



Sustainability Report

2021



MESSAGE FROM OUR CEO

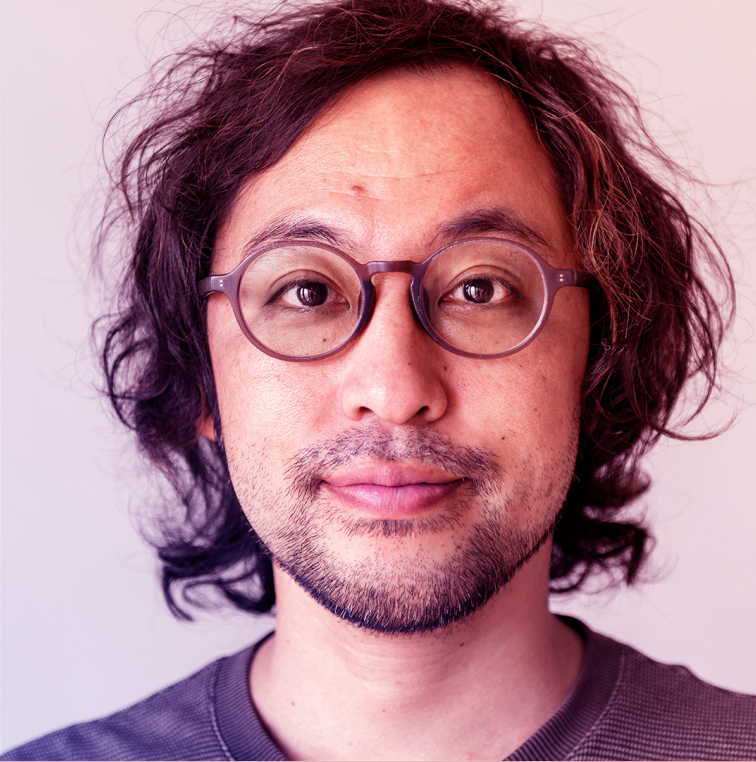
WE ARE QINTESS

We faced many challenges in 2021, a year marked by uncertainties but full of overcoming and victories. The emergence of vaccines against Covid-19 brought us hope, and we started to see the pandemic with a perspective of the future and global movement to overcome. Succeeding the lockdown flexibilization, Qintess opened its doors to welcome its employees, respecting safety and health measures, following the protocols established by the WHO (World Health Organization) and thinking about each of its employees.

OUR JOURNEY

As experts in digital transformation, we know that nothing replaces the human value. After all, we are a people company, made by people and for people. 3,400 hearts beat daily, thinking about improving the lives of our customers, partners, and employees.

To make our team go even further, we invested efforts in designing our offices in São Paulo and Fortaleza. Our offices were created to bring the best work experience and give more space to creativity and a sense of belonging. We strengthened the Qintess Academy and reached more people through our program. Education is a fundamental pillar of the transformation we want for the world.



Valuing our team and reflecting on our ESG culture makes our performance a continuous cycle of positive socio-environmental impact. Our Academies show the power of knowledge and the evolution of different skills, impacting more than 290 employees in one year.

It is possible to perceive a positive return in our employees, customers, and society. Success results from the team's social responsibility and culture of empowerment. Contemplating the outstanding cases, such as Caixa Econômica, BNB, and SAEB, makes me sure that we are on the right path and that we will achieve our goals and commitments to the Sustainable Development Goals of the UN. With our mission, vision, and mindset, driven by our training and innovation structure, we overcame a challenging year with great results and impacts on our customers.

Our growth mindset will take us further, even faster, with the multiplication of our knowledge.

As the Haitian proverb says, "beyond the mountains, there are mountains." We overcome challenges with the certainty that new ones will arise, and we will be even better at climbing higher and higher.

We are Qintess.



NANA BAFFOUR

CEO, Chairman & Chief Culture Officer

Nana Baffour is an experienced investor with expertise in technology-enabled businesses and a passionate entrepreneur. It has a proven track record of growth inspired by innovation, managing turnarounds, and creating shareholder value. He is a global management executive with operational experience in companies worldwide.

Over the past 17 years, Nana Baffour has led major acquisitions: Vertex Data Science from United Utilities Group PLC, DMW Systems from Tomkins Plc, Consonus Data Center from Questar Gas Corporation, and Strategic Technologies from GE Capital, among others.

Nana Baffour holds a BA in Economics from Lawrence University, a Master's in Economics from the University of North Carolina, and an MBA from the Stern School of Business at New York University. He attended London Business School and is a Chartered Financial Analyst (CFA®).



WHO ARE WE

THE NAME ORIGIN OF QINTESS

The origin of our name is full of meaning; Qintess is inspired by the English word quintessence (the quintessence), the most perfect example of its type, the most perfect embodiment of something. It refers to the highest or best, which is essential. A solid statement to project our vision of the future and what we are becoming is necessary to sustain the success of the businesses we connect to.

OUR VALUE PROPOSITION

The union of strategy, design innovation, and technology expertise, connected by a bold mindset, supports organizations in the digital transformation movement that today's world demands, guided by the best customer experience. Our service platform grows and adapts more and more in line with the challenges of the world and our customers.



OUR TIME

We got here by the strength of our people. The combination of expertise and passion for serving our customers has created a team that, more than knowledge has concrete achievements in delivering solutions that work and bring results. We are a source of ideas that transform people, transforming how we do business.

VISION

“To become the strategic choice of the best companies in the world.”

The world calls for quick answers. Whoever works with a clear, flexible strategy to compete in the market wins. Bold, fast, accurate, and informed decisions are critical to the success of any company. This is how we work alongside our customers. We focus our efforts on the best and those with the most significant will to win.

We want to be part of our client's legacy and make a relevant contribution to their achievements.

MISSION

Lead digital engineering practices focused on helping clients on their journey to building sustainable companies through a digital transformation using innovative strategy, design, and emerging technologies with a genuine focus on ESG.



OUR VALUES



WE ARE CUSTOMER OBSESSED

We work from our client's perspective, and our work is focused on our client's success. We created a people-to-people relationship, the best way to connect technology and people.



WE ARE RESILIENT

These attitudes allow us to attract and retain talented people in their areas of expertise. We look for the best, so we become better every year and never stop believing.



WE ARE TALENT ORIENTED

People are our potential; we create an innovative and challenging environment with growth opportunities and development. We lead people to deliver their best and reward them for all results. We promote healthy working relationships, always valuing diversity, equity and inclusion. Challenges drive us, face changes positively, and adapt simply to any situation. For Qintess, challenges are steps to overcome and our constant evolution.



WE HAVE GOVERNANCE & SUSTAINABILITY

Leadership is essential for decision-making and transparency. Therefore, we are committed to social responsibility, sustainability, and our employees, partners, and our communities. We deliver value to all our stakeholders and place ESG at the heart of our business, with a defined operating standard and KPIs that allow us to monitor all aspects of our business.



OUR MANIFEST

The obsession with innovation is Qintess's drive and the reason we go far beyond technology. Through intense collaboration, compassion, and an entrepreneurial attitude, we promote positive transformations and build our future.

We consider four fundamental elements for everything we do: employees, society, clients, and shareholders.

The sum of these elements results in what is most accurate, essential, and relevant. We work to create an egalitarian society with our ecosystem and a multicultural, multidisciplinary, genderless, and ageless team. The desire to generate value leads us to unexplored paths and guarantees us the adaptability, consistency, and security necessary to evolve. This is how we create new opportunities, with our purpose guiding us and leaving a relevant legacy.

We are Qintess.



HOW WE DO IT

OUR PEOPLE ARE OUR DIFFERENTIAL

Our Vice President is responsible for defining the company's strategy and supervising and implementing the decisions. With the effort directed towards promoting the values of Qintess, the entire strategy is based on sustainability and social and environmental aspects.



