



LOGICALIS
Architects of Change

Sustainability Report 2023



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About this report

GRI 2-2, 2-3

This publication presents Logicalis Brasil's second Sustainability Report (RAS), highlighting the Company's main challenges, achievements and advancements in the areas of corporate sustainability and in the social, environmental and corporate governance (ESG) scopes. The report covers the period from March 01, 2022 to February 28, 2023, corresponding to Logicalis' fiscal year 2023 (FY23), and offers a broad insight into the Company's ongoing commitment to sustainable and responsible practices.

Validated by the Company's executive board, this document was drawn up built on the guidelines of the Global Reporting Initiative (GRI) 2021 version, adopting practices that assure the comparison and consistency of information reported. Accordingly, the report is in line with global sustainability reporting standards.

We expect that this document provides an efficient means of communication and accountability to all our stakeholders.



**We are available
for clarifications or
comments via e-mail
lt.esg@la.logicalis.com**



This document was created following the 2021 version of the Global Reporting Initiative (GRI) guidelines, implementing practices to ensure consistent and comparable reported information.

FY23 Highlights

Among the accomplishments and progress related to business sustainability and the ESG agenda reported herein, we highlight:

Darwin Project

Reorganization of the Company around a matrix structure, with verticals dedicated to market segments and horizontals specialized in technological solutions, acting seamlessly and reiterating the focus on customer needs. (Page 34)

Balanced Revenues

Revenue from services aiming the digital transformation of customers, including the cloud, data analytics and cybersecurity journey, grew strongly in the year, enhancing the balance between the sale of products and services and generating more recurring revenue. (Page 32)

Logicalis Excellence Supplier

The online Logicalis Suppliers Meeting, created in FY22, held its second edition in FY23 in a face-to-face meeting, including the Excellence Supplier Award. This initiative seeks to stimulate and recognize the Company's partners' commitment to quality and ESG agenda. (Page 75)

Customer satisfaction

Logicalis monitors customer satisfaction through the Net Promoter Score (NPS) survey. In FY23, the company's rating in Brazil's operation increased to 62 points, which is six points higher than the previous year. This result positions the company in the 'quality zone' at the NPS level. (Page 34)

Driving Your Career

Launched in FY23, the project aims at reorganizing positions and careers, describing eventual mobility, the duties of each position and the skills needed to perform them. It also brings together the development programs offered by the Company, encouraging professionals to pursue their own growth. (Page 102)

Climate survey

The result of the climate survey, which measures the level of loyalty, satisfaction and engagement of the professionals working at Logicalis Brazil reached a score of 8.6. The level of participation was 70%, which is considered high. (Page 108)

Carbon neutral

Since 2018, Logicalis Brazil has managed and neutralized its scope 1 and 2 emissions, and, since 2019, also scope 3. Therefore, the Company makes a significant contribution to the goal of its parent company, Datatec, to become zero carbon worldwide by 2025 in scopes 1 and 2. (Page 81)

New social responsibility program

Created in FY23, the Level Up program offers free online courses to accelerate the professional advancement of people pertaining to minority groups in the technology sector. It involves volunteer work by Logicalis professionals and is one of the Company's social responsibility projects. (Page 125)

First Sustainability Report

Logicalis systematized the collection and disclosure of sustainability indexes in accordance with the Global Reporting Initiative (GRI) standard, publishing its first Sustainability Report for FY22 in 2023. This initiative reinforced the Company's commitment to the ESG agenda.

Unconscious biases training

Even without realizing it, people adopt discriminatory thoughts or behavior against certain groups. Making the Company's professionals aware of this reality is the objective of the Unconscious Biases training, which has been offered since 2020. It began with executive management and was extended to other professional levels, including all new hires. (Page 118)

Sustainability in-company award

In FY23, Logicalis Group launched an in-company award to recognize the best ESG initiatives from Logicalis operations worldwide called the Sustainability in Action Award. The Supply Chain area in Brazil won the award for projects, such as reverse logistics and adopting an electric vehicle for its IT equipment deliveries.





Message from the CEO

GRI 2-22

Challenges and advances in our ESG journey

Last year, we took an important step in our evolving journey towards the ESG agenda by publishing our first Sustainability Report. The initiative gave us a more structured view of the points that should be reinforced to continue advancing our strategies related to the topic.

Now, when drafting Logicalis Brazil's second Sustainability Report, I look back and see how much we have evolved, allowing not only our professionals, but also other stakeholders to see Logicalis as a catalyst for the ESG agenda in the technology sector.

Then, to say that this document makes me proud is really to reaffirm my happiness about the mobilization we promote. And we have done all of this amid a very challenging scenario, still reflecting the global crisis in the electronic components supply chain caused by the pandemic. We saw a difficult first half of the year, followed by a significant upturn in the second half of the fiscal year. Despite lower business volume than the previous year, we sustained a healthy profitability.

On the business front, we made significant strides in Logicalis' diversification strategy, which aims

to balance our product and service revenues better. Traditionally, the sale of equipment for large infrastructure projects has always been our primary source of revenue. Nonetheless, over the past years, we have been scaling up services offering-based revenue, which has an increasing share in results.

This movement reflects the transformation in how companies consume technology today, wherein the acquisition of services model prevails. New challenges are emerging, and we, as one of Latin America's largest providers of solutions and services, are positioning ourselves to support organizations in navigating this new environment, offering high value-added services, including cloud solutions, data analytics, IoT, artificial intelligence and security, a topic that permeates all other peers and is becoming increasingly relevant.

In response to market changes and the escalating demands of digital transformation, we have implemented a new in-house organization model, dubbed the Darwin Project. The redesign set out a matrix model for the Company, with verticals focused on specific sectors - such as telecommunications, banking, the public sector, mining and utilities - and horizontal structures built on technical competencies, such as information security, connectivity and cloud. Darwin's main objective was to enhance customer focus, and the excellent results delivered in Brazil led us to extend the project to Logicalis' other operations in Latin America.

