STEFANINI'S
GLOBAL ESG
REPORT 2023
BASED ON GRI STANDARD

INDEX

STEFANINI'S
GLOBAL ESG
REPORT 2023

Overview

About this report

Our annual ESG report is a testament to our unwavering dedication to incorporating ESG (Environmental, Social, and Governance) principles into our business strategy and operations. Since its inception in 2020, our report has documented our initiatives. This report period is from January 1 to December 31, 2023.

It's the first version of ESG Report based on GRI Standards.

We firmly believe that embracing ESG values not only benefits our stakeholders but also contributes positively to society as a whole. This report showcases the progress and achievements of Stefanini and its worldwide ventures.

In this report, we highlight our advancements in governance, environmental stewardship, social impact, and innovation. We emphasize the strengthening of our governance practices, particularly in risk management and compliance, to uphold the highest standards of ethics and transparency.

Additionally, we demonstrate our commitment to reducing our environmental footprint by implementing sustainable practices and initiatives. These efforts include minimizing our energy consumption, reducing waste, and promoting eco-friendly practices throughout our operations. We also strive to conserve natural resources and reduce our carbon emissions, contributing to a healthier planet for future generations.

Moreover, we are dedicated to supporting our employees and the communities we serve. We promote diversity, equity, and inclusion within our organization, providing equal opportunities for personal and professional growth. We also invest in the well-being of our employees through various programs and initiatives, fostering a positive and inclusive work environment.

In the communities we operate, we actively engage in social responsibility initiatives, such as educational programs, and environmental conservation efforts

We also foster the digital transformation of our customers and partners by leveraging cutting-edge technologies and solutions. We aim to provide innovative products and services that meet their evolving needs, helping them stay competitive in the ever-changing business landscape.

Recently, we expanded our measurement scope by transforming country-specific analyses into a regional approach, divided into **Brazil, Latam, North America, APAC, and EMEA**. This change has allowed for more detailed and accurate analysis, enabling the identification of specific patterns and trends in each region. Consequently, there has been an increase in measurement numbers. The company is on a path of continuous improvement, overcoming challenges and adjusting its strategies to maintain this resource use efficiency.

Our ESG report follows the guidelines of the Global Reporting Initiative (GRI) Standards. It is reviewed by the Stefanini's ESG Committee and the company's top leadership, with the assistance of an external professional service. This version of Stefanini's Sustainability report does not have independent external verification. We are committed to this verification in the next years.

We encourage you to explore this report and join us on our ESG journey

GRI: 2-1; 2-2; 2-3; 2-4; 2-5; 2-14; 2-22; 2-23; 2-24

Message from our CEO

Our company is deeply committed to Environmental, Social, and Governance (ESG) initiatives, recognizing their importance in creating a sustainable and responsible business. We understand that these principles not only contribute to the betterment of society and the environment but also enhance our long-term value creation.

In terms of Environmental commitment, we are dedicated to reducing our carbon footprint and promoting sustainable practices throughout our operations. This includes initiatives to minimize waste, conserve energy, and transition to renewable energy sources.

From a Social perspective, we prioritize the well-being and development of our employees. We foster a diverse and inclusive workplace culture, ensuring equal opportunities for all. We also engage actively with our local communities, supporting initiatives that promote education, health, and social welfare.

In Governance, we uphold the highest standards of transparency and accountability. Our board and management are committed to ethical business practices and responsible decision-making. We maintain robust governance structures to ensure that our actions align with our values and the expectations of our stakeholders.

Our commitment to ESG is not just a statement, but a core part of our strategy and operations. We believe that by integrating ESG principles into our business, we can create long-term value for our shareholders, customers, employees, and the communities in which we operate.

Marco Stefanini
Founder and Global CEO at Stefanini

GRI: 2-14; 2-22; 2-23

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About

About Stefanini

A global company
41 Countries
37.000+ employees
NPS 65+

Stefanini Group is a global company with over 36 years of experience in the market, offering a robust selection of services such as automation, digital transformation, IT Outsourcing, application development and others.

Founded in 1987 by Marco Stefanini, the company has grown to serve over 15,000 companies worldwide, providing innovative IT solutions that combine traditional services like service desk, field service, software development and outsourcing (BPO) with cutting-edge technologies such as artificial intelligence and digital services.

Headquartered in Brazil, Stefanini has expanded to 41 countries, making it one of Brazil's success stories in terms of internationalization in the IT sector

GRI: 2-1; 2-2; 2-6; 2-28

The company **values new ideas** and the power of an open mind, recognizing the importance of technology in revolutionizing businesses and fostering development and competitiveness. With a focus on digital transformation, Stefanini aims to help clients curate superior customer experiences and improve processes by finding opportunities and optimizing existing software, infrastructure, and services.

The success of our clients is our success

Stefanini's **commitment to innovation and customer satisfaction** is reflected in its recognition as a global provider of offshore, onshore, and near shore outsourcing, IT digital consulting, systems integration, application, and strategic staffing services to Fortune 1000 enterprises across various markets, including financial services, manufacturing, telecommunications, chemical services, technology, public sector, and utilities. Stefanini is dedicated to meeting its clients' quality expectations and actively adopting the relevant standards to ensure the highest level of service.

In the last 3 years our NPS remained above 65+

To achieve this result, we have invested in process improvement and quality since 1996 with the ISO 9001. We believe that global standards such ISOs are the best way to achieve the best performance and quality to our clients. We practice global standards worldwide (ISO 9001, ISO 14.001, ISO 20.000, ISO 27.001, ISO 45.001 and others).

With a global mindset, customer-centric approach, and a strong delivery quality, Stefanini Group continues to envision future possibilities with new transformative business philosophies, generating new revenue streams, markets, products, and business models. By working together with clients, Stefanini aims to digitally transform businesses and build the solutions for tomorrow.

Today, Stefanini remains as a Private capital company

We are in 41 countries providing services in 104 countries and more than 60 languages

GRI: 2-1; 2-2;
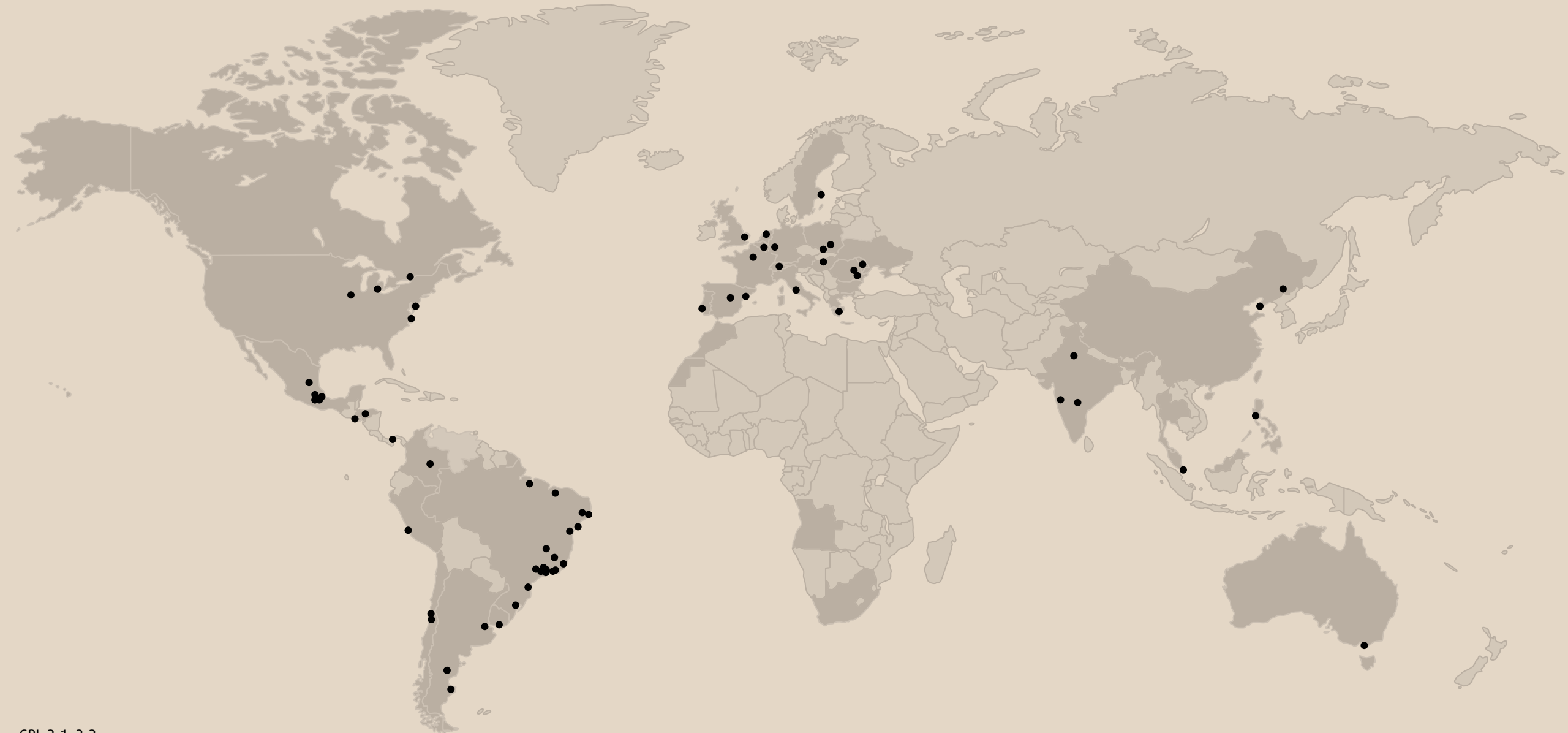
Some of our services

Digital Transformation: We assist businesses in adopting new technologies and modernizing their operations, improving efficiency, competitiveness, and customer experiences. Our services include digital strategy development, technology implementation, and change management.

Cyber Security: Comprehensive cyber security solutions to protect businesses from cyber threats. Risk assessments, threat detection, incident response, and security awareness training to ensure data privacy and secure online operations.

Digital Marketing: We help businesses improve their online presence and reach target audiences through various digital channels. Our services include search engine optimization (SEO), pay-per-click (PPC) advertising, social media marketing, content marketing, and email marketing. By leveraging these techniques, we drive brand awareness, customer engagement, and lead generation for our clients.

SAP: We are specialized in implementing and customizing SAP solutions for businesses. Our services include SAP consultation, implementation, support, and training to streamline business processes and improve overall efficiency.

Software Development: Our team of experienced developers creates custom software solutions tailored to meet the specific needs and requirements of our clients. We offer end-to-end software development services, including requirements gathering, design, development, testing, and deployment.

Business Agility: We help businesses become more agile by implementing flexible processes and systems, allowing them to adapt quickly to market changes. Our services include agile transformation, process optimization and change management.

Outsourcing of IT: Our company provides IT outsourcing services to help businesses reduce costs and focus on their core competencies. We offer application management, infrastructure management, and IT support services. By taking on the responsibility for these critical IT functions, we enable our clients to concentrate on their strategic business goals and growth initiatives.

Applications Outsourcing: We manage and maintain custom and third-party applications for our clients, ensuring smooth operations and optimal performance. Our services include application development, testing, deployment, and maintenance.

Service Desk: IT support services to help businesses resolve technical issues and maintain smooth operations. Our services include help desk support, remote assistance, and on-site support.

Analytics: Data analytics services to help businesses make data-driven decisions and optimize their operations. We offer data analysis, reporting, and visualization services, as well as predictive analytics and machine learning solutions.

Artificial Intelligence: We apply AI technologies to automate tasks, improve decision-making, and provide personalized experiences. Our services include natural language processing, machine learning, and computer vision solutions.

User Experience: We focus on enhancing user experiences through design and optimization of digital interfaces. Our services include user research, user experience design, and usability testing.

Business Process Outsourcing: BPO services to help businesses streamline their operations and reduce costs. We provide back-office support, front-office support, and knowledge process outsourcing services.

Cloud: Cloud services to help businesses transition to a more flexible and scalable infrastructure. Our services include cloud migration, cloud infrastructure management, and cloud application development.

Industry 4.0 and IoT: We assist businesses in integrating IoT devices and systems to enable smarter and more connected operations, driving growth and efficiency. Our services include IoT strategy development, hardware and software integration, and data analytics.

We provide end-to-end solutions to our clients

STRATEGIC PARTNERSHIP

GRI: 2-2; 2-6

What our clients are saying

★★★★★
"The team focuses a lot on service quality and is always concerned about ensuring our satisfaction. They are extremely supportive!"
Construction Company

★★★★★
"We are always very well attended to both in teams from Brazil and in other countries"
Industry Company

★★★★★
"Stefanini is our best partner, they are very proactive and always willing to help us with everything we need"
Financial Company

★★★★★
"The team is always interested in meeting our needs with cutting-edge technology. They are quite innovative and always inform us about new technologies we can use."
Bank

★★★★★
"The experience we have with Stefanini's team was surprising!"
Computer and devices industry

★★★★★
"Excellent relationship, quick solutions, availability, and always discussing improvements for our services"
Car factory

★★★★★
"Excellent quality in all activities. The team's main objective is to maintain the level of excellence in the services"
Pharmaceutic Company

★★★★★
"The team is always ready and serves us with great quality and speed!"
Retail

★★★★★
"The Stefanini team is extremely committed to our goals and priorities!"
Government

★★★★★
"A very partner company with excellent professionals who are always very helpful and always striving to provide the best service"
Oil & Gas

★★★★★
"It's a very capable, available, competent team that really manages to exceed our expectations"
Mining

★★★★★
"The company's main differential is the deregulation and agile actions. I am very well supported by the company's management"
Health Company

★★★★★
"Always present and ready to act on any problem"
Beauty Company

★★★★★
"It's the best partner we have"
Bank

★★★★★
High performance, clarity, on-time service, concern to always do the best.
Insurance

★★★★★
It's a great team and the management is excellent. They make sure to be always present
Bank

GRI: 2-29

Global Standards

Each ISO certification brings its own unique benefits, and, by extension, to your clients. Stefanini is commited with quality, sustainability, IT service management, cyber security, occupational health and safety, compliance and more.

With Global Standards we can setup processes based on the best practices of world. Today we have implemented and certified the following global standards:

ISO 9001 helped us to achieve word class Net Promoter Score (NPS)

ISO 9001 is the international standard for a quality management system (QMS). Organizations use the standard to demonstrate their ability to consistently provide products and services that meet customer and regulatory requirements. It is based on a number of quality management principles, including a strong customer focus, the involvement of top management, a process approach, and continual improvement.

GRI: 2-22; 2-23; 2-24; 403; 205-1; 302; 303; 305; 306; 418

ISO 14001 is the international standard that specifies requirements for an effective environmental management system (EMS). It provides a framework that an organization can follow, rather than establishing environmental performance requirements.

ISO 20000 is the international standard for IT service management. It specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain, and improve an SMS. The requirements include the design, transition, delivery, and improvement of services to fulfill agreed service requirements.

ISO 27001 is the international standard that outlines the requirements for an information security management system (ISMS). It helps organizations keep information assets secure, using a risk management process. It can help small, medium, and large businesses in any sector keep information assets secure.

ISO 45001 is an International Standard that specifies requirements for an occupational health and safety (OH&S) management system, with guidance for its use, to enable an organization to proactively improve its OH&S performance in preventing injury and ill-health.

ISAE 3402 is an international assurance standard for reporting on controls at service organizations. It was developed to provide an international assurance standard for allowing public accountants to issue a report for use by user organizations and their auditors on the controls at a service organization that are likely to impact or be part of the user organization's system of internal control over financial reporting.

MPS Br is a Brazilian Standard for software development. The MPS.Br program aims to promote and enhance software process quality and maturity, thereby improving the competitiveness of software companies in the global market. It provides a framework for evaluating and improving software development processes, with a focus on achieving higher levels of quality and productivity.

DSC 10.000 is a Brazilian standard that provides guidelines for establishing, implementing, maintaining, and continually improving a compliance management system within an organization. It emphasizes the importance of adhering to legal requirements, ethical standards, and internal policies to ensure good governance and risk management.

General Policy Commitments

Recently, we expanded our measurement scope by transforming country-specific analyses into a regional approach, now divided into Brazil, LATAM, North America, APAC, and EMEA.

This change has allowed for more detailed and accurate analysis, enabling the identification of specific patterns and trends in each region. Consequently, there has been an increase in overall measurement numbers.

Despite this increase, when adjusting the data for per capita consumption, we observed a reduction in the numbers. This indicates an improvement in individual efficiency, even with the gradual return of professionals to on-site activities in offices around the world. Additionally, the positive impact of increased employee awareness has significantly contributed to these favorable results.

The company is on a path of continuous improvement, overcoming challenges and adjusting its strategies to maintain this resource use efficiency.

GRI: 2-4; 2-5; 2-22; 2-23; 2-24; 2-27; 2-28

Responsible conduct commitments are incorporated into our strategic plans, aligning them with our long-term objectives. We develop specific policies that reflect our values, such as sustainability and ethics, and ensure that our operating procedures integrate these responsible practices.

From selecting suppliers to delivering products and services, we ensure that all stages of our process are carried out in accordance with our commitments. This includes ongoing monitoring and adjustments as needed to maintain compliance and drive continuous improvement.

In our business relationships, we ensure that our partners, suppliers and external collaborators follow the same standards of responsible conduct as we do, while following a whole arsenal of legislations. This includes specific clauses in contracts and agreements, as well as carrying out regular audits and assessments to verify compliance.

We promote a culture of transparency and integrity in all business interactions, encouraging open dialogue and sharing of best practices.

This approach reinforces our reputation as reliable and responsible partners, as well as contributing to an ethical and sustainable business environment throughout our value chain.

Our policies apply to everyone at Stefanini, including CEOs, shareholders, stakeholders and third parties.

The approval of policies are done by a selected person nominated by the Governance body or by specific committees.