OUR NUMBERS

- 8** BOARD MEMBERS
- 9** REGIONAL LEADERS
- 4** TECHNICAL DIRECTORS
- 7** STRATEGIC LEADERS
- 3** CIM MEETINGS – INNOVATION COMMIT MONTHLY MEETING
- 6** CEI – INNOVATION PREPARATION COMMITTEE
- 50** DEAL REVIEW MEETINGS
- +35** FINANCE AND PAYMENTS COMMITTEE MEETINGS
- +35** STRATEGY COMMITTEE MEETINGS
- +200** BOARD MEETINGS
- +240** SCALE-UP MEETING WITH QINTESS'S LEADERSHIP AND MANAGEMENT



ABOUT US



GET TO KNOW OUR BOARD

MANAGEMENT TEAM

CEO & CHIEF CULTURE OFFICER

It is responsible for the company's strategic leadership, management of resources and general operations of the organization, acting as the central point of communication between the operational and the board of directors.

CHIEF OF STAFF

Responsible for coordinating the back office activities of the entire company, supporting executives and leaders in the daily execution of tactical and operational actions, and acting as a liaison with the Chairman. He is also responsible for our mergers and acquisitions process and strategic initiatives.

CHIEF FINANCIAL OFFICER

Responsible for leading the organization's financial area strategy and applying the best efficiency practices in the international scenario.

CHIEF CLIENT OFFICER

Leads the company's delivery structure and has the challenge of redesigning offers, connecting them even more with its new business model. Its objective is to support the sustainable growth and evolution of the solutions offered to the market through a consultative sales strategy and high-added value projects focused on the client's business. Working to verticalize the offers according to the demands of each location.

STRATEGIC PRACTICES – SALESFORCE & CYBERSECURITY

Responsible for the development of new practices strategies for the company focused on Customer Experience using a Sales Force and a broader Digital Transformation approach, ensuring the security of digital solutions through Cybersecurity.

CHIEF TECHNOLOGY OFFICER

Responsible for all aspects of digital technology and innovation of the company. Focused on developing internal and external projects with our customers, always thinking about how Qintess can innovate and include ESG in each project.



WHAT WE DO

Our successful trajectory and outstanding achievements position us as one of the leading players in Business Transformation.

WE TRANSFORM MINDSETS

The objective is to generate a disruptive business model reinforced by internal culture and training programs, making sustainability our standard to generate value for our client’s businesses and society.

WE CONNECT TECHNOLOGY AND PEOPLE

We simplify technology and offer the best of it to our customers. Our focus is on business transformation through innovation and creating out-of-the-box solutions.

WE DELIVER VALUE

We delve deeply into our client’s business challenges, understanding their complexity and strategy to generate value by delivering customized solutions and improving efficiency and productivity.

“ We have solid values, goals and commitments. Therefore, ESG is the main pillar of our transformation and drives how we want to transform our society.”

Nana Baffour

CEO, Chairman & Chief Culture Officer

PILLARS OF ACTION

EXPERIENCE MANAGEMENT

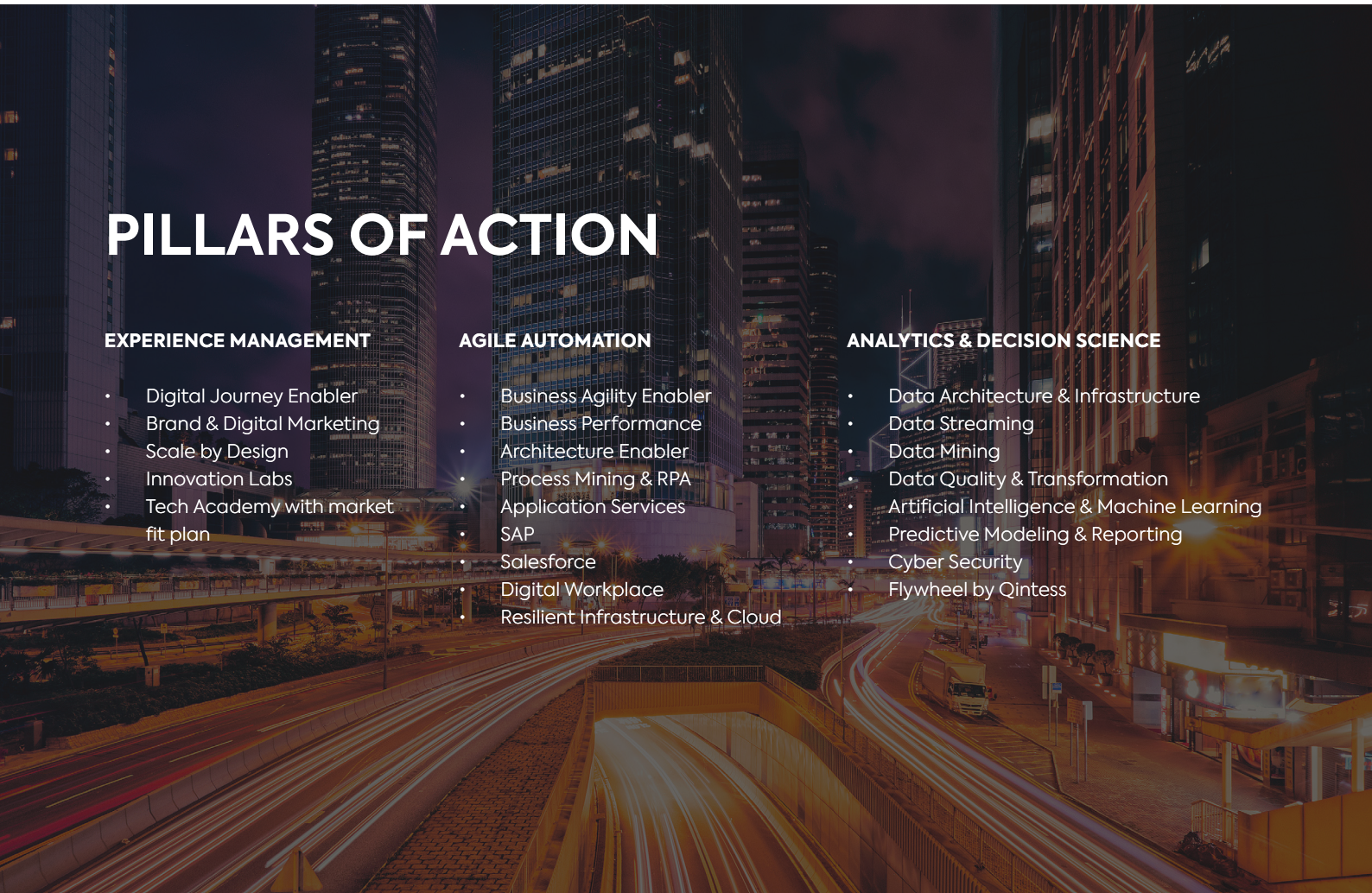
- Digital Journey Enabler
- Brand & Digital Marketing
- Scale by Design
- Innovation Labs
- Tech Academy with market fit plan

AGILE AUTOMATION

- Business Agility Enabler
- Business Performance
- Architecture Enabler
- Process Mining & RPA
- Application Services
- SAP
- Salesforce
- Digital Workplace
- Resilient Infrastructure & Cloud

ANALYTICS & DECISION SCIENCE

- Data Architecture & Infrastructure
- Data Streaming
- Data Mining
- Data Quality & Transformation
- Artificial Intelligence & Machine Learning
- Predictive Modeling & Reporting
- Cyber Security
- Flywheel by Qintess





HOW DO WE TRANSMIT OUR VALUES

- **Commercial training to identify direct and indirect impacts**
- **+10 Diversity Events**
- **+9 Diversity pieces and campaigns**
- **EGS Path**



DEAL REVIEW

During our meetings, we analyse proposals that will be taken to our customers and are presented according to the Deal Review Matrix of Qintess.

FINANCE AND PAYMENT COMMITTEE

This committee presents the Group's cash flow and discusses financial strategies that should guide Accounts Payable and Accounts Receivable. Also, pending payment and strategies to mitigate our customers' delinquency. The Commercial and Operations Directors and Account Managers are involved in the clients and VPS.