The pursuit of best practices permeates all our actions and, besides initiatives already consolidated, such as the neutralization of greenhouse gases, we firmly invest in topics, such as diversity and inclusion, which I consider especially critical in our segment. We all know that racial and gender diversity is still a challenge for the technology sector that needs to be tackled.

In recent years, we have paid more attention to this issue through initiatives, such as supporting social responsibility projects targeting minority groups. However, we recognize that there is still a lot to be done. Our commitment to help build a more representative and inclusive technology sector.

We all know that racial and gender diversity is still a challenge for the technology sector that needs to be tackled.

Consolidating our practices in this document helps us to monitor our progress more clearly and to draw up consistent plans for an increasingly sustainable future.

Enjoy the reading.

Rodrigo Parreira
Logicalis Latin America CEO

Datatec: ESG vision of Logicalis' parent company

Logicalis is controlled by Datatec, a global information and communications technology (ICT) solutions and services company operating in +50 countries on six continents. Founded in 1986, Datatec employs 11,000 people, with annual revenues higher than US\$5.1 billion,

Datatec is composed of three main divisions:

Westcon International

Logicalis International

Logicalis Latin America

68.5%

of Logicalis Latam is held by Datatec

31.5%

of Logicalis Latam is held by the Brazilian group Promon

and since 1994, has been listed on the Johannesburg Stock Exchange (JSE).

Datatec adopts a business philosophy built on entrepreneurial culture and the highest ethical and business conduct standards. The Company is committed to sustainability across all dimensions and supports the UN Sustainable Development Goals (SDG).

The Company adopts and requires its responsible practices and continued advances in ESG agenda from its subsidiaries. In its Integrated Report 2023, Datatec mentions various initiatives and recognitions. Among the highlights are, in the social field, the US\$3 million investment in career development for its professionals and the creation of 11 affinity groups to support an inclusive company culture.

Datatec is committed to sustainability across all dimensions and supports the UN Sustainable Development Goals (SDG).



In the environmental field, in recent years, all Datatec's operations have to report their carbon emissions to CDP, an organization that concentrates on this type of information globally. The Company has also conducted a significant assessment to understand how its activities affect the environment, following international rules on greenhouse gases.

Datatec has officially committed to a global standard of zero carbon emissions, which aligns with scientific climate studies. In addition, Datatec is defining for Logicalis leaders a set of goals related to sustainability, including energy transition, reverse logistics, and sustainable disposal of electronic equipment.

Datatec data

11 thousand
employees

US\$ 5.1 billion
revenue

Investments of nearly

US\$ 3 million

in employee career development



Logicalis Latam: ESG practices in 12 countries

Controlled by Datatec, Logicalis Latam is present in 12 Latin American countries. Brazil is the Company's largest operation, and the executives in charge of Logicalis Latam also lead Logicalis Brasil. The Company operates in the Information and Communications Technology sector (ICT), employs more than three thousand professionals in the region and grossed US\$ 491 million in 2023 fiscal year (FY23).

The Company observes the highest business ethical and conduct standards, fostering an environment of honesty, transparency and fairness. In line with UN SDGs, the Company is committed to fomenting innovation, integrity, excellence, empowerment, partnerships and inclusion.

On the environmental sustainability and social responsibility fronts, it carries out continued work to enhance the impact of its activities. Various initiatives developed in Brazil and reported herein are also applied in other regional operations as exemplified below. Offices also implement specific initiatives according to the local needs and opportunities.

Women Power Week (Chile): This initiative is organized by women in technology and sciences from several universities in Chile. The movement focuses on inspiring and encouraging female university students in the country to pursue a career in IT, a sector still dominated by men in Latin America. Logicalis supports this movement and takes part in events promoted by the entity.

WOMCY (Latam): A non-profit organization that trains women to work in Latin America's cyber security space that offers programs for businesses, educational institutions and foundations. Logicalis supports the WOMCY Jobs program to increase women's presence in the IT sector.

Women in Tech (Peru): A global movement that brings together people, networks and organizations committed to fighting the gender gap in the technology sector, helping women to embrace a career in IT. Logicalis supports this movement, focusing on sharing good practices for equal gender in the IT market.

Leones Naranjas (Mexico): A nongovernmental organization created in 2016, that offers welfare services in sports, education, health and nutrition to socially vulnerable young people and adults in the city of Mexico and metropolitan region. Currently, more than 70 people play soccer up to four times/week at this entity, including 17-24-year-old young people participating in the country's second division championship.

LOGICALIS

Logicalis Brazil

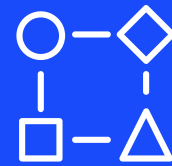
- The Company
- Mission, vision and values
- Commitment to customers
- Key services and solutions
- Awards, recognition, certifications and market studies

