



Year 2020

Qintess
**Sustainability
Report**

Innovation obsessed

CEO LETTER

Qintess was founded in December 2019, with the merger of Grupo Cimcorp and Resource IT and an ambitious plan to grow market share in Brazil and expand globally. A few weeks after Qintess' inception, the first case of COVID-19 emerged in China. The virus quickly spread across borders and arrived in Brazil, taking everyone by surprise. Since the first COVID-19 case in Brazil, the challenges imposed on our community have been many and varied. Information Technology was designated an "essential service", prompting us to take responsibility to do our part to overcome the pandemic.

We viewed these challenges as an opportunity to accelerate our plans and to put others into practice, some of which were not yet on our radar. Through the creation of a Crisis Committee and working groups, we quickly adapted to the "new normal", creating agile governance models and processes to operate with more than 90% of our team working remotely. In a matter of weeks, we reinvented ourselves and created policies aimed at the well-being and health of our employees. We adopted solutions to keep them connected and supported from a distance. We implemented tools with a focus on collaboration and co-creation and we developed internal innovation programs, which gained strength and traction quickly. We also strengthened our training platforms for all employees.

In July 2020 we acquired CSC Brasil, one of the largest Analytics and Business Intelligence companies in the country. We modified our portfolio, created new offerings, and bet on open innovation with the launch of a startup acceleration program and partnership with Founders Factory. Founders Factory is considered one of the largest startup accelerators in the world.

The pandemic reminded us of the fragile relationship between man and the environment and, above all, our economic models. In this context, guided by our values and our Sustainable Development goals, we developed a sustainability strategy based on 3 levers of transformation. The first lever was internal, focusing on the engagement of our employees in the search for greater diversity and social equity. The second was directly linked to our services and our ability to support our clients in their mission, as well as building responses to social and environmental challenges they face. The third lever focused on establishing strategic partnerships with organizations, sharing our values and social and environmental transformation goals.

AN INVESTMENT OF **R\$ 10 MILLION**

by 2025 to support and foster entrepreneurship, diversity and social innovation in Brazil. This will broaden access for people of African descent, LGBTI+, people with disabilities and other representatives of diversity in the technology sector.

We became a supporter of Vale do Dendê (Dendê Valley), an innovation center for Salvador, Bahia, and signatory to UN Women, an entity dedicated to gender equality and female empowerment. We created a Women's Leadership Group, and we launched the Diversity and Inclusion Cell, led by a Trans woman. We committed to the 10 Commitments of the LGBTI+ Business and Rights Forum and we strengthened our code of conduct as well as set clear and transparent targets.

We are prepared to work with a more inclusive and sustainable business model, based on five pillars:

1. Acting fairly and ethically with suppliers
2. Supporting the communities where we operate
3. Adding value to our clients
4. Investing in our employees
5. Generating long-term value for our shareholders

To find the perfect balance and pursue our targets, we are investing in what has the power to transform: technology and innovation.

We know that technology has always been a catalyst for transformation, yet technology alone is insufficient. Combined with innovation, digital technologies can change the value proposition of products and solutions as well as contribute to the intermediation of relationships with end clients and society.

A new paradigm towards sustainable capitalism is needed to improve business performance in the new economy and Qintess is committed to ensuring the development and well-being of present generations with a commitment to providing the same opportunities for future generations. We will always bet on the power of digital transformation as the main tool for this endeavor.

NANA BAFFOUR
Chairman, CEO and Chief Culture Officer



WE ARE QINTESS

Qintess has combined the expertise of strategy, innovation, design and technology to become a leader in digital transformation. We focus on developing digital capabilities, innovative design and IT empowerment to support clients on the journey towards sustainable business growth. With an obsession with innovation and agile decision making, our team accelerates the delivery of solutions for various business challenges, generating value for our ecosystem of clients and partners. All of our actions are aligned with best sustainability practices, with a genuine concern for our people and the communities in which we operate.

Qintess has approximately 3,200+ employees and more than 2,000 clients, with operations in Brazil, Chile, Colombia, the United States and EMEA. Among its main clients are seven of the ten leading financial institutions in the world, eight of the ten largest public service companies in Brazil and two of the three largest telecommunications companies in the country.

Our successful trajectory and great achievements in the Information Technology industry positions us today as one of the main players in Business Transformation in Latin America.



NANA BAFFOUR

CHAIRMAN, CEO AND CHIEF CULTURE OFFICER

A passionate entrepreneur, Nana Baffour is an experienced investor specializing in technology-enabled businesses. Mr. Baffour has a proven track record of growth inspired by innovation, management of turnarounds and creation of shareholder value. He is a global management executive with operational experience in companies around the world.

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

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

INVESTMENTS MADE BY QINTESS

R\$ 1 MILLION

Invested in the partnership with
Vale do Dendê (Dendê Valley)
in 2020

**R\$ 540
THOUSAND**

invested in **Talent Academy**

**+ R\$ 100
THOUSAND**

invested in **acceleration of startups**

2020 HIGHLIGHTS

THE 1ST YEAR OF QINTESS



17
offices



5
countries



+30
years of experience



+3,200
employees



+2,000
clients served

LAUNCH OF THE 1ST DIVERSITY CENSUS OF THE ORGANIZATION

34%
of management
positions held by
women

9%
of positions
held by LGBTI+*
(lesbian, gay, bi-
sexual, trans and
intersex)

28%
of positions held
by Black people *

*self-declared in the Diversity Census



Voted one of the 100 most innovative companies in the country, ranked 2nd in the Digital Industry - IT and TELECOM category and 17th overall.



We were certified by the Municipal Secretariat of Reparation of the City of Salvador, with the Racial Ethnic Diversity Seal in the COMMITMENT category.