SCALE UP

R A daily 15-minute meeting with over 150 company leaders. We want them to be our agents of transformation, strengthening our foundations and engaging our employees so that we have a unique message connected to our purposes and objectives. Our objective is to bring speed to our alignments and allow our leaders to be connected.

STRATEGY COMMITTEE

A monthly meeting where we discuss the company's strategic agendas is discussed, and planning and macro-definitions of what should guide the day-to-day activities of the areas are carried out.

INTEGRITY COMMITTEE

This committee is being established in the company to implement the Anti-Corruption Policy. It is Anti-Corruption Policy to establish an Integrity Program and thus ensure the existence of an effective process aimed at preventing, detecting and combating acts related to corruption and administrative improbity, directly and indirectly, in the company's environment or even outside it. The Integrity Program is a system that aims to comply with the Brazilian Anti-Corruption Legislation and its regulation. The methodology of its structuring and operation will be based on the ISO/IEC 37001:2017 standard to rationalize the identification, assessment, treatment, and monitoring of the risks of acts of corruption on an ongoing basis.



INNOVATION COMMITTEES

CEI - INNOVATION DEVELOPMENT COMMITTEE

- Participate in the biweekly meeting to prepare the Innovation Portfolio;
- Contribute to the construction of this portfolio of ideas with the contacts they have;
- Fostering innovation in Qintess' day-to-day activities;
- Receive exclusive technical training from QLAB.

CIM - MONTHLY INNOVATION COMMITTEE

- Monitor Innovation Portfolio and Funnels together with CEI + QLAB
- Preparation and Review of Qintess Strategic Drivers
- Analysis of Funding of Ideas
- Development of Challenges and Themes for Hackathons

ETHICS EXECUTIVE COMMITTEE

This committee discusses the rules relating to the integrity program and monitoring and reporting to the company's Integrity Council.

INVESTMENTS APPLIED

R\$ 855 MIL

Academies

+R\$ 100 MIL

Invested in Startups
acceleration programs

TRAINING

Through the personal and professional development of our talents, we will be able to go further. We enable devices and platforms for our people, so they can learn from our processes to know our values and align them with the same goal.

+R\$ 855 MIL

Invested in training opportunities

86.897 Horas (YTD)

Total training hours

1.164

Training programs

1551

Male

645

Women

7,5

Average of training
per hour/person



COMMITMENTS AND EXTERNAL RECOGNITIONS



WEPS

We remain committed to the UN Women's Empowerment Principles (WEPS) Global Compact, **focusing on increasing the number of women in technology and 50% of women in leadership roles.**



ETHNIC-RACIAL DIVERSITY STAMP

We renewed the Seal of Ethnic-Racial Diversity from the Municipal Secretary of Reparation of the Municipality of Salvador, renewing **our commitment to inclusion and ethnic-racial reparation within the environments of Qintess.**



LGBTI+ FORUM

We maintain the ten commitments created by the LGBTI+ Business and Rights Forum to combat **LGBTIphobia and inclusion within our environments**, in all our positions and operational levels, **with a greater focus on the inclusion of the Transvestite and Transsexual population in our domains.**



HIGHLIGHTS

2021

2021 EXPANSION TO THE AMERICAS AND EMEA REGIONS

The hiring of +300 professionals in the area of Analytics & Decision Science. Training of +290 employees through Talent Academies.

ETHNIC-RACIAL DIVERSITY SEAL

Qintess maintained the certificate from the Municipal Secretary of Reparation, from the City of Salvador, with the Seal of Ethnic-Racial Diversity, in the COMMITMENT category.

2020

REPOSITIONING AS QINTESS

Elected to one of the 100 most innovative companies in the country. Positioning for double-digit growth. Strengthening financial performance. Launch of a dedicated digital transformation structure. Acquisition of CSC BRASIL to creation of QADS.

2019

ACQUISITION OF RESOURCE IT

It has become one of the ten largest IT service providers in Brazil. Strong app platform. Market leader in financial services applications, development, and management.

2016

ACQUISITION OF THE DGS GROUP

Introduced UC and Digital Workplace to the portfolio. DGS gross margin improved from 24% to 46% and adjusted EBITDA from -15% to 38%. Monthly SG&A expenses were reduced by 29%. Launch of ESG as a strategic focus.

2011

NANA BAFFOUR

Nana Baffour acquired Cimcorp. It was repositioned as a service company. Significant increase in profitability. Development of new services related to cloud and virtualization.

1988

CIMCORP FOUNDATION

It became Sun Microsystems' leading partner in Brazil. Pioneer in the launch of ISP technology in the early 1990s. A pioneer in establishing complex trading platforms for the financial services industry.



TEAMS THAT DELIVERS

We are a multicultural and multidisciplinary team. A diverse group in culture, skills and stories.

Our job is to help people through technology and innovation. **We are people helping people, driven by challenges and our diversity.**

OUR NUMBERS

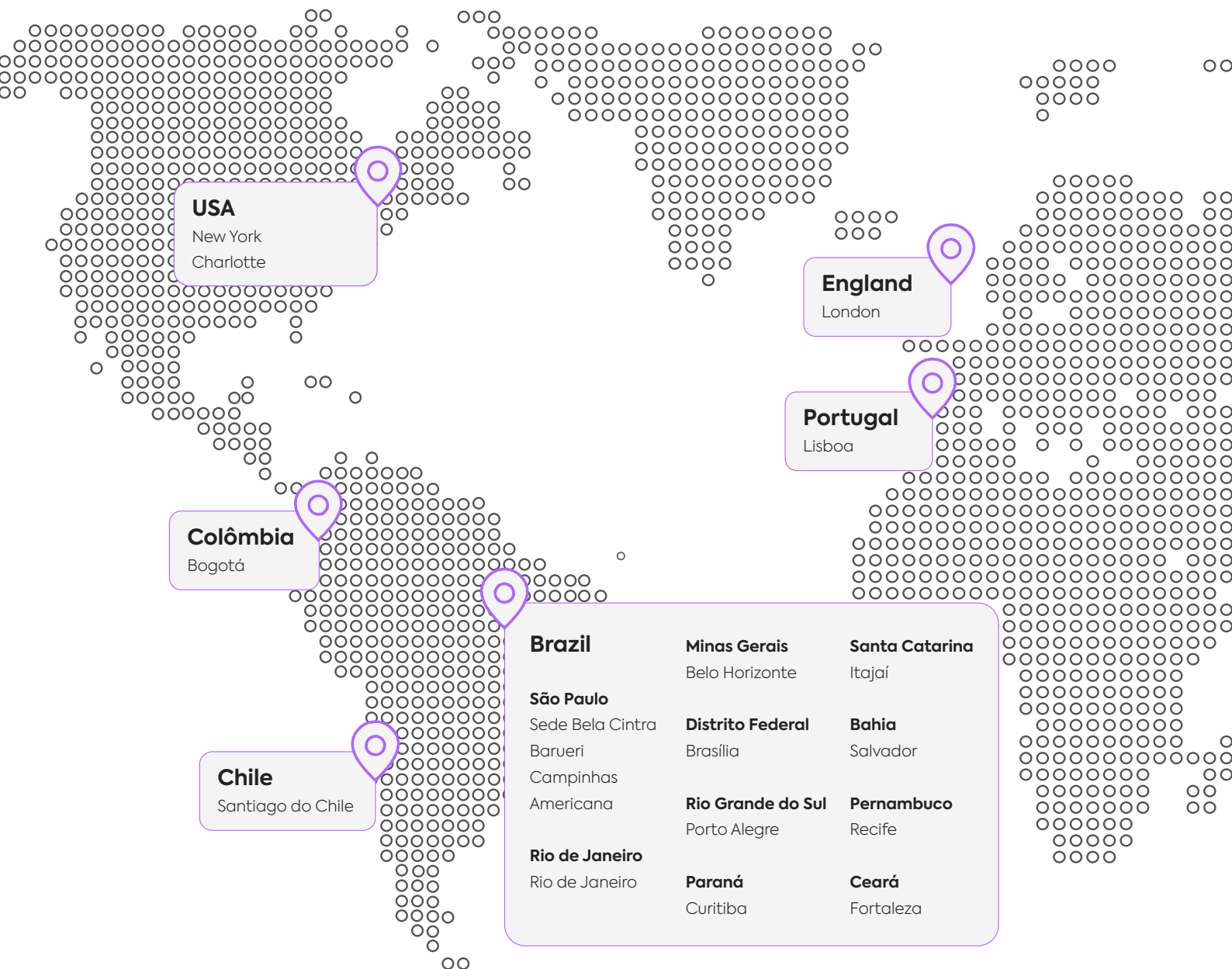
16
OFFICES

6
COUNTRIES

+32
YEARS OF EXPERIENCE

+2MIL
ACTIVE CLIENTS

QINTESS IS PRESENT IN 2 CONTINENTS:





PEOPLE MANAGEMENT

We work for a more inclusive organization and society; we believe that innovation results from different mindsets, contexts and experiences, and we invest and make room for the development of every single talent.