The company

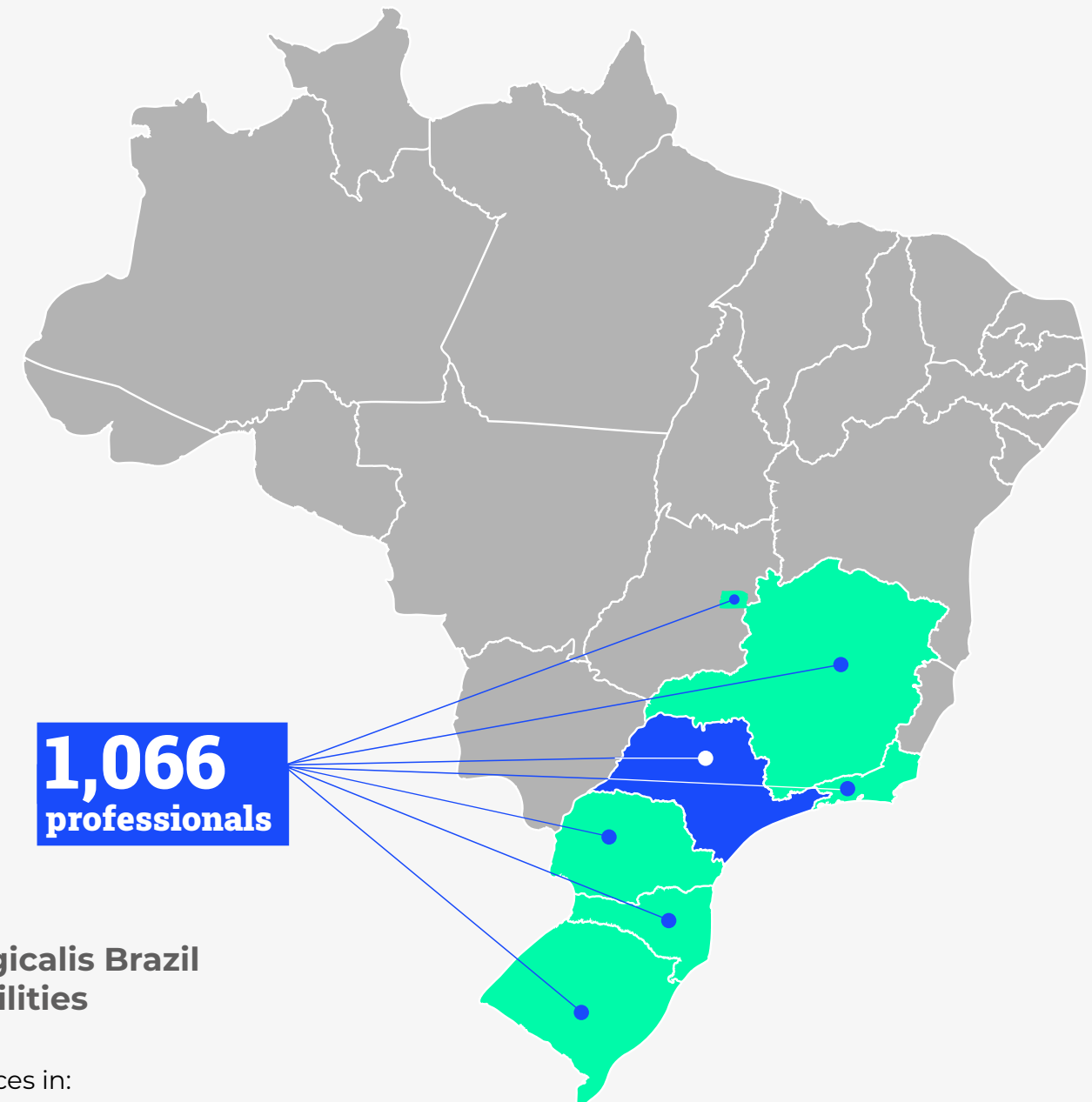
Logicalis Brazil is a publicly-held company based in São Paulo with offices in five other Brazilian states and the Federal District. The Company employs 1,066 people, most of whom are technology professionals with a high level of specialization.

The Company offers a diversified portfolio of products and services focused on digital transformation and technological innovation for its customers, including hybrid cloud, data analytics, IoT, enterprise networking, digital workplace, security, service provider architecture, consulting services and managed services.

Its customers comprise large public institutions and private companies in the finance, health, telecommunications, mining sectors and industries in general. [GRI 2:1, 2-6](#)



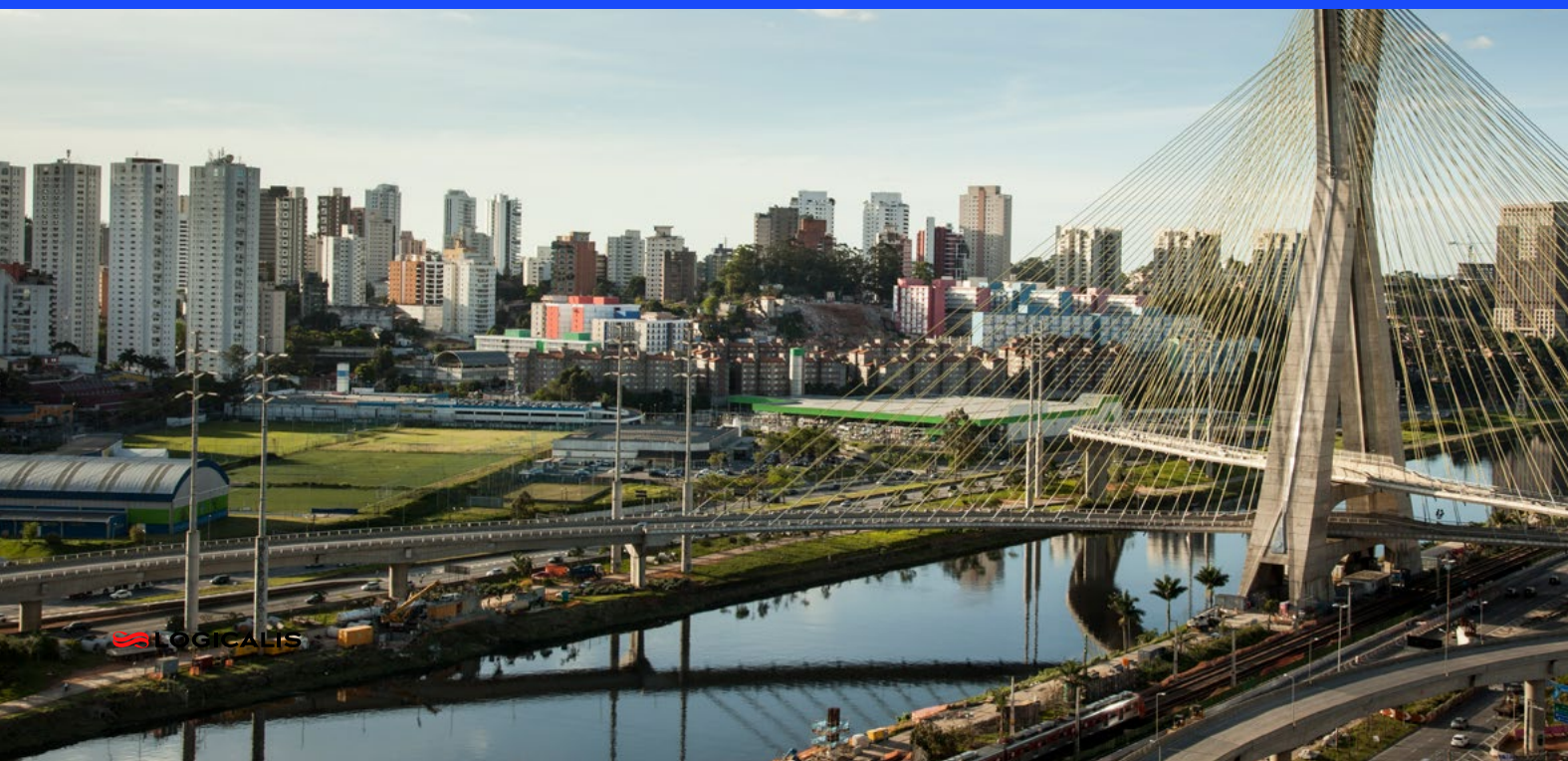
The Company maintains strategic partnerships with large global suppliers of equipment and technology services, such as Cisco, AWS and Microsoft, used in projects implemented for its customers.