QADS

Powered by  Qintess

ACQUISITION OF 100% OF CSC BRASIL'S OPERATIONS

With the acquisition of CSC Brasil, one of the largest independent Analytics and Business Intelligence platforms in the country, and recognized by Gartner as a leader in data science and machine learning, we launched the **Qintess Analytics & Decision Science (QADS)** platform, which combines the solutions of analytics present in the current portfolio of Qintess, with those of CSC Brasil. The goal is to offer clients strategic consulting solutions to get the most out of their data assets, through Business Solutions, Data Visualization, Process Mining, Automation, Machine Learning, Deep Learning and Artificial Intelligence solutions.

OUR ANSWER TO THE COVID-19 PANDEMIC

In 2020, we faced one of the most challenging events in recent history. Individuals, century-old organizations, and entire countries were impacted by the COVID-19 pandemic. Our concern for the people and communities in which we operate is always a top priority and as such, we responded promptly. Society, our people, our clients, and our shareholders count on our commitment to life, health, and well-being.

Qintess was already operating with 90% of employees working remotely when the COVID-19 pandemic was declared by the World Health Organization (WHO). We followed all protocols and good practices in social responsibility for the health of all those directly or indirectly linked to us.

To take care of our people and carry out transparent and effective communication to keep us close and connected, we created a strategy to ensure the safety of everyone. In a coordinated effort with our clients and partners, we were also able to ensure that employees assigned to clients were kept safe.

PROTOCOL FOR PREVENTATIVE MEASURES AGAINST CORONAVIRUS / COVID-19

Employees

- Canceled corporate trips
- Corporate events and meetings canceled and/or moved online
- COVID-19 prevention measures booklet provided to all employees
- Reinforcement of cleaning procedures and practices
- Alcohol gel dispensers available across all work areas
- Quarantine of employees who have any symptoms for 14 days
- Creation of a management and monitoring committee for the COVID-19 crisis and work safety
- Webinar for guidance and awareness for 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
- Personal finance workshop in response to COVID-19

EMPLOYEE TESTIMONIALS ABOUT ORIENTEME

“ Talking is good and finding a doctor who knew how to talk to me was excellent. It has greatly improved the experience.”

R. D., Programming Analyst
São Paulo, SP

“ My psychologist is excellent. She has helped me a lot. The tool is great, in addition to everything it offers it has a survey that we use to assess how we are during that particular week, helping to identify signs of stress and anxiety.”

A. C., Web Designer Pl.
São Paulo, SP

“ This was an excellent initiative by Qintess, especially in the current circumstances we are experiencing. Since I started using this tool, I see the importance for us collaborators of having a platform to rely on and help in our daily well-being.”

J. S., Jr. HR Analyst
São Paulo, SP

FIGHTING HUNGER IN THE FACE OF COVID-19!

Collaboration and a daily exercise of empathy motivates us to promote positive transformation. For Qintess, society is one of the fundamental elements of our action plans. Faced with an event that exposed the most vulnerable strata of society, our purpose became even clearer. We felt the obligation to do our part in promoting active transformation.

With operations in more than 300 underprivileged communities across 14 Brazilian states, Gerando Falcões is a social organization that operates in suburbs developing projects focused on sports and culture for children and teens. It also focuses on professional qualifications for socially vulnerable young people and adults, allowing them to generate income for their families.

Qintess, in partnership with Gerando Falcões, carried out a campaign to donate staple foods, keeping more than 100 families supplied for 3 months and helping to maintain social isolation and flattening the curve of the virus spread in these communities.



CAMPAIGN RESULTS

+R\$ 30 THOUSAND
collected

+100
families provided with 3 months food supply

+600
Basic Baskets

OUR APPROACH

Our focus on innovation consumes us and causes us to go far beyond technology. Through intense collaboration, the daily exercise of empathy and an enormous entrepreneurial attitude, we promote positive transformation and build the future we desire.

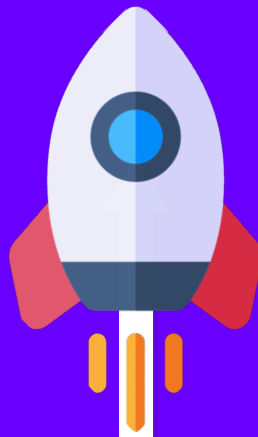
We always consider four fundamental elements in everything we do: clients, employees, shareholders and society. The sum of these elements results in what is most essential and relevant. With our ecosystem and a multicultural, multidisciplinary, genderless and ageless team, we work to create a more just and equal society.

Our desire to generate value takes us on unexplored paths and guarantees us the adaptability, consistency and security necessary to evolve.

This is how we create new opportunities, guided by our purpose and leaving relevant legacies.

We are Qintess.





2020

Repositioning as Qintess

- Positioned for double-digit growth
- Strengthened financial performance
- Launched a dedicated digital transformation structure
- Acquired CSC Brasil to create QADS

2019

Acquisition of Resource IT

- Became one of the 10 largest IT service providers in Brazil
- Strong application platform
- Market leader in financial services applications development and management

2016

Acquisition of the DGS Group and Formation of Grupo Cimcorp

- Added Unified Communications and Digital Workplace to our portfolio of offerings
- DGS gross margin improved from 24% to 46% and adjusted EBITDA from -15% to 38%
- Monthly SG&A expenses reduced by 29%
- Launched ESG as a strategic focus

2011

Nana Baffour

- Cimcorp acquired by Nana Baffour
- Repositioned as a service company
- Significant increase in profitability
- Development of new services related to cloud and virtualization