New ideas arise from people, and people need a free space to be who they truly are, to exercise creativity safely and with support to develop.

We have a highly qualified team that works from the perspective of customers in a People-to-people relationship, ensuring.

“ Diversity drives innovation.”

Nana Baffour
CEO, Chairman & Chief Culture Officer



WHERE ARE OUR TALENTS?



105 International employees

139

Number of hires whose **first job was at Qintess**

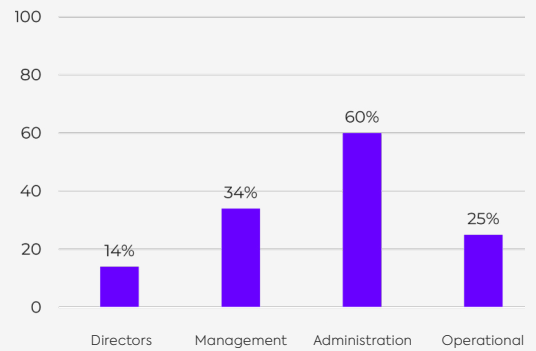
2 YEARS

e 9 months
Average retention

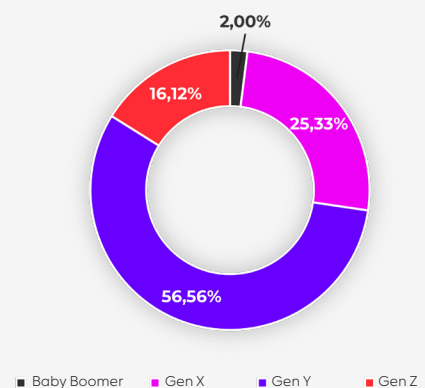
BRL 6.941,74

Average salary above market
BRL 5.517,23

WOMEN AT QINTESS



AGE GROUP OF OUR EMPLOYEES





TALENT RETENTION AND DEVELOPMENT

Employee retention starts from the first contact with Qintess, which is carried out transparently, presenting our values and missions to guarantee cultural fit and alignment with our identity and purpose. We count on the presence of Business Partners constantly, thus ensuring that employees feel that they belong, promoting endless meetings between it and the leadership and promoting individual actions.

At Qintess, we believe in the transformative power of technology and the people who make it happen. We build our innovative management platform through multiple programs and emphasize the Talent Academy as a great development initiative. We create a technical training framework aligned with design, agility, and soft-skills workshops. We launch our training through Hackathons, where the collaborators participate in a knowledge pathway to solve our customer's problems, create innovative solutions and optimize processes supported by expert facilitators. Or even work with start-ups from our acceleration program in complex business problems.

OUR DEVELOPMENT PROGRAMS:

QEEP MOVING

A program that allows our employees to apply at any time to any position open inside of Qintess. To find opportunities for growth in the organization. In addition, it allows us to fill critical contract positions quickly, offering these opportunities primarily to our internal talents.

TALENT ACADEMY

Is a high-impact program with drive ESG drive. We offer employees a training path within our innovation framework following their evolution since the selection – creating affirmative and diverse groups focused

on impact purposes. In addition to the educational opportunity, we include practical activities through a hackathon and several technical and business skills to complement their training, such as Design Thinking and Agile Methods. All participants will have follow-ups with mentors who will contribute to the development of our students through challenges, adaptation, and growth. By monitoring the performance data of each talent and, mainly, those in situations of vulnerability, we can operate and materialize our ESG impact inside of Qintess and for our clients.

QLAB

The Intrapreneurship platform to identify opportunities and ideas, making our portfolio more innovative and revolutionary! All that with the collaboration of our teams.

CULTURAL ENGAGEMENT

Connecting employees from different squads and areas of expertise to discuss matters of common interest. Cultural Engagement and discussion groups for those who work or are interested in diverse practices that promote continuous development. This channel aims to share deep knowledge in a collaborative, interactive, and dynamic way.

WORKPLACE

In September/2020, we launched our Workplace communication and interaction platform to accelerate development and training paths to our people, centralizing and facilitating access and interaction. Our aim was to create a channel of communication open to everyone. In the platform, we established 'Chapters' where people could help each other and exchange experiences and knowledge.



HOW WE MEASURE OUR ENVIRONMENT:

Project thermometer: Survey was carried out through an online questionnaire and interviews. Identifying the level of satisfaction of our people concerning physical infrastructure, work tools, the relationship between peers and the manager, and the status of general satisfaction with Qintess (NPS).

Happiness Radar: Mapping people's satisfaction concerning company processes. Conducted through individual or group sessions where each professional positions their level of satisfaction concerning some pillars: career, team, deliveries, process, and tools. The results are presented to management with suggestions for actions to improve the identified themes.

FRINGE BENEFIT



- HEALTH CARE
- DENTAL CARE
- LIFE INSURANCE
- FOOD TICKET
- METRO/BUS TICKET
- CHILDCARE ASSISTANCE
- MATERNITY/PATERNITY LEAVE
- COURSES TELETRABALHO FLEXIBLE WORK JOURNEY
- PSHYCOLOGICAL SUPPORT *
- PHARMACY AGREEMENT
(Discount for prescribed dugrus).
- LINCARD
(A virtual card where our employees enjoy a series of advantages and discounts in theatres, cinemas, restaurants, bookstores, gyms and others).

At Qintess, employees have all the benefits provided for in collective agreements and conventions in the country.



The benefits and incentives we offer are differentiated with a legitimate concern for our people. We have a range of benefits, from psychological care to partnerships with universities for discounts at undergraduate and graduate levels.

In addition, we have our internal programs, Qeep Moving and Academy, which allow all employees to apply for any open position, shaping the growing movement of our employees. Professionals under the Recife Union and on maternity leave continue to receive our subsidized meals during their leave period.

All employees are eligible for maternity/paternity leave, including adoption, except for interns positions in which the contract is carried out between the college and the company, the so-called Internship Scholarship.

In 2021, we extended maternity leave to 6 months and paternity leave to 15 days. An agreement between the parties makes it possible to work from home.

Through an extra hours compensation system, all our employees can organize themselves in the best way to take care of their personal issues and compensate for the difference in hours worked on agreed days, exchange days off, and other flexibilities pre-agreed with their manager.

*Eligibility and rules following regional regulations and described in our internal policy guideline



OUR NUMBERS

2021

7 maternity leave
26 paternity leave

2020

12 maternity leave
10 paternity leave



QINTESS ESG STRATEGY

Among the significant differentials are our obsession with innovation and our passion for transforming business. We are an excellent centre for generating impact throughout our ecosystem.

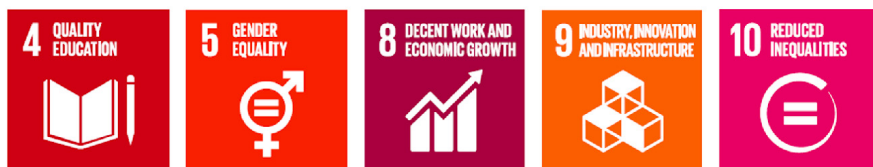
We constantly reinforce in our culture that: more than technology, innovation or digital solutions, Qintess is a people-to-people company and focuses its work on them and, for them, the desire to grow and reinvent itself. From this culture, we built our goals to become an ESG Tech. Our main driving force is sustainability and social impact, which is why we have a solid strategy that permeates all business areas and decision-making processes.