Logicalis Brazil facilities

Offices in:

- São Paulo (headquarters)
- Rio de Janeiro
- Minas Gerais
- Federal District
- Paraná
- Santa Catarina
- Rio Grande do Sul



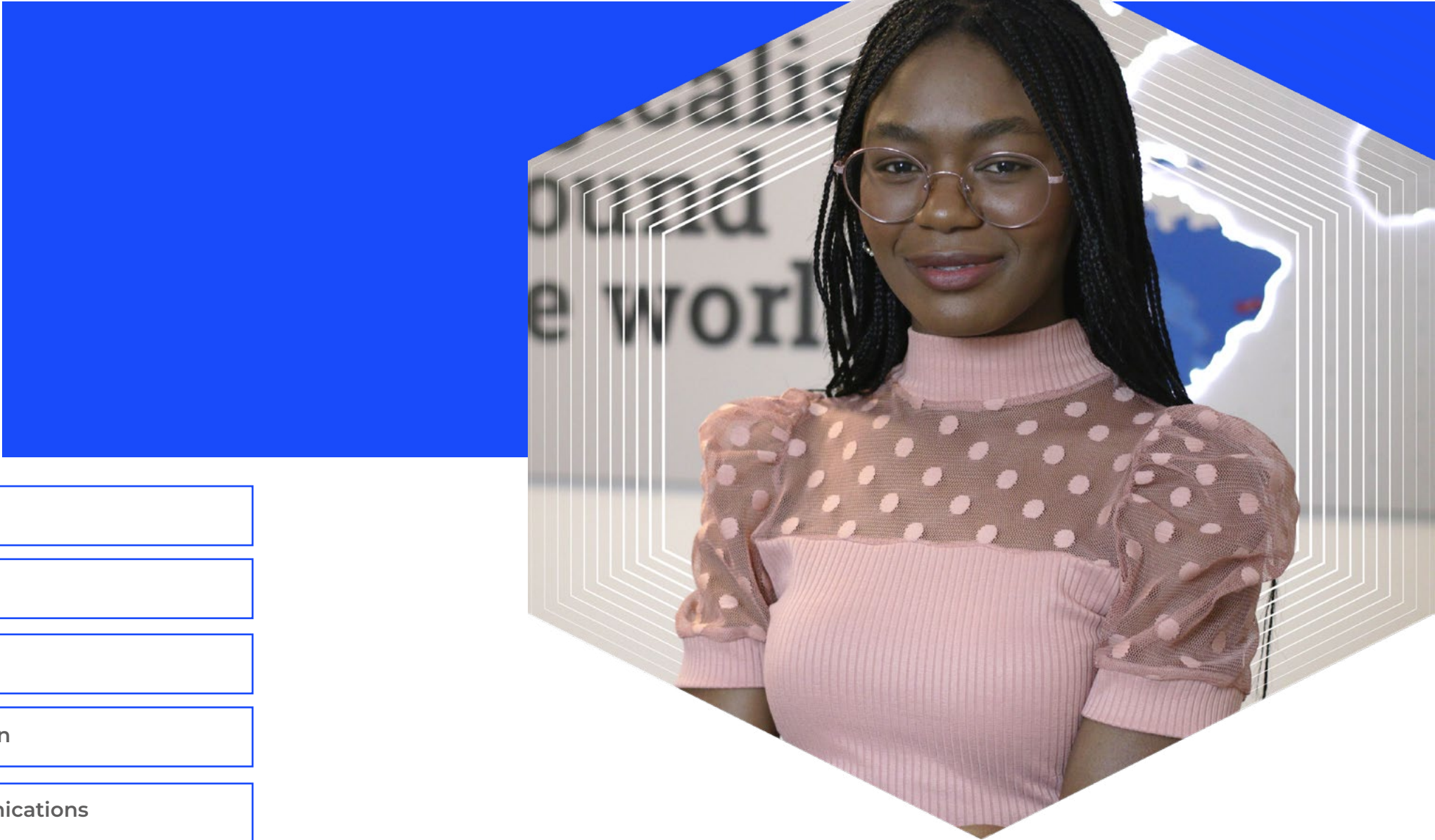
Membership associations

GRI 2-28

Logicalis participates in entities representing professional categories and business sectors, as well as communities and non-governmental organizations, aiming to pursue evolution in the technology and telecommunications sector, and sustainable development of business and society.

The Company participates in the following organizations:

AMCHAM Brasil - American Chamber of Commerce
ABNT - Brazilian Association of Technical Standards
ABINC - Brazilian Association of Internet of Things
AACD - Association for Assistance to Disabled Children
BRASSCOM - Association of Information and Communications Technology (ICT) and Digital Technologies Companies
Business Initiative for Racial Equality
MISA - Microsoft Intelligent Security Association
TSIA - Technology Services Industry Association
WOMCY - Women in Cybersecurity



Logicalis pursues the evolution of technology and telecommunications segments, as well as the sustainable development of business and society.