1988

Foundation of Cimcorp

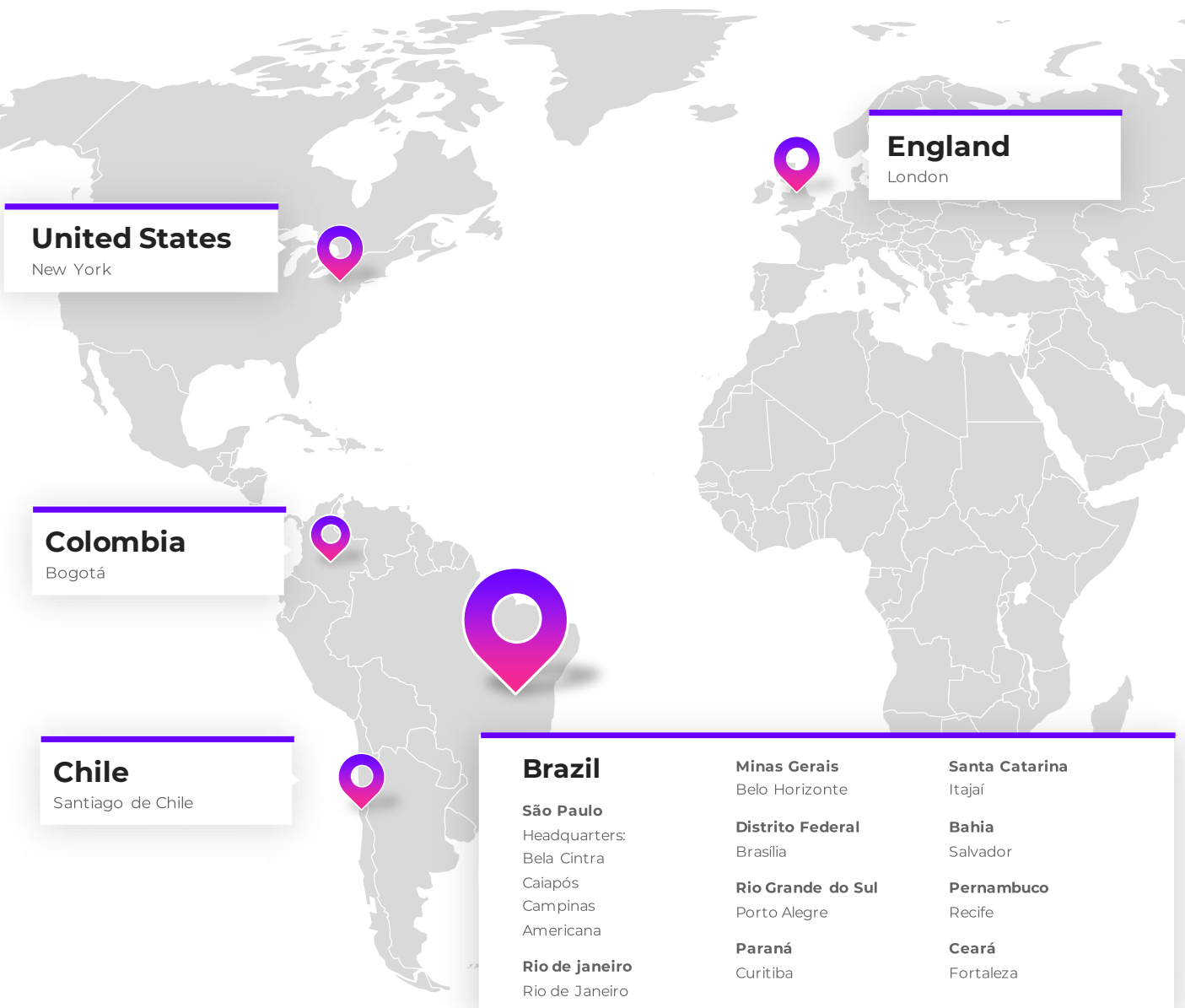
- Became Sun Microsystems' main partner in Brazil
- Pioneer in the launch of technology for ISP in the early 90s. Pioneer in the establishment of complex trade platforms for the financial services industry

TEAMS THAT DELIVER

We are a multicultural and multidisciplinary team. Genderless and ageless. Our mandate is to help people through technology and innovation.

We are people helping people.

WITH 17 OFFICES, QINTESS IS PRESENT ON 2 CONTINENTS:



OUR CLIENTS

Qintess is one of the leaders in digital transformation in Brazil (# 9), with more than 2,000 clients and 3,200+ employees focused on transforming businesses through technology, while enhancing the experience of clients and end users.

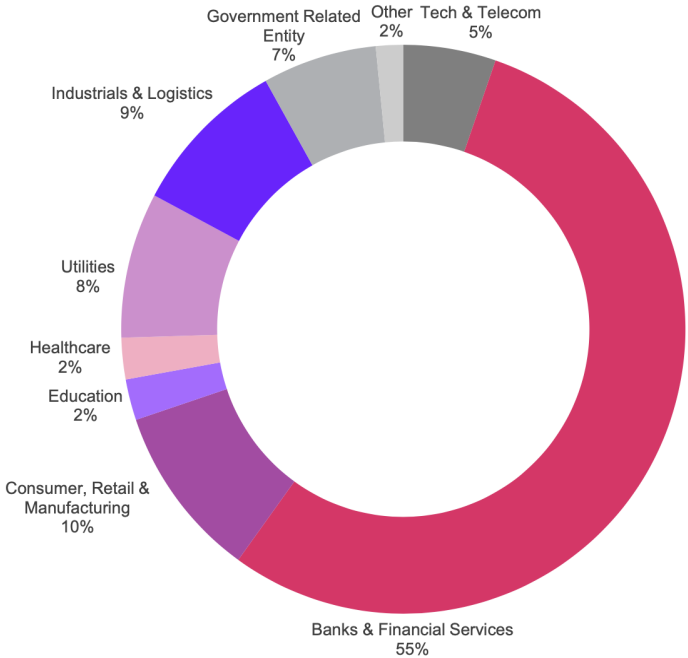
We have a dominant position in the Financial and Public sectors and have extensive proven experience in Manufacturing, Retail and Utilities, serving the leading names in the market. Our focus is on transforming businesses through innovation and out-of-the-box solutions. Thus, we help companies from different sectors become more productive and efficient.