We contribute to a more egalitarian society through our programs. We have partnered with several organizations for diverse populations and to include people from vulnerable groups in the labour market. Those projects show our values, drive for social inclusion, vision on the environmental issues, and developing solutions to the main local and global challenges, multiplying our actions by our ecosystem of partners and customers.

Get to know our sustainability strategy pillars and all the projects that drive them:

PEOPLE 4 GOOD	A TECNOLOGY 4 GOOD	PARTNERING 4 GOOD
<p>Our values guide our people, committed to them and our culture, ensuring the materialization of our impact.</p> <p>We believe in an egalitarian society for all. This is how we act to generate positive impacts for people and through people throughout our ecosystem.</p>	<p>We are convinced of the transforming power of technology. We offer practical solutions to the main challenges of today.</p> <div style="background-color: #000080; color: white; padding: 5px; border-radius: 10px; text-align: center; margin: 5px 0;"> 10% of projects with a positive impact (Percentage of ESG concerning total sales in 2021) </div> <div style="background-color: #000080; color: white; padding: 5px; border-radius: 10px; text-align: center; margin: 5px 0;"> 47% of billing with direct positive impact (2021) </div>	<p>We collaborate with our ecosystem to include, innovate and act for the climate.</p> <div style="background-color: #000080; color: white; padding: 5px; border-radius: 10px; text-align: center; margin: 5px 0;"> R\$10m invested in partnerships (2025) </div>

LEADING INTO POSITIVE TRANSFORMATIONS AND CONTRIBUTING TO THE SDGs





PEOPLE 4 GOOD

We believe in a fairer and more equal society for all. We will work to generate positive impacts inside and outside our company. We aim to act directly focus on our choices of business – often through opportunities for vulnerable populations, elders (over 50

years old, with employees over 70 years old who continue to contribute). Training for professional development and new opportunities for talents with greater engagement during our in-house mentoring projects, thus equalizing our workforce and achieving more diversity and inclusion in all spheres of Qintess. We improve and continue to invest year after year to achieve these commitments.

TALENT ACADEMY

Our structured training program includes soft skills and technical training with certification. Also, practical application of skills – such as design thinking, agile methodologies, innovation frameworks, and foreign languages, among others – mentoring and traceability for measuring the ESG impact generated from the class selection. We are proud of the results achieved and seek to further expand our ‘Long Life Learning’ culture to our clients and partners.

- Almost 300 employees trained in 2021.
- Employees from our Academy that achieved average salary growth of 117% after one year.
- Prioritization of talents classified in a situation of vulnerability or populations that are underserved by the labour market.

DIVERSITY AND INCLUSION

Our work for diversity and inclusion comprises gender, contraction and wage parity targets. We also want to double the participation of minority groups in our workforce.

R\$ 5.460,77

AVERAGE SALARY OF WOMEN

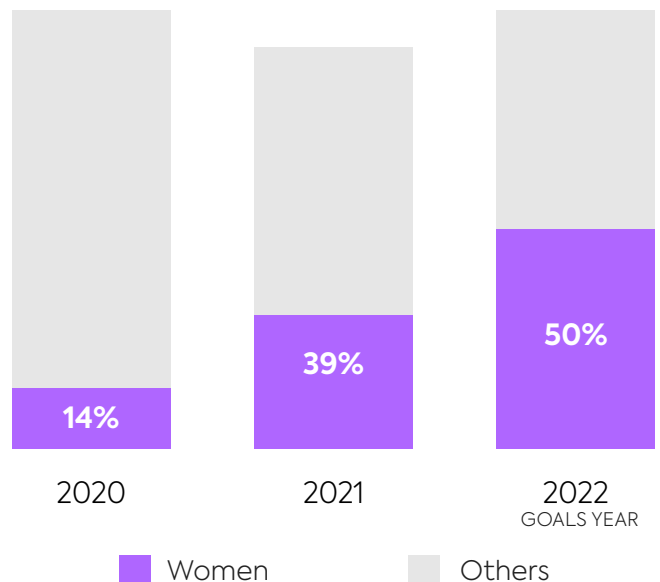
Compared to the average salary of men, R\$4,770.91. On average, women receive 14.45% more than men inside of Qintess.

DIVERSITY AND INCLUSION CELL

Launching in June, the cell’s objective is to make Qintess socially responsible, engaged with the community and more connected with employees. Proposing and generating safe environments for meetings and conversations where points of improvement and actions for expansion arise.

WOMEN VOICES QUINTESSENCE

In October, we launched our first affinity group intending to eliminate obstacles to the professional growth of women in the IT field and guarantee gender equality in our work environments and achieve, by 2022, 50% of leaders female.



So that equality is not just a number without materialization, decision-making must reflect the vision of diversity, equality and equity. From senior management to the employee at the end of the operation, we respect and promote these values.



OUR 2022 GOAL

50% of women in leadership roles

39% of women in leadership roles (2021)

14% of women in leadership roles (2020)



LGBTQI+ FORUM

We adhered to the 10 commitments of the LGBTI+ Forum, with the commitment to make our environments safe and inclusive for LGBTI+ people, understanding the specificity of this group and seeking alternative actions internally.

ETHNIC-RACIAL DIVERSITY STAMP

We were certified by the Municipal Secretary of Reparação, from Salvador City Hall, with the Ethnic-Racial Diversity Stamp, in the COMMITMENT category. In 2021, we worked hard to transform our environments, fighting racism and racial inequality, which will reflect in the other minority groups: Women, LGBTI+, People with Disabilities and Generations. We developed an action plan that encompasses several works, together with SEMUR, which raises awareness.

For that matter, we will restructure our processes and systems with a focus on equal pay, dialogue about racism and racial empowerment, and identify our people and monitor their development so that they can evolve internally in addition to hiring.

UN WOMEN

We signed the WEPs letter, committing to work for gender equity in our organization

#BE ANTI-RACIST

We signed ID_br's #sejaantiracista commitment, with a commitment not to eliminate and prevent any forms of racism internally, working with racial equity and seeking to increase our workforce internally, in the racial category, both in employee positions and in leadership.

We have partnered with 3 recruitment companies focused on including minority groups:

- **Kunla** is a player that empowers women mothers who live in vulnerability to recruit people from deprived neighbourhoods, which we cannot actively reach through our job postings.
- **MamaJobs** is a recruitment player based on the CVs of mothers who want to return to the job market and who find it difficult to return due to their maternity.
- **TransEmpregos** is the first employability project for transgender people in Brazil. The objective is to contribute to inclusive culture initiatives and efforts related to the recruitment, retention and promotion of professionals, in addition to promoting equal rights and diversity in the workplace.

DIVERSITY AND INCLUSION TRAIL

**Mandatory training for all employees*

We have a solid strategy that permeates all our business areas and decision-making within ESG values. For that reason, we have developed a track where we promote content with Diversity and Inclusion themes, working to raise awareness of issues of great importance to us.

Our Diversity & Inclusion Pathways include:

- Diversity & Inclusion | Explaining the concept and the importance of the theme
- Diversity & Inclusion | What is equity?
- Diversity & Inclusion | Unconscious Bias
- Diversity & Inclusion | Explaining Sustainability and ESG
- Inclusive Language | Reflection & Techniques Non-Violent Communication

QINTESS HABITAT

How we deliver Qintess values: A new office launched in 2021.

