation does not allow donations and contributions. It is prohibited to make political donations to candidates for political office or to political parties with the aim of obtaining an advantage or benefit for themselves or for Stefanini. Stefanini does not authorize any political and partisan donation or contribution, even those without illicit intentions. It is strictly forbidden to make any donation or political contribution on behalf of Stefanini.

Gifts and Hospitality

- Any routine interaction involving gifts, entertainment and/or hospitality must be conducted in a transparent manner and be authorized according to the Code of Ethics and Conduct, with records kept and made available for potential audits.

Overpayments

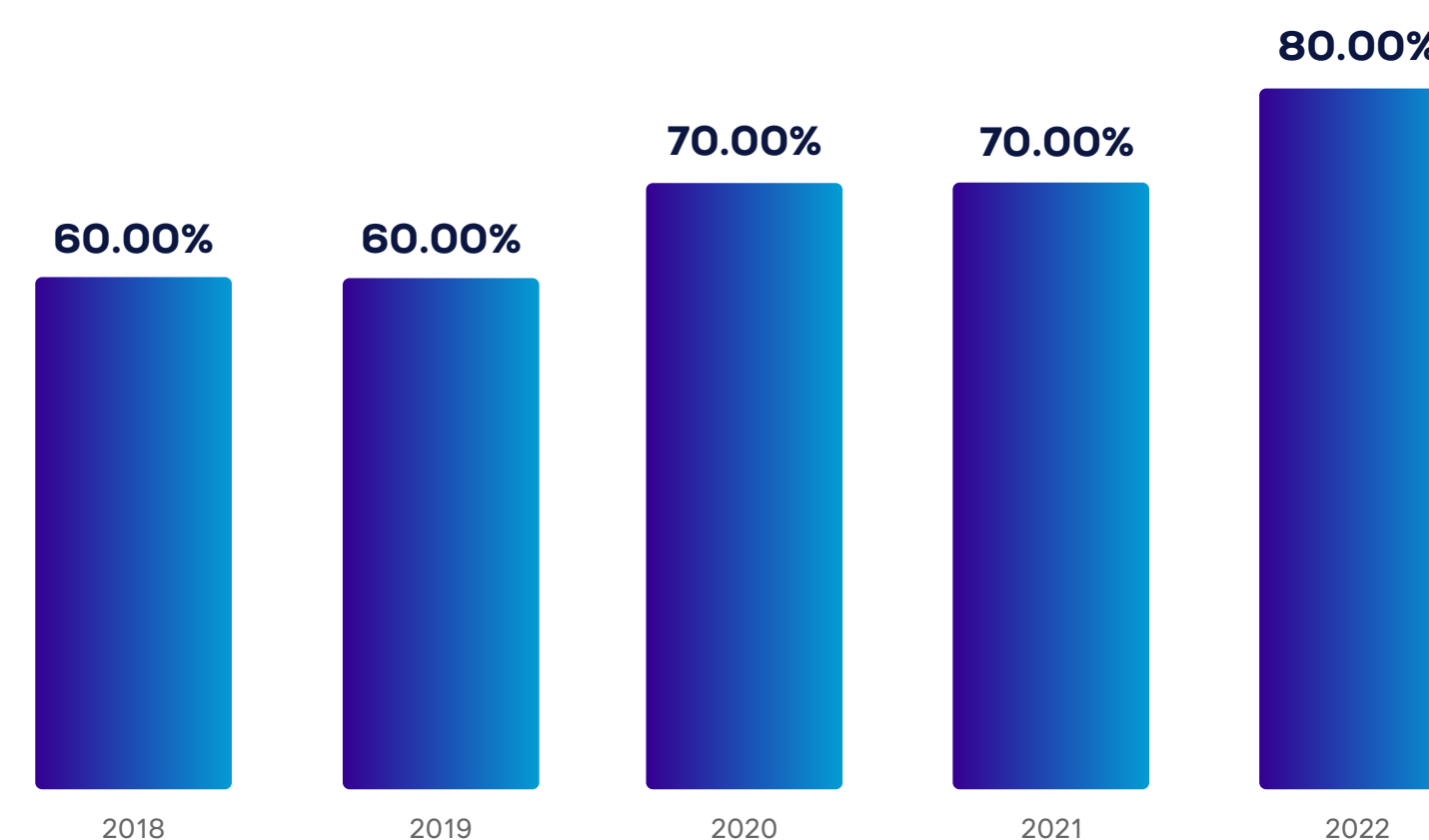
- It is strictly prohibited to offer or authorize, directly or indirectly, any payment in cash to any employee, agent or representative of a private company that has (or may have) a business relationship with Stefanini, for the purpose of trying to obtain undue influence or induce such employee, agent or



representative to make any decision for the benefit of Stefanini.

There were no donations, contributions or undue payments in the Stefanini Group. Employees of the Stefanini Group maintain contact with public agents only when necessary due to their corporate duties, and on the premises of the public bodies to which they belong and/or on the premises of the Stefanini Group, only in the exercise of their functions, in the latter case, whenever possible in the presence of two or more Stefanini Group professionals.

% of all operational sites covered by an internal audit/risk assessment of business ethics issues



Environmental

Management System

We know the importance of being sustainable and investing in the preservation of the environment. At Stefanini, we believe that it's our responsibility to not only to provide the best services to our customers, but also to participate in a sustainable environment.

Our environmental management system ensures we always seek to make the least possible impact on the environment.



Environmental Policy

Stefanini provides IT services, with its offering aimed at the office environment. Because Stefanini is not an industrial business, our sustainability efforts include:

- Promoting transparent communication throughout our organization and with interested parties, co-creating a relationship based on sustainable development, acting responsibly in meeting the applicable legal environmental requirements;
- Continually improving environmental processes to become a reference in the markets where we operate;
- Reducing the consumption of resources (water, electricity) waste generation and

polluting gases (CO²).

Environmental Goals



Reduction in water consumption



Reduction in energy consumption



Reduction in paper consumption



Reduction in CO² emissions



Waste reduction and recycling



Training of professionals



Corporate Communications

We are always looking for new ways, techniques, and technologies to improve our relationship with the environment.

Waste Management

Selective Collection of Recyclables

- Selective collection is carried out by each Stefanini Group company. This also functions as an environmental education process for employees, raising awareness of the problems of wasting natural resources and the pollution caused by waste.

Changing consumption patterns is essential for reducing our environmental impact

Hazardous Waste

Waste that presents a risk to public health or the environment, characterized by having one or more of the following properties: flammability, corrosivity, reactivity, toxicity and pathogenicity.

- Any waste that falls into this category is stored correctly, in accordance with the instructions of the Environmental Management System in each region, and subsequently destined for correct disposal.

For questions, suggestions, comments, contact:

- **E-mail:** governanca@stefanini.com
- **Subject:** [Environmental Management] - 'Theme'

Environmental Monitoring and Measurements

The following monitoring is maintained in the Environmental Management System:

- Legal requirements;
- Training of the emergency brigade;
- Firefighting equipment;
- Environmental performance, objectives and targets;
- Protection against electrical discharges;
- Waste disposal;

- Audits;
- Suppliers' environmental criteria;
- Preventive maintenance;
- Maintenance of the Environmental Management System.

Measurements

- Measurement is conducted internally when this meets the established requirements.
- Environmental performance is measured through environmental objectives and targets.
- Electrical installations and protections are inspected and measured by a specialized company hired in compliance with our environmental supplier criteria.

Environmental Indicators

Stefanini provides IT services in office environments and does not conduct industrial activities. We know the importance of being sustainable, and for that reason, we invest in the preservation of the environment and remain committed to sustainability.

We believe that our responsibility is not only to provide the best services to our customers, but also to promote a sustainable environment while co-creating solutions for a better future.

Stefanini has been responding to the CDP Climate Change and Water Security questionnaire since 2016, providing emissions

data, good practices and information on the management of these topics. Currently **our 2022 CDP SUPPLIER ENGAGEMENT RATING REPORT is B-**.