We have achieved excellent and long-lasting relationships with our clients due to our specialized consultancy work and the results of the business generated.

WE HAVE CULTIVATED MORE THAN A DECADE OF PARTNERSHIPS WITH THE MAIN PLAYERS IN THE MARKET.



CLIENTS BY SEGMENT



COMMITMENTS AND EXTERNAL RECOGNITIONS:

In support of **WOMEN'S EMPOWERMENT PRINCIPLES**
Established by UN Women and the UN Global Compact Office

We committed to the **UN Women Global Compact's** Women's Empowerment Principles (WEPs).



#SejaAntirracista
 (Be Antiracist)
 We are a signatory to this commitment, which helps to combat racism and promote conscious dialogue.



LGBTI+ Forum
 We adopted the 10 commitments created by the LGBTI+ Business and Rights Forum, whose goal is to promote human rights, respecting basic rights and create a safe environment for all our employees.

WHAT WE DO

Our successful trajectory and notable achievements in the Information Technology industry positions us today as one of the key players in Business Transformation in Latin America.



TRANSFORMING MINDSETS

The goal is to generate a disruptive business model, making sustainability a lever in generating value for our clients' businesses and for society as a whole.



WE CONNECT TECHNOLOGY AND PEOPLE

We simplify technology and offer its best to our clients. Our focus is on transforming business through innovation and out-of-the-box solutions.



DELIVER VALUE

We dive deeply into the business challenges of our clients and we generate value by delivering solutions to improve efficiency and productivity.

“ We did not simply change our name. We have dedicated ourselves to new values, targets and commitments, which are more robust and transparent: ESG is the pillar of our transformation”.

Nana Baffour, Chairman, CEO and Chief Culture Officer

STRATEGIC PILLARS

EXPERIENCE MANAGEMENT

- Digital Journey Enabler
- Brand & Digital Marketing
- Scale by Design
- Innovation Labs

AGILE AUTOMATION

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

ANALYTICS & DECISION SCIENCE

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

HOW WE DO IT

OUR PEOPLE DEFINE WHO WE ARE

Our Executive Vice-President is responsible for defining the company's strategy as well as supervising and implementing the decisions made by the company. With the effort directed towards promoting the values of Qintess, the strategy is based on the principles of sustainability as well as societal and environmental responsibility.

8

BOARD MEMBERS

9

REGIONAL LEADERS

4

TECHNICAL OFFICERS

7

STRATEGIC LEADERS

+200

BOARD MEETINGS

14

DEAL REVIEW MEETINGS

+35

CASH FLOW COMMITTEE MEETINGS

+35

COLLECTION COMMITTEE MEETINGS

+35

STRATEGY COMMITTEE MEETINGS

+100

SCALE-UP MEETINGS WITH MANAGEMENT TEAM

3

CIM MEETINGS - MONTHLY INNOVATION COMMITTEE

6

IEC - INNOVATION PREPARATION COMMITTEE MEETINGS

OUR BOARD COMPOSITION

MANAGEMENT TEAM

CEO AND CHIEF CULTURE OFFICER

This role is responsible for the strategic leadership of the company, the management of resources and the general operations of the organization. It serves as the central point of communication between the operational side of the company and the Board of Directors.

CHIEF OF STAFF

Our Chief of Staff is responsible for coordinating back-office activities of the entire company. This role supports executives and leaders in the daily execution of tactical and operational actions. The Chief of Staff acts as a liaison with the Chairman and is also responsible for our strategic initiatives, and mergers and acquisitions processes.

CHIEF FINANCIAL OFFICER

This role is responsible for leading the strategy of the company's finance organization focusing on the application of the most efficient and best practices in financial management.

CHIEF CLIENT OFFICER

This role leads the company's delivery structure and has the challenge of redesigning offers and connecting them with the company's new business model. The goal of this role is to support sustainable growth and the evolution of solutions offered to the market through consultative sales strategy and high value-added projects focused on the client's business. This role also works to verticalize our offerings according to the demands of each location.

CHIEF INNOVATION AND MARKETING OFFICER

This role is responsible for expanding our portfolio of services and solutions to enable new businesses thrive through open innovation thereby expanding Qintess' global reach and solidifying its position.

CHIEF HUMAN CAPITAL OFFICER

This role's purpose is to strengthen the human resources management strategy, in addition to fostering projects that meet ESG's principles and best practices. This integrates teams through the development of leaders, valuing people and strengthening the culture of the organization.

EXECUTIVE ADVISOR

This role is responsible for monitoring the organizational performance relative to the company's goals and strategies and provide recommendations/high level advice to the executive team to improve performance. In addition to supporting the mergers and acquisitions processes and strategic initiatives, the executive advisor is the key sponsor of our predictive performance analytics projects.

STRATEGIC PRACTICES - SALESFORCE & CYBERSECURITY

This role is responsible for developing new strategic practices for the company with a focus on Client Experience using Sales Force and a broader Digital Transformation approach. This ensures the security of our digital solutions through Cybersecurity.

HOW WE INSTILL OUR VALUES



**PRESCRIPTIVE
COMMUNICATION**



**+10 DIVERSITY
WEBINARS**



**COMMERCIAL TRAINING TO
IDENTIFY DIRECT AND INDIRECT
IMPACTS**



**+20 DIVERSITY
CAMPAIGNS**



ESG TRAILS

DEAL REVIEW

At these meetings, proposals are presented and approved according to our Deal Review Matrix and then submitted to our clients.