GOALS

- 100% recyclable waste with proper disposal
- Elimination of single-use plastic in offices
- Double participation in wellness programs
- +20% in the employee satisfaction index

OUR PEOPLE DESERVE THE BEST, MOST SUSTAINABLE AND MOST INCLUSIVE

- Our spaces and furniture will be adapted for people with disabilities
- Quality air circulation
- Contactless entrances and access (post-pandemic adaptation)
- Biophilia:
 - Brazilian plants suitable for indoor environments



- Maximum use of natural light
- Views to the outside
- Use of natural materials that reproduce sensory aspects of nature
- Organic shapes
- Mobility of tables for rotation of teams and people

Differentiated Spaces

- Collaborators' living spaces
- Decompression room
- Cafeteria
- Individual work areas
- Rooms for small meetings
- Collective workrooms with digital resources
- Places for food and hydration



Practices and use of spaces

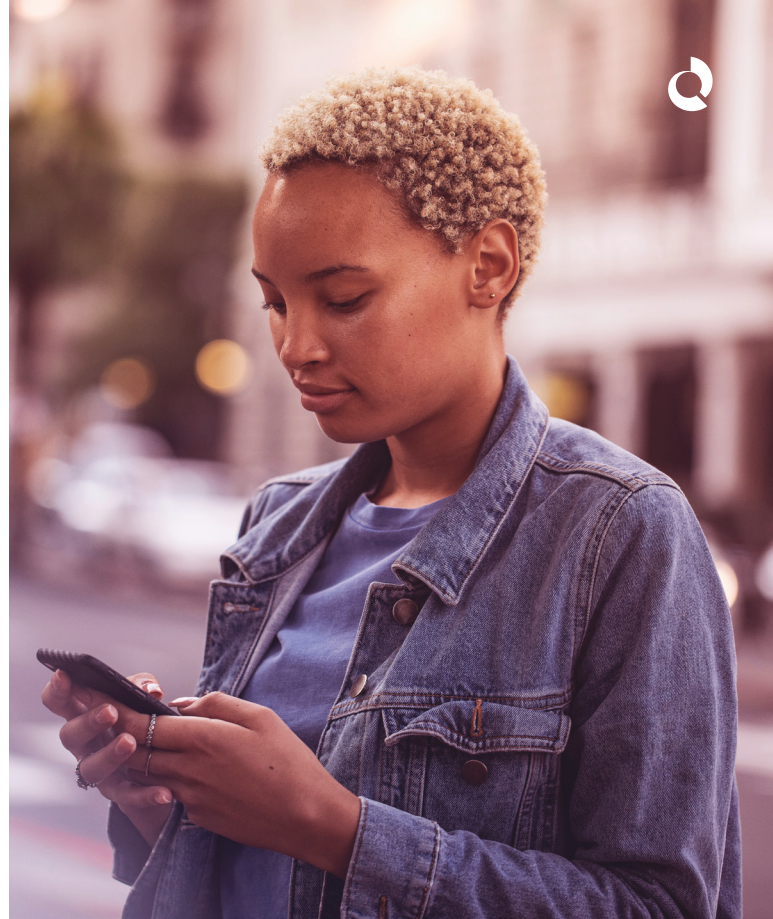
- Recycle bins and electronic materials
- Glass mugs and cups – zero plastic policy
- Controlled access to printers – reduce paper usage
- Modular control of the ambient temperature according to the use of spaces

COMMITMENTS AND INFLUENCES

Replicate and differentiate with our practices and values.

Economics of Change

Economics of Change is a global community and a Thought Leadership platform that aims to connect leaders from different countries. A space committed to discussing concrete actions for the future of the global economy and relevant topics such as climate change, social impact, digital transparency, and the contemporary challenges that are increasingly latent in society.



Qintess Mentoring Program

To enhance the journey of our employees to build careers of sustainable growth and also often update the knowledge of senior employees on the most recent and disruptive issues in the technology market, we have expanded the mentoring trails on three fronts: Talents who participate in our Talent Academy to maximize their absorption in practice with more senior mentors. According to the area of interest of our employees. In general, to stimulate the exchange of knowledge and propagate the culture of collaboration and training at Qintess; finally, corporate mentoring focuses on facilitating the management and adaption of our systems, processes and adaptation to the Qintess culture.

The program has mentoring activities so employees can develop their ideas and skills with highly qualified mentors.

4 Editions of **Economics of Change**

+10 Participation in **diversity events**



+20 Registered mentors

+10 Mentees of **Qintess Lab**



TECHNOLOGY 4 GOOD

We use our expertise in the service of positive transformations in society. Technology has the power to change society, and we offer practical solutions to the main today's challenges.

ETHICS AND TRANSPARENCY - 2022 GOAL

100% of auditable solutions

HIGHLIGHT 2021

Development of systems for payment of public agents' salaries, ensuring ethics and transparency in public management. And the training of +290 employees through the Talent Academies.

ACCESS TO ESSENTIAL SERVICES - 2022 GOAL

Double the number of beneficiaries of essential services via digital (education, microcredit, emergency aid, etc.)

HIGHLIGHT 2021

- Maintenance and development of support systems for microcredit operations
- Development of the application for payment of emergency aid

USE OF NATURAL RESOURCES - 2022 GOAL

- 10% reduction in paper consumption in customer operations

- 10% reduction in water consumption in customer operations
- 10% reduction in energy consumption in customer operations

HIGHLIGHT 2021

We supported solutions for managing water systems resources in the municipal sanitation network in São Paulo.

We are readapting our systems and Salesforce to readapt our business process to allow measurement of the direct and indirect impacts of the projects we offer and in which we operate. With this, we will be able to extract reports and reports with the details of the data, which will be evaluated by the Board, to be based on decision-making guidelines and measuring the efforts of the commercial area.

We serve many government institutions and joint ventures, which provide essential services such as health, justice and basic sanitation, and private companies, which provide essential services such as energy and education. We aim to work our portfolio in this ecosystem to contribute more and more to society.





PARTNERING 4 GOOD

We collaborate with our ecosystem to innovate and promote diversity, equity and inclusion. We use our networking in the regions where we operate to develop people and businesses.

OPEN INNOVATION

We foster collaboration and innovation models in our ecosystem. Qintess Ignite Startups program, launched in June 2020, focused on expanding the portfolio and developing startups through full support for creating innovative solutions, ensuring our commitment to fostering innovation to create sustainable business.

In 2021, we had 8 startups: LigeiroSmart, and EyeFlow (we helped them to close a partnership with JBS in the US. Today, we continue to support all startups with our data team to develop their AI solution for reading video images in real-time to monitor operations). UpFlux, Yank!Solutions, NoCaixa (Blomia), YuWork, ContaBlack (case via hacktowns) and Naomm (Natura partnership).

In all, 14 projects were selected in this first cycle of Qintess Ignite Startups, namely: Traz Favela, AOCA, AfroSaúde and InFleet, with a focus on social aspects and presented via Vale do Dendê, Easy Checklist, Intera, Extractfy, Dunning, HumanAZ, Datta, Digital Government, Trix/Manny, Novidá, all dedicated to technology.

The selected companies are fully supported by Qintess, with the right to mentoring sessions from internal and external executives, support for specialized technological development, marketing, financial and legal support, and also a workspace inside Qintess' new central office in São Paulo, and also in New York/USA.

Vale do Dendê

Qintess sponsors Vale do Dendê, a social organization based in Salvador that fosters innovation and creativity ecosystems with a focus on diversity. This partnership makes it possible to expand Vale do Dendê's initiatives in Education and Training, Acceleration of Startups and promotion of the Innovation Ecosystem. At the same time, it allows Qintess to carry out concrete actions related to entrepreneurship, sustainability, diversity and social innovation through resources for training and capital, seeds destined for young people of African descent and businesses that work with the theme of diversity.

We chose Vale do Dendê as a strategic partner of Qintess in the social field due to the organization's extensive experience in supporting entrepreneurs from deprived neighbourhoods and for being a reference for promoting social impact businesses. In addition, this partnership also leverages the creation of new innovation hubs in each of the capitals where Qintess is present. All of these, following the example and inspired by the beautiful work that Vale do Dendê has developed in Salvador.





HACKAT-UP

Hackathon allowing Devs collaborators (going through relocation – QeepMoving or in our Talent Academies) to participate in the challenge of building a prototype or MVP for startups connected to our ecosystem.