Memberships Associations

In Brazil, we are signatories to Amcham, LIDE, FEBRABAN, Experience Club and Swiss Chamber, promoting trade, networking, innovation and financial stability. These associations strengthen business relations between Brazil and other countries, especially the United States and Switzerland, and encourage economic development and the exchange of knowledge between business leaders.

We also have the Stefanini Institute, founded in 2001 and created as the social arm of the Stefanini Group, which aims to prepare young people for the digital transformation. For more info see page about the Stefanini Institute.

In Mexico, since 2021, Stefanini has collaborated with Fundación Valores Ambientales to support the UN 2030 agenda. We benefit students and vulnerable groups, providing resources to indigenous communities. In 2023, we supported 23 entrepreneurs and created an Indigenous Dev. Center in Puebla, promoting education and sustainability.

In the EMEA region, we are signatories to Cionet Belgium, EGN Belgium, Cionet Italy, Aused – Italy, GSA – UK, Der Mittelstand. BVMW e.V. – Germany and ABSL Romania, ASOCIATIA "CAMERA DE COMERT SI INDUSTRIE DIN ISRAEL, ANIS Romania.

In the United States, we are signatories to the Association of Continuity Professionals, an organization dedicated to promoting best practices and excellence in business continuity and crisis management. This affiliation strengthens our commitment to organizational resilience and the ability to face and overcome challenges, ensuring the continuity of operations and mitigating risks at critical times.

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ESG Strategy

Material topics

Stefanini has adopted a process to define material issues, starting with identifying real and potential negative and positive impacts on the economy, the environment and people, including impacts on their human rights.

We used all our Customer Experience to validate that these principles and objectives are the most important for our clients

The topics identified by stakeholders underwent a rigorous selection process, resulting in the choice of the most relevant ones. We conducted a comprehensive analysis of our operations and value chains, engaging key stakeholders such as employees, customers, suppliers, local communities, government, and shareholders, using various data collection and feedback methods.
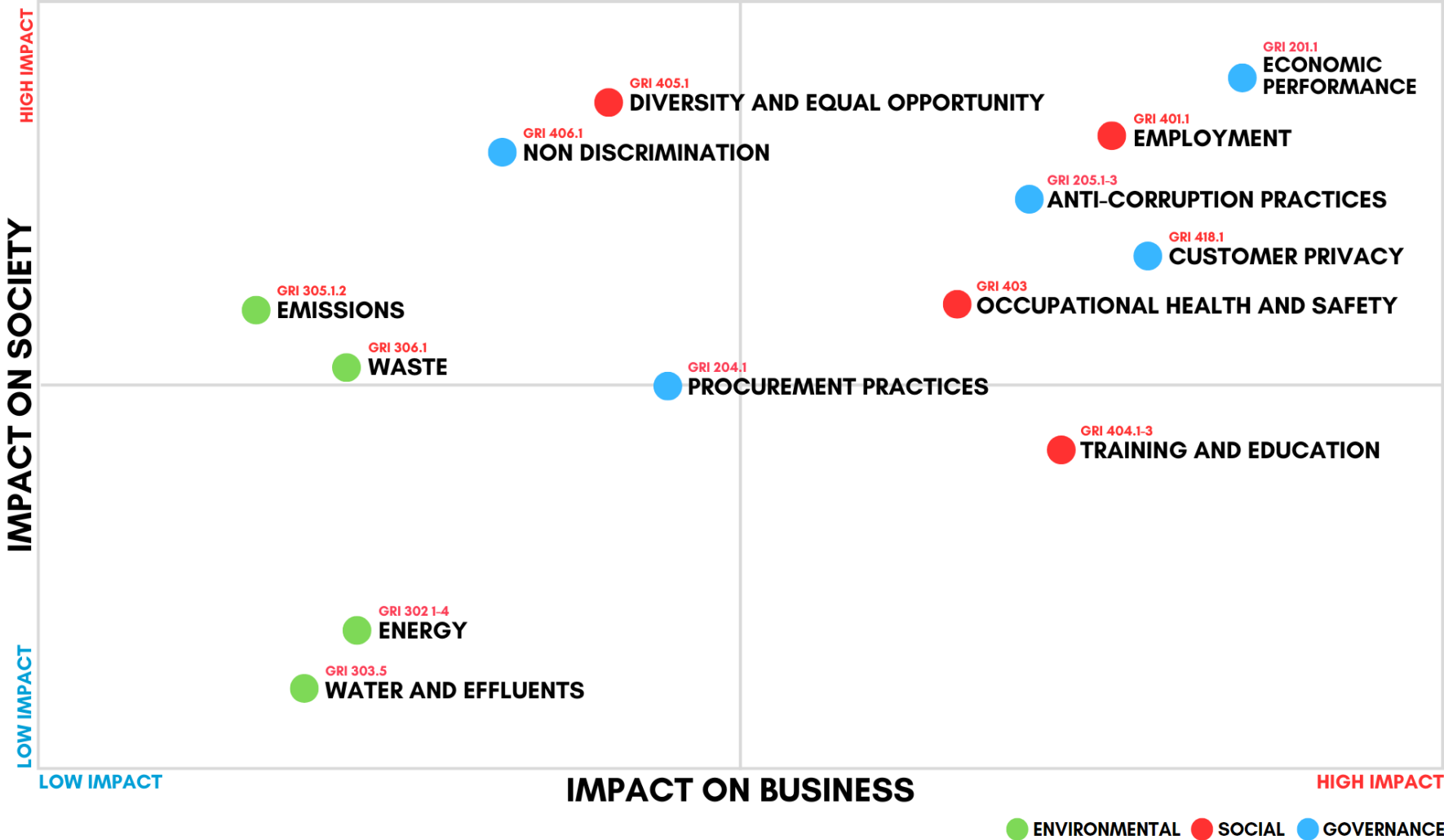
This consultation helped identify significant concerns and impact areas. We analyzed sustainability reports, sector impact studies, and market benchmarks to identify trends and best practices relevant to our sector.

GRI: 3-1; 3-2; 3-3

The identified impacts were prioritized based on their importance, and we developed a materiality matrix that classified the impacts considering criteria of societal and business impact. This matrix was reviewed and validated by the company's senior leadership,

ensuring transparency and maintaining ongoing dialogue with all stakeholders.

This approach ensured that the process of selecting the GRI materiality items was thorough and aligned with the needs and expectations of all involved parties.

The unselected themes were considered less relevant or are already managed by other practices, focusing only on the more critical and influential aspects of the company's sustainability and operations.

Materiality matrix — IMPACT ON SOCIETY (vertical axis, LOW IMPACT to HIGH IMPACT) vs IMPACT ON BUSINESS (horizontal axis, LOW IMPACT to HIGH IMPACT):

- GRI 201.1 ECONOMIC PERFORMANCE (Governance)
- GRI 405.1 DIVERSITY AND EQUAL OPPORTUNITY (Social)
- GRI 406.1 NON DISCRIMINATION (Governance)
- GRI 401.1 EMPLOYMENT (Social)
- GRI 205.1-3 ANTI-CORRUPTION PRACTICES (Governance)
- GRI 418.1 CUSTOMER PRIVACY (Governance)
- GRI 305.1.2 EMISSIONS (Environmental)
- GRI 403 OCCUPATIONAL HEALTH AND SAFETY (Social)
- GRI 306.1 WASTE (Environmental)
- GRI 204.1 PROCUREMENT PRACTICES (Governance)
- GRI 404.1-3 TRAINING AND EDUCATION (Social)
- GRI 302 1-4 ENERGY (Environmental)
- GRI 303.5 WATER AND EFFLUENTS (Environmental)

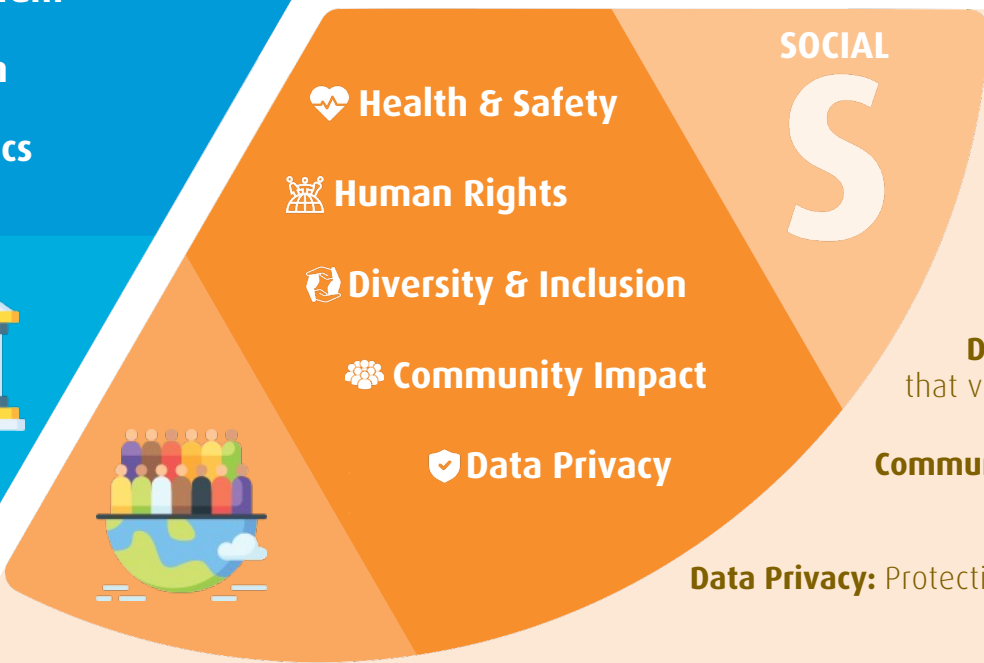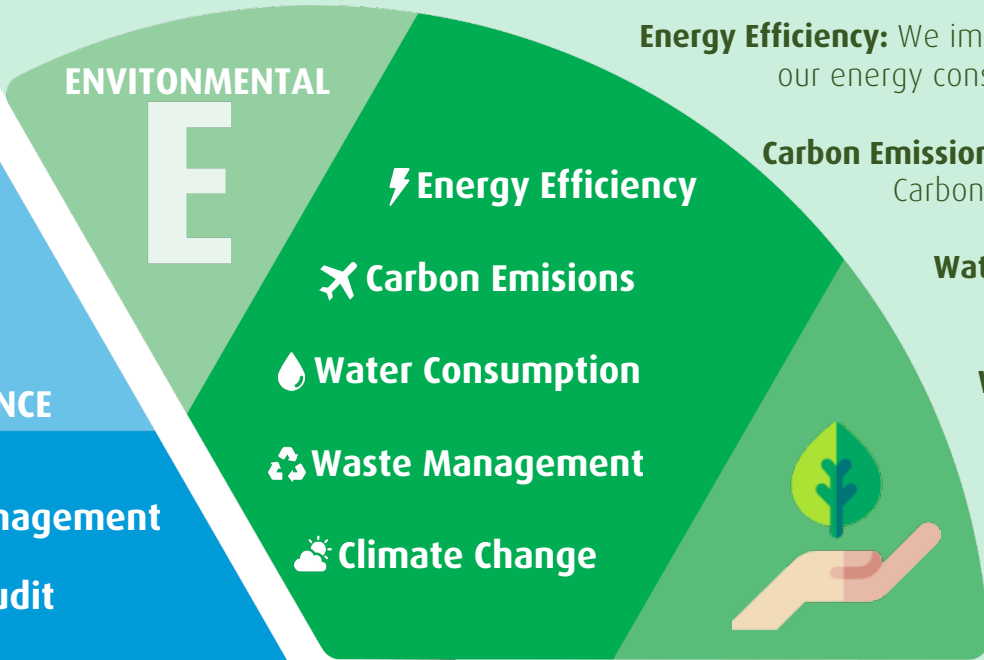Legend: ● ENVIRONMENTAL ● SOCIAL ● GOVERNANCE

Quality of Management: We strive to maintain a high standard of management quality by investing in training and development programs for our leadership team. This ensures that our leaders have the necessary skills and knowledge to effectively manage our operations and make decisions based on client's best interests.

Independent Audit: We engage external auditors to review our financial statements and internal controls. This independent verification process helps ensure the accuracy and reliability of our financial reporting, which is crucial for maintaining trust with our stakeholders and adhering to regulatory requirements.

Compliance Program: We have a robust compliance program in place to ensure that we adhere to all relevant laws, regulations and industry standards. Including regular training on compliance, as well as monitoring and reporting mechanisms to identify and address any potential compliance issues.

Risk Mitigation: We identify and assess potential risks to our operations, including ESG-related risks, and develop strategies to mitigate these risks.

Business Ethics: We are committed to maintaining high ethical standards in all aspects of our business. Including promote a culture of integrity and respect and ensuring that our business practices are in line with our corporate values.

GRI: 2-9; 2-13; 2-22; 2-23; 2-24; 3-3

ENVITONMENTAL
E
GOVERNANCE
G

- ⚡ **Energy Efficiency**
- ✈ **Carbon Emisions**
- 💧 **Water Consumption**
- ♻ **Waste Management**
- ⛅ **Climate Change**

- ⭐ **Quality of Management**
- ☑ **Independent Audit**
- **Compliance Program**
- ⚠ **Risk Mitigation**
- **Business Ethics**

SOCIAL
S

- 💗 **Health & Safety**
- **Human Rights**
- **Diversity & Inclusion**
- **Community Impact**
- 🛡 **Data Privacy**

Energy Efficiency: We implemented measures and actions to reduce our energy consumption upgrading our facilities and HVAC.

Carbon Emissions: We are committed with the reduction of Carbon Emissions and reduce our carbon footprint.

Water Consumption: We implemented actions to promote water-saving behaviors.

Waste Management: We are committed to reducing our waste output and increasing our recycling rates.

Climate Change: We are committed with climate change and taking steps to reduce our contribution to this global issue.

Health & Safety: Ensuring safe working environments and promoting physical and mental well-being of employees.

Human Rights: Respecting and promoting human rights within company operations and supply chains.

Diversity & Inclusion: Fostering a workplace that values and respects differences with people.

Community Impact: Contributing positively to local communities and economies.

Data Privacy: Protecting personal and sensitive information from unauthorized access or use.

Global ESG approach

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

In 2023 we achieved the Bronze Medal in the Ecovadis Sustainability Rating

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 the sites located in Brazil (Jaguariúna-SP, Santana-SP, Company-SP, and Federal District-FD), United States (Davenport - IA), Philippines (Manila) and Romania (Bucharest).

We've stablished KPIs and long-term goals to reach until 2026:

GRI: 2-22; 2-24

Category	KPI	Goal
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 achieve at least 80% of total workforce trained in environmental issues
	% of renewable energy out of total energy mix	By the end of 2026, our company will achieve at least 50% of renewable energy out of total energy mix
	% of all operational sites certified to ISO 14001, EMAS or other environmental management standard	By the end of 2026, our company will achieve at least 30% of operational offices certified
	% of reduction of water consumption per capita	By the end of 2026, our company will achieve at least 20% of reduction of per capita water consumption
Labor and Human Rights	% of all operational sites covered by an employee health & safety risk assessment	By the end of 2026, our company will achieve at least 80% of 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	By the end of 2026, our company will achieve at least 30% of 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	By the end of 2026, we will achieve at least 90% of 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, our company will achieve at least 60% of total workforce will be received 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 achieve at least 90% of total workforce will 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 achieve at least 70% of operational sites will be 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 achieve at least 50% of operational sites certified in the 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 achieve at least 50% of operational sites covered by ISO 37001 or similar standard.
Sustainable Procurement	% of targeted suppliers who have signed the supplier code of conduct	By the end of 2026, our company will achieve at least 80% of the key suppliers signed the supplier code of conduct
	% of targeted contracts that include clauses on environmental, labor, human rights requirements	By the end of 2026, we will achieve at least 90% of targeted contracts with clauses on environmental, labor and human rights requirements
	% of targeted suppliers covered by a CSR on-site audit	By the end of 2026, our company will achieve at least 30% of targeted suppliers covered by a CSR on-site audit
	% of all buyers who received training on sustainable procurement	By the end of 2026, our company will achieve at least 90% of buyers have received training on sustainable procurement

Note: each topic has its own action plans we stablished to achieve these goals, and the progress will be reported every year in the Sustainability report

Our ESG Achievements

(E) ENVIRONMENTAL	(S) AT STEFANINI	COMMUNITY	(G) GOVERNANCE
2020			
	+25.000 People eNPS of 31 Minorities: 32%	Partnership with other Institutes 140K People Assisted	+80% of team trained in privacy +70% of team trained in ethics +60% of suppliers signed code of conduct
2021			
	+30.000 People eNPS of 42 Minorities: 36%	160K People Assisted	+95% of team trained in privacy
2022			
B- Score in CDP	+35.000 People eNPS of 45 Minorities: 39%	180K People Assisted	+95% os team trained in information security
2023			
Bronze Medal Ecovadis Global Measurements for energy, water and CO_2 78% of People Trained in Environment practices	+37.000 People eNPS of 47 Minorities: 43% 40% of Woman in managing positions	200K People Assisted	+95% of team trained in ethics 100% of sites covered by a risk assessment of business ethics Global NPS +60%
2026			
10% of reduction of CO_2 per capta by 2026	45% of Woman in managing positions eNPS of 50	250K People Assisted	+95% os suppliers signed code of conduct

Initiatives to a Sustainable Development

Stefanini: Integrating Sustainability for a Better World.

Stefanini is committed to the UN's 2030 Agenda for Sustainable Development Goals (SDGs), implementing practices that align with various items of this global agenda. In our dedication to sustainable development and corporate responsibility, we have integrated our business strategies with the United Nations SDGs.

These goals represent a global consensus on the most pressing challenges and needs of our time, and we are devoted to contributing to their achievement.