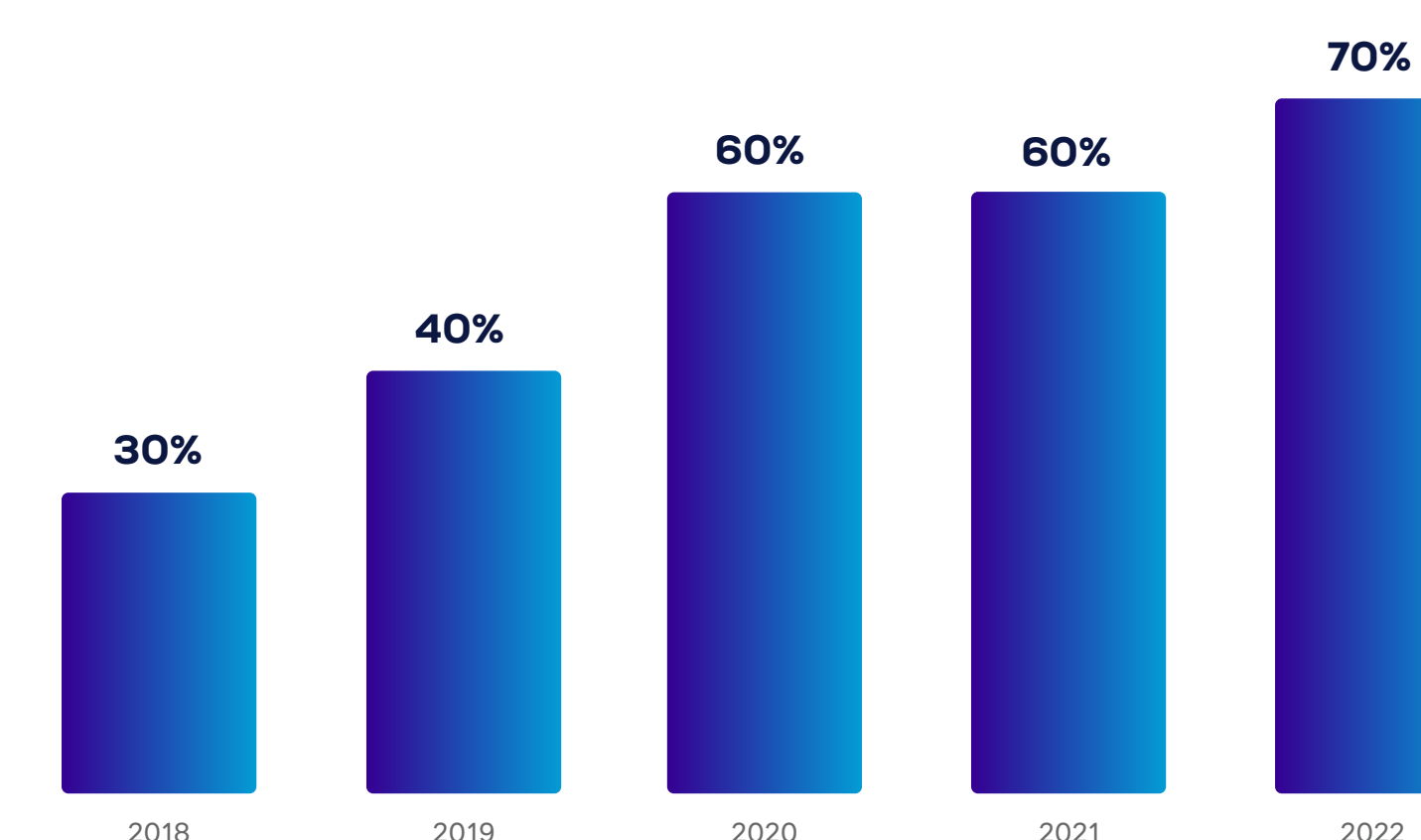
To calculate and manage our emissions, we use the GHG Protocol tool, which is used to understand, quantify and manage Greenhouse Gas (GHG) emissions.

Impact on Climate Change

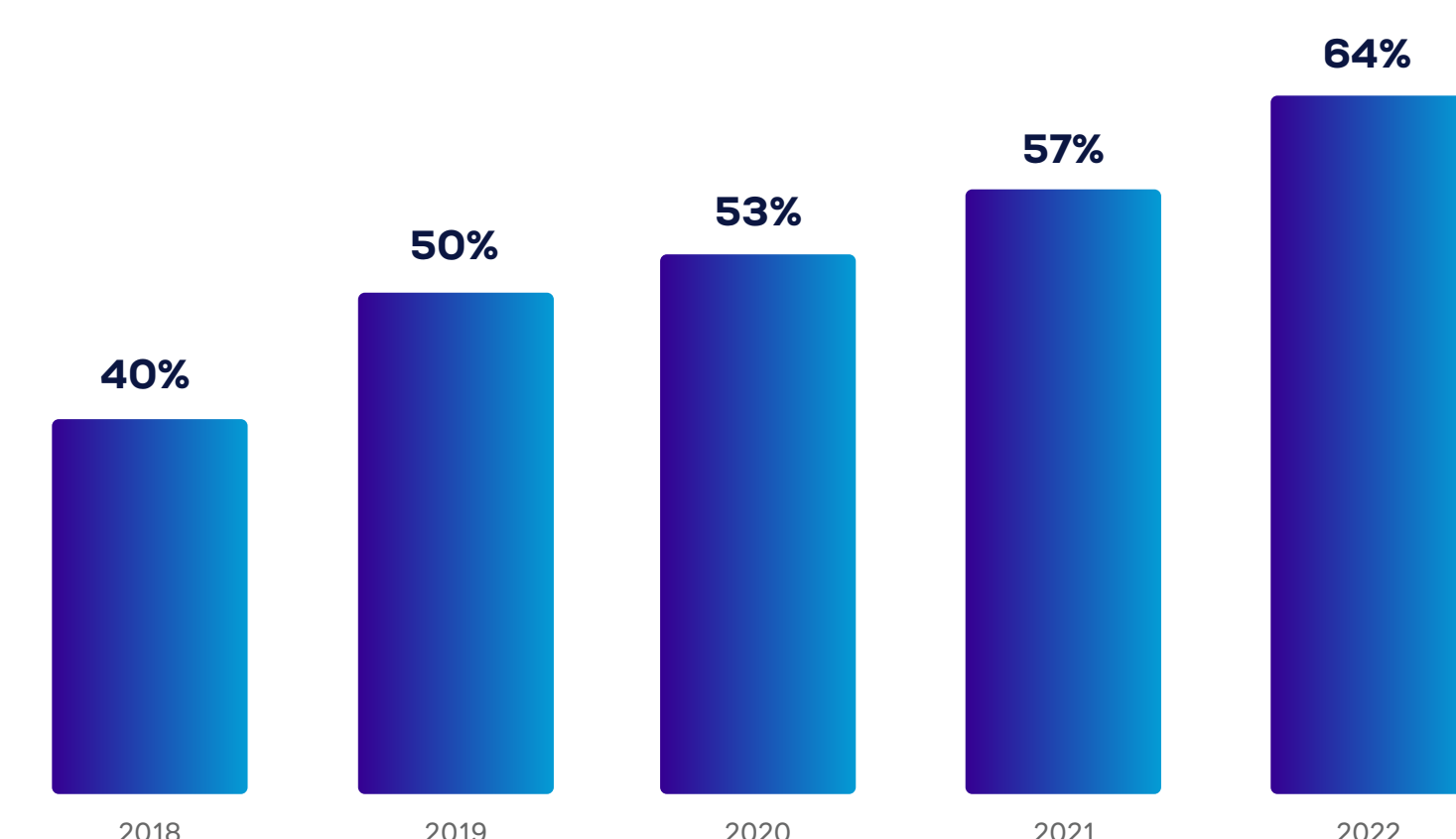
As a global company, Stefanini understands its responsibility towards the environment, always seeking to minimize its impact.

This includes partnering with accredited companies to correctly dispose of materials that no longer have a useful life, such as old or broken electronic equipment. Old electronic equipment that remains usable is reallocated to new professionals or donated to the Stefanini Institute, which supports disadvantaged young people globally.

% of the total workforce across all locations who received training (internally or externally) on environmental issues



% of renewable energy out of total energy mix



% of all operational sites certified to ISO 14001, EMAS or other environmental management standard



% of reduction of per capita water consumption



Communications, Campaigns and Training

The creation and promotion of training programs encourages employees in their professional and personal development, improving technical knowledge of Stefanini Group's products and processes. For us, training is not an expense but a precious investment in our organization and people.



Water consumption



Standby Monitors



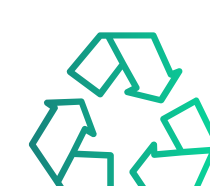
Energy consumption



Online meetings



Carpooling Program



Recycling



Eco-efficient equipment



Paper Replacement for Electronic processes



Sustainable Tips



Training



Environmental reports



Incentives for purchasing clean energy



Lectures

And more...

Working Conditions

Occupational Health and Safety

We provide our employees with a safe working environment.

We understand that providing our teams with the right training is the most effective way to prevent accidents. We follow Occupational Health and Safety legislation, supported by our own internal procedures and the requirements of our customers.

We are an ISO 45001 certified company.

OH&S Policy

Stefanini is committed to providing a safe working environment with its Occupational Health & Safety (OH&S) policy subject to continuous improvement and compliance with applicable legal requirements. compliance program.

The employees responsible for managing our businesses are committed to consulting workers to ensure they feel safe at work, taking immediate action when any concerns are raised.