Mission, Vision and Values



Mission

To be a **transformational agent** in Latin American society through the application of information and communications technology in the daily lives of businesses and individuals.

We believe that **technological solutions** have the power to improve quality of life, lessen environmental impacts and improve human relationships, whether in business or personal life.



Vision

To be the **best ICT services and solutions company** in Latin America, through **innovation, quality and commitment** of its professionals to its customers, shareholders and society.

Values



Integrity

We promote an environment of honesty, transparency, fairness and high moral standards.



Innovation

We embrace change and creativity to deliver the best practical results.



Excellence

We strive to overcome expectations and do the best we can, sustaining a high level of quality.



Partnership

We build solid relations and alliances to achieve long-term success.



Empowerment

We foster the initiative and we offer opportunities to our people.

Commitment to customers

The world is undergoing a period of significant changes in technological advances. Logicalis understands that this transformation involves not only the mastery of various technologies, but also a thorough review of the existing business models, adjustments to the organizational culture and challenges of various kinds.

In this constantly evolving scenario, the Company positions itself as architects of change, aiming to guide and support its customers to navigate safely through this intricate web of changes. Adopting an advisory approach not only offers solutions but also helps organizations build a clear vision of the future and plan the path to achieving it.

Logicalis plays a crucial role in its customers' digital transformation journey, being by their side from the design phase to the full implementation of the project. Its team of highly trained professionals

in a variety of technologies serves as a compass, guiding companies in their decision-making process.

Through its continuous, high-quality services, the Company is committed to its customers' growth and evolution, enabling them to focus their efforts and resources on the strategic areas most vital to their business.

Logicalis' vision goes beyond only offering technological services and solutions. The Company seeks to be a transformational agent in companies' businesses from various segments, consistently placing the customer at the core of its strategy. In each project undertaken, the Company dedicates itself to understand in detail the needs presented, looking through its portfolio and partnerships with the technology sector's key players to find the most appropriate and innovative solutions for its customers.

The Company aims to guide and support its customers in navigating safely through the intricate web of changes brought about by technological advances.

Key services and solutions

HYBRID CLOUD



Logicalis offers a wide array of services and solutions to meet the needs of organizations, aiming at optimizing the cloud usage. The Company supports customers at various stages: defining the infrastructure model, developing a roadmap for the transition, modernizing applications and their migration, and optimizing resources through managed services that maximize the potential of the technology.

IoT



The Internet of Things (IoT) directly addresses the digital transformation needs of customers in various segments served by Logicalis. From a technological perspective, this is a fully-fledged offering, from devices to communication infrastructure, from the platform to data analysis, in fully integrated systems.



DATA ANALYTICS

A benchmark in data analytics *services and solutions*, Logicalis combines its *expertise* with proven methodologies to offer solutions providing greater performance, efficiency and intelligence for businesses. The offer covers advisory services; identification of the potential for creating value from the Company's data; definition and implementation of the entire data platform infrastructure for the corporate analytics area in an on-premise (local server) or cloud environment; use of methods, processes, algorithms and systems-based on analysis to extract knowledge, patterns and conclusions from a wide range of data, from traditional algorithms to more advanced areas, such as machine learning and artificial intelligence (AI).

DIGITAL WORKPLACE



Logicalis supports its customers in the evaluation and implementation of collaboration resources that seek to ensure the productivity of their teams, whether in the office, in the home office or in hybrid work models. Based on the best market practices, the Company helps to get the most out of collaboration platforms.

SECURITY



Logicalis' security practice takes an end-to-end approach, encompassing consulting, infrastructure, data security, applications, cloud and managed services. It helps companies in their digital transformation by enhancing the protection of the confidentiality, integrity and availability of their information. Through seamless solutions, the Company analyzes compliance with practices and regulations, develops and implements security policies and processes. Using technologies from key market players, it implements a safe architecture that is shielded from threats.



SERVICE PROVIDER ARCHITECTURE

Logicalis offers a fully-fledged range of telecommunications solutions and services, including network design, deployment of automated solutions, support and advisory services focused on digital transformation and innovation. Among the highlights, we have new technologies, such as 5G, which enables new services and ways of monetization and add tangible improvements to the business. The Logicalis Service Provider team is prepared to help customers in this new digital journey.



CONSULTING SERVICES

It ensures the alignment between customer's business objectives and its technological strategy. The advisory service supports the adoption of new technologies, the design of technological governance models, with management and operational processes, from design to implementation, and the evolution, integration and optimization of the technological infrastructure. The projects use analyses, such as workshops to discuss solutions, benchmarks, process mapping, the design of technological architectures and topologies, economics and financial feasibility analyses and the consolidation of evolving roadmaps.