We have focused our efforts on key areas where we can make a significant impact, including responsible production and consumption, climate action, and promoting social equality. Our initiatives are designed to not only enhance our operational sustainability but also to create positive social and environmental

GRI: 2-22; 2-23; 205-1; 302-1; 302-4; 303-5; 305-1; 305-2; 305-3; 401-1; 403; 404-1; 404-2; 404-3; 405-1; 406-1; 413-1

impacts within the communities we serve.

By integrating the SDGs into our business model, we aim to drive innovation, create shared value, and foster a more sustainable and inclusive future. Our commitment to these goals reflects our belief that responsible business practices are essential for long-term success and contribute to a better world for all.

Our company invests in quality education through the Stefanini Institute, promotes the use of clean and affordable energy, and adopts responsible consumption and production practices. Additionally, we are engaged in action against global climate change and adhere to strict compliance and ethical policies.

These initiatives reinforce our commitment to sustainability and social development, contributing to a more sustainable and inclusive future

ENVIRONMENT

7 ENERGIA LIMPA E ACESSÍVEL

12 CONSUMO E PRODUÇÃO RESPONSÁVEIS

13 AÇÃO CONTRA A MUDANÇA GLOBAL DO CLIMA

SOCIAL

4 EDUCAÇÃO DE QUALIDADE

5 IGUALDADE DE GÊNERO

8 TRABALHO DECENTE E CRESCIMENTO ECONÔMICO

10 REDUÇÃO DAS DESIGUALDADES

GOVERNANCE

9 INDÚSTRIA, INOVAÇÃO E INFRAESTRUTURA

16 PAZ, JUSTIÇA E INSTITUIÇÕES EFICAZES
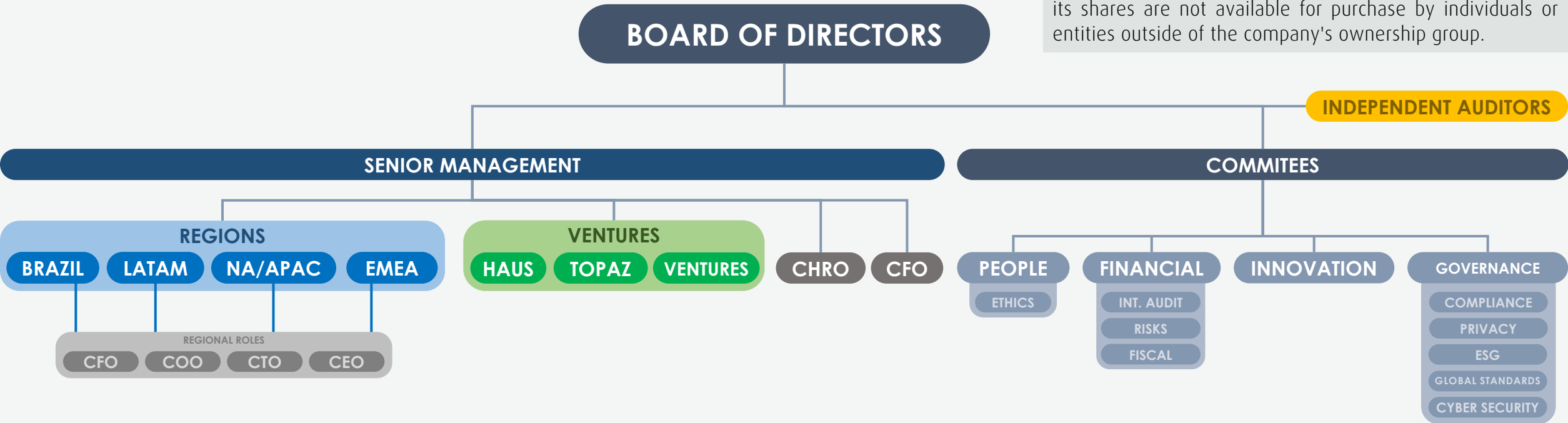
17 PARCERIAS E MEIOS DE IMPLEMENTAÇÃO

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Governance

Governance

Stefanini is a privately held entity, which means it is not listed on any public stock exchange. As a result, it does not have stocks available for public trading. The company's ownership is not distributed among the general public, and its shares are not available for purchase by individuals or entities outside of the company's ownership group.

BOARD OF DIRECTORS

INDEPENDENT AUDITORS

SENIOR MANAGEMENT

COMMITEES

REGIONS
- BRAZIL
- LATAM
- NA/APAC
- EMEA

REGIONAL ROLES
- CFO
- COO
- CTO
- CEO

VENTURES
- HAUS
- TOPAZ
- VENTURES

- CHRO
- CFO

PEOPLE
- ETHICS

FINANCIAL
- INT. AUDIT
- RISKS
- FISCAL

INNOVATION

GOVERNANCE
- COMPLIANCE
- PRIVACY
- ESG
- GLOBAL STANDARDS
- CYBER SECURITY

GRI : 2-9; 2-13

Board of Directors

Marco Stefanini
Chairman of Board of Directors
Founder of Stefanini and entrepreneur. Experienced in IT, business transformation and high performance teams. Angel investor of startups.

Graça Sajovic
Board Member
Founder of the Stefanini Experienced in financial, business transformation and company internationalization.

Monica Herrero
Independent Board Member
Experience as CEO of Stefanini from more than 10 years.
Experienced Executive in IT industry and angel investor in tech startups

Sérgio Saraiva
Independent Board Member
Professional with senior experience as board member, MD, CEO in the areas of Tech, Sales, Human Resources and Management

Guilherme Stefanini
Board Member
Global CMO
Experienced as VP of marketing services of Stefanini Group (Haus companies). In charge of M&A of marketing companies

Rodrigo Souza
Support Board Member
Global CFO
Experienced as CFO one of top 10 Brazilian companies and CFO of Startups. Generate millions of dolars in saving during crisis.
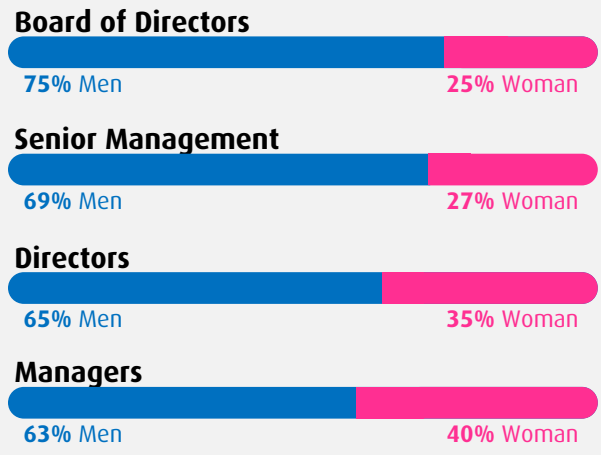
Rodrigo Stefanini
Board Member
Country Manager
Experience in Management Consulting, Pricing and Business Due Diligence, focused on Digital Transformation, Business Strategy and Performance.
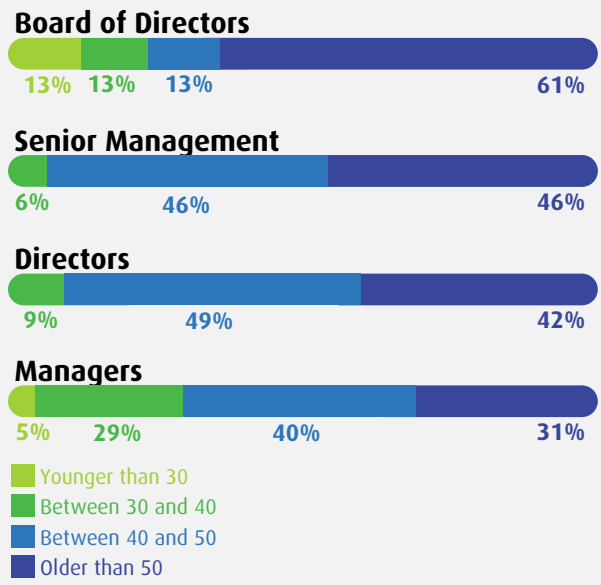
Bruno Szarf
Support Board Member
Global CHRO
Experience in human resources, with a focus on talent development, culture transformation. Served as board member of startups

Gender

Board of Directors
75% Men | 25% Woman

Senior Management
69% Men | 27% Woman

Directors
65% Men | 35% Woman

Managers
63% Men | 40% Woman

Age

Board of Directors
13% | 13% | 13% | 61%

Senior Management
6% | 46% | 46%

Directors
9% | 49% | 42%

Managers
5% | 29% | 40% | 31%

- Younger than 30
- Between 30 and 40
- Between 40 and 50
- Older than 50

Senior Management

Marco Stefanini
Global CEO | Founder

Graça Sajovic
Treasure guardian | Founder

Marcelo Ciasca
CEO of Brazil | 23 years at Stefanini

Farlei Kothe
CEO of EMEA | 15 years at Stefanini

Damian Mendez
CEO of LATAM | 12 years at Stefanini

TBD US
CEO of NA/APAC | New Hire

Jorge Iglesias
CEO of Topaz | 12 years at Stefanini

Guilherme Stefanini
CEO of HAUS | 8 years at Stefanini

Bruno Mondin
CEO of Ventures | 32 years at Stefanini

Bruno Szarf
GLOBAL CHRO | Less than one year at Stefanini

Rodrigo Souza
GLOBAL CFO | Less than one year at Stefanini

Luiz Aguiar
BRAZIL CFO | 10 years at Stefanini

Roberta Rosemburg
TOPAZ CFO | Less than one year at Stefanini

Eliza Irimia
EMEA CFO | 7 years at Stefanini

Kimberly Bak
NA/APAC CFO | 25 years at Stefanini

Carlos Hernandez
LATAM CFO | Less than one year at Stefanini

Board of Directors Responsibilities

The board of directors plays a crucial role in shaping the company's direction and ensuring its success. They are responsible for defining and implementing the company's strategy, which involves setting long-term goals and objectives. This includes identifying and capitalizing on business opportunities, as well as managing risks and challenges that may arise.

One of the primary responsibilities of the board is to ensure that the company is growing properly governed.

This involves establishing and enforcing rules and regulations, both internally and externally. The board is also responsible for ensuring that the company complies with all applicable laws and regulations, and that it operates in an ethical and socially responsible manner.

The board of directors represents the interests of the company's shareholders.

They are responsible for making decisions in the best interests of the shareholders and ensuring that the company's management is acting in a manner that is consistent with these interests.

This includes overseeing the company's financial performance and ensuring that the company is generating a satisfactory return on investment for its shareholders.

The board is also responsible for managing the company's financial health. This includes overseeing the company's financial planning and budgeting processes and ensuring that the company has adequate resources to achieve its goals.

The board is also responsible for monitoring the company's financial performance, and for taking corrective action if necessary.

In addition to financial management , the board of directors is responsible for building and maintaining a strong, lasting, and positive brand identity for the company. This involves establishing and maintaining a positive reputation with customers, employees, and other stakeholders, and ensuring that the company is perceived in a positive light.

The board is also responsible for resolving any conflicts of interest that may arise, and for ensuring that the company operates in a fair and transparent manner.

The performance of board of directors is analyzed at least once a year by the founders. They made the necessary adjustments to put the board of director in the right path.

People & Culture Committee

A People & Culture Committee is vital, playing a crucial role in shaping and maintaining a positive work environment. This committee is responsible for ensuring that the company's culture aligns with its values and mission, and that it fosters a sense of belonging and community among employees.

The committee consists of a diverse group of individuals from different regions, departments and levels within the organization. This diversity is essential in ensuring that the committee represents a wide range of perspectives and experiences, allowing it to effectively address the needs and concerns.

GRI: 2-9; 2-10; 2-12; 2-13; 2-16; 2-17; 2-18; 2-20; 2-25

One of the primary responsibilities of the People & Culture Committee is to promote and reinforce the company's core values (Stefanini's 7 Attitudes). This can be achieved through various initiatives, such as team-building activities, recognition programs, and professional development opportunities. By creating a culture that values and supports its employees, the committee helps to improve employee satisfaction, motivation, and retention.

Another important aspect of the committee's work is to address any issues related to employee well-being and work-life balance. This can involve implementing policies and programs that support employees' mental and physical health, as well as their personal and professional growth.

In addition to these internal responsibilities, the Committee may also play a role in the organization's external reputation. By fostering a positive and supportive work culture, the committee helps to attract top talent and enhance the company's image.

Overall, a People & Culture Committee is a vital component of Stefanini, helping to create a work environment that is conducive to employee growth, satisfaction, and success.

Financial Committee

The Financial Committee is responsible for overseeing its financial health and ensuring its long-term sustainability. This committee consists of members with high financial expertise, who are tasked with a range of responsibilities aimed at maintaining the financial stability.

The primary responsibilities of the Committee include developing and managing the operating budget, monitoring financial performance against the budget, and making necessary adjustments to ensure the organization remains financially viable. The committee is also responsible for financial reporting and monitoring, ensuring that the organization's financial reports provide a clear picture of its financial health, and identifying trends and potential issues that may require attention.

Additionally, the Financial Committee oversees internal controls and accountability, ensuring that the organization has robust financial controls in place to prevent fraud and misuse of funds. The committee also manages relationships with external auditors, oversees the organization's investment portfolio, and monitors other risk areas.

The **Audit Committee**, a sub-committee of the Financial Committee, plays a crucial role in ensuring the integrity and transparency of the organization's financial reporting and internal controls. Comprised of independent members with diverse financial expertise, the Audit Committee is responsible for overseeing the organization's financial reporting processes, internal control systems, and risk management practices.

The primary responsibilities of the Audit Committee include reviewing the organization's financial statements, overseeing internal and external audit functions, monitoring the effectiveness of internal control systems and risk management practices, and ensuring compliance with applicable laws, regulations, and ethical standards.

Together, the Financial Committee and Audit Committee work to maintain the financial stability and integrity of the organization, providing oversight and guidance to the Board of Directors and executive management.

All committees are composed by one Board Member, one CEO, one Executive and specialists as guests.

GRI: 2-9; 2-10; 2-12; 2-13; 2-16; 2-17; 2-18; 2-20; 2-25
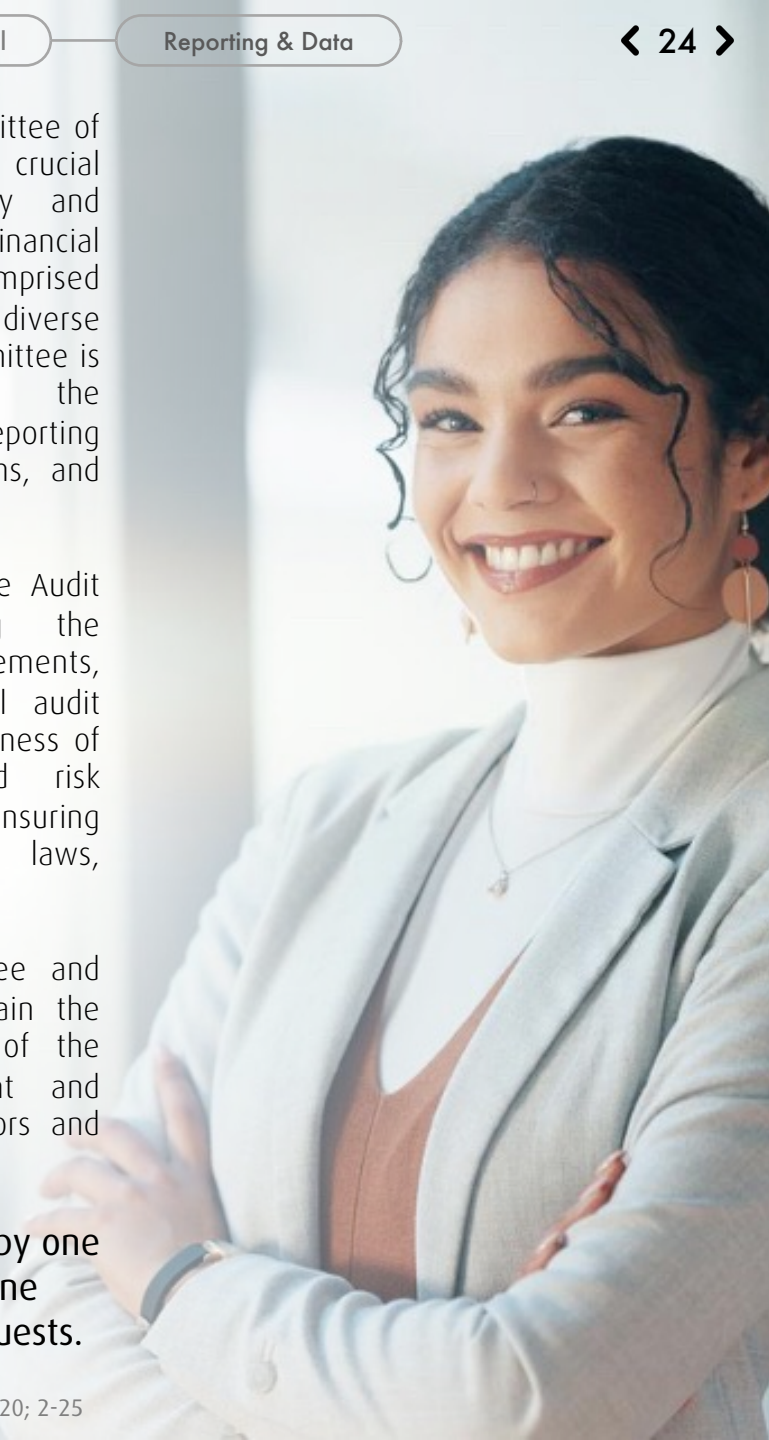
Innovation Committee

The Innovation Committee, a global entity, is dedicated to fostering innovation and driving improvements in the services provided to clients worldwide.

One of the key roles of the Innovation Committee is to explore and develop new ideas and solutions that can enhance the services offered to clients. Through regular meetings and discussions, the committee members collaborate to identify areas for improvement and brainstorm innovative solutions, such as Stefanini Artificial Intelligence (SAI). This may involve leveraging new technologies, improving processes, or developing new service offerings that can better meet the evolving needs of clients.