Working conditions

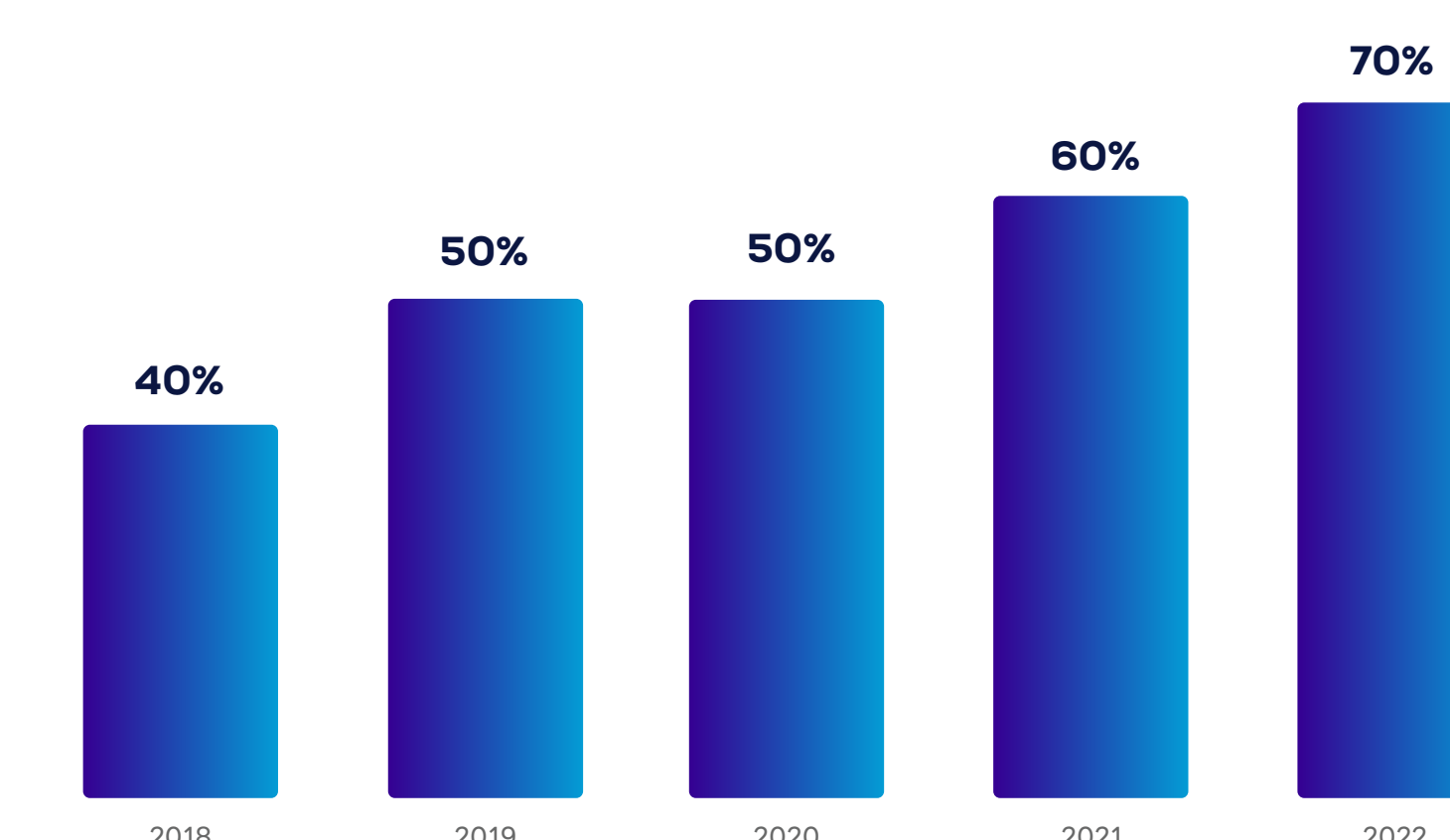
The Stefanini Group conducts its activities in corporate environments globally and is not responsible for any industrial processes.

We strive to deliver the most innovative

solutions in the world, which relies on us creating the best environment for our employees. As such, we provide a clean and safe environment by following all applicable laws, alongside internal processes that guarantee the health and safety of our employees.

Our efforts are supported by our communication rules, initiatives and campaigns to prevent occupational accidents and improve the quality of life of the employees who co-create with us. Because everyone has the right to a safe working environment, we've established rules and practices for reporting and preventing accidents, injuries and unsafe conditions, procedures or behavior. Our global ESG plan will also cover important points related to the health and safety of our employees.

% of all operational sites covered by an employee health & safety risk assessment

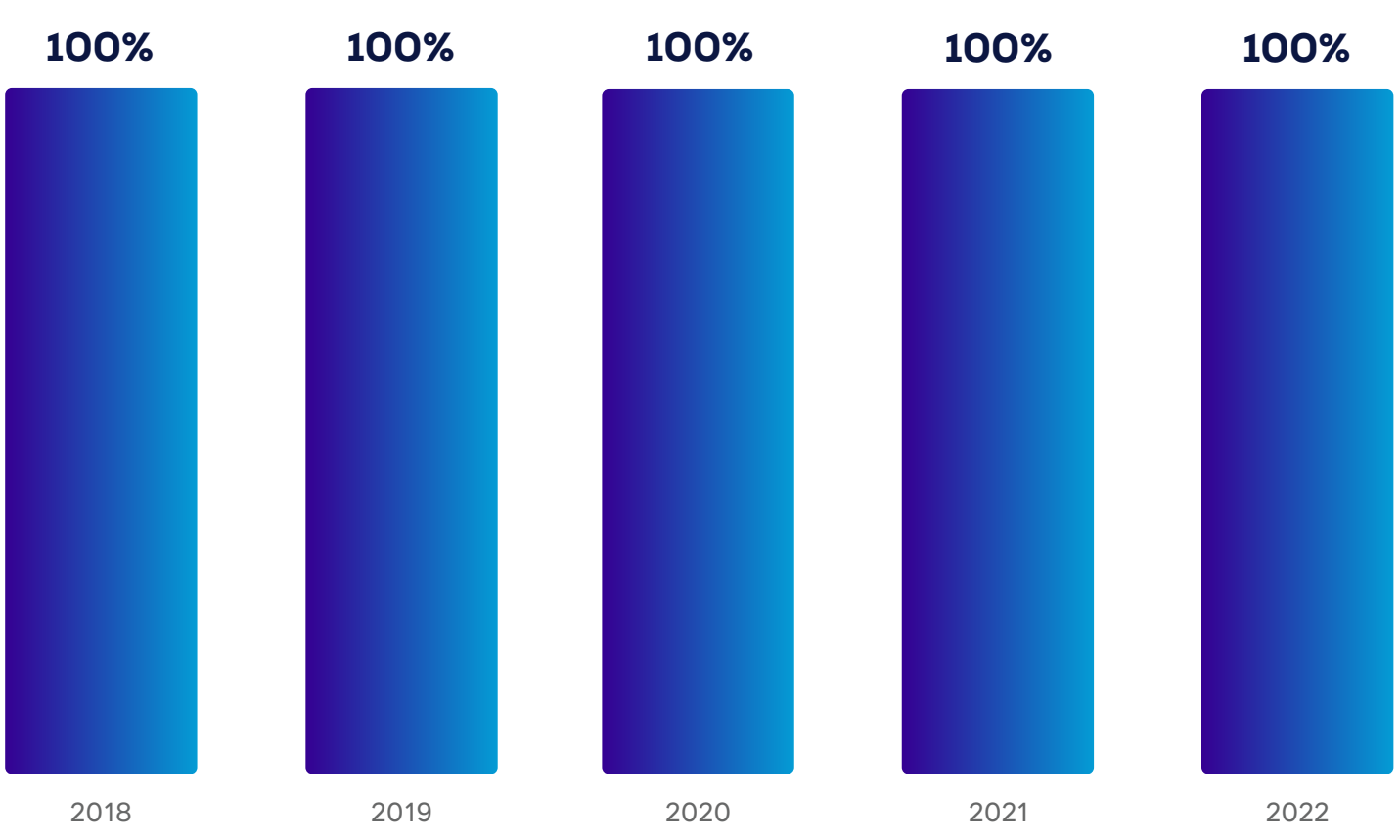


% of all operational sites certified to ISO 45001, SA 8000 or other similar management standard



% of the total workforce across all locations who are covered by formal collective

agreements or laws concerning working conditions



Initiatives and Campaigns

We provide and include our employees in the protection process, campaigns, and initiatives.

- Occupational health and safety teams
- Internal commission of accident prevention
- Health and quality of life committee
- Emergency brigade
- Accident prevention campaigns
- Health campaigns
- Monitoring of pregnant and lactating women
- Sophie answers about health and safety (Stefanini's Virtual Assistant)

And much more..

The Stefanini Group operates in safe corporate environments globally, with few accidents. Despite this, we have established communication should an accident occur.

Employee must immediately notify the

Manager/OH&S department when any accident occurs. The Manager must ensure that the OH&S department is aware of any incident/accident, through telephone/email contact, as soon as the incident is reported. The OH&S team must contact the employee to collect data about the accident and conduct an investigation.

Year	Frequesncy of accidents	Severity rate	Work-related deaths
2019	0,3	0,06	0
2020	0,8	0,11	0
2021	1,2	0,16	0
2022	0,3	0,03	0

Social Responsibility

People and Culture

A new Human Resources concept

Our massive transformative purpose: “Co-creating solutions for a better future”.

We fulfil our purpose through several key programs, including: the 7 Stefanini attitudes, alongside our Leader Development Program, where all Stefanini managers can access online content on digital transformation, agility and collaborative management practices (management 3.0) and are also invited to participate in good practice cases with internal and external partners.

Leader Development Programs

BELIEVING IN PEOPLE

We develop future leaders on a daily basis, including people with a wide variety of technical skills and behavioral attributes. This process is managed by our team of highly qualified recruiters, with knowledge of the reality of our business and attentive to the needs and culture of our customers.