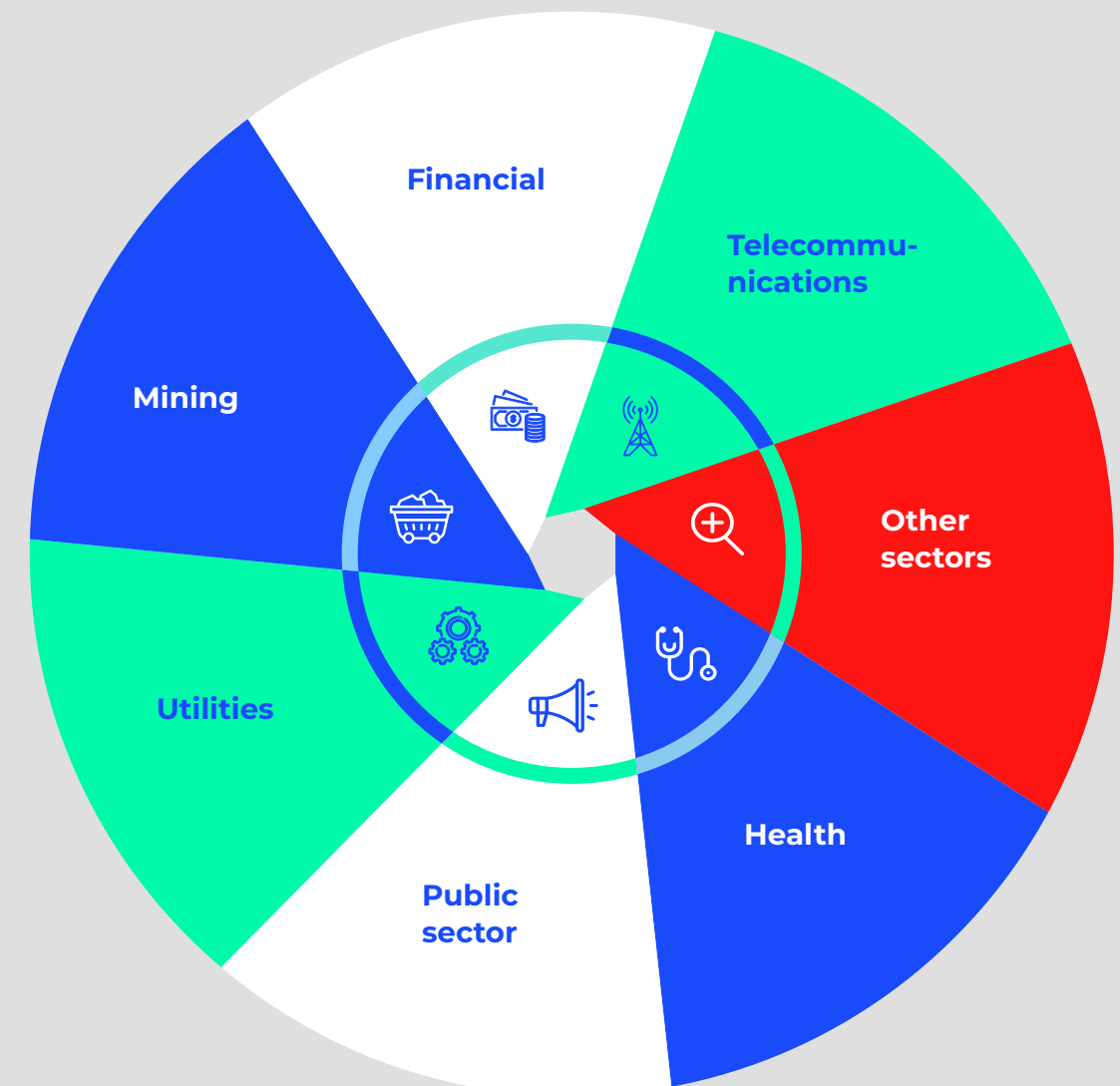
ENTERPRISE NETWORKING

Logicalis works to upgrade corporate networks, adding layers of intelligence, automation and security to support innovations and keep pace with technological advances. To ensure the best user experience and end-to-end control for organizations, the Company offers managed network monitoring services, ensuring a high level of availability and operational integrity 24/7 with proactivity and predictive analysis. All of this is built on cutting-edge solutions, such as SD Wan, SD Access and Wi-Fi6.

Logicalis maintains a unified service area in Latin America to support customers at all stages of the digital transformation journey. It offers seamless services and a unique experience through continued services that add value to the business. This one-tier model ensures the strength and consistency of the services, encompassing consultancy,

integration of solutions, support and maintenance, managed services and technological infrastructures. The services offer crosses its entire portfolio, including hybrid cloud, data analytics, IoT, enterprise networking, digital workplace, security and service provider architecture utilities solutions.

Sectors in which we operate



Awards, recognition, certifications and market studies



Awards bestowed in FY23

Einstein Suppliers Award 2022

Winner in IT category.

Sustainability in Action Awards (Logicalis Group)

The Supply Chain area was awarded in a worldwide-recognized in-house initiative for executing environmental initiatives and supplier management in Brazil.

Partners recognition

Cisco

- Cisco Cloud Infrastructure and Software Partner of the Year – Latam
- Cisco IoT/Industry Partner of the Year – Latam
- Cisco Cloud Infrastructure and Software Partner of the Year – Latam
- Cisco Customer Experience Partner of the Year – Brazil
- Cisco Commercial Partner of the Year – Brazil
- Cisco Marketing Partner of the Year – Brazil
- Cisco Enterprise Networking Partner of the Year – MCR (Multi Country Region)

Market studies highlight

ISG Provider Lens: A study that shows a broad analysis of IT service providers, used as a reference by companies when hiring partners. Developed by global advisory firm ISG, it combines empirical research based on market data and analysis with experience, establishing comparisons among service providers. In this survey, Logicalis Latin America stood out in cyber security, data analytics, and hybrid cloud areas.

Corporate certifications

- ISO 9001: 2015:** Quality Management System
- ISO 14001: 2015:** Environmental Management System
- ISO/IEC 20000-1: 2011:** IT Services Quality Management
- ISO 22301: 2019:** Security & Resilience: Business Continuity Management System
- ISO 27001: 2013:** Information Security Management Systems
- ISO 37001: 2016:** Anti-Bribery Management System
- ISO 45001: 2018:** Occupational Health and Safety Management System

Business vision

- Economic performance and business sustainability
- New operational model: Darwin Project
- IT strategic evolution
- Tax approach
- Sustainable innovation

Economic performance and business sustainability

The 2023 fiscal year was challenging for Logicalis. The crisis in the global availability of electronic components delayed the implementation of several projects, especially in the first half of the year, keeping the backlog high. In the second half of the year, businesses saw a solid upturn.

Logicalis Brazil posted net revenues of R\$ 1.36 billion, and a net income of R\$ 47.46 million, higher profit margin and lower indebtedness in the period. Brazil's operation accounted for 56% of Logicalis Latam's net revenue.