CASH FLOW COMMITTEE

The committee discusses the Group's cash flow and financial strategies that guide Accounts Payable and Accounts Receivable decisions.

COLLECTION COMMITTEE

This committee discusses pending client invoices, as well as strategies to mitigate client defaults. The attendees of these meetings include all Commercial and Operations Directors, Account Managers involved with clients, and VPs.

SCALE UP

This daily 15-minute meeting involves 150+ company leaders who are tasked with being agents of transformation, strengthening our base and engaging our employees to achieve our purposes and objectives. This daily ritual is intended to bring speed to problem solving and allow the leadership layer to stay connected and aligned to ensure effective communication across the company.

STRATEGY COMMITTEE

The strategy committee meets every month for three hours on a Friday with the Board. Every three months the committee also meets for six hours with the Board and all Directors of the company. At these meetings, strategic initiatives are discussed, planning and definition of action plans that guide the day-to-day activities of the various business units are also carried out.

INTEGRITY COMMITTEE

The role of this committee is to implement Qintess' Anti-Corruption Policy. This anti-corruption policy aims 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 impropriety, directly and indirectly in the company's environment. The committee also monitors external risks that may affect the image of the organization. The Integrity Program stands as a system that aims to comply with the Brazilian Anti-Corruption Legislation, as well as government regulations. The methodology of the Committee's structuring and operation is based on the ISO / IEC 37001: 2017 standard. In order to streamline the identification, assessment, treatment and monitoring of the risks for acts of corruption, the committee actively manages the Integrity Program on an ongoing basis.

INNOVATION COMMITTEES

CEI – Innovation Development Committee

- To participate in biweekly meetings to prepare our Innovation Portfolio
- To contribute to the construction of a portfolio of ideas with the contacts they have
- To encourage innovation in the day-to-day life of Qintess
- To receive exclusive technical training from QLAB

CIM – Monthly Innovation Committee

- To monitor our Innovation Portfolio
- Funnel monitoring with CEI + QLAB
- Elaboration and review of Qintess Strategic Drivers
- Funding analysis of ideas
- Developing challenges and themes for Hackatons

PERSONNEL MANAGEMENT

We work towards a more inclusive organization and society and we believe that innovation is the result of different mindsets, experiences, and contexts coming together. We invest in and hold space for talent development.

New ideas emerge from people and people need freedom to be who they are, to exercise creativity safely, and to have the support needed to evolve.

We have a highly trained team that works from the perspective of clients in a human-to-human relationship, guaranteeing a very high level of satisfaction for the final consumer.

“Diversity is a catalyst for innovation.”
Nana Baffour, Chairman, CEO and Chief Cultural Officer

WHERE OUR TALENTS ARE



127
EMPLOYEES

INTERNATIONAL

3,073
EMPLOYEES

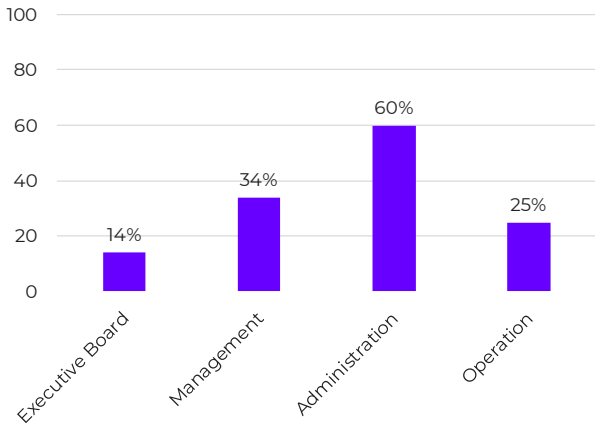


89
NUMBER OF HIRES WHOSE FIRST JOB WAS AT QINTESS

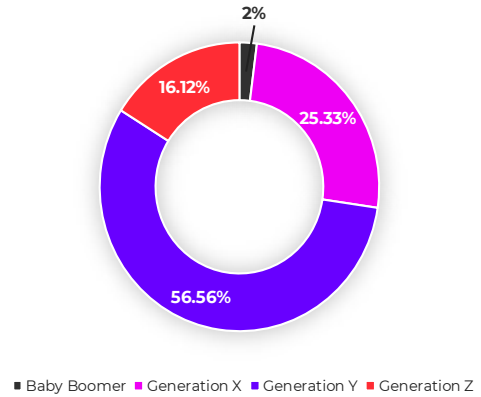
2 YEARS
AND 3 MONTHS
AVERAGE COMPANY RETENTION

R\$ 5,733.63
AVERAGE SALARY ABOVE MARKET VALUE: R\$ 5,517.23

QINTESS WOMEN



AGE GROUP OF EMPLOYEES



TALENT RETENTION AND DEVELOPMENT

The retention of our people starts from our very first contact with them. We carry this out in a transparent way, presenting the values and mission of Qintess to guarantee a fit with our identity, purpose, and corporate culture. We count on the presence of Business Partners on a constant basis, to ensure that employees feel they belong at Qintess. We support individual actions such as:

OUR DEVELOPMENT PROGRAMS:

QEEP MOVING

A program that enables our employees apply for internal vacancies at any time and take advantage of growth opportunities within the organization. In addition, the program allows for contract positions to be filled quickly by offering these opportunities to our own employees first.

QLAB

An Intrapreneurship platform whose objective is to identify opportunities and ideas with the collaboration of all teams, making our portfolio of offerings more innovative and revolutionary.