The Innovation Committee also plays a crucial role in ensuring that the services provided to clients are aligned with the latest trends and best practices in the industry. By staying at the forefront of innovation, the committee helps the organization maintain a competitive edge in the rapidly evolving global market.

In the last few years the Innovation Committee has placed a strong emphasis on the integration of artificial intelligence.

GRI: 2-9; 2-10; 2-12; 2-13; 2-16; 2-17; 2-18; 2-20; 2-25

into its strategies and operations. Recognizing the transformative potential of AI, the committee has been actively exploring ways to leverage AI technologies to improve the efficiency, effectiveness, and sustainability of the services provided to clients. This includes the development of AI-driven solutions that can enhance the quality of client interactions, streamline internal processes, and enable data-driven decision-making.

As part of its global strategy, the Innovation Committee has also been working to establish partnerships with leading AI research institutions and technology companies. By collaborating with these organizations, the committee aims to stay informed about the latest developments in AI and to access cutting-edge technologies that can be applied to its services.

In addition to its focus on AI, the Innovation Committee has also been exploring the potential of other emerging technologies, such as blockchain, Internet of Things (IoT), and quantum computing. By staying abreast of these developments, the committee is able to identify new opportunities for innovation and to develop strategies that can position the organization as a leader in the global marketplace.

Governance Committee

The governance Committee is a global entity responsible for ensuring organizations adhere to the highest standards of environmental, social and governance (ESG) practices. The committee oversees compliance with relevant laws and regulations, ethics, promotes transparency and accountability, and drives organizational change towards sustainability and responsibility.

The committee also manages risks related to ESG, privacy and cyber security issues by identifying potential risks and implementing strategies to mitigate them. It works closely with other teams within the organization to ensure a holistic approach to risk management.

This committee also works with the deployment of ISO Standards such as ISO 9001, ISO 14.001, ISO 20.000, ISO 27.001, ISO 45.001 and other global standards.

In summary, the committee plays a critical role in ensuring organizations operate sustainably, responsibly, and compliantly, creating long-term value for stakeholders and contributing to a more sustainable future.

Compensation and Attributions

CEO Attributions

Our Chief Executive Officer is responsible for the management and representation of our company. We have a strong and experienced senior management team led by Marco Stefanini, our CEO, who has extensive experience in Digital Transformation and IT Services. Mr. Stefanini is the president of our Board of Directors and also act as our global CEO. He has been leading Stefanini since he founded the company in 1987.

Executive Compensation

Executive Team Compensation (and some other eligible positions) also includes Long Term Incentive Programs that create ownership and align interests.

In a cyclical process, the company evaluates the compensation model to map where we are in relation to the market through surveys and benchmarks, ensuring that we remain competitive to keep hiring top manager and executives.

GRI: 2-12; 2-13; 2-18; 2-19; 2-20; 2-21

Executive promotions involve a mature evaluation process, with recommendations and approvals involving VPs, the CEO, and the Board of Directors. It is worth noting that even at the non-executive level, compensation models are handled with the involvement of the company's CEO and VPs.

We went from 2 in 1987 to more than 37.000 people in today.

Compensation Clawback Policy

This policy establishes guidelines for the recovery of incentive-based compensation erroneously awarded to executives. It applies to C-Level executives, vice-presidents, directors, and board members.

Executives are required to return or forfeit any compensation received in the last three fiscal years if the company has to prepare an accounting restatement due to material non-compliance with financial reporting standards.

Any violation of this policy or any other company rule must be reported through our compliance team. Violations may result in a breach of contract with the executive in question. Furthermore,

companies violating SEC regulations may face legal consequences in court, such as sanctions, monetary fines, or being delisted from their exchange.

The policy emphasizes the importance of bonus issues and returns, ensuring accountability and ethical conduct in the company's financial practices.

Financial audits, conducted annually by independent external auditors, ensure the accuracy and compliance of an organization's financial statements, providing stakeholders with assurance about its financial health and performance.
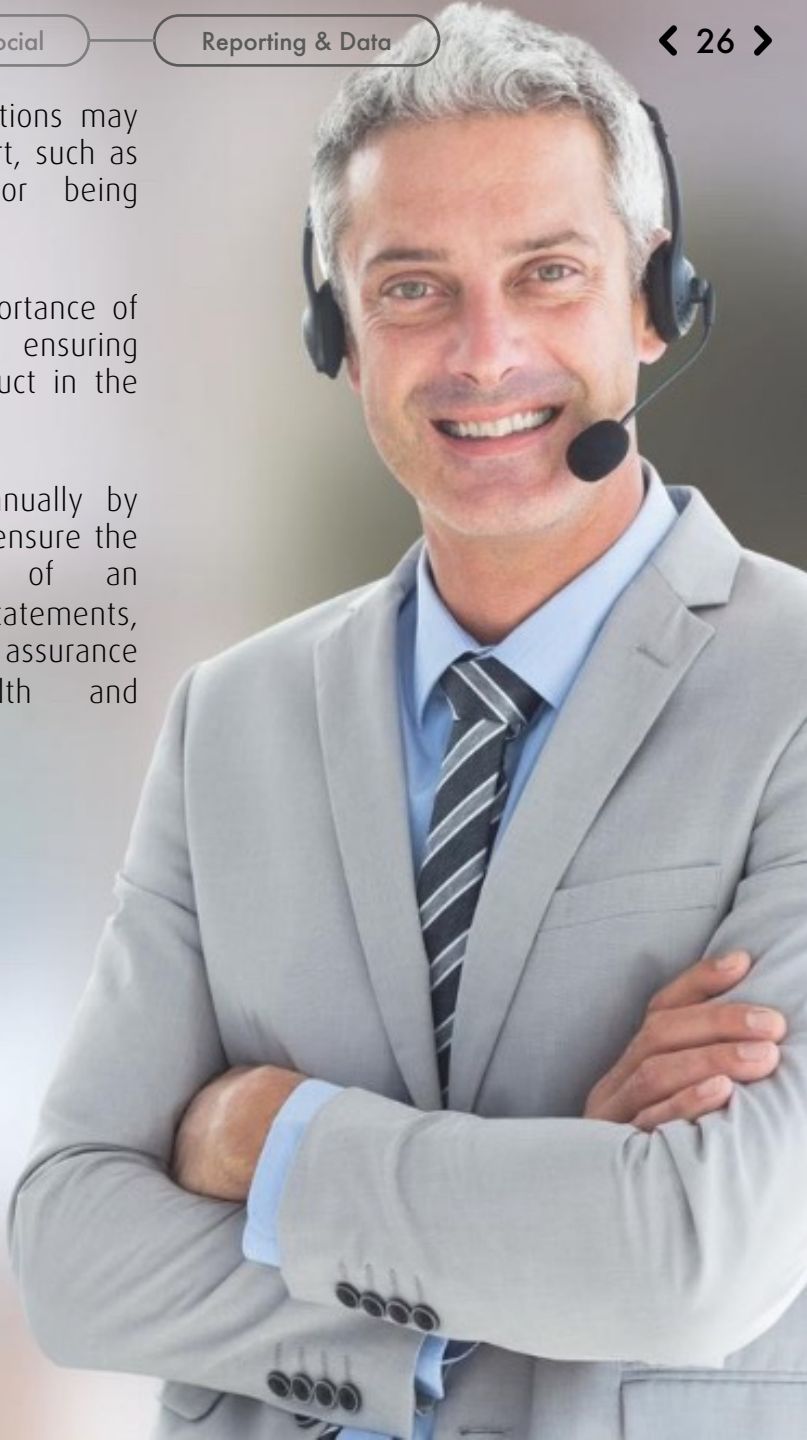
Diversity Groups

At Stefanini, we believe that diversity is a crucial component of our success as a global organization. Our commitment to diversity and inclusion is rooted in the belief that every individual, regardless of their background or identity, brings unique perspectives and experiences that enrich our work and drive innovation.

We actively seek to attract and retain a diverse workforce, recognizing that diversity in all its forms - including age, race, ethnicity, gender, sexual orientation, and abilities - is a strength that enhances our ability to serve our clients and engage the communities.

Our hiring practices are designed to ensure that we attract candidates from a wide range of backgrounds.

Stefanini is also provide training and development opportunities that are inclusive and accessible to all employees, regardless of their background or identity.

Stefanini has established Employee Resource Groups (ERGs) that provide support and networking opportunities for employees from underrepresented groups. These groups play a crucial role in promoting inclusion and understanding within our organization, and in advocating for the needs and concerns of their members.

Stefanini also engage with local communities through various initiatives aimed at promoting diversity and inclusion. The Stefanini's Institute promote human economic and social development in communities.

Stefanini believes that diversity is not just a moral imperative, but a business imperative that drives innovation, enhances our ability to serve our clients, and makes us a stronger, more resilient organization. A brief of URG in our company:

50+: Stefanini recognizes the value of experience and wisdom that comes with age. We actively seek to attract and retain employees over 50, recognizing that they bring a wealth of knowledge, skills, and perspectives to our organization.

LGBTQIA+: Stefanini is committed to creating a safe and inclusive environment for our LGBTQIA+ employees. We provide support and resources to ensure that they feel valued and respected, and we actively engage with the broader LGBTQIA+ community through partnerships and initiatives.

Gender: we are committed to promoting gender diversity and equality. We actively seek to attract and retain female employees, recognizing that gender diversity enhances our ability to serve our clients and engage with our communities.

Black Individuals: Stefanini is committed to promoting racial diversity and equality in our workforce. We actively seek to attract and retain black employees.

People with Disabilities: We are committed to creating a workplace that is accessible and inclusive for people with disabilities. We provide accommodations and support to ensure that they can fully participate in our workforce.

Foreign People: We recognize the value of a global workforce and actively seek to attract and retain foreign employees.

GRI: 2-9

Ethics and Compliance

Stefanini incorporates its policy commitments for responsible business conduct into all its activities and business relationships. We've 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 Compliance Program adheres to anti-corruption legislation in every country and is certified by the DSC 10.000 standard (in Brazil).

Through training and communications, we offer continuous awareness on compliance, ethics, integrity, and related topics, ensuring that all employees align with our values and policies.

Responsibilities for responsible business conduct are distributed across all levels of the organization. Senior Management defines the vision and strategic objectives. Our compliance efforts are complemented by a Corporate Governance System that follows market best practices,

GRI: 2-15; 2-23; 2-24

applying ESG (Environmental, Social, and Governance) principles in all our operations. Stefanini believes that an ethical and integral environment is essential for sustainable success and the trust of our stakeholders.

Our policies apply to everyone at Stefanini, including CEOs, shareholders, stakeholders and third parties.

Conflicts of interests

At Stefanini Group, workers are prohibited of giving directly or indirectly, offering, receiving, or accepting gifts, favors, donations, invitations, or trips intended to facilitate business transactions. Institutional or promotional items like pens or diaries, which are low or moderately priced according to the Group's Code of Ethics and Conduct, are permitted as they serve a clear commercial purpose. We are committed to disclosing any conflicts of interest to interested parties.

Ethics

Our core values include: Innovate with our Clients, Make a Difference, Lead by Example, Act as an Entrepreneur, Be Ethical Matching your Words with your Actions, Respect and Believe in People, Be Humble to Learn, guiding all company decisions and actions.

Stefanini respects international instruments such as the UN Universal Declaration of Human Rights and other conventions, demonstrating a continuous commitment to respecting human rights through ethics policies, training programs, and alignment with international instruments.

Stefanini's **Code of Ethics and Conduct** outlines behavioral standards, including guidelines on conflicts of interest, anti-corruption, workplace conduct, and environmental practices. These policies were developed with input from internal and external experts, undergoing rigorous reviews and approvals. The implementation of these policies is ensured through regular training, continuous monitoring, and confidential reporting channels, ensuring that all operations are conducted ethically and responsibly.

Whistle-blower Protection

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.

The confidentiality of information relating to investigations of possible violations, and anonymity is preserved. Disciplinary sanctions are applied to employees who , demonstrably, use it in bad faith when communicating possible violations and/or attempt or retaliate against anyone who, in good faith, reports possible violations of the guidelines of Stefanini's policies.

In 2023, Stefanini didn't receive any allegations or confirmed cases of corruption, money laundering, frauds, financing of terrorism, violations of human rights, anti-competitive behavior or related items.

Ethics and Compliance Channel

We have a Channel for complaints, violations, suggestions and compliments of the Code of Ethics and regarding Stefanini Group. Employees can report unethical behavior or behavior that does not comply with legislation or internal procedures, the Stefanini Code of Ethics and Conduct, or this policy, including suspicions of fraud and corruption.

This is a confidential and secure platform, ensuring impartiality in the management of the matter, in addition to the secrecy of the identity of those who use it and do not wish to identify themselves.

Stefanini's Ethics and Compliance Channel is completely open to employees and stakeholders in general.

All complaints are carefully investigated and, if found true, are addressed. The process includes an initial validity assessment, assignment of an impartial investigator, evidence collection, and interviews. Regular updates ensure transparency. It concludes with a resolution and necessary corrective actions, followed by a follow-up to ensure effectiveness.

Ethics and Compliance Channel Link

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

Our offices have anti-corruption practices in place in all regions. Our code of ethics has the practices based on global standards such as ISO 37.001 and DSC 10.000. The headquarter (Jaguariuna site) is certified in DSC 10.000.

For more information, access:
https://stefanini.com/pt-br
https://stefanini.com/en
https://stefanini.com/es

Remediating and Addressing Negative Impacts

Stefanini is committed to promoting and collaborate to repair its negative impacts when caused or contributed to by its operations. This includes implementing corrective actions and ensuring affected stakeholders are informed and involved in the remediation process.

Business Ethics Risk Assessment

At Stefanini, risks and opportunities are continuously identified and categorized, covering the main aspects such as potential misconduct, fraud, corruption, information security, and ethical deviations. Additionally, applicable legal requirements are analyzed, and performance is monitored.

Identified risks are listed, classified, addressed, evaluated, and continuously monitored to prevent their materialization. Risk management is essential for incident prevention, enabling quick responses, guiding strategic decisions and

investments in information security, and protecting our most valuable assets for employees and customers.

Our core beliefs and values help us in decision-making processes and guide behavior in our digital ecosystem.

Action plans are developed to address and mitigate existing risks, and we implement awareness and training programs to minimize the likelihood of these risks occurring.

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

Year	Value
2018	60%
2019	60%
2020	70%
2021	70%
2022	80%
2023	100%
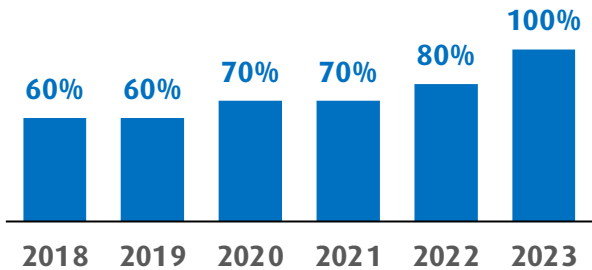
Acting with integrity, respect, energy, positive attitude and focus on sustainable results

GRI: 2-15; 2-24; 2-25; 2-26; 2-27; 205-1; 205-3; 406-1

Training

Stimulate employees to professional development, aiming at updating and improving technical knowledge of Stefanini Group products and processes. In a changing and competitive world, the Stefanini Group continuously 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.

% of the total workforce who received training on business ethics issues
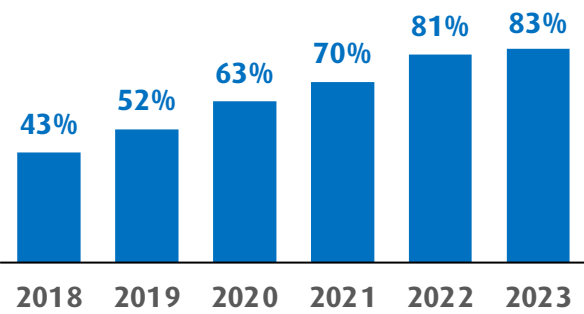
2018	2019	2020	2021	2022	2023
43%	52%	63%	70%	81%	83%

For us, training is not a simple expense, but a precious investment, both in the organization and in the people who work there. These training programs help employees understand the company's policies and guidelines, as well as their legal and ethical obligations.

GRI: 2-25; 205-2

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

Commitment to Human Rights

We are driven by the power of a massive transforming purpose and by the 7 Stefanini attitudes that transmit our belief, mission, vision and values, which are: Believing and respecting people, acting as an entrepreneur, making difference, innovate with the client, lead by example, be ethical and act according to what you say and, finally, be humble in learning.

The Stefanini Group strives to ensure that its employees and everyone in its consumption chain are treated with dignity and respect, regardless of sex, race, creed, color, origin or birth, we are all equal and therefore, no one is superior to anyone.

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

We believe in ethical, sustainable and transparent relationships.

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 a declared company against any type of act that violates the UN global human rights pact.**

"Co-create solutions for a better future"

The policy covers fundamental aspects such as the free choice of employment, prohibition of child and slave labor, freedom of movement, open communication, union contribution, respect for religious practices, protection of the rights of pregnant and nursing women, and the guarantee of fair wages and benefits.

Additionally, Stefanini is committed to diversity, inclusion, non-discrimination, and compliance with all applicable national and international laws, also promoting a safe and healthy environment, environmental sustainability, and learning programs for young people.

With a strong focus on ethics and compliance, Stefanini maintains open communication channels for complaints and feedback, ensuring responsible governance and respect for human rights in all its operations

Sustainable Procurement

At Stefanini Group, suppliers are selected based on strict criteria during the Homologation process, ensuring high-quality services and benefits for employees and the company.

Approved suppliers join a potential supplier list and undergo verification steps, including signing the **Supplier Code of Conduct with ESG guidelines.**

The Global ESG Plan 2023-2026 aims to enhance procurement processes by considering environmental, social, and economic aspects, implementing sustainable sourcing standards, conducting supplier sustainability assessments, training sourcing staff, and tracking global sustainability performance.