Deliveries/Case/Startups:

- **Black Account**

Fintech, which gained excellent visibility in the media, had the first prototype of its App developed in one of our editions;

- **Naomm**

<https://www.naomm.com.br/>

QINTESS MENTORING PROGRAM

QintessLab is an intrapreneurship program that has managed to bring together 78% of employees in a single environment so that everyone can share new ideas and have access to insights. This program has mentoring activities so that employees can develop their ideas and skills with highly qualified mentors.

5 NEW OFFERS LAUNCHED IN PARTNERSHIP

1) Startup Trix

Qintess Fintech as a Service: Whitelabel Platform for creating Digital Wallets (digital banks) for all segments.

2) Startup Traz Favela

Last Mile Delivery: A platform for delivering goods, part of Vale do Dendê ecosystem, which delivers products in regions where today's delivery platforms do not have coverage. In addition, this platform can be used to integrate and promote the commercialization of products between communities.

3) AOCA Games

Gamification: We are taking gamification to different segments, focused on improving customer experience and relationships, such as Loyalties with strong gamification.

4) Datta and Extractify

Digital Onboarding: Paperless automation solutions for customer registration and suppliers can be used for various purposes to improve the registration experience on digital platforms with maximum efficiency through process automation, OCRs, data enrichment, etc.

5) Vale do Dendê and Datta

Supply Diversity Solution: Developing a supplier management process automation solution to meet ESG metrics to help companies to create and manage their portfolio of suppliers and partners to achieve supply chain diversity metrics.





FOUNDERS FACTORY

In 2020, we announced a 12-month collaboration with Founders Factory, a global venture capital investment firm. Through Venture Studio, we provide a platform for Latin American companies to gain access to the most relevant and innovative global startups in the world. With the ability to identify new opportunities and co-create new business models from scratch. Companies had access to workshops that enabled the exchange of knowledge with their internal teams, with exclusive venture discovery & design approaches, practical playbooks and various startup insights.

CLIMATE ACTION

Our concern for people and the environment has led us to set goals to transform the future. The company's decarbonization is fundamental to fulfilling our commitment to the planet.

GOALS 2022

- 100% renewable energy in own operations
- Carbon neutrality
- Accelerate 8 startups (completed)
- 5 new partnership offers
 1. Palm Valley and Spotify
 2. Black Account
 3. EyeFlow
 4. Founders factory
 5. Qintess Academy and Impacta

SDGs

The SDGs (Sustainable Development Goals) are 17 goals proposed in 2016 by the United Nations that focus on reducing poverty, inequality and climate change.





QINTESS GOVERNANCE



To raise our standards of ethics and good practices, we started implementing our Integrity Program, in line with Brazilian anti-corruption legislation. We base the methodology, structuring and operation on the ISO/IEC 37001:2017 standard to rationalize the identification, assessment, treatment and monitoring of the risks of acts of corruption on an ongoing basis.

With the support of a specialized consultancy, we defined the processes. We created the new Qintess Code of Ethics and Conduct and the Corporate Anti-Corruption Policy, with the support of all areas of Qintess in mapping the points that guided the code and policy.

Based on a BID carried out between specialized companies, we chose Contacto Seguro to create our Ethics Channel, which has extensive experience in providing this service. The implementation of this channel aimed to provide a secure means of communication so that people can make their reports, guaranteeing the traceability and confidentiality of information.

ETHICS COMMITTEE

The committee was created as a consequence of the integrity program and is formed by the Senior Management, Integrity Council, Executive Ethics Committee and Compliance Office. It will be directly and operationally responsible for the Compliance Communication Channel, preparing clarifications and periodic reports of the operations and work developed that will be submitted to the Integrity Council. Its main activities are:

- Assist in the maintenance of integrity and ethical behaviour at Qintess;
- Investigate any complaints received;
- Properly record investigation results;
- Position the parties on the investigation results.

ETHICS COUNCIL

The council was created as part of the integrity program, which will have a consultative and deliberative character for advising the Senior Management. Our focus is on the performance of its functions when related to adopting policies, strategies and mechanisms to disclose the culture of compliance and internal controls.



It will guide and advise the activities carried out by the Executive Ethics Committee, to assist the organization in its work in compliance with the applicable internal and external standards. It will contribute to the reduction of risks managed by the anti-corruption system.

Our main activities are:

- Supervise the implementation, operation and organization of the anti-bribery management system;
- Provide advice and guidance to the Executive Ethics Committee;
- Ensuring that the anti-bribery management system complies with the policies;
- Report the overall performance of the anti-bribery management system to Senior Management;
- Decide on the periodic reports, clarifications and other communications submitted by the Executive Ethics Committee.

TREATMENT OF COMPLAINTS

Complaints are opened in our Ethics Channel, independently, confidentially and impartially, guaranteeing security and secrecy to those who open the complaint. When opening the complaint on the website (<https://contatoseguro.com.br/qintess>), a communication protocol number is issued to the complainant, which will allow communication with the Executive Ethics Committee even when opting for anonymity.

After receiving the complaint, the Executive Ethics Committee processes and instructs the investigation process and makes the necessary and appropriate referrals until the final opinion report, which will be forwarded to the Integrity Council or, if necessary, directly by the Senior Management for its deliberation and action.

When an investigation is open, it will be verified by internal teams, companies, or third parties called for support. The Committee will perform an initial screening of what was communicated and identify the sufficiency of evidence and materiality in the complaint. Also, it will open an investigation and immediately notify the Integrity Council and Senior Management if relevant to the complaint. In case of non-compliance in illegality, the Executive Ethics Committee may send the communication for an investigation and action by the sector of the organization responsible, keeping the record of the forwarding, processing and solution given by the respective sector.

All open investigations make up a monthly periodic report to be submitted to the Integrity Board.

In 2021 we had 30 reports, none related to corruption. All reports were handled, 60% were unfounded, and 40% were handled by the Committee to completion.



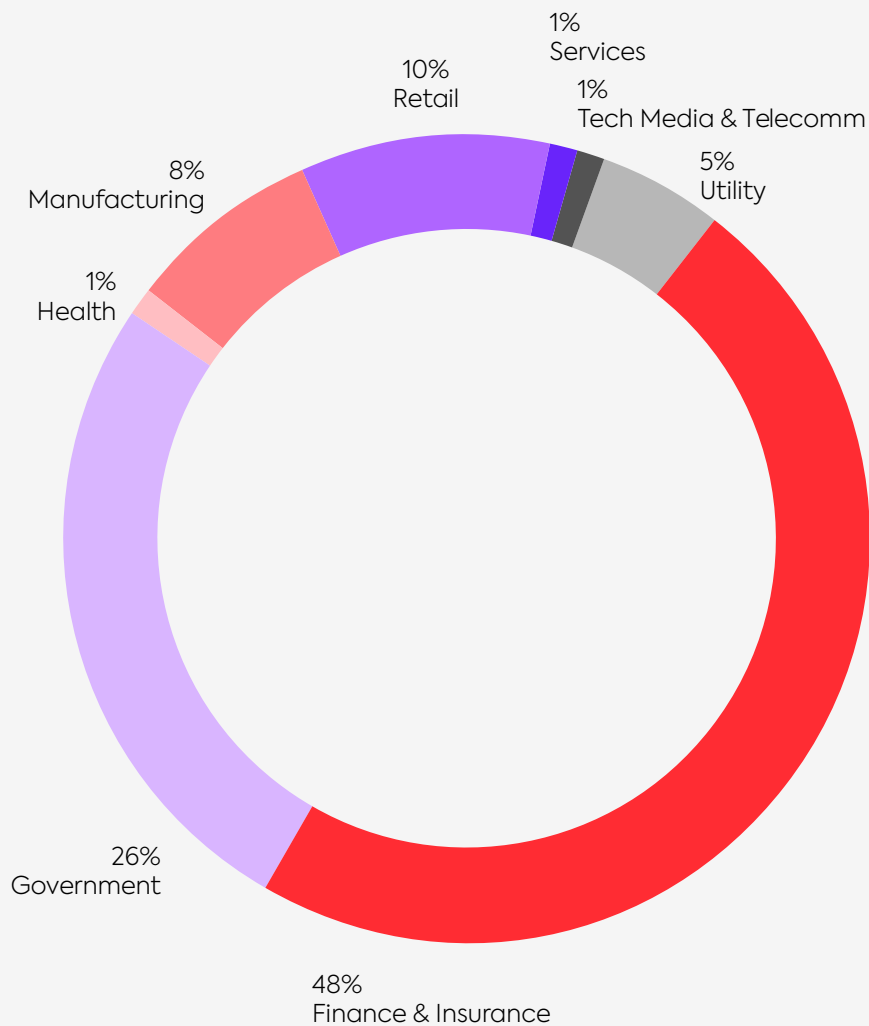
OUR CLIENTS

Qintess was ranked in 2020 as one of the leading companies in digital transformation in Brazil, with more than 2,000 customers and 3,400 employees focused on business transformation using digital technologies, which impacts the experience of customers and end users. We are positioned as a lead partner in Financial and Public segments and have a vast proven experience in Manufacturing, Retail and Utilities, serving the leading names in the market.