CHAPTERS

We created Chapters with the objective of bringing together employees from squads, tribes and different areas to discuss matters of common interest. Chapters is a series of discussion groups for those who work on or are interested in different practices that promote continuous development.

Led by experts, Chapters aims to share knowledge in a collaborative, interactive and dynamic way.

PERFORMA

Qintess relies on the development platform Performa, which is made up of practical, social and formal learning trails for the training and development of our employees. All training and capacity building plans are taught through online classes as well as face-to-face meetings.

How we measure our climate:

- Agile Radar:** measures the maturity level of the teams in relation to the following criteria:
 - Mindset and Agile Culture
 - Data Driven
 - Client Centered Experience
 - Digital Communication
 - Employee Engagement
 - High performance behavior
 - Inspirational Environment
 - Psychological Security
- Project Thermometer:** survey conducted through an online questionnaire and sample interviews. It identifies the level of satisfaction of the teams in relation to available physical infrastructure, work tools, relationship among peers and managers, and the level of general satisfaction with Qintess (NPS).
- Happiness Radar:** mapping people's satisfaction with the company's processes. Performed through individual or group sessions where each professional indicates his or her level of satisfaction with respect to the following: career, team, deliveries, process, and tools.

The results are presented to management together with suggestions of actions to improve the identified shortfalls.

TRAINING

We believe that through the personal and professional development of our talents, we will grow. We enable devices and platforms so that our people can learn from our processes until they know our values. Familiarity with our values allows our employees to be aligned with our goals.

+ R\$ 1 MILLION
ANNUAL INVESTMENT IN TRAINING

15,775 hours (YTD)

TOTAL HOURS OF ANNUAL TRAINING

2,196

TRAINED

645
FEMALE

1,551
MALE

7.5
AVERAGE HOURS/
PERSON



BENEFITS



HEALTHCARE



DENTAL ASSISTANCE



LIFE INSURANCE



MEAL VOUCHER¹



TRANSPORTATION VOUCHER



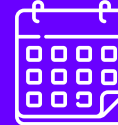
DAY CARE ALLOWANCE



MATERNITY AND PATERNITY LEAVE²



TELEWORK³



FLEXIBLE JOURNEY⁴



PSYCHOLOGICAL SUPPORT FOR 100% OF EMPLOYEES *

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

*Ineligible minor apprentices

With a concern for our people and all the factors that affect them, the benefits, and incentives we offer are unique, ranging from free psychological care to partnerships with a wide range of universities for undergraduate and graduate programs. We recently launched Qeep Moving, a program that allows all employees to apply for any vacancy internally, allowing career growth for our employees.

¹Professionals linked to the Recife Union and who are on Maternity Leave continue to receive meal vouchers during their period of absence.

²All employees registered via CLT are eligible for maternity/paternity leave, whether due to pregnancy or adoption, except for trainees on an internship scholarship (where the contract is between their college and Qintess).

³Agreement between the parties that allows an employee's work to be conducted from home. It follows the same standard and labor rules that govern the face-to-face (in-office) model.

⁴Through the Bank of Hours compensation system, all our employees have added flexibility with time-off. They are able to build up flexible hours that they can use in the future for their personal affairs with their manager's approval.

2020

12 maternity leave
10 paternity leave

18 people remained active after their return

2019

5 maternity leave
10 paternity leave

10 people remained active after their return

76%

Return rate referring to 2019 and 2020

OUR SUSTAINABILITY STRATEGY

What differentiates Qintess greatly is our obsession with innovation and our passion for transformation.

More than a technology, innovation, or digital solutions company, Qintess is a people-to-people company that focuses on our work and desire to grow and reinvent ourselves.

Our main driving force is sustainability, which is why we have a robust strategy that permeates all business areas and all decision making.

We operate seeking a more just and egalitarian society by living our values, by professional and social inclusion, by protecting the environment and by developing solutions to the main social challenges of today. We aim to do all of this with our ecosystem of partners and clients.

The pillars of our sustainability strategy and the projects that drive them are:

<p>PEOPLE 4 GOOD</p> <p>We believe in a more just and equal society for all. We will act to generate positive impact inside and outside the home.</p> <p>50% women in leadership positions (2022)</p>	<p>TECHNOLOGY 4 GOOD</p> <p>We are convinced of the transformative power of technology. We offer effective solutions to the main challenges of today.</p> <p>50% of new projects with a positive impact (2022)</p> <p>5% of revenue with direct positive impact (2022)</p>	<p>PARTNERING 4 GOOD</p> <p>We collaborate with our ecosystem partners to be inclusive, innovate and react to climate change.</p> <p>R\$ 10m invested in partnerships (2025)</p> <p>Carbon neutrality (2022)</p>
---	---	---



PEOPLE 4 GOOD

We believe in our values and our people are committed to them. We believe in a more just and equal society for all. Therefore, we work to generate positive impacts inside and outside the home.

DIVERSITY AND INCLUSION

Our work for diversity and inclusion is made up of gender targets, hiring and equal pay. We also want to double the participation of minority groups in our workforce. To this end, we have mandated that project teams with more than 10 people must have 20% of its team members from marginalized groups.

R\$4,944.32 vs R\$6,021.90 men. On average, women receive 17% less.