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

56% 2018
61% 2019
68% 2020
75% 2021
81% 2022
89% 2023

GRI: 204-1
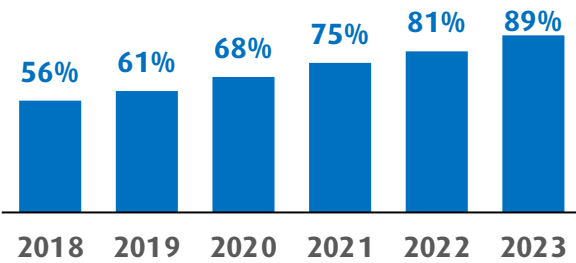
Supplier Code of Conduct

Stefanini Group values ethical, transparent and sustainable relationships between its suppliers. We understand that in order 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, among which we have several items such as respect for human rights, working conditions, sustainability, ethics, transparency, among other topics that we value.

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

40% 2018
44% 2019
55% 2020
63% 2021
68% 2022
75% 2023
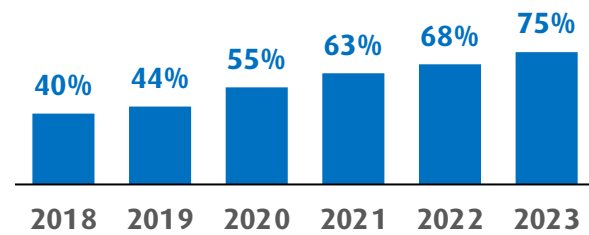
Proportion of spending on local suppliers on each region

98%
BRAZIL

98%
EMEA

84%
NA/APAC

80%
LATAM

We define local suppliers as those who provide services in the same region in which they are contracted.

Buyers who received training on sustainable procurement

Promoting professional development, aiming at updating and improving technical knowledge about sustainable products and processes, is essential. In a constantly changing and competitive world, it is crucial for the organization to prepare its professionals for the challenges of sustainability and innovation.

Training programs help employees understand the company's policies and guidelines, as well as their legal and ethical obligations. By providing the necessary knowledge and skills to identify sustainable products and reduce the use of environmentally harmful products, we can prevent misconduct, promote a culture of transparency and accountability, and avoid legal and reputational risks.

% of all buyers who received training on sustainable procurement

51% 2018
56% 2019
60% 2020
64% 2021
67% 2022
90% 2023

Suppliers who are covered by a CSR on-site audit

Conducting due diligence audits on suppliers is essential for ensuring the sustainability and operational efficiency of a company.

We select suppliers that may significantly impact Stefanini's operations, clients, or services. These suppliers undergo a rigorous audit process, including a Due Diligence Questionnaire, which covers various sustainability practices and can be conducted remotely or in person by the Governance and Compliance areas.

Responses are captured via a platform and suppliers are evaluated and scored based on factors such as the services offered, criticality of deliveries, company size, and ESG topics like integrity, ethics, environment, information security, occupational safety, and human rights. If improvement opportunities or the need for corrective actions are identified, action plans are developed and follow-ups are conducted. This audit process helps mitigate operational risks and ensures that suppliers align with Stefanini's values and sustainability practices, reinforcing the commitment to excellence and socio-environmental responsibility.

GRI: 204-1

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

| 2019 | 2020 | 2021 | 2022 | 2023 | 2023 |
| 60% | 60% | 60% | 70% | 70% | 81% |

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 actually trust in the proper treatment of sensitive information in the organization. Currently, in the Stefanini Group we are certified in the 2013 version, the focus of the ISO 27.001 standard at Stefanini is to protect:

Confidentiality, Integrity and Availability

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 for a good information security system.

We have more than 22 certified sites all over the world.

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 is committed to safeguarding its information assets, ensuring they are not destroyed, improperly disclosed, altered, or used without authorization. The company pledges to develop, implement, maintain, and continually enhance its Information Security Management System (ISMS) to protect the confidentiality, availability, and integrity of information.

Effective management of these systems leads to ongoing improvements in the utilization of IT resources and data security. By implementing ISO 27001, Stefanini not only strengthens its information protection but also boosts customer trust and satisfaction, thereby expanding its business opportunities.

- Colombia - Bogota
- Mexico - Queretaro
- Mexico - City of Mexico
- Romania - Bucharest
- Philippines - Manila
- US - Southfield
- Brazil - Federal District
- Brazil - Company
- Brazil - Santana
- Brazil - Jaguariúna
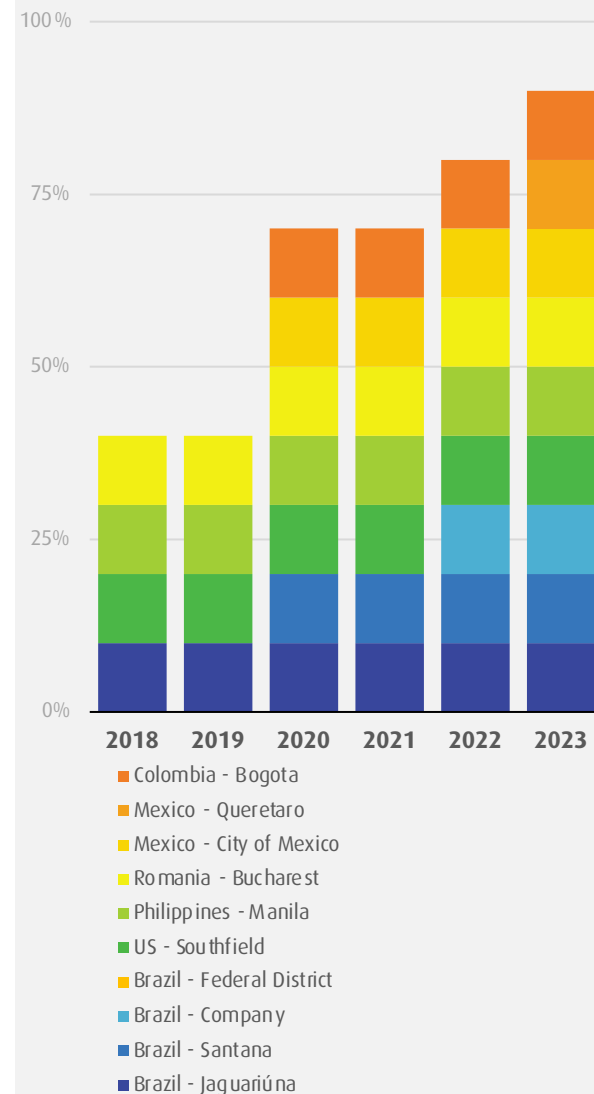
Customer Privacy

At Stefanini, we always honor our customer's 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 has no need to collect and process personal information from customers beyond what is necessary to deliver the services.

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 key elements for a good information security system.

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

GRI: 418-1

Privacy Act 1988 and the General Data Protection Act (LGPD) of Brazil.

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.

To manage customer privacy, Stefanini has implemented several actions targeting both negative and positive impacts, ensuring ethical and legal compliance and promoting customer trust. To prevent and mitigate negative impacts, clear internal policies and procedures were established, in addition to ongoing staff training in data privacy and information security. Technical measures, such as data encryption, and organizational measures, such as the appointment of a Data Protection Officer, have been adopted to ensure effective data protection.

When negative impacts occur, information security incident management includes timely notification to those involved. Additionally, periodic risk reviews and security audits are performed to identify areas for improvement and implement corrective actions. On the other hand, to manage positive impacts, the company offers services tailored to customer needs and promotes transparent communication, collaborating with different areas to create continuous improvement plans.

During the reporting period, the company recorded no substantiated complaints regarding privacy violations, leaks, theft or loss of customer data.

To track the effectiveness of actions, Stefanini carries out periodic reviews of security policies and controls, in addition to internal and external audits. Goals include reducing security incidents, biannual customer satisfaction (NPS) reviews, and compliance with data protection laws.

The effectiveness of actions is measured by the reduction in security incidents, improvement in NPS and regulatory compliance. Lessons learned result in improvements in capabilities, updated policies based on audits and recommendations, and investment in security-focused technologies.

This result reflects our ongoing commitment to data protection and security, supported by a robust process framework

For more information, access:
https://stefanini.com/pt-br/politica-de-privacidade
https://stefanini.com/en/privacy-policy
https://stefanini.com/es/politica-de-privacidad

Risk Management

The Corporate Risk Governance structure is dedicated to identifying, analyzing, treating, monitoring, and communicating risks effectively. Its responsibilities include developing and implementing risk management policies, methodologies, and tools, as well as promoting integrated communication and analyzing the effectiveness of risk management, including internal controls.

The Risk Management model, based on the ISO 27.001 and DSC 10.000 implementation manual, provides a comprehensive framework for managing risks across various categories, such as strategic, operational, compliance, financial results, information security, and ESG. This model can be easily adapted to address specific contexts and needs, ensuring that our risk management approach is tailored to the unique challenges and opportunities of each area.

Risk management serves as the foundation for preventing incidents, enabling rapid responses, guiding strategic decisions, and directing investments in information security.

GRI: 2-13; 2-25

By protecting our most valuable asset – information – we safeguard the interests of our employees and customers. Effective risk management helps us to maintain operational continuity, minimize potential losses, and ensure the long-term sustainability of our business.

Our process follows the best practices of global standards such ISO 27.001 since 2014 and DSC 10.000 since 2017

The most effective action we have taken is the dissemination of the risk management culture. In 2023, we launched a corporate campaign featuring videos for all employees, including a message from our CEO on the importance of risk management.

These videos highlighted the role of risk management in our organization, emphasizing the need for all employees to be aware of and actively engaged in managing risks. Additionally, we conducted targeted communications aimed at the company's entire senior leadership, ensuring that they are fully informed about the importance of risk management and their role in promoting a risk-aware culture.

We have trained and qualified individuals who are well-equipped to promote the risk management culture within their respective contexts. These individuals serve as risk champions, working to embed risk management practices into their daily activities and ensuring that risk management is a part of our organizational DNA.

The Internal Audit team plays a crucial role in our corporate risk governance structure, serving as the outermost layer due to its independent role and comprehensive oversight. The team is responsible for providing assurance on the effectiveness of our risk management processes, as well as identifying areas for improvement and making recommendations for enhancing our risk management practices.

We have a corporate campaign about risk management.

Maintaining management independence is essential to ensuring the team's objectivity, authority, and credibility. The Internal Audit team reports directly to the Audit Committee, which oversees the team's work and ensures that the findings and recommendations are addressed in a timely and effective manner.

Business Continuity

At Stefanini, we have developed a comprehensive Business Continuity and Disaster Recovery Plan to ensure the safety of our people, the resilience of our critical systems, and the continuity of client operations. Our objective is to minimize the impact of disasters and quickly restore normal business operations. We proactively reduce the risk of human-made disasters and regularly test our strategies to verify their effectiveness.

Our recovery plan considers various levels of criticality, including a worst-case scenario that could significantly affect Stefanini's operations. This scenario involves the complete and prolonged loss of facilities infrastructure, such as energy, telephony, internet, and water, along with key personnel.

The plan is designed based on the number and technical expertise of individuals capable of executing it. Each plan's details are outlined by individuals responsible for the specific areas it addresses. This ensures that each department and team within Stefanini.

GRI: 2-23

understands their role and responsibilities during a disaster, enabling a coordinated and effective response.

We conduct a thorough review of the plan annually, or whenever significant changes occur that may affect the recovery plans for each area. This review process includes a comprehensive assessment of the plan's effectiveness, identification of any gaps or areas for improvement, and updates to ensure the plan remains relevant and up-to-date. The review encompasses all necessary equipment, software, and data required for each incident, ensuring that Stefanini is fully prepared to respond to a wide range of potential disasters.

We have developed a comprehensive Business Continuity and Disaster Recovery Plan to ensure the safety of our people

The plan does not cover incidents associated with extreme situations like terrorism and others. While these events are rare and unpredictable, Stefanini recognizes the importance of maintaining a flexible and adaptable approach to disaster recovery. In the event of such an incident, Stefanini will work closely with local authorities and emergency services to ensure the safety of our employees and the continuity of our operations.

As of the time of this report (2023), the plan has not been activated.

During the covered period of this report, there have been no service interruptions or customer downtime that have impacted our business performance.

This demonstrates the effectiveness of Stefanini's Business Continuity and Disaster Recovery Plan, as well as the company's commitment to maintaining high standards of service and reliability.

At the time of this report, there are no operating restrictions in the countries where Stefanini operates. Our commitment to maintaining business continuity and disaster recovery ensures that we are well-prepared to respond to any disruptions and continue to provide high-quality services to our clients. Stefanini's proactive approach to risk management and disaster recovery reflects our dedication to ensuring the safety and well-being of our employees, the resilience of our operations, and the satisfaction of our clients.

Innovation

Stefanini has developed a suite of cutting-edge artificial intelligence (SAI Library) services designed to provide superior solutions to its clients. By leveraging the power of AI, Stefanini is able to deliver enhanced efficiency, accuracy, and innovation across a wide range of industries and applications.

The company's AI services include advanced analytics, machine learning, natural language processing, and computer vision, among others. These technologies enable Stefanini to offer a broad spectrum of solutions, such as predictive maintenance, fraud detection, customer service automation, personalized marketing, personalized responses and many others.

Stefanini's SAI Library services are built on a foundation of expertise and experience, with a team of dedicated professionals who are committed to staying at the forefront of AI technology. The company's commitment to research and development ensures that its AI services are always up-to-date and capable of meeting the evolving needs of its clients.

By integrating AI into its service offerings, Stefanini is able to provide its clients with a competitive edge in their respective industries. The SAI Library services enable its clients to optimize their operations, reduce costs, improve customer satisfaction, and gain time to market ultimately driving business growth and success.

We have the following AI solutions:

SAI APP
Leveraging intelligent automation and machine learning, Stefanini Artificial Intelligence is the key to next-generation application development, unlocking new possibilities for speed, security, and functionality.

SAI CYBER
From user authentication to threat detection and vulnerability management, Stefanini Artificial Intelligence supercharges cybersecurity, identifying and mitigating threats faster and more effectively than ever before.

SAI DW
Stefanini Artificial Intelligence revolutionizes workforce and enterprise services, automating tasks, providing insights, personalizing experiences, and

helping organizations drive better business outcomes.

SAI FS
Stefanini Artificial Intelligence enhances and improves the interactions of bank customers, bringing humanization, hyper-personalization, convergence, and convenience, enabling banks to generate more business.

SAI MFG
Maximize the efficiency of smart manufacturing with Stefanini Artificial Intelligence. Automate operational decisions, improve quality control, prevent downtime, and optimize production with AI enabled tools designed by industry experts.

SAI MKT
Reach and influence target audiences, optimize campaigns, analyze trends, and improve engagement rates with martech fueled by Stefanini Artificial Intelligence.

SAI ES
Reach and influence target audiences, optimize campaigns, analyze trends, and improve engagement rates with martech fueled by Stefanini Artificial Intelligence.
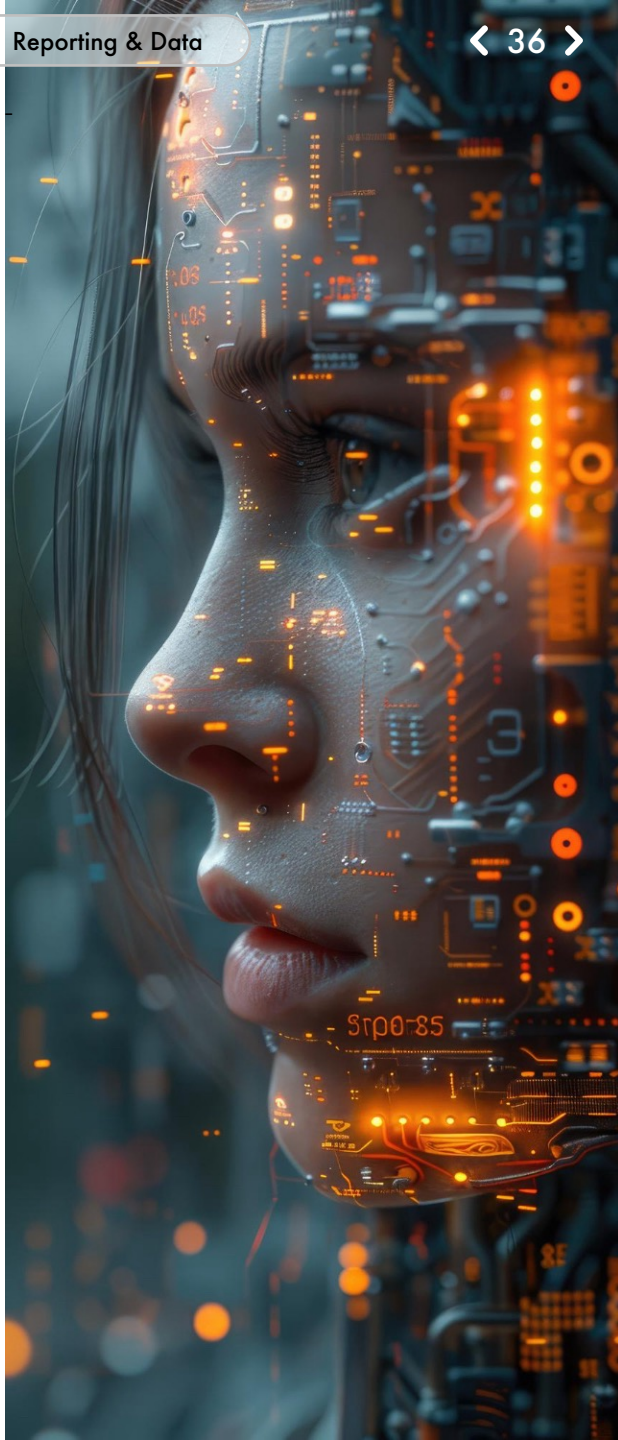
Stakeholder engagement

We have discussed the various stakeholders that guide and drive our organization, including our clients, investors, employees, suppliers, business organizations, and the communities we serve. Our commitment to engaging with these stakeholders is integral to our mission of creating sustainable value and driving positive impact.