The strategy of reinforcing business sustainability through portfolio diversification advanced in 2023. Customers digital transformation solutions, such as cloud computing, data analytics, cyber security and IoT, now account for nearly 50% of the Company's revenue. The mix

between product sale (hardware) and services (software) also moved toward a higher balance.

Logicalis has been lowering its reliance on a limited number of large customers and partners, as well as the volatility associated with product sales, and is repositioning itself to expand its high-value service offering. This change aims at establishing more predictable and consistent revenue streams in long-term customer relationships.

The strategy includes expanding the offer of managed services, such as cybersecurity management and continued development and implementation (DevOps) services, as well as the journey of migrating and operating cloud platforms.

This transformation gradually changes Logicalis' business model. Instead of one-off product sales transactions, the Company now focuses on recurring revenues and a more advisory relationship with customers. This strategy translates into more predictable and sustainable results, with expected growth in less saturated and competitive market areas.

Direct economic value generated (R\$) <small>GR 2014</small>			
	FY23	FY22	FY21
Revenues	1,624,699	2,051,038	1,707,303

Economic value distributed (R\$)			
Distributed	FY23	FY22	FY21
Operating expenses	972,259	1,263.64	909,695
Employee salaries and benefits	299,021	294,127	283,240
Payments to capital providers	12,700	18,600	76,220
Payments to the government	275,018	370,300	331,381
Payment of interest rates	18,237	37,526	16,525
Total	1,577,234	1,984,203	1,617,061

Economic value retained (R\$)			
	FY23	FY22	FY21
'Direct economic value generated' less 'economic value distributed'	47,465	66,838	90,242

Data reported on an accrual basis of accounting.

Net revenue

R\$ 1.36 billion

Net income

R\$ 47.46 million

Solutions for customers' digital transformation accounted for nearly

50% of revenue

New operational model: Darwin Project

Logicalis implemented a far-reaching change in its operating model in FY23, dubbed the Darwin Project. The transformation replaced the former vertical structure with a matrix structure, which impacted the company. The main objective was to increase customer focus and ensure that Logicalis continues to grow sustainably, consolidating its position as the IT provider, partner and employer of choice.

At the heart of this transformation is adopting a matrix system, which combines the sector and customer knowledge of the verticals making up the market access area (go-to-market), with the expertise of the horizontal structures highly specialized in the technologies the Company offers.

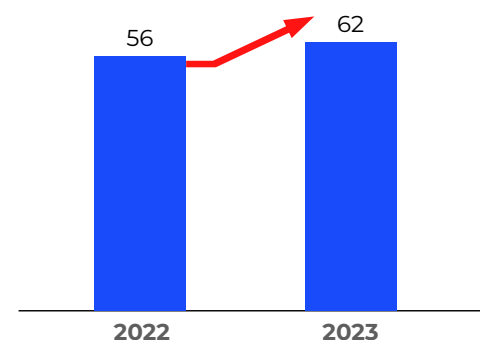
This combination resulted in more effective collaboration between the different areas and ensured that the same team served the customer throughout the journey, enhancing their experience. Collaboration and synergy between teams have gained much more value with this new model.

The Company has become more modern, agile, competitive and even closer to its customers, getting to know their business challenges better and being able to offer high-value-added

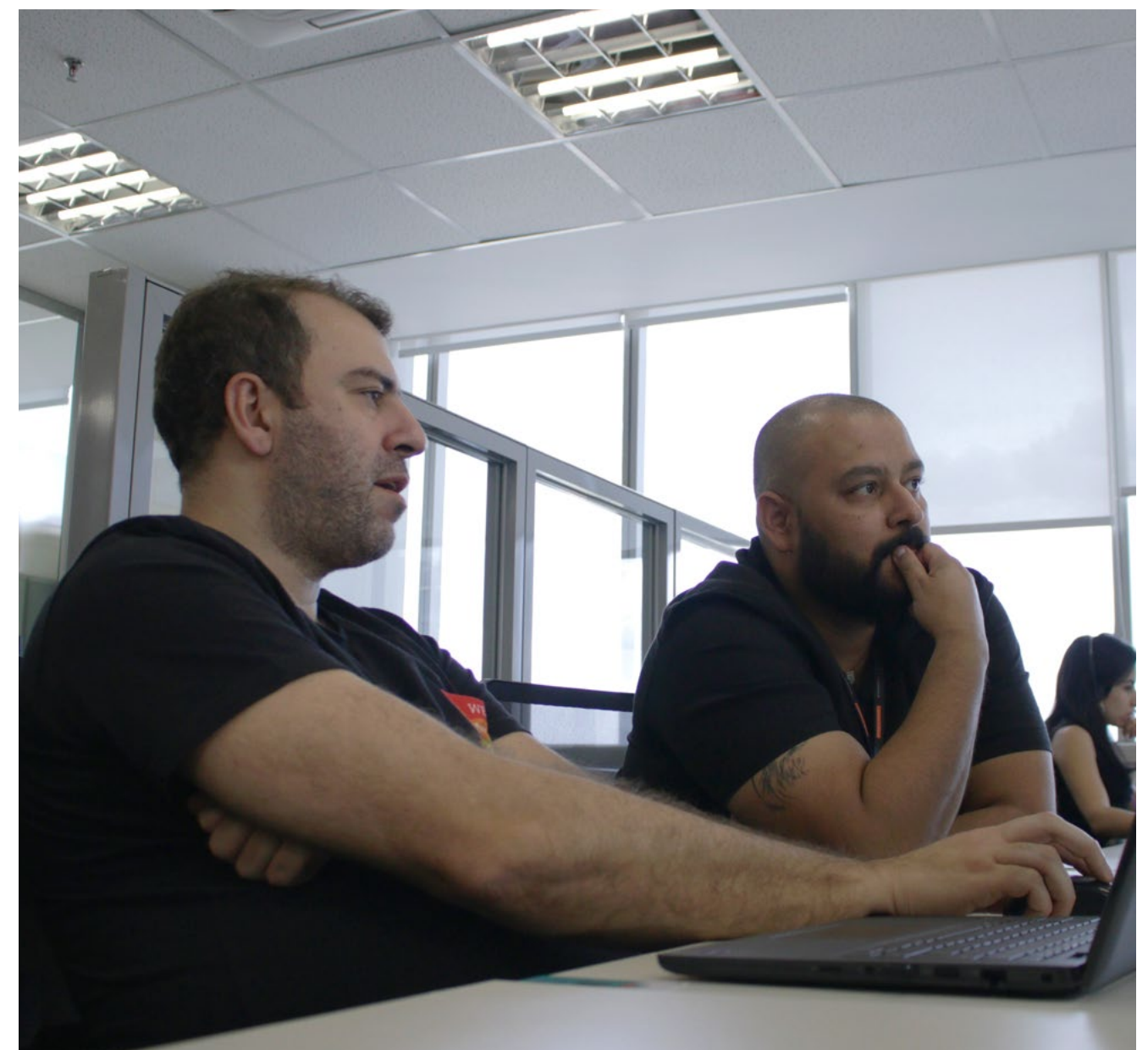
solutions and services. Implementing of the Darwin Project contributed to an increase in Logicalis' score in the survey that measures customer satisfaction and loyalty, using the Net Promoter Score metrics (NPS). The Company's score, which stood at 56 points in 2022, rose to 62 points in FY23, remaining within the NPS quality zone.