29% WOMEN **9% LGBTI+*** **28% BLACK***

*self-declared in the Diversity Census

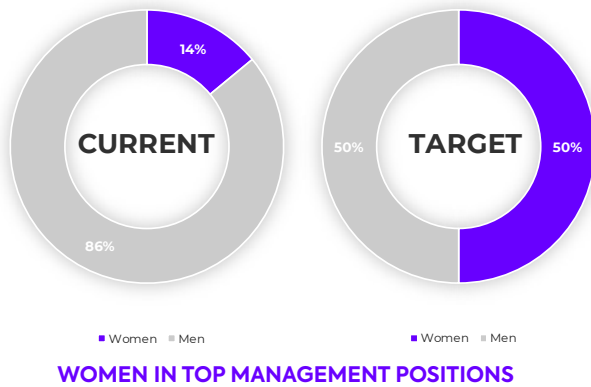
192
HIRED IN 2020
minorized groups

Diversity and Inclusion Cell

Launched in June, the goal of this cell is to make Qintess a socially responsible company, engaged with the community and more connected with employees.

Women Voices Quintessence

In October, we launched our first group of strategies to remove obstacles to the professional growth of women in the IT area and ensure gender equity in our work environment. By 2022 we plan on achieving our goal of 50% of our leaders being female.



LGBTI + Forum



We adhere to the 10 commitments of the LGBTI+ Forum, with the commitment to make our environments safe and inclusive for LGBTI+ people, and have a better understanding of this group.

Seal of Racial Ethnic Diversity



Qintess was certified by the Municipal Secretariat of Reparation, of the City of Salvador, with the Racial Ethnic Diversity Seal. Certification category: COMMITMENT.

In 2021, we aim to transform our environment and do our part in fighting racism and racial inequality, which will reflect on other marginalized groups: Women, LGBTI+, People of Color, and People with disabilities. In January, we will start several projects, together with SEMUR, to raise awareness, restructure our processes and systems with a focus on wage parity, talk about racism and racial empowerment, identify individuals in marginalized groups and monitor their development. Hiring will focus on the potential for internal growth and evolution.



UN Women

We signed the WEPs letter, making a commitment to work on gender equity in our organization.



#SejaAntirracista (Be Antiracist)

We signed the pledge #SejaAntirracista at ID_br, with a commitment to eliminate and prevent any form of racism internally, working with racial equity and seeking to increase our workforce racial diversity, both in leadership and non-leadership positions.

We entered a partnership with 3 recruitment companies focused on including minority groups:

- Kunla is a player that empowers women and mothers who live in vulnerable situations and aims to recruit people who are in the suburbs. These are people we are unable to reach through our normal employee searches.
- MamaJobs is a recruitment player that has a database of resumes of mothers who wish to return to the job market and who find it difficult to return after their maternity leave.
- TransEmpregos is the oldest and only employability project for transgender people in Brazil. The goal 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 robust strategy that permeates all our business areas and decision making consistent with our ESG values. For this reason, we have developed a trail where we promote content with themes of Diversity and Inclusion, and work to raise awareness for topics of great importance.

The Diversity & Inclusion Trail is composed of:

- Diversity & Inclusion | Explaining the concept and the importance of Diversity and Inclusion
- Diversity & Inclusion | Explaining Equity
- Diversity & Inclusion | Unconscious Biases
- Diversity & Inclusion | Explaining Sustainability and ESG
- Inclusive Language | Reflection and Techniques
- Non-Violent Communication (CNV)

QINTESS HABITAT

Living up to our Qintess values:

2021: Move to new Qintess Offices

2022 TARGETS

- -10% in energy consumption
- -10% in water consumption
- 100% recyclable waste with proper disposal
- Disposal of single-use plastic in offices
- Doubling participation in wellness programs
- + 20% in our employee satisfaction index

OUR PEOPLE DESERVE THE BEST, MOST SUSTAINABLE AND INCLUSIVE WORK ENVIRONMENT

- Our spaces and furniture will be adapted for people with disabilities
- Quality air circulation
- Non-contact entry and access (post-pandemic adaptation)
- Biophilia:
 - Natural, Brazilian plants suitable for indoor environments
 - Maximum use of natural light
 - Exterior views
 - Use of natural materials that reproduce sensory aspects of nature
 - Organic Forms
 - Table mobility for staff and staff turnover

Differentiated spaces

- Collaboration spaces for employees
- Decompression room
- Cafeteria
- Individual work areas
- Small meeting rooms
- Collective workplaces with digital resources
- Places for food and hydration
- Lactary

Practices and use of spaces

- Bins for selective collection and electronic materials
- Lunchroom with mugs and glass cups – zero plastic policy
- Access controlled printers – reduce paper usage
- Modular control of room temperature based on its use

COMMITMENTS AND INFLUENCES

Differentiate ourselves and broaden our influence through our practices and values.

Economics of Change

Economics of Change is a global digital community, a Thought Leadership platform that aims to connect major global references committed to discussing concrete actions for the future of the global economy. It features consistent themes such as: climate change, social inequality, digital transparency and contemporary challenges increasingly latent in society. [CHECK HERE THE 2020 EDITIONS](#)

3

Editions of Economics of Change

+10

Participation in diversity events

Paper publication: "Building a Sustainable Capitalist Organization using Digital Transformation". In this white-paper, Nana Baffour and Breno Barros discuss a form of capitalism that seeks not only to help individual businesses to flourish, but also to preserve humanity and the planet [CLICK HERE TO ACCESS](#)

3.5% of our employees in a mentoring program

Qintess Mentoring Program

QintessLab is an intrapreneurship program that managed to bring 78% of employees together in a single environment for everyone to 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.

+20

registered mentors

+10

Qintess Lab mentors

TECHNOLOGY 4 GOOD

We use our expertise in the service of positive transformation. We are convinced of the transformative power of technology. We offer effective solutions to today's many challenges.

ETHICS AND TRANSPARENCY

2022 TARGET

100% auditable solutions

2020 HIGHLIGHT

Development of systems for payment of salaries to public agents, ensuring ethics and transparency in public management.