Clients
We actively seek feedback from our clients through Net Promoter Score (NPS) surveys to enhance our services. We value their input and use it to improve our collaboration and offerings. Our clients also provide valuable feedback on our actual services and market trends, helping us identify areas for improvement and new services that we need to develop in partnership with them.

Employees
We believe that our employees are our greatest asset, and we actively seek their feedback through Employee Net Promoter Score (eNPS) surveys. This allows us to understand their needs, concerns, and suggestions, which we use

to improve our internal processes, culture, and employee experience.

Business Organizations
We actively engage with business organizations such as Brascom, Amcham, and Febraban Tech through organizing talks, events, and workshops in their affiliated hubs. These collaborations help us stay connected with the industry, share best practices, and identify new opportunities for growth and innovation.

Technology Partners
We have established partnerships with major players in the market, including Amazon, Microsoft, Google, Salesforce, SAP, and others. These partnerships enable us to expand our sales opportunities, leverage cutting-edge technologies, and deliver innovative solutions to our clients.

Investors
We keep our investors informed through quarterly emails, press releases, and Earnings Call webinars. These communication channels provide an open avenue for sharing our financial results, company performance, and essential information. Our Global CFO is also available to investors for any inquiries or concerns, ensuring transparency and open communication.

GRI: 2-29

Communities
We actively engage with the communities we support through donations, volunteering, and our flagship initiative, the Stefanini Institute. The Stefanini Institute has trained over 200,000 people in IT, Word, Excel, PowerPoint, software development, and other skills. We strive to place these individuals in companies, providing them with opportunities to contribute to the workforce and improve their livelihoods.

Stakeholder Engagement Channels
All stakeholder groups have access to our social channels, website, and ethics channel, which serve as open platforms for communication, feedback, and engagement. We ncourage our stakeholders to use these channels to share their thoughts, concerns, and suggestions, which we take into account in our decision-making processes.

By engaging with our value chain stakeholders, we foster a culture of collaboration, transparency, and continuous improvement. This approach enables us to create sustainable value, drive positive impact, and build long-term relationships with our stakeholders.
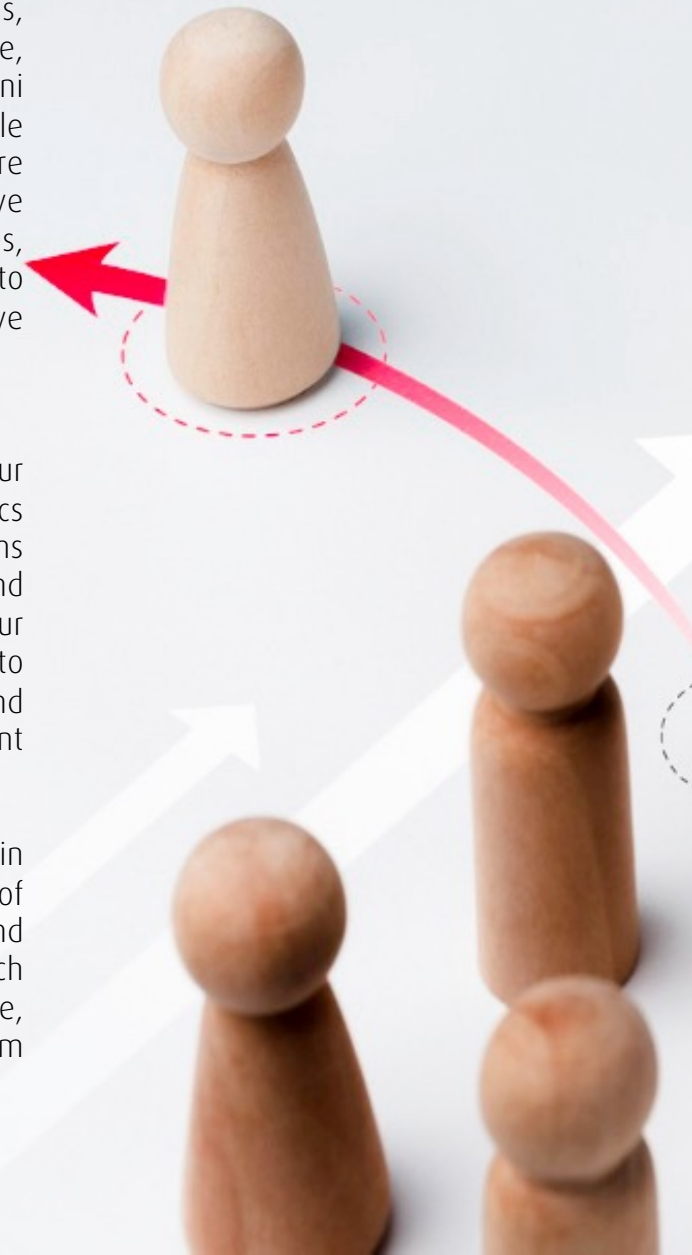
Operational and economic Performance

(USD)

CAGR 23%

924M — 2021
1,18B — 2022
1,40B — 2023
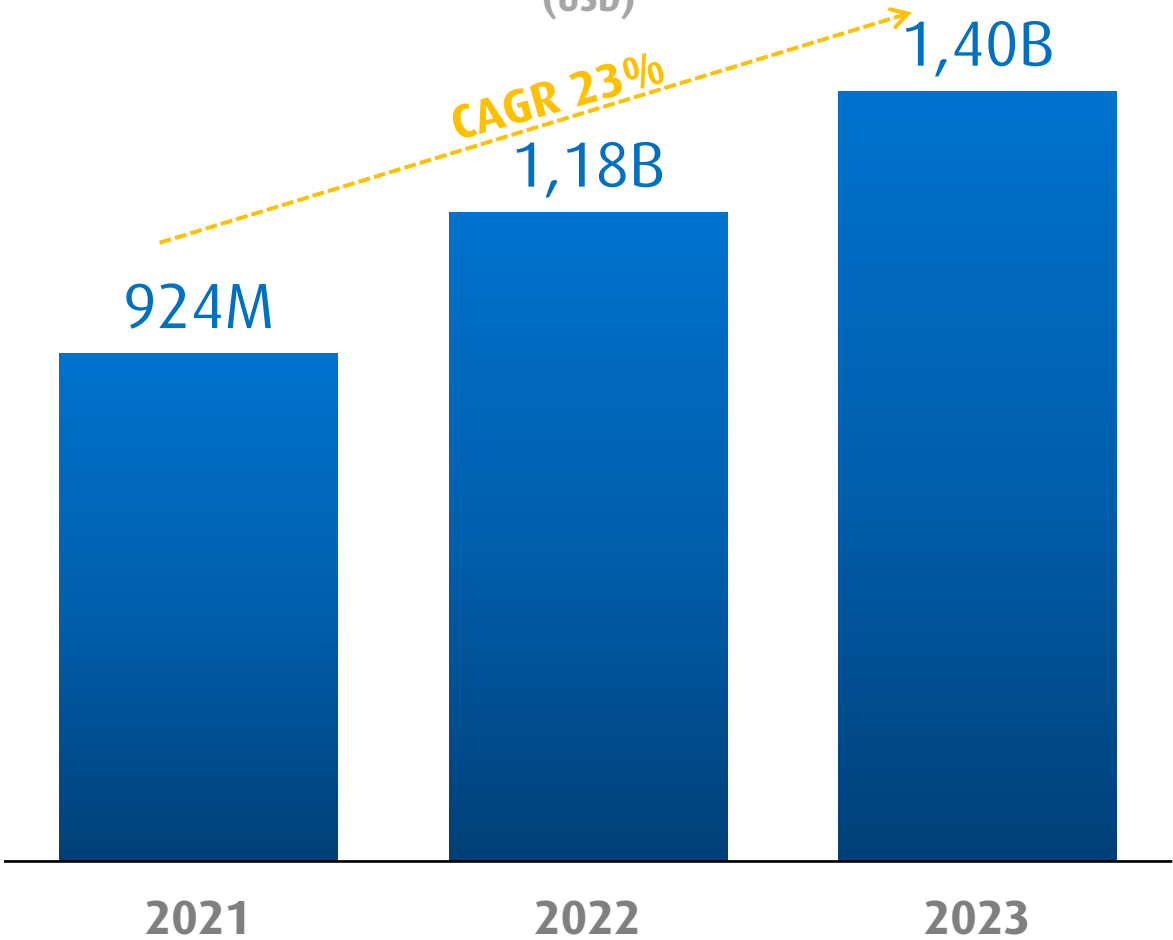
The data from all regions is audited by an external audit company every year

GRI 2016: 201-1; GRI 2021 3-3; 2-2

REVENUE ACROSS REGIONS

- BRASIL 27%
- VENTURES 24%
- NA/APAC 22%
- EMEA 14%
- LATAM 13%

EBITDA ACROSS REGIONS

- US/APAC 23%
- EMEA 10%
- LATAM 12%
- BRASIL 22%
- VENTURES 33%
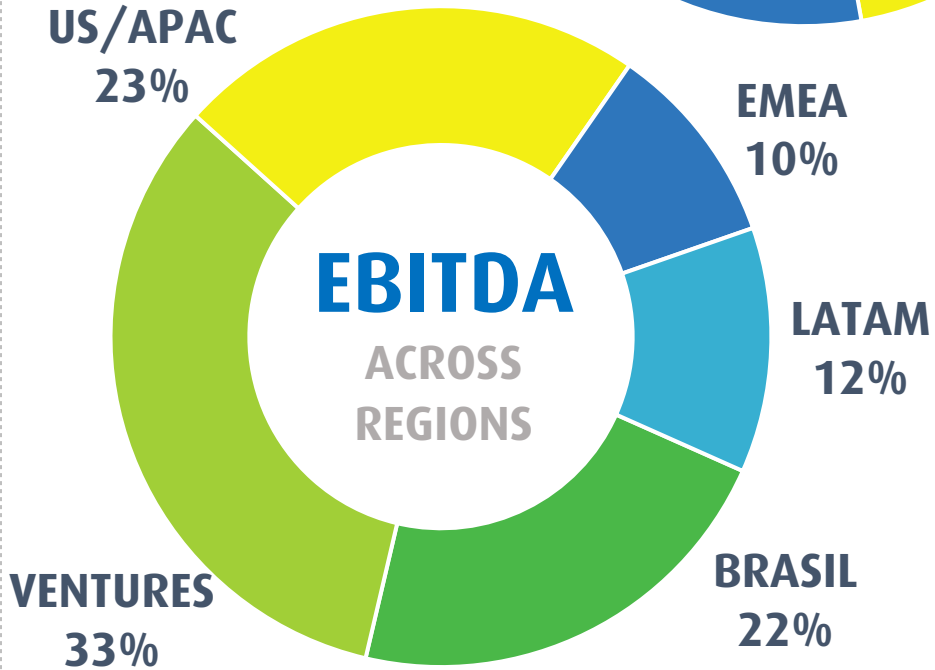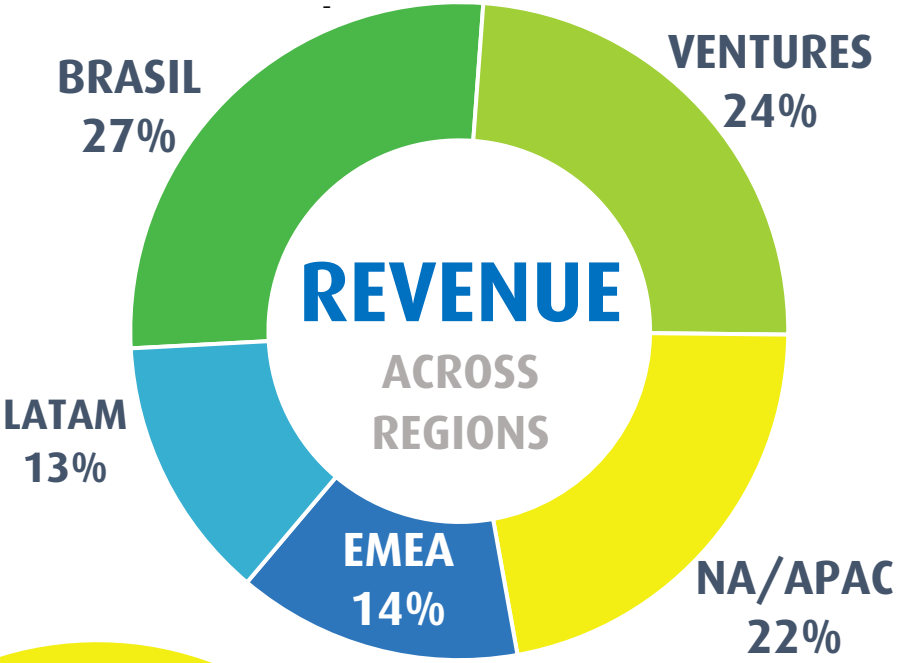
STEFANINI'S
GLOBAL ESG
REPORT 2023
Environmental

Enviromental Iniciatives

We are a company that values commitment to the environment and sustainability. We believe that our responsibility is not only to provide the best services to our clients, but also participate in a sustainable environment by helping the entire value chain to take actions that benefit environmental Sustainability.

With a Global Environmental Management System certified by ISO 14001

We ensure compliance with environmental management standards, having both internal and external audits to maintain adherence to legal and best practice requirements.

Stefanini operates in the service industry, focusing on knowledge-based activities in administrative offices all over the world, not having any industrial processes within our offices.

We know the importance of being sustainable, and for this reason, investing in environmental preservation is part of our actions.

Stefanini's Environmental Policy stands for:

Promoting transparent communication within the organization and with stakeholders to co-create a relationship based on sustainable development, acting responsibly in compliance with applicable environmental legal requirements, and communicating its influence.

Continuously improving the Environmental Management System through the enhancement of its processes, practices, and to be a reference in the market we operate.

Maintaining indicators and actions to reduce the consumption of natural resources, reduce the generation of paper waste, and the adoption of practices to decrease greenhouse gas emissions (CO_2) with the aim of improving our environmental performance, as well as protecting and preserving the environment.

Communications, Campaigns and Training

The creation and promotion of communication, awareness and training mechanisms encourage employees towards professional and personal development, aimed at updating and improving technical knowledge of Stefanini Group's products and processes. For us, training is not a simple expense, but a precious investment, both in the organization and in the people who work there.

We believe that a well-informed and skilled workforce is essential for the growth and success

Our training programs are designed to be engaging and interactive, ensuring that our employees not only learn but also enjoy the process. We believe that a well-informed and skilled workforce is essential for the growth and success of our company. By investing in our employees' professional development, we create a strong foundation for innovation and excellence within Stefanini Group.

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

2018	2019	2020	2021	2022	2023
30%	40%	60%	60%	70%	78%
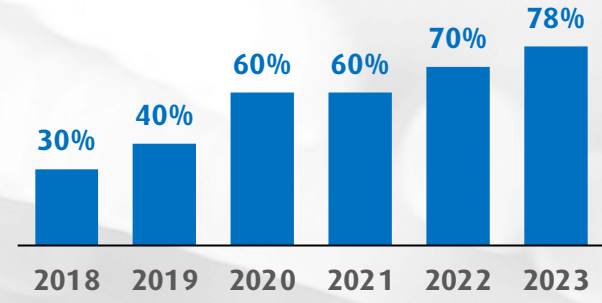
% of all operational sites certified to ISO 14001, EMAS or other environmental management standard

We have implemented global standards practices such ISO 14.001 in all regions. All regions are certified in ISO 14.001

GRI : 306-1

Waste Management

Stefanini's waste management is a structured and integrated process that seeks to minimize environmental impacts, ensuring legal Compliance with local laws when disposing waste, and promoting ESG principles in all its operations.

Through a robust environmental management system, Stefanini reaffirms its commitment to environmental protection and socio-environmental responsibility.

100% of all Waste is sent to proper disposal, according to local laws and regulations of each country Stefanini operates

The company's initiatives are designed to improve operational efficiency, reduce costs associated with improper waste handling, and enhance the overall sustainability of its operations, ensuring the safety and well-being of employees and the community.

Common waste, including organic, recyclable, and non-recyclable materials, are properly stored until collection day.

Non-recyclables, electronic waste, batteries, and similar items are stored correctly collected by contracted suppliers for proper disposal and decontamination when necessary, according to local laws and regulations.

Materials that are in a good state of use and conservation are reallocated to new professionals or **donated to Stefanini Institute, where they will be part of the teaching aid for Young People and Adults seeking a professional career.**

Impacts on Climate Change

Our commitment to environmental sustainability is essential in the face of growing concerns about climate change. We recognize the impact of using electrical energy, which can cause a greenhouse effect, and gases used in air conditioning systems, which can affect the atmosphere, causing climate change.

To address these concerns, we have implemented a comprehensive environmental policy that sets clear goals to reduce our carbon footprint and conserve natural resources. We believe

that every small step towards sustainability can make a big difference in mitigating the impacts of climate change.

Our environmental performance indicators are designed to monitor our progress and ensure that we are on track to meet our sustainability goals. We conduct periodic assessments to identify areas where we can improve and implement changes to reduce our environmental impact. We are committed to continuous improvement and strive to be a leader in sustainable business practices.

GRI : 306-1

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

"Changing consumption patterns is essential for reducing our environmental impact"

Energy

We prioritize the use of sustainable sources whenever possible.

At Stefanini, energy is crucial for the execution of our services

Our environmental commitment is reflected in practices aimed at improving energy efficiency and reducing consumption across all our operations. We have implemented measures such as replacing fluorescent lights with LEDs, installing motion sensors, and using solar energy in some of our offices.