PERFORMANCE CYCLE

We evaluate employee progress through our Performance Cycle, which is based on the 7 Stefanini attitudes. This involves employees completing a self-evaluation, with managers evaluating their teams, before feedback is provided and an individual development plan is drawn up. Management positions are analyzed

by the 9box matrix and succession plans are drawn up.

STEFANINI ACADEMY

A personalized platform offering employees different training courses, ranging from career management and skills training to mental health and sustainability.

Our new Human Resources concept enhances the Stefanini Group’s commitment to social responsibility and spans several key principles, including human rights, sustainability, equality and growth, which includes economic growth and personal development.

Key initiatives supporting the journey to becoming one of the most innovative companies...

We run multiple professional development programs worldwide, enhancing employees’ skills and knowledge through training, lectures, partnerships and newsletters.

MENTORING PROGRAM

Stefanini employees can sign up as mentors and mentees in a range of categories, including purpose, career, technology, leadership and agility. This ensures we have mentors who promote our company culture and support teams in delivering on our mission to co-create solutions for a better future.

We seek to analyze the skills and competencies of our employees, without any labels!

The Stefanini Group hires qualified professionals providing opportunities to everyone regardless of gender, race, sexual orientation, religion, nationality, age or disability.

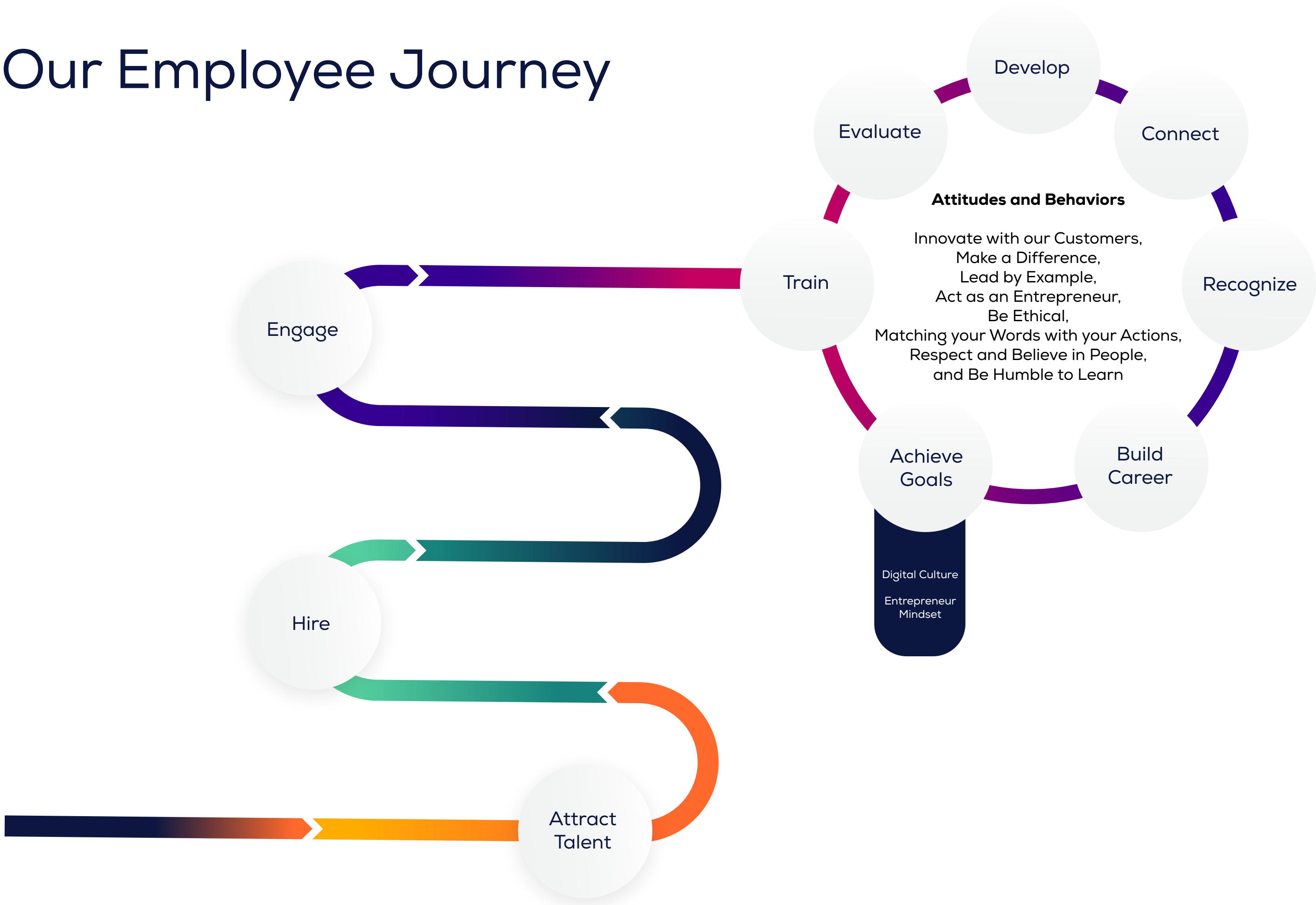
When it comes to diversity, we practice what we preach. We are constantly working to create an inclusive environment where anyone - regardless of gender identity, sexuality, or ethnicity - has an opportunity to advance.

Stefanini People and Culture Strategy

Creating Talent with an Entrepreneurial Mindset through Engaging Experiences.