ACCESS TO ESSENTIAL SERVICES

2022 TARGET

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

2020 HIGHLIGHTS

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

USE OF NATURAL RESOURCES

2022 TARGETS

- 10% reduction in paper consumption in client operations
- 10% reduction in water consumption in client operations
- 10% reduction in energy consumption in client operations

2020 HIGHLIGHT

Support for solutions in water resources management for basic municipal sanitation networks.

In line with our target, we are adjusting our system (Sales-Force) to include in our business process elements that allow the measurement of the direct and indirect impact of the projects we offer and are involved in. To this end, we are preparing our systems to track data to facilitate this vision. With our data tracking systems, we will be able to extract reports detailing our impact, and facilitate informed decision making by the Board.

We serve many government institutions and varied companies, which provide essential services such as health, justice, and basic sanitation. We are also involved with private companies, which provide essential services such as energy and education. We aim to work on our portfolio in this ecosystem to further contribute to society.



PARTNERING 4 GOOD

We collaborate with our ecosystem of partners to innovate and be inclusive. We use our networking in the regions where we operate to develop people and businesses.

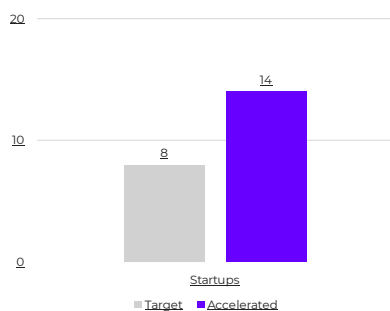
OPEN INNOVATION

Foster collaboration and innovation models in our ecosystem.

The Qintess Ignite Startups program, launched in June 2020, aims to expand our portfolio, and develop startups with full support in the creation of innovative solutions. This guarantees our commitment to fostering innovation to create sustainable markets.

Overall, fourteen (14) projects were selected in the first cycle of Qintess Ignite Startups, namely: Traz Favela, AOCA, AfroSaúde and InFleet, which focus on social nature via Vale do Dendê (Dendê Valley), and Checklist Fácil, Intera, Extractfy, Dunning, HumanAZ, Datta, Digital Government, Trix / Manny, Novidá, which are dedicated to technology.

The selected companies have Qintess' full support and access to mentoring sessions from internal and external executives. They also have access to support for specialized technological development, marketing, finance, legal, and workspace in New York, USA, and at our new Qintess headquarters in São Paulo.



+16 EVENTS IN PARTNERSHIP

Vale do Dendê (Dendê Valley)

Qintess sponsors Vale do Dendê (Dendê Valley), a social organization based in Salvador designed to foster ecosystems of innovation and creativity with a focus on diversity. This partnership allows the expansion of Vale do Dendê (Dendê Valley) initiatives in the areas of Education and Training, Acceleration of Startups and the Innovation Ecosystem.

It also allows Qintess to carry out tangible actions related to entrepreneurship, sustainability, diversity, and social innovation. Qintess' actions are carried out through resources for training, seed capital for young people of African descent, and businesses that work with diversity as their central theme.

The choice of Vale do Dendê (Dendê Valley) as a strategic partner for Qintess to advance social change, was prompted by Vale do Dendê's experience in supporting entrepreneurs from social peripheries and for being a reference for promoting business with a social impact. This partnership enhances the creation of innovation hubs in each of the capitals where Qintess is present.

5 NEW OFFERS LAUNCHED IN PARTNERSHIP

- Startup Trix**
 Qintess Fintech as a Service: White label platform for creating Digital Wallets (digital banks) for all sectors.
- Startup Traz Favela**
 Last Mile Delivery: Goods delivery platform, conceived by Vale do Dendê (Dendê Valley), which delivers products in regions where delivery platforms do not currently have coverage. In addition, this platform can be used to integrate and promote the marketing of products among communities.
- AOCA Games**
 Gamification: Through a Vale do Dendê's (Dendê Valley) startup, we are incorporating the concept of gaming into different solutions to improve the experience and relationship with clients. Gamification allows a business to organically increase interest and drive customer (or employee) loyalty using modern gamification techniques.
- Datta and Extractify.**
 Digital On-boarding: Paperless automation solutions for registering clients and suppliers that can be used for various purposes to improve the experience of registering on digital platforms with maximum efficiency through process automation, OCRs, data enrichment, etc.
- Vale do Dendê (Dendê Valley) and Datta**
 Supply Diversity Solution: Developing a supplier management process automation solution to manage ESG metrics and help companies create and better manage their portfolio of suppliers and partners to achieve their supply chain diversity metrics.

Founders Factory

In 2020 we announced a 12-month collaboration with Founders Factory, a global venture capital investment company. The collaboration started in October 2020 and, through Venture Studio, provided a platform for Latin American companies to gain access to the most relevant and innovative global startups. This platform offers Latin American companies the possibility of identifying new opportunities and co-creating new business models. In addition to several insights from startups, companies on this platform have access to workshops that enable the exchange of knowledge with their internal teams, with exclusive approaches to venture discovery and design and practical playbooks.

CLIMATE ACTION

Our concern for people and the environment has led us to set targets to transform the future.

The company's decarbonisation is a fundamental step towards fulfilling our commitment to the planet.

2022 TARGETS

- 100% renewable energy in our operations
- Carbon Neutrality



CREDITS

QINTESS

Bela Cintra | SP
Rua Bela Cintra, 986 – 14º Andar São Paulo, SP
CEP: 01415-907
(11) 2899-6000

COORDINATION

Marketing Director – Thais Ducatti
Human Capital Management – Leticia Valiente
Diversity & Inclusion Cell – Josiane Sousa

EDITORIAL PROJECT

Marketing Coordination – Marua Salemi
Project Management – Carolina Hasegawa, Rever

GRAPHIC DESIGN AND LAYOUT

Stephanie Köhler, Designer