Additionally, we promote energy-saving awareness among our employees. We conduct training sessions and internal campaigns that encourage practices like turning off equipment when not in use and maximizing the use of natural light, even for those who work from home.

We believe that using sustainable energy sources and practicing energy efficiency **are essential for minimizing our environmental impact and promoting sustainability.**

GRI: 302-1; 302-4

We are committed to educating and inspiring our employees to adopt practices that contribute to environmental preservation. Together, we can achieve a more sustainable future.

The amounts are collected through energy bills made available by energy distribution networks globally.

BRAZIL

Year	Mw/h	CO2 (t) Emissions
2021	7.440,024	940.543
2022	6.859,147	867.110
2023	6.623,440	837.313

For Brazil the total energy consumption reported shows a reduction of 7.75% between 2021 and 2022 and a reduction of 3.41% between 2022 and 2023, totaling a reduction of 10.90%.

Latin America

Year	Mw/h	CO2 (t) Emissions
2021	65,000	5.310
2022	65,500	5.351
2023	66,803	5.457

The numbers shows an increase of 0.77% between 2021 and 2022 and an increase of 1.99% between 2022 and 2023, totaling an increase of 2.77%.

North America and APAC

Year	Mw/h	CO2 (t) Emissions
2021	236,198	124.000
2022	235,858	123.822
2023	226,304	118.806

In North America and APAC the total energy consumption reported shows a reduction of 0.14% between 2021 and 2022 and reduction of 4.05% between 2022 and 2023, totaling 4.19% in the period from 2021 to 2023.

EMEA

Year	Mw/h	CO2 (t) Emissions
2021	250,50030	0,0980
2022	210,30080	0,0823
2023	208,12799	0,0815

The total energy consumption reported shows a reduction of 16.05% between 2021 and 2022 and a reduction of 1.03% between 2022 and 2023, **totaling a reduction of 16.88%.**

Most of the regions present signs of reduction in the numbers, even though our presence in the offices have been more frequent. The total of reduction was 31%

We are still mapping all our sites consumption data to improve data for next years in every region. Some data were approximations.

% of renewable energy out of total energy mix

40%	50%	53%	57%	64%	72%
2018	**2019**	**2020**	**2021**	**2022**	**2023**
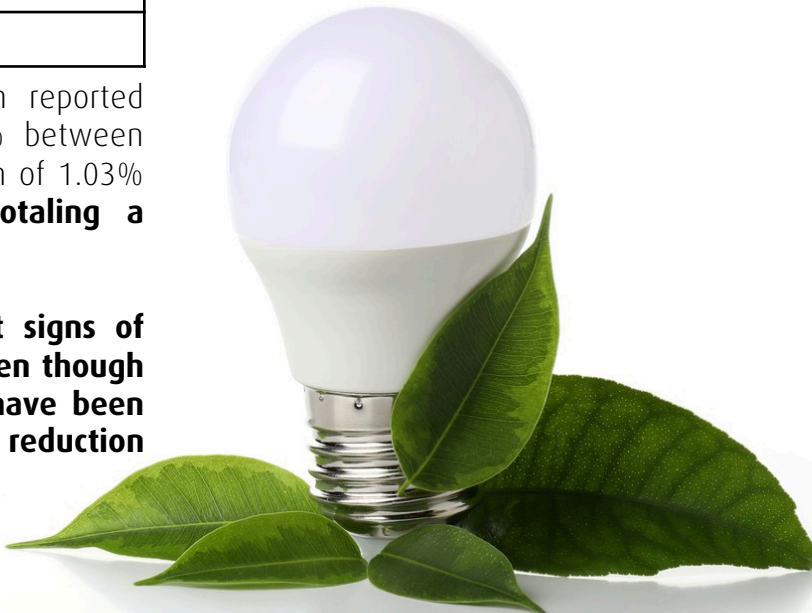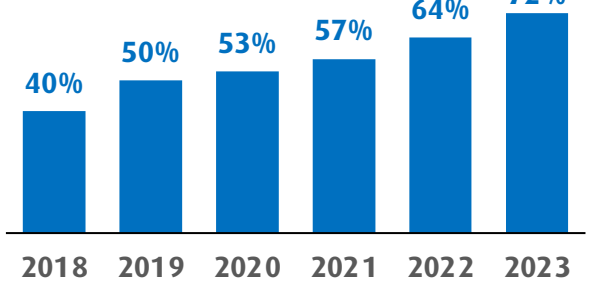
Water

At Stefanini, the conscious use of water is a priority within our organization.

We understand the importance of being sustainable, and for this reason, we have implemented various actions to preserve this vital resource.

Our commitment to the environment includes raising awareness among our employees about the importance of using water responsibly.

We promote training and internal campaigns that encourage sustainable practices, such as reducing water consumption and using it efficiently in all our operations.

We encourage everyone to engage in simple practices, such as avoiding waste, promptly fixing leaks, and using water-saving devices. These actions not only contribute to the conservation of water resources but also promote a more responsible and sustainable work environment.

GRI: 306-1

We believe that awareness is the first step towards change, and that is why we continue to educate and inspire our employees to adopt practices that contribute to environmental preservation. Together, we can make a difference for a more sustainable future.

All of our offices release domestic effluents, with no industrial effluents. The products used to clean office utensils and areas are residential in nature.

Effluents are discharged into public sewage networks and treated by the responsible public body in all locations where Stefanini offices exist.

Water Stress	BR	LATAM	EMEA	NA/APAC
Extremely High (>80%)	0	4	6	4
High (40-80%)	2	2	2	2
Medium - High (20-40%)	10	2	4	2
Low - Medium (10-20%)	12	3	2	1
Low (<10%)	9	3	4	4
Arid and Low Water Use	0	1	0	0

The tendency is to increase consumption due to the increase of employees and presence in the offices

Region	2021	2022	2023
BR	8.682	15.834	15.292
LATAM	0.000324	0.000325	0.000326
EMEA	0.700	0.690	0.636
NA/APAC	1.940	1.851	1.770

In 2022 Water consumption increased by 82.40% in Brazil, 0.31% in LATAM, and decreased by 1.43% in EMEA and 4.59% in NA/APAC.

In 2023 Water consumption decreased by 3.42% in Brszil, 7.83% in EMEA, 4.38% in NA/APAC, and increased by 0.31% in LATAM.

This increase in numbers was due to the employee's return to the offices, once we are working in a hybrid mode.

% of reduction per capita of water consumption

Year	Value
2018	2%
2019	5%
2020	PANDEMIC
2021	PANDEMIC
2022	18%
2023	27%
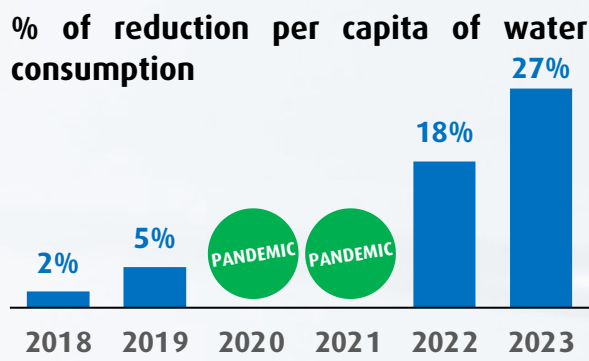
Emissions

We know the importance of being sustainable, and for that reason, it's part of our actions to invest in environment preservation and always co-creating solutions for a better future.

We have 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 **CDP SUPPLIER ENGAGEMENT RATING REPORT is B-in 2023.**

To calculate and manage our emissions, we use the GHG Protocol. Having our activities focused within administrative offices, without any industrial production processes, our emissions mainly come from energy use, business travels, water consumption and supply chain.

Stefanini, as part of its emission reduction actions, purchases energy to reduce greenhouse gas emissions generated by the use of electrical energy. The reduction was due to a reduction of consumption. The calculation methodology adheres to the principles of the GHG Protocol.

GRI: 305-1; 305-2; 305-3

Reduce of tCO2eq

67.92 tCO2eq
2023

79.10 tCO2eq
2022

257.63 tCO2eq
2021

132.08 tCO2eq
2020

Carbon footprint

🚗 Scope 1: Mobile Combustion   💡 Scope 2: Electricity   ✈️ Scope 3: Business Travels

Region	2021			2022			2023		
Scope	1	2	3	1	2	3	1	2	3
BR	4.809	940.540,0	41,40	71,11	867.110,5	311,0	994,17	837.313,2	427,8
LATAM	32,50	5.310,5	60,24	32,75	5.351,3	70,24	33,40	5.457,8	87,78
EMEA	3,89	0,980	10,0	4,0	0,823	200,0	4,3	0,0815	240
NA/APAC	2,70	124.000,6	0,190	3,00	123.822,2	0,250	3,53	118.806,5	0,305

Scope 1 and 3 have increased due to the due to the return of the employees to the activities in the office, traveling to clientes, and energy usage.

Scope 2 represents 99% of our emissions and shows signs of reduction due to the significant reduction of consumption.

LATAM 1%
EMEA - 1%
NA/APAC 12%
Representation per region of the total
BRAZIL 87%

GRI: 305-1; 305-2; 305-3
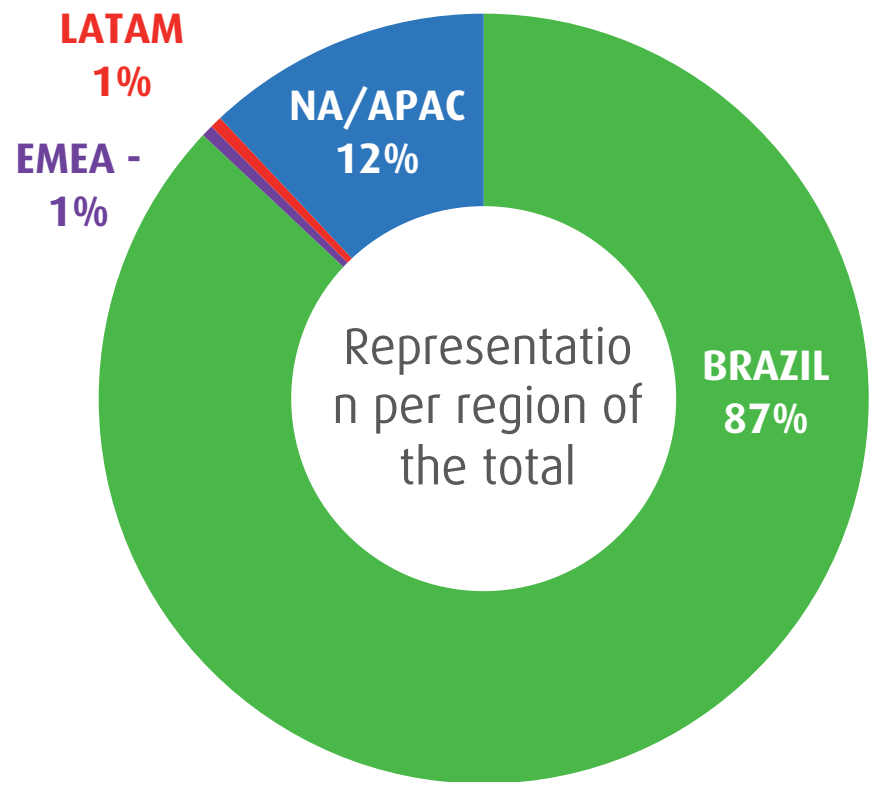
STEFANINI'S
GLOBAL ESG
REPORT 2023
Social

People & Culture

A new concept of Human Resources

Believing in people

The new concept of Human Resources came to increase the social responsibility and concern that the Stefanini Group has with its employees, addressing principles of Human Rights, Sustainability, Equality and Growth both of the professionals who are part of our Group and economic growth.

As a global company, diversity is our DNA.

In a world where diversity is an asset, we proudly stand on a multicultural foundation, driving innovation, client satisfaction, and employee engagement. As a result, our teams aren't just multilingual – they possess the cultural competence needed for global success.

Diversity, equity, and inclusion is a natural movement for us.

Gender Demographics

	WOMEN	MEN
2023	40%	60%
2022	34%	66%
2021	32%	68%
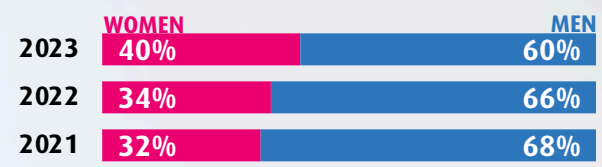
Aver. % of Turnover by month

	BR	LATAM	NA/APAC	EMEA
2021	4,4%	5,0%	6,5%	2,8%
2022	4,0%	4,5%	6,5%	2,5%
2023	3,4%	3,0%	5,6%	1,9%

■ 2021 ■ 2022 ■ 2023

People by age

(Chart values on axis: 0, 5000, 10000, 15000, 20000, 25000)

■ <30 ■ 30-50 ■ 30+

Employee by region

NA/APAC 13%
BRAZIL 65%
LATAM 14%
EMEA 8%

GRI: 2-7; 2-8; 405-1
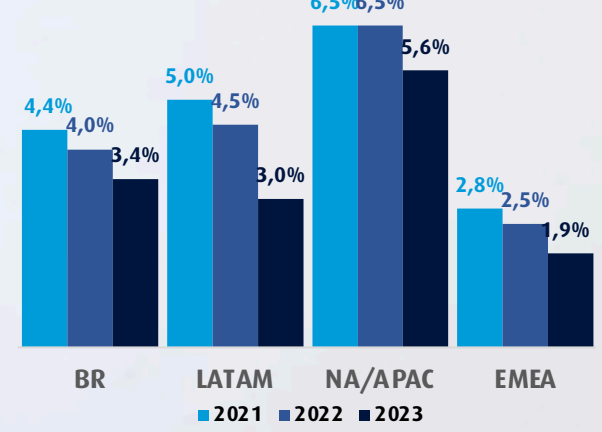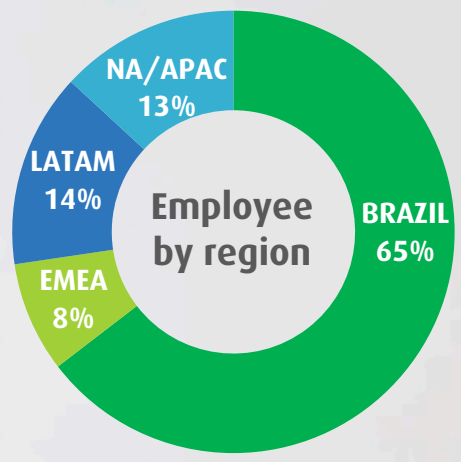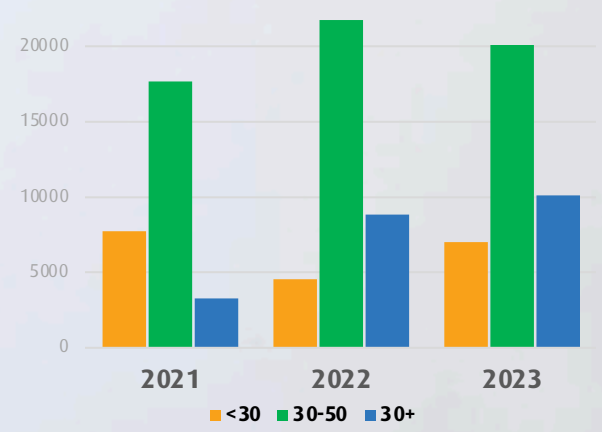
Our Global Demographics

We compiled these head count numbers with our Global People and Culture team with the use of our internal systems.

*Workers who are not employees: this category is for those who does not fit into the regular employee database, for example, those who perform work for the organization but are not in an employment relationship with the organization.

Year	2023								
Region	BR		LATAM		NA/APAC			EMEA	
Employees	14268	9752	4094	1428	3239	1504	31	1891	982
New hires	5255	2990	1668	431	1078	476	2	825	252
Permanent	13552	9175	2048	675	2968	1444	30	1889	982
Temporary	701	252	384	98	410	67	47	2	0
Not employees	417	125	1	6	139	7	46	337	28
Full time	12420	7258	4077	1424	3077	1428	29	1870	946
Part time	1830	2458	17	4	161	74	0	21	36
NG* hours employees	1758	928	584	209	410	67	47	248	205
Managers**	1057	676	200	111	313	143	2	246	205

Year	2022								
Region	BR		LATAM		NA/APAC			EMEA	
Employees	13780	9339	3541	1236	3136	1451	38	1660	912
New hires	5803	3354	1129	383	1540	767	15	865	303
Permanent	10532	6689	1835	625	2825	1365	37	1632	908
Temporary	748	150	237	82	452	95	71	28	4
Not employees	433	125	2	3	141	9	70	245	22
Full time	11943	6907	3527	1111	2979	1378	36	1620	880
Part time	1837	2432	14	4	155	71	0	32	40
NG* hours employees	1826	818	457	239	452	95	71	250	169
Managers**	1078	668	220	157	305	148	40	222	165

Year	2021								
Region	BR		LATAM		NA/APAC			EMEA	
Employees	10831	6667	3074	1129	3156	1425	28	1468	904
New hires	6508	4151	1190	695	1447	558	15	724	369
Permanent	9965	6484	2269	686	2903	1367	28	1455	897
Temporary	418	181	227	70	149	12	40	13	7
Not employees	191	34	7	3	149	12	40	226	25
Full time	8421	3911	3058	1126	2998	1353	26	1439	864
Part time	1960	2754	16	3	156	70	0	29	40
NG* hours employees	1408	1042	398	237	252	57	0	195	169
Managers**	990	861	171	167	309	136	30	182	162

● Women ● Man ● Others

GRI: 2-7; 2-8; 405-1

*Non-Guarantee hours employees   **Managers, Leaders, supervisors, vice presidents and directors

Stefanini's People and Culture Stategy
Creating Talent with an Entrepreneurial Mindset through Engaging Experiences

Our **Employee Journey**

Develop

Evaluate

Attitudes and **Behaviors**

Connect

Attract Talent → **Hire** → **Engage** → **Train**

Innovate with our Customers,
Make a Difference,
Lead by Example,
Act as an Entrepreneur,
Be Ethical,
Matching your Words with your Actions,
Respect and Believe in People,
Be Humble to Learn.