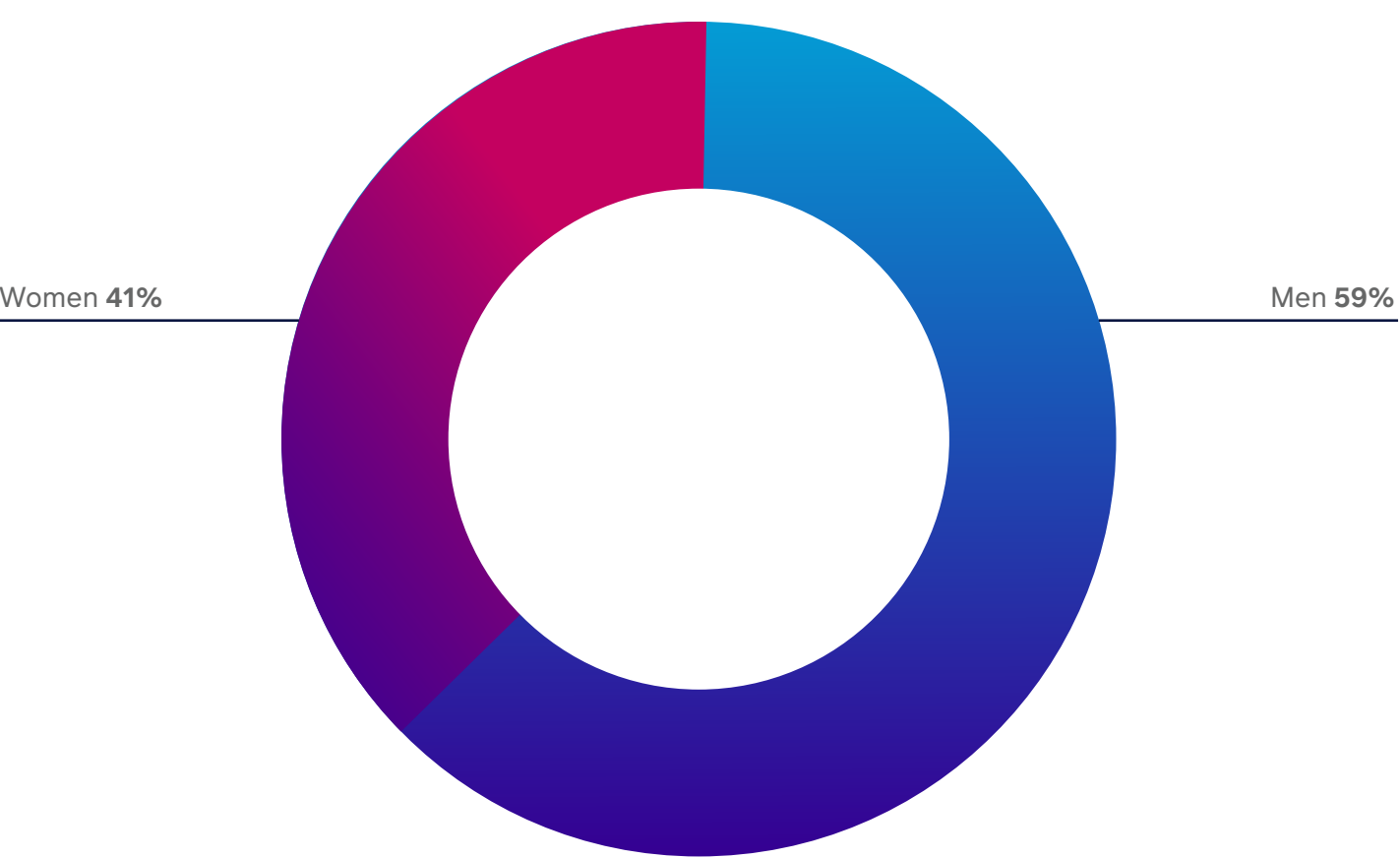
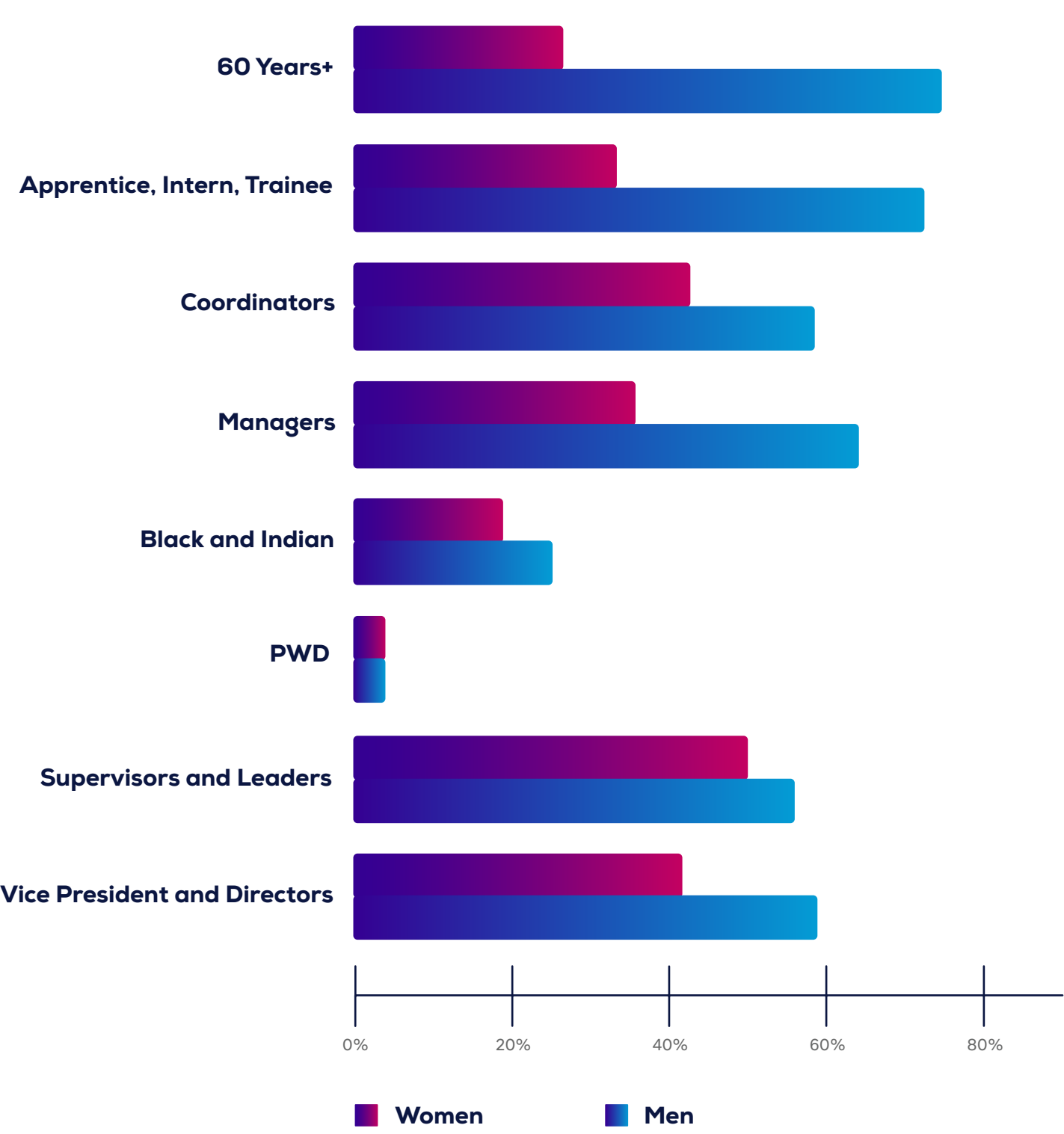
Stefanini is leading the new talent war, from anywhere to everywhere.

Our Employee Journey

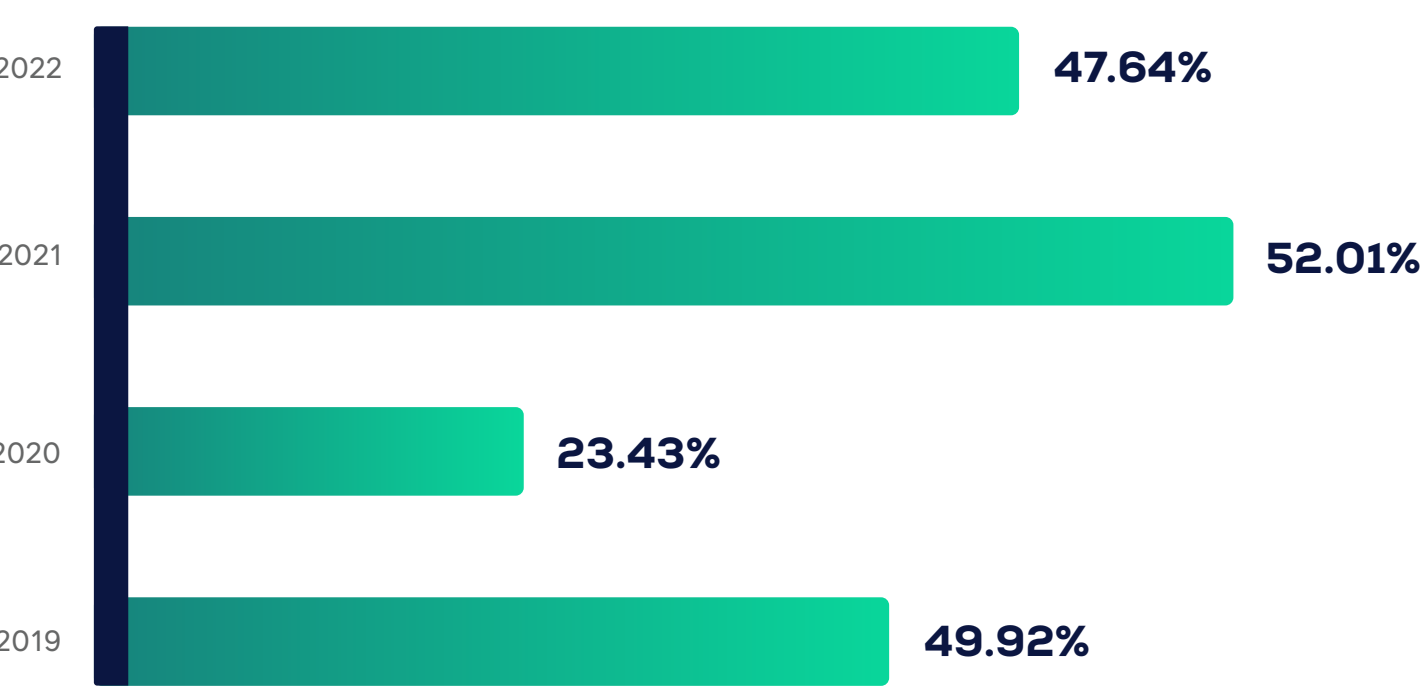


WE BELEIVE IN PEOPLE
Here at the Stefanini Group, we value diversity, ensuring everyone has the opportunity to fulfil their potential regardless of race, sexual orientation, ancestry, religion, gender, nationality, disability or age. We understand and encourage the importance of being you!