Our focus is on business transformation through innovation and out-of-the-box solutions. Thus, we help companies from different segments to be more productive and efficient.

We have achieved excellent and lasting relationships with our clients due to our technical consulting work and the business results generated.

CUSTOMERS BY SEGMENT





OUR RESPONSE TO THE PANDEMIC

In 2020, we faced one of the most challenging moments, from individuals to centuries-old organisations and countries impacted by the [COVID-19] pandemic. Our concern for the people and communities where we operate is genuine, so we respond quickly to protect them. Society, our people, our customers and our stakeholders have relied on our commitment to life, health and well-being.

When the COVID-19 pandemic was declared by the World Health Organization (WHO), Qintess was already operating with 90% of its employees in remote work. We were following all protocols and good practices in social responsibility to preserve the health of all who are linked to us directly or indirectly. In 2021 it was no different; more than 95% of our employees remained in a home office regime. In addition, no dismissal measures, working hours, or salary reductions were implemented. At the same time, we maintained an average of 140 hires per month, mostly in remote work or a hybrid model.

With the vaccines and gradual improvement of the pandemic control, the world found itself reopening schools, universities, establishments and restaurants, and shopping malls, following new protocols of security measures to protect people from COVID. -19.

To take care of our people and carry out transparent and effective communication to remain close and connected, we created a series of actions that formed an orchestrated strategy to guarantee the safety of everyone. In a coordinated effort with our customers and partners, we also ensured that employees assigned to customers were kept safe.

PROTOCOL OF PREVENTIVE MEASURES AGAINST CORONA VIRUS / COVID-19

Employees

- Corporate trips cancelled
- Events and corporate meetings cancelled and/or moved to the online environment
- Booklet of COVID-19 prevention measures for employees
- Strong cleaning routine
- Hand sanitisers displayed in our office
- Withdrawal of employees who show any symptoms for 14 days
- Creation of a management and monitoring committee for the COVID-19 crisis and occupational safety
- Webinar for guidance and awareness of managers
- Campaigns focused on information security

Well-being and psychological support

- Free psychological support for all employees
- Home office productivity campaign
- Workshop on health and food planning
- Workshop on personal finance in response to COVID-19





TESTIMONIALS FROM EMPLOYEES ABOUT ORIENTEME

ORIENTEME is our mental health platform available to all our employees, providing **online therapy**, **nutritional and sports monitoring**.

“The availability of the benefit was an excellent initiative, especially in our current living period. Since I started using the tool, I have seen the importance for us employees of having a platform to help in our daily lives and in our well-being.”

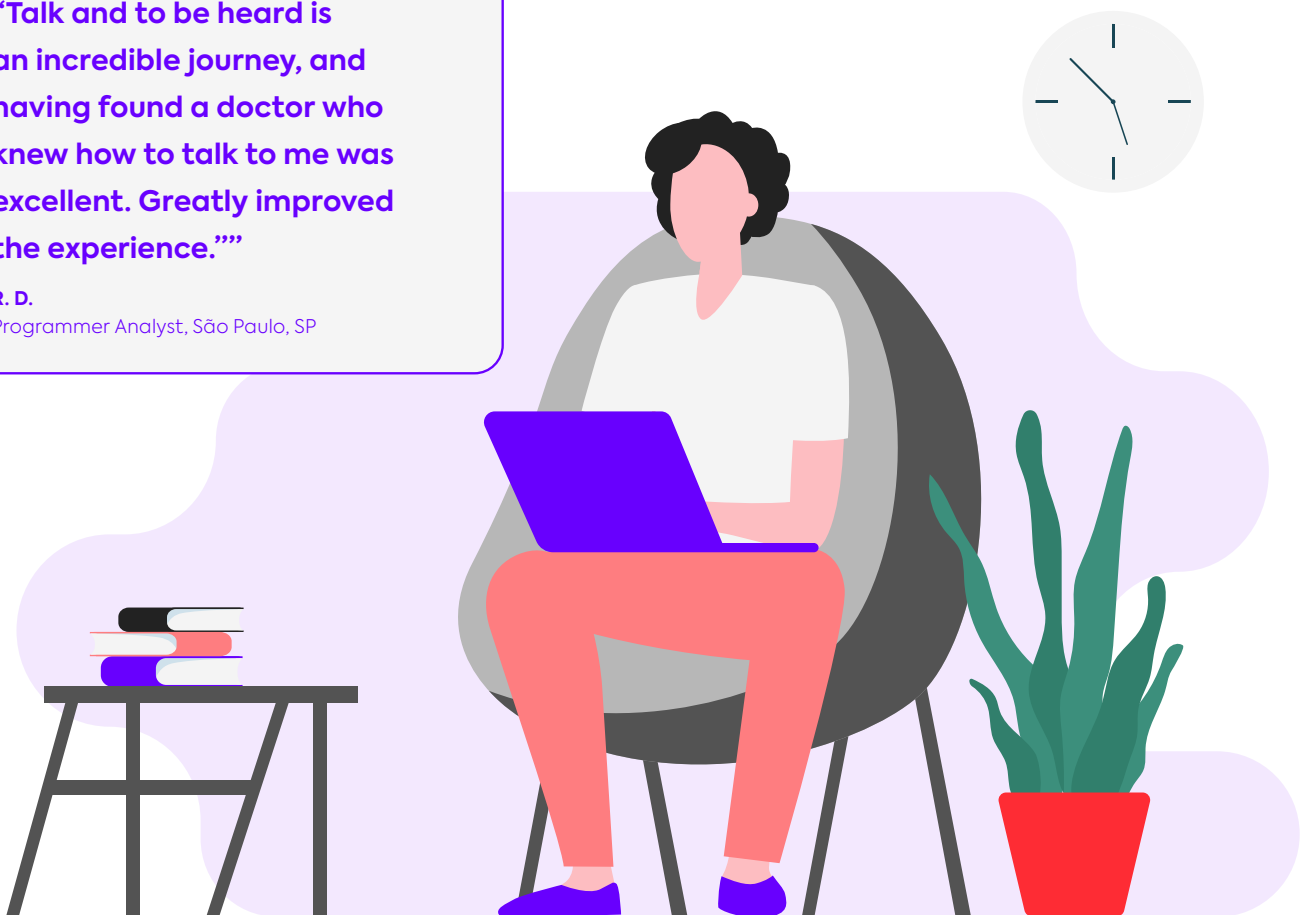
J. S.
Analyst RH Jr., São Paulo, SP

“My psychologist is excellent; she has helped me a lot. The tool is excellent; in addition to everything it offers, it has a survey to analyze how we are doing that week, which helps to identify signs of stress and anxiety.”

A. C.
Web Designer Pl., São Paulo, SP

“Talk and to be heard is an incredible journey, and having found a doctor who knew how to talk to me was excellent. Greatly improved the experience.””

R. D.
Programmer Analyst, São Paulo, SP



Sustainability Report

2021

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