Recognize

Digital Culture Entrepreneur Mindset

Achieve Goals

Build Career

GRI: 405-1

Talent, attract and retain

Development, performance and programs

Some of our main initiatives to be one of the most innovative companies

At Stefanini, our onboarding process is comprehensive, featuring essential training in safety, environment, and compliance to uphold our high standards of integrity and responsibility. Our training and communication methods ensure that every employee understands and adheres to these policies, fostering a corporate culture grounded in ethical practices.

We offer personalized online training platforms that are both continuous and flexible, allowing employees to access content **anytime, anywhere**. This approach reinforces our commitment to integrity and responsibility while making training accessible to everyone.

We are dedicated to empowering employees and fostering continuous learning to drive personal growth and organizational success.

GRI: 405-1

Globally, we provide a variety of programs, including courses, lectures, and training tailored to market needs, ensuring the ongoing improvement of our People and Culture processes.

Our **Performance Cycle** leverages program management and the **9-box methodology** to transform assessments into growth opportunities. The Talent Showcase helps us reallocate employees to new opportunities. **We prioritize reskilling and upskilling** through internal training programs and offer leadership development at various levels.

Recognition at Stefanini is based on performance, skills, and results, celebrating those who exceed expectations, ensuring they feel valued and appreciated.

The Corporate Lab supports the growth of our corporate team with relevant training and practices. We integrate skills training into onboarding and ongoing development, using feedback and performance assessments to identify needs.

Benefits

Among our benefits, we have items such as health plan and other heath benefits, life insurance, day care assistance and meal vouchers, among others.

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

Partnerships

We seek to provide a better quality of services, and to achieve this goal, we provide our employees with benefits and partnerships in the main categories.

In addition to the benefits, we also seek partnerships that are applied to employees. There are more than 12 categories offered, among them: educational partnerships, leisure, shopping and more.

Discounts, benefits, coupons and more available to our employees. Each country in which Stefanini operates has its own methodology for offering benefits to employees

Mentoring Program

The Mentoring Program by Stefanini Group is an exceptional career development initiative that offers a unique opportunity for employees to meet, connect, and grow within the company. This exclusive program is designed to foster connections in a light and inspiring manner by providing one-on-one mentoring sessions. It transcends geographical boundaries, supporting participants from all around the world, and operates in over five languages to ensure accessibility and inclusivity for the diverse workforce.

In 2023 we had more than 500 mentoring sessions

One of the key aspects of the program is the one-on-one mentoring sessions. These sessions allow employees to engage in personalized meetings with experienced professionals, fostering connections and allowing for the sharing of experiences and knowledge. This direct interaction provides employees with a unique opportunity to learn from high-experienced professionals, gaining valuable insights and guidance that can help them navigate their career paths more effectively.

The multilingual support offered by the program is also noteworthy. With the availability of over five languages, the Mentoring Program caters to the diverse linguistic needs of the Stefanini Group workforce. This inclusivity ensures that language barriers do not hinder employees from accessing the program and engaging in learning opportunities.

The Mentoring Program's emphasis on personal growth is crucial. By facilitating meaningful connections and providing employees with the opportunity to learn from experienced professionals, the program empowers individuals to achieve their professional goals and enrich their career journeys. This focus on personal growth aligns with the company's commitment to supporting its employees' development and success.

The accessibility of the program is another essential feature. Any employee can schedule a meeting with executives, managers, and specialists, making it easy for individuals to access the program and engage in learning opportunities. This accessibility ensures that all employees, regardless of their position within the company, can benefit from the mentoring program and take advantage of the resources it offers.

GRI: 405-1

Talent Review Process

The Talent Review Process is a critical component of our organization's talent management strategy. It involves a comprehensive evaluation of our employees' skills, performance, and potential to identify high-potential individuals who can contribute significantly to our company's success.

During the Talent Review Process, managers and leaders assess each employee's performance, skill set, and career aspirations.

Once high-potential employees are identified, managers and leaders engage in discussions about their career paths, development plans, and potential promotions or lateral moves. These discussions are designed to align the employee's career goals with the organization's strategic objectives.

The Talent Review Process also plays a crucial role in succession planning. By identifying high-potential employees and nurturing their skills, we create a pipeline of future leaders who can assume key roles within the organization.

GRI: 405-1

Career Development for High Potentials

Career Development for High Potentials is a crucial aspect of our talent management strategy. We understand that high-potential employees have the ability, motivation, and commitment to excel in their roles and contribute significantly to the organization's success. To nurture and retain this valuable talent, we implement a comprehensive approach to career development.

We work closely with our high-potential employees to create personalized career development plans that align with their goals and aspirations. These plans outline the skills, experiences, and competencies they need to develop to advance in their careers.

Our mentorship programs pair high-potential employees with experienced leaders and subject matter experts within the organization. Mentors provide guidance, advice, and support to help their mentees navigate their career paths, overcome challenges, and develop the skills required for success. This one-on-one relationship fosters a strong sense of belonging and loyalty, encouraging high-potential employees to remain with the company and contribute to its growth.

We offer coaching sessions to high-potential employees, focusing on developing their leadership skills, emotional intelligence, and ability to handle complex situations.

We provide high-potential employees with access to specialized training programs designed to enhance their skills and knowledge in specific areas. These programs may include leadership development, project management, data analysis, or other relevant topics.

We create networking opportunities for high-potential employees to connect with other talented individuals within the organization. These events foster collaboration, knowledge sharing, and the exchange of ideas, which can lead to innovative solutions and new business opportunities.

Regular performance feedback is essential for high-potential employees to understand their strengths and areas for improvement. Managers provide constructive feedback and guidance to help these employees grow and develop their skills. This feedback is incorporated into their career development plans, ensuring that they receive the support and resources needed to succeed.

Learning and Development Opportunities

Learning and Development Opportunities are a fundamental component of our talent management strategy, designed to support the continuous growth and development of all our employees.

We offer a wide range of learning resources to cater to the varied needs and interests of our employees. These resources include online courses, webinars, podcasts, and industry publications that cover a broad spectrum of topics, from technical proficiency to soft skills and leadership competencies.

We organize workshops and seminars led by internal and external experts to provide our employees with the opportunity to learn from the best in the industry.

Our eLearning platform offers a comprehensive suite of courses and modules designed to help our employees develop new skills and enhance their existing ones. These modules are accessible at any time and from any location, allowing our employees to learn at their own pace and convenience.

We offer targeted skill development programs that focus on specific areas.

Individual Development Plans (IDPs)

At our organization, we believe in the importance of nurturing talent and helping each employee reach their full potential. As part of our comprehensive talent management strategy, we encourage all team members, regardless of their potential status, to create an Individual Development Plan (IDP). This personalized roadmap serves as a detailed guide for employees to outline their career goals, identify areas for growth, and establish a clear path for achieving their professional objectives.

Employees are encouraged to set both short-term and long-term career goals, specifying what they hope to achieve in their roles and the organization. These goals can range from acquiring new skills and knowledge to advancing to higher positions within the company.

Each IDP identifies specific areas where employees need to focus on enhancing their skills, knowledge, or behaviors. The IDP outlines a step-by-step action plan for the employee to follow, which includes specific actions, timelines, and milestones to achieve their goals. This plan may involve training sessions, seeking mentorship and others.

Regular Check-ins and Feedback

Our organization recognizes the importance of ongoing communication and support in the professional development of our employees. Managers are encouraged to schedule frequent check-ins with their team members, typically occurring on a monthly or quarterly basis, to discuss progress, provide feedback, and refine development plans.

During these check-ins, managers and employees engage in open and honest conversations about the employee's performance, achievements, and areas for improvement. This dialogue helps employees stay aligned with their career aspirations and the goals of the organization.

The feedback provided during these check-ins is specific, actionable, and focused on the employee's development.

Managers use this opportunity to recognize and appreciate the employee's contributions, as well as to provide guidance on how they can enhance their skills, knowledge, or behaviors to better meet the expectations of their role.

Performance Management (9-box based)

At our organization, we have meticulously integrated our talent management processes with our performance management framework to create a seamless and effective system for employee growth and development. This strategic alignment ensures that all career development discussions are grounded in the concrete achievements and areas for improvement identified during performance evaluations.

By linking performance evaluations directly to career development opportunities, we establish a clear and tangible connection between an employee's contributions and their potential for advancement within the organization.

During performance evaluations, managers assess an employee's performance against their job responsibilities, goals, and expectations. They also identify areas where the employee has excelled and areas where they need to focus on improvement.

These evaluations serve as the foundation for setting realistic and achievable career development goals.

GRI: 405-1

Our 2023 Global numbers

+98%
Feedbacks Applied

4
out of 5
CSAT Employee

+35k
People trained

+800k
total hours trainings

200k
Accesses to Trainings

35+
Aver. hours of skills and career related trainings per employee

6K+
Mentorings conducted with workers

99%
Of Performance reviews Applied

6%
Of all employees recognized for performance that go beyond what is expected

To be successful, it is necessary to have proactive, agile, enterprising people who are willing to take risks. Therefore, it is essential to train and develop people.

For us, training is not a simple expense, but a valuable investment, both in the organization and in the people who work there.

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

2018	2019	2020	2021	2022	2023
39%	45%	50%	59%	70%	89%

GRI: 405-1
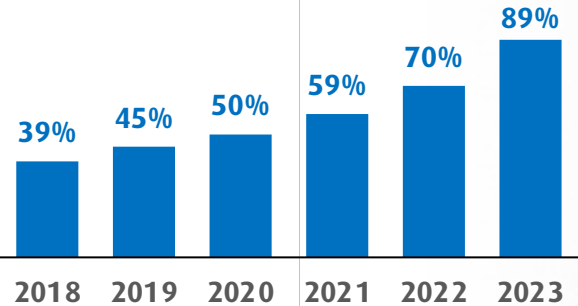
Occupational Health and Safety

We care about the health of our employees and how we protect them.

We understand that the awareness and training of workers are the main tools to prevent accidents, based on the Occupational Health and Safety legislation, internal procedures and requirements of our customers. To this we must add the application of collective and individual safety measures, immediate actions and management of occupational risks in the work environment.

We provide our employees with a safe work environment

Stefanini operates in the services market, carrying out intellectual activities in an administrative office environment.

As part of our commitment to occupational health and safety, we have implemented a robust process framework based on the ISO 45001:2018 standard, ensuring the best market practices.

OHS Global Policy

With activities focused on IT consultancy and advice, in line with its OH&S policy, ensures guidance, preserving physical integrity and health promotion, which are priorities in the planning and execution of its activities and must be the subject of continuous improvement and compliance with applicable legal requirements.

The employees responsible for the management of our business/activities support OH&S processes, prioritizing the consultation and participation of workers with an emphasis on promoting the health of all involved, taking immediate action on any activity that implies risks of this nature, eliminating hazards and reducing risks.

All employees must follow the policy of health and safety.

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

We have implemented global Standards such as ISO 45.001 in all regions.
All regions are certified in ISO 45.001.

Stefanini has identified and documented the expectations and needs of its stakeholders in its Occupational Health and Safety System, addressing clients, shareholders, public authorities, suppliers, professionals, and unions.

Engagement with stakeholders ensures the continuous assessment of impacts related to Occupational Health and Safety, promoting transparency, participation, and equity.

The company meets the stakeholders' needs in specific forums, with no conflicts of interest or prioritization. Stefanini complies with legal and regulatory aspects, monitors risks and opportunities, and tracks indicators to ensure a safe and healthy work environment for everyone. Committed to Occupational Health and Safety, Stefanini ensures that its processes meet the needs of all stakeholders.

We have implemented several key actions to ensure safety and well-being.

Through our ISO45001 management system, we conduct regular risk assessments and train our professionals in Occupational Health and Safety, Human Rights, and Diversity.

GRI: 403; 403-2; 403-3

We have implemented several key actions to ensure safety and well-being. Through our ISO45001 management system, we conduct regular risk assessments and train our professionals in Occupational Health and Safety, Human Rights, and Diversity. We have also established safety protocols, including fire extinguishers, fire detectors, and emergency exits.

To address negative impacts, we analyze workplace incidents to prevent recurrence, run health prevention campaigns for physical and mental well-being, and offer integration programs to reduce anxiety and stress. We also develop remediation plans for any health and safety incidents.

To foster positive impacts, we promote a safety culture through awareness campaigns, continuous policy reviews, and wellness programs that include physical activities and support for work-life balance.

GRI: 403-2; 403-3

Stefanini tracks the effectiveness of our occupational health and safety actions. We conduct inspections, collect incident and accident data, and carry out employee satisfaction surveys. We set clear goals, such as reducing accidents and absences, and assess progress through indicators and periodic analyses.

We incorporate lessons learned into policies and procedures, improve training, update policies based on audits, and encourage active employee participation in identifying and solving problems. These practices strengthen our OHS system and promote a safer and healthier work environment.

The health, well-being and safety of our employees is our number one priority.

Everyone has the right to a safe and healthy work environment, with appropriate rules and practices for reporting and preventing accidents, injuries and unsafe conditions, procedures or behavior.

At Stefanini, we conduct risk assessments to ensure a safe work environment, focusing on ergonomic risks in our offices. All employees receive annual OHS training. We regularly inspect, collect incident data, and perform satisfaction surveys to monitor safety.

By setting clear goals and updating policies, we continuously improve training and encourage participation. This proactive approach helps us maintain zero work-related accidents and fosters a healthier work environment.

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

Year	%
2018	40%
2019	50%
2020	50%
2021	60%
2022	70%
2023	90%
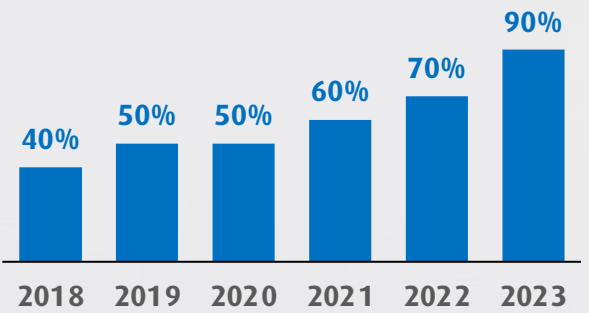
Stefanini maintains a safe and healthy work environment, supported by certifications and compliance with current legislation

Stefanini has an Occupational Health and Safety Committee monitors and advises on workplace health and safety, with representatives from various areas. It promotes risk management, holds regular meetings, analyzes unsafe conditions and accidents, and implements corrective actions, encouraging active employee participation. The committee ensures compliance with safety standards through strict document acceptance criteria and prompt handling of non-conformities. It keeps organized records and communicates clearly with all employees, aiming to create a safe work environment and foster continuous improvement.

Our ongoing commitment to occupational health and safety ensures that all employees can perform their roles in a protected and well-managed environment.

Most work accidents may occur due to bad posture, repetitive efforts, and during the commute, resulting in injuries, these injuries can include abrasions, trauma and mild sprains.

In the past 3 years there were no work-related injuries, those being: Musculoskeletal disorders, Carpal tunnel syndrome, Digital Eye Strain, Stress and Mental Health Issues and Hearing Problems

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

100%	100%	100%	100%	100%	100%
2018	2019	2020	2021	2022	2023
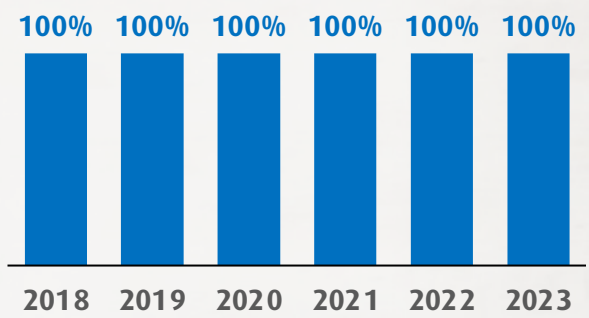
100% of all workers from Brazil are covered in Collective bargaining agreements.

In other countries, we follow local laws regarding working conditions.

GRI: 2-30; 403-2; 403-3; 403-4

Philanthropy

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

A focus on programs that have a powerful social impact.

Our different regions are constantly working to support their communities.

Founded in 2001 of one of the most important global providers of technology solutions, Stefanini Institute **Brazil** aims to prepare young people and professionals who are looking for one of its units.

. Throughout its existence, the institution helped teaching skills for tech-oriented career paths to students and adults, empowering them to improve their lives and their local communities. Also founding campaigns such as the Airton Senna Institute - Mc Dia Feliz, Solidarity Christmas, among many others.

In **EMEA** the mission to provide accessible education to underprivileged communities continues to outline the vision and strategy for the upcoming period.

This is reinforced by the national network we are part of, to protect and develop actions that integrate global sustainable goals.

We encourage new generations to discover more and explore topics of interest, promoting the growth and knowledge of young people from diverse communities.

Stefanini Cares in **North America and APAC** was developed to provide our 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 that include environmental preservation, health and fitness awareness, community development, disaster preparedness and relief operations.

Stefanini Cares supports the community through various initiatives. We package food for Forgotten Harvest, helping numerous families annually. We raised funds for the Cancer Institute and collected food for the Gleaners Food Drive, providing thousands of meals. We also sponsor the Trunk or Treat event, attracting many SE community members. These efforts reflect our commitment to making a difference.

More than **200.000** People trained

1.3M Community members impacted

65% Increase in quality of life after training

GRI: 413-1

When people are in need of opportunities

Stefanini Institute is the right place

Teaching the development of tech and soft skills

Helping people in the learning process

Providing them with the necessary knowledge

And becoming a professional in the tech industry

Also changing lives

STEFANINI'S
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