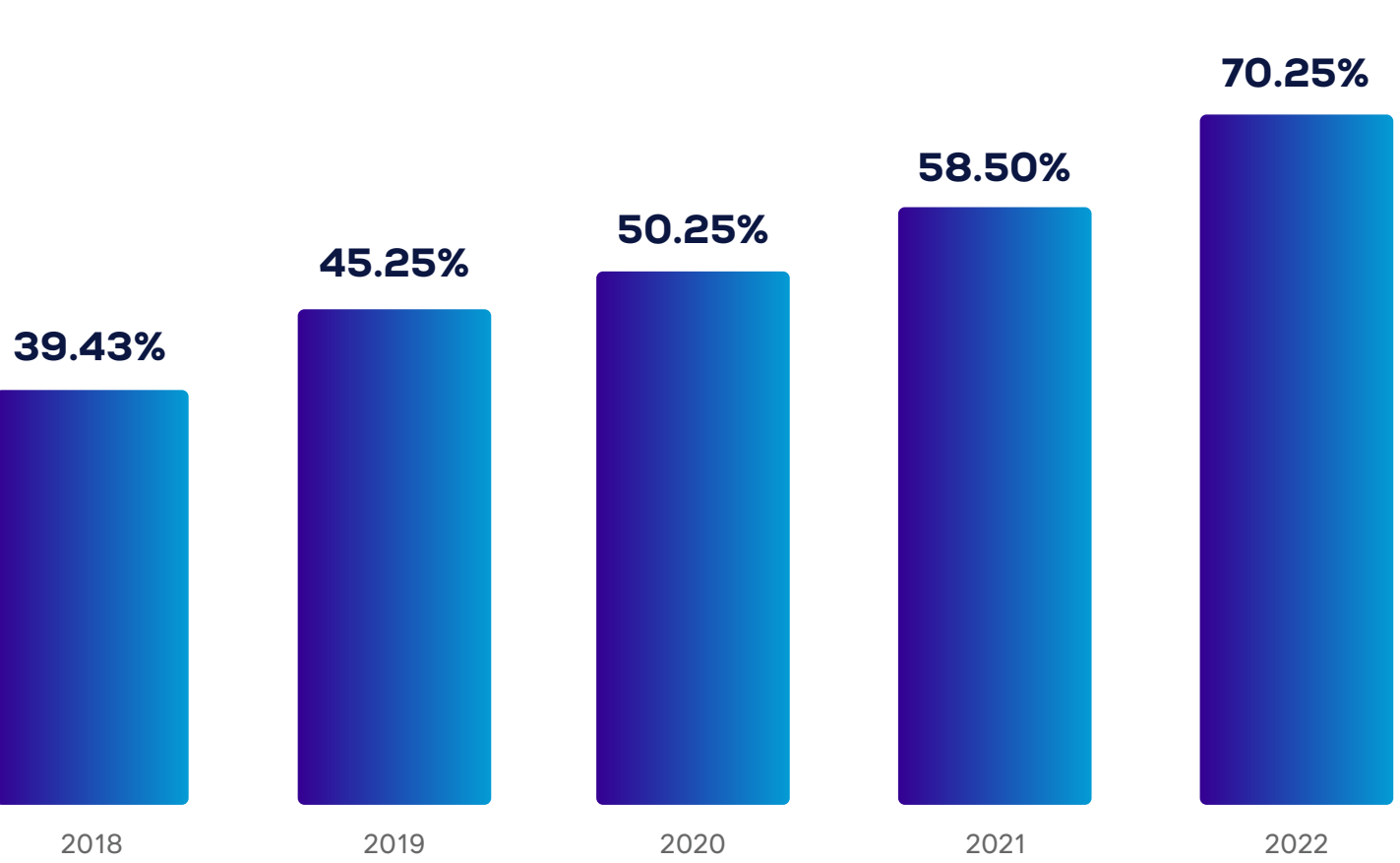
Gender Demographics



Turnover



% of the total workforce across all locations who received career-related or skills training



Social Initiatives

A Focus on Social Impact

From developing educational opportunities that prepare young people for rewarding, stable careers in IT, to philanthropic efforts; our different regions are constantly working to support their communities.

BRAZIL

Stefanini Institute, founded in 2001 and created as a social arm of Stefanini, aims to prepare young people and professionals for careers in IT.

Throughout its existence, the institution has supported more than 80,000 people through courses, workshops and solidarity campaigns, helping to prepare teenagers and adults for the job market.

We also have several internal campaigns such, including the Airtton Senna Institute - Mc Dia Feliz, Solidarity Christmas, and the Solidarity Heart Campaign - Help Petrópolis.

NORTH AMERICA AND APAC — STEFANINI CARES

Stefanini Cares was developed to provide our



Promote human, economic and social development, through the implementation and support of educational actions aimed at basic professional training for adolescents and adults.

workforce community with meaningful opportunities for year-round volunteering and gift-giving. We support nonprofit organizations that strengthen our communities through acts of personal charity and Outreach. This includes environmental preservation, health and fitness awareness, community development, disaster preparedness and relief operations.

BUILD A BED, STEFANINI HANDS EVENT

On Nov 10th, Stefanini employees at our Southfield office volunteered to assemble beds for children in need during a bedding drive sponsored by Sleep in Heavenly Peace.

EUROPE MIDDLE EAST AND AFRICA — EMEA STEFANINI INSTITUTE

In 2022, Stefanini collaborated with our MITTI Foundation to open a school in Sadarpur, India to provide STEM education opportunities to underprivileged students. The school focuses on ensuring students are taught the skills that are necessary to succeed in the top tech jobs of the future, empowering them to improve their lives and local communities.

Benefits and Partnerships

Benefits

Each country in which Stefanini operates has its own methodology for offering benefits to employees.

Our wide range of benefits includes everything from life insurance and health benefits to daycare assistance and meal vouchers.


Partnerships

Discounts, benefits, and coupons are available to our employees.


We aim to provide a better quality of service to clients, which means we need to ensure our employees are as engaged, motivated and refreshed as possible. It's with this in mind that we provide employees with benefits secured via partnerships with businesses in 12 categories, including education, leisure and shopping.

Clients


We seek excellence and efficiency to help our clients. We achieve goals with the power of a massive transformative purpose:
CO-CREATE SOLUTIONS FOR A BETTER FUTURE



1.200+ Customers
worldwide



97% Customer
satisfaction and retention



Net Promoter Score (NPS)
Of 74 in 2022

With a new and unexpected change in the way we do business, the Stefanini Group responds to COVID-19 with solutions that realize the potential of digital transformation.

Result in Business

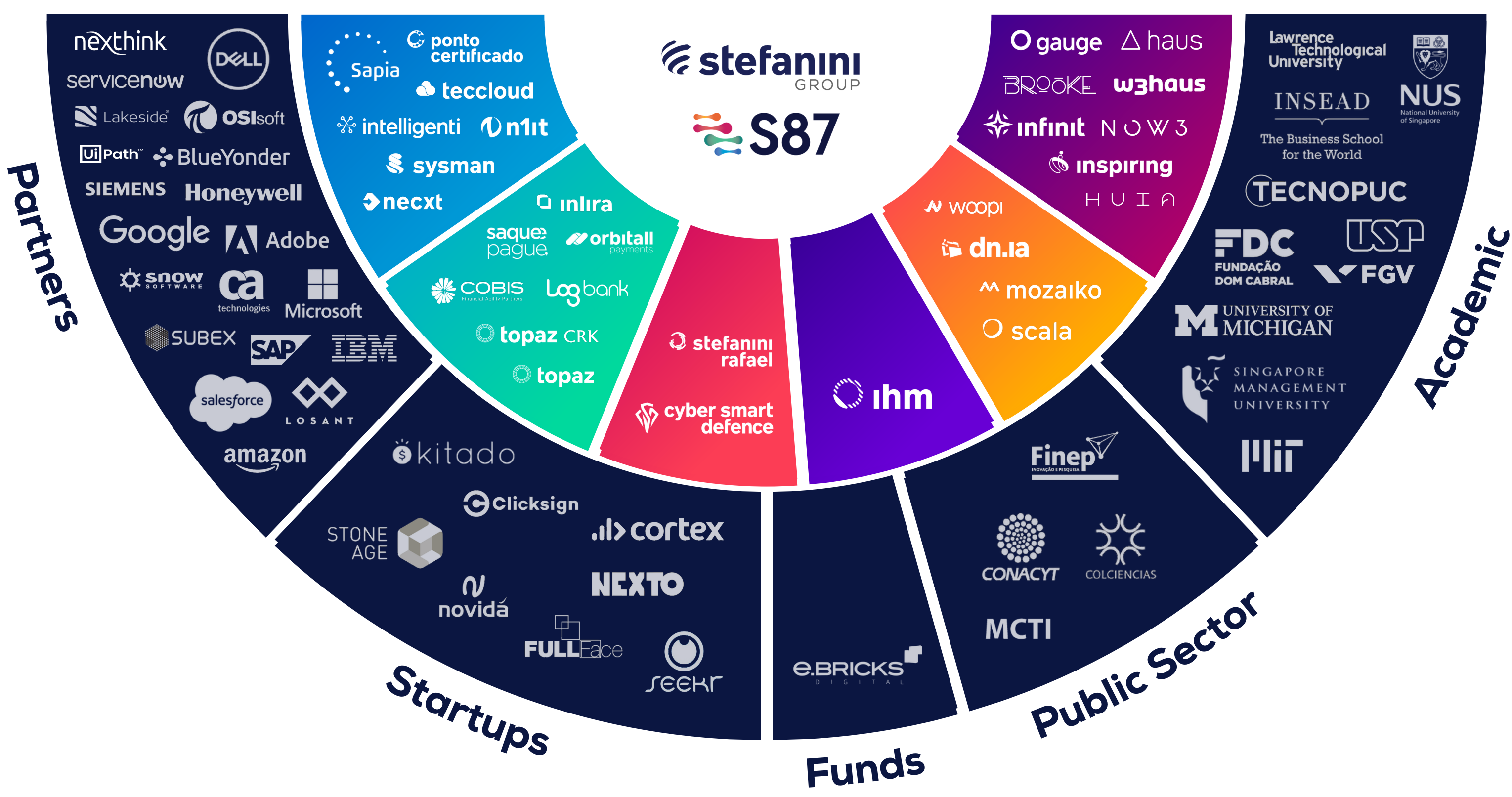


Over 25
Service categories with customized and specialized solutions for our customers.



We delivered **over 400 projects and solutions** carried out in 41 countries.

Global Ecosystem



Sustainable Procurement

At the Stefanini Group, we select our suppliers based on strict criteria, ensuring they provide the best services and benefits to our employees and to Stefanini.

After the approval process, the supplier can be part of the list of potential suppliers in our catalog. When contracted to provide services, the supplier goes through internal steps to verify the necessary documentation and sign the Supplier Code of Conduct, which contains ESG guidelines to be followed and adopted.

Through our Global ESG Plan 2023-2026, we will have clear guidelines to guarantee that our procurement processes consider the environmental, social, and economic impact of

prospective suppliers. This will support sustainable sourcing, supplier sustainability assessments, sourcing staff training, and tracking and reporting on sourcing sustainability performance globally.

The Stefanini Group is committed to implementing this plan to reduce its environmental impact, support sustainable supply chains and build a more sustainable future.

We organize our suppliers into categories, using the ABC Curve methodology. The target suppliers that will be covered in this topic are present in Category A.

We are an example among the most innovative companies in the field of technology

Co-creating for a new reality.

Now more than ever!

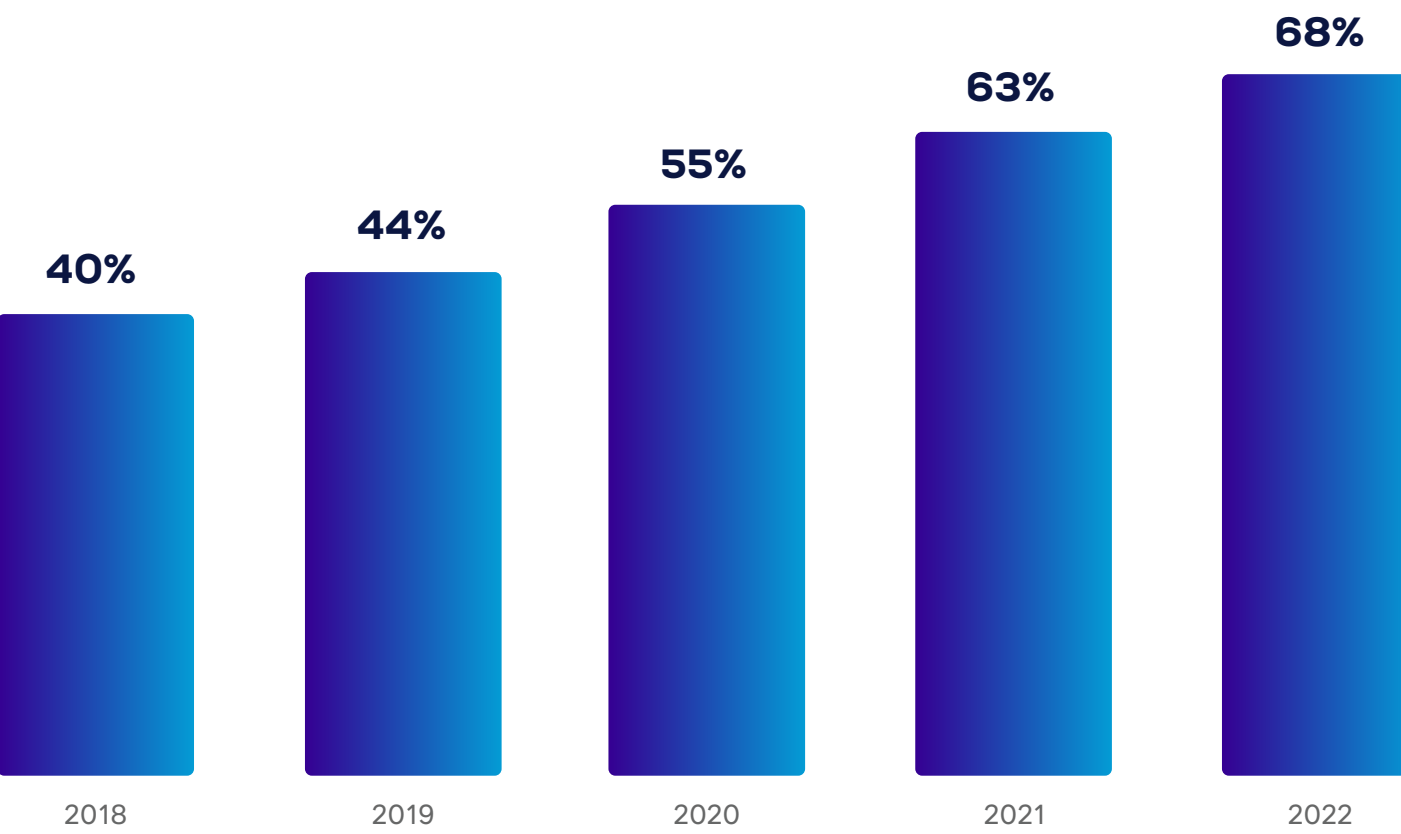
Code of Conduct for Suppliers

The Stefanini Group values ethical, transparent and sustainable relationships with its suppliers. We understand that to seek a better world, we need to engage our entire value chain to adopt sustainable measures.

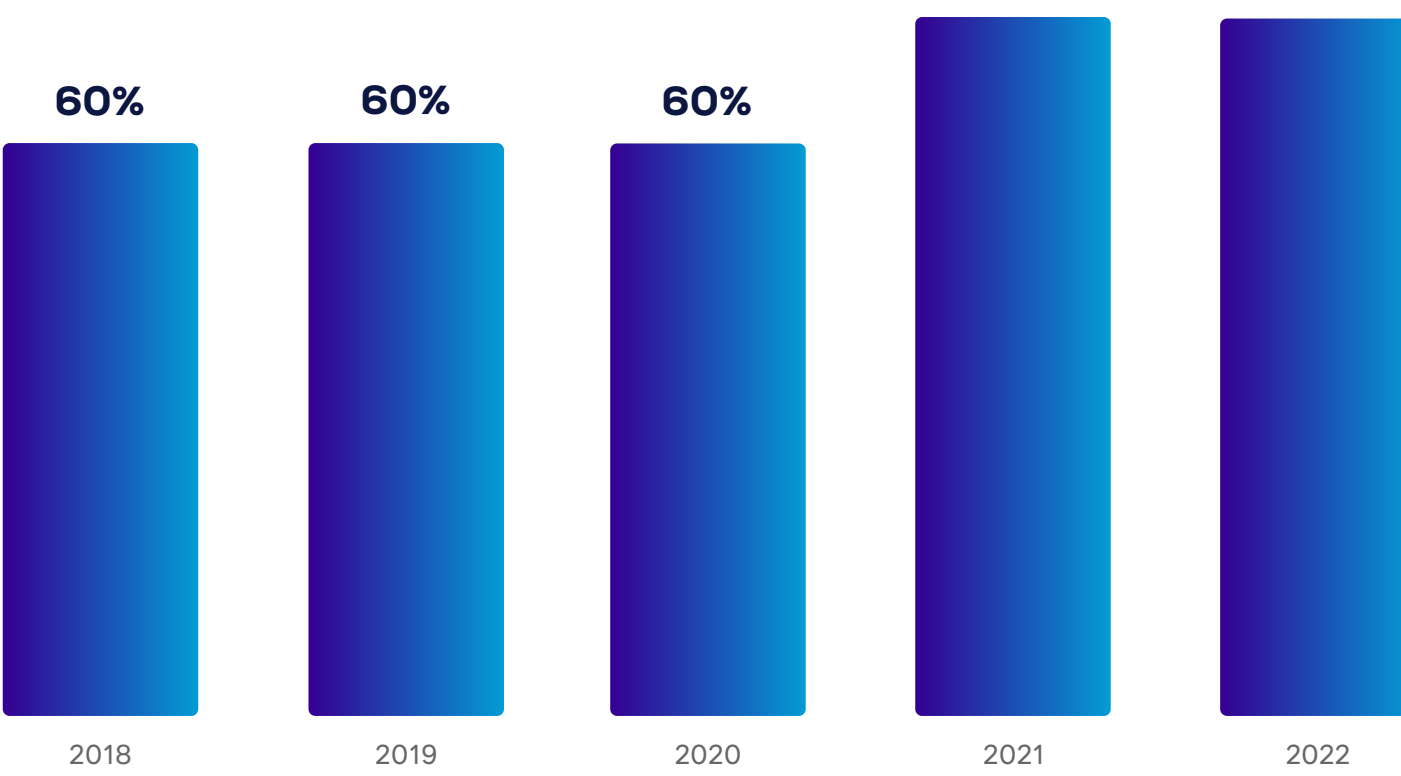
Upon contracting, suppliers who are being hired for our supply chain are given a copy of the Supplier Code of Conduct, which is signed by the supplier and must be followed.

Stefanini's principles and good practices are expressed in the Code, which includes guidance on the importance of respect for human rights, safe working conditions, sustainability, and transparency.

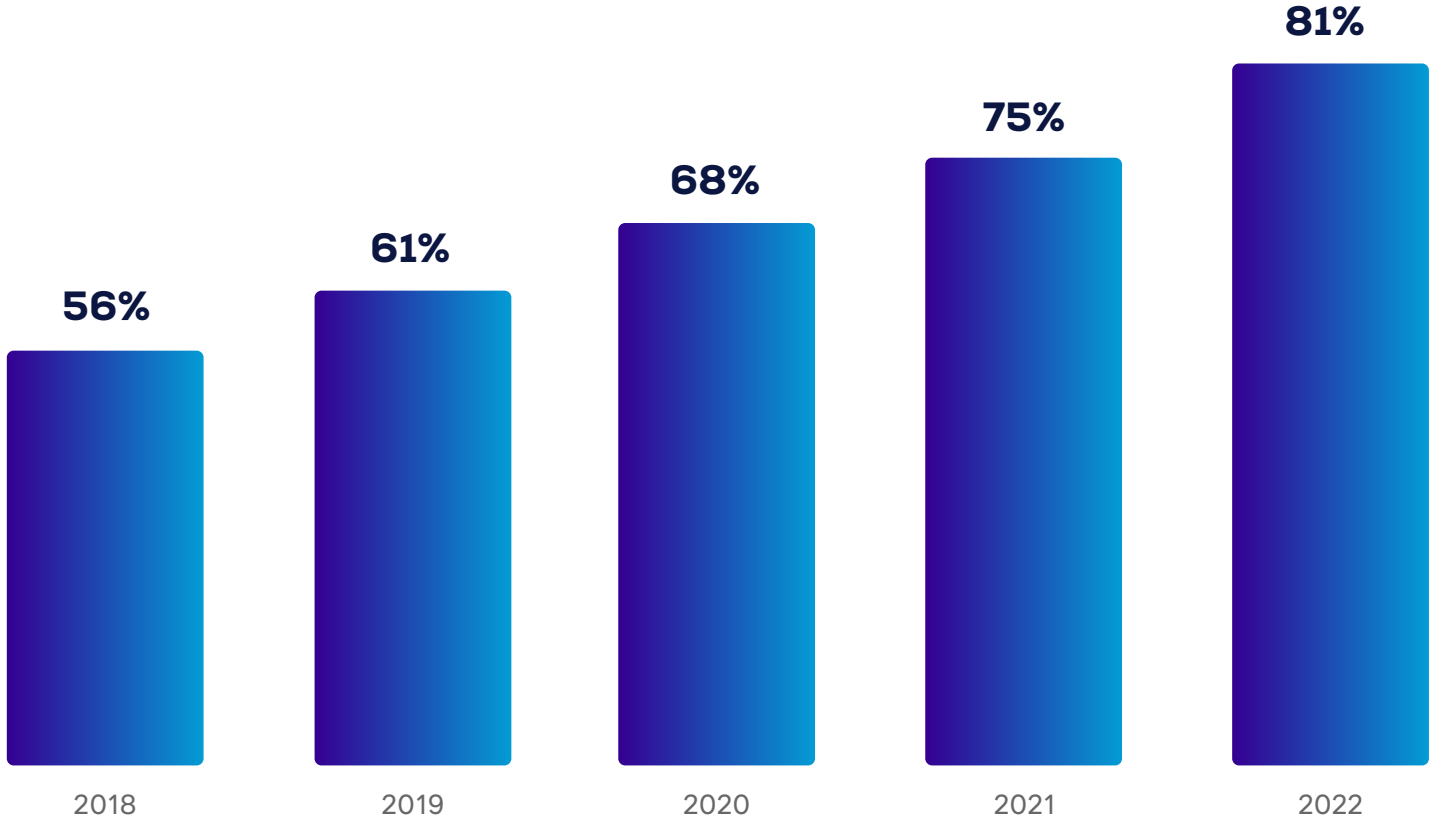
% of targeted suppliers who have signed the supplier code of conduct



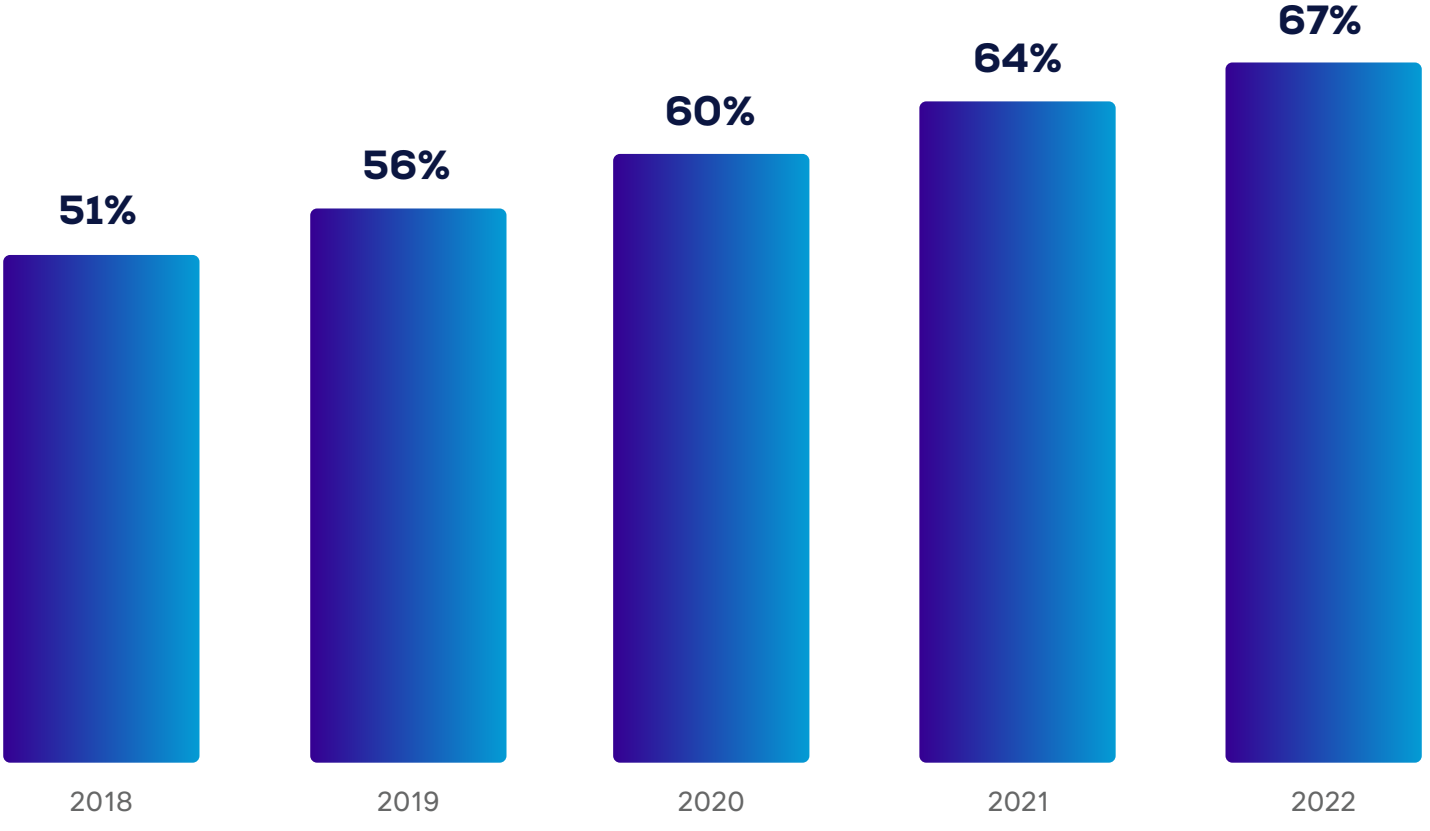
% of targeted suppliers covered by a CSR on-site audit



% of targeted contracts that include clauses on environmental, labor, human rights requirements



% of all buyers who received training on sustainable procurement



Last Words

Responsibility for this Report

The Stefanini Group's Governance Team is responsible for collecting the information presented in this report, as well as constantly identifying sustainable solutions we can adopt. We know the importance of being sustainable, which is why we have invested in preserving the environment and making a positive contribution to society.

We believe that our responsibility is not only to provide the best services to our customers but also to contribute to creating a sustainable environment. Around the world, our people are involved in local projects to help their communities, both environmentally and socially.

Why work with Stefanini

- The largest Brazilian technology company
- Career path
- New work model #Everywhere
- Innovative mindset
- Innovative businesses created in times of crisis
- Digital Transformation

“
Let us be your next project.
”

Based on our values, we seek to be the best technology provider, recognized and admired globally as a strategic partner, for acting with passion and energy to delight customers.

Final Words

The Stefanini Sustainability Report for the year 2022 was updated by the Governance team, together with the Global People and Culture, Marketing, Occupational Health and Safety, and Environment teams.

The Sustainability Report reflects our commitment to conducting our business in a responsible and sustainable manner. We believe that transparency and accountability are critical to building trust with our stakeholders and maintaining our reputation as a socially and environmentally responsible company.

We highlight our commitment to collecting accurate and reliable data, with the aim of providing transparent and objective information about our performance in relation to our sustainability objectives.

We are committed to improving the quality and quantity of data in our future reports, including new operational sites in the coming years. Finally, we would like to continue working to ensure that our company is making a positive contribution to society and the environment.

We thank all our stakeholders for accompanying us on this journey and reiterate our commitment to being a sustainable and responsible company.

“

Count on us to digitally
transform your business
together and build
solutions for a better future

”

 **stefanini**
GROUP

**Take your business
to the next level**