For Logicalis professionals, such change also brought advantages. The new organizational model opens new opportunities, allowing professionals to work on various projects under different leaders. With this model, they not only broaden their experiences, but also bring more visibility to their work with other leaders. Integration with different areas of the Company now enables a journey of continuous development, enriching professionals' knowledge and skills.

Logicalis Score in Customer Satisfaction Annual Survey (NPS)



Implementing the Darwin Project increased Logicalis score in an annual customer satisfaction survey.



The change virtually involved all the Company's sectors. The corporate areas, for example, are now Latam-wide, with groups of responsibilities and new leaders. The Go-To-Market area expanded its responsibilities, monitoring customer from sale to post-sale. There was also a significant change in IT systems to support the project, including the creation of an analytics built-on platform that began operating in ten countries.

Brazil was chosen as the starting point for this reorganization, as it is Logicalis' largest operation in Latin America and has a high level of maturity. With the experience and success of its implementation in the country, the model is being replicated in other countries in the region.

Although it is already fully operational, the Darwin Project is a continuously evolving process. Full implementation is expected to take two to three years, with successive evaluations to ensure that the model meets the needs of the Company and its customers.



IT strategic evolution

Logicalis' Information Technology (IT) department has been working hard to optimize the processes, systems and tools supporting the Company's operations. Over the past year, this technological journey has delivered tangible benefits not only in terms of operational efficiency, but also in terms of governance, environmental impact and social benefits. This journey also contributed to the successful implementation of the Darwin Project, which reorganized the Company's structure to make it even more focused on its customers' needs.

The advances involved simplifying and standardizing operations throughout Latin America, adopting new technologies, eliminating systems, migrating applications to the cloud and other innovations. Thanks to that, it was possible to reduce the number of datacenters used by the Company from six to two.

One of the highlights was adopting a new analytics platform across all Latin American operations. Named ANA, the solution was born with the mission of consolidating all the Company's data in a single system in a structured, safe and easily accessible way.

The platform adopts complex techniques and machine learning and artificial intelligence tools to identify patterns, predict trends and events and generate insights that go far beyond the results achieved by traditional business intelligence (BI) tools.

We also saw relevant advances in the DOM (Delivery Operation Management) project management platform used throughout the region. During FY23, DOM unified several previously widespread functionalities in other systems, establishing itself as the Company's single project management platform.

These advances involved the streamlining and standardization of operations across Latin America.



One of the highlights was adopting an analytics platform across all Latin American operations.



The DOM platform manages

6,300 +

Salesforce opportunities in Brazil and in the Company's other Latin American operations

This consolidation allows DOM to organize project data more efficiently, covering information on customers, lessons learned, portfolios and aspects of financial management. In addition, the platform provides reliable data for drafting strategic reports at the ANA, aiding Logicalis' decisions. Currently, DOM manages more than 6,300 Salesforce opportunities in Brazil and the Company's other regional operations, hosting more than 7,600 projects and serving around 300 users.



7,600 +

projects

The IT area also stood out in terms of information security, a strategic value for Logicalis involving the Company's senior leaders and relying on relevant certifications in Brazil and Latin America, such as ISO 27001 and ISO 9001.



6 billion

events monitored in FY23

The Company maintains the highest security standards with 24/7 threat monitoring. In FY23, nearly 6 billion events were monitored, with 3,220 attempts to break into the Company's systems and no incidents recorded.

Tax approach

GRI 207-1, 207-2

Logicalis abides by its tax responsibility based on the principles of integrity, process security and compliance with current regulations. The Company has a tax area with various internal and external duties and is subordinated to the Finance Department. Its purpose is to ensure appropriate governance for the execution of activities, responding promptly to questions from customers, suppliers, business operations, contracts, inspections and other requests from *stakeholders*.

The tax area establishes a transparent relationship with the tax authorities, in compliance with all ancillary obligations and tax payments within the timeframe set forth by laws. Its decisions and guidance to the Company's other departments are based on current legislation and the best understanding of Brazilian jurisprudence and case law.

The area also responds to tax-related questions and doubts from all areas of the Company, ensuring consistency and compliance in paying taxes and fulfilling ancillary obligations.

Other relevant issues, such as changes in legislation or procedural decisions, are discussed with the Finance Department and, when strategic, debated in a broader forum, which includes the Latam leadership (CEO, CFO, Legal Department and Finance Department). In addition, quarterly meetings are held with this group to update and define tax issues.

The tax area is also liable for managing administrative and legal tax proceedings, both as claimant or defendant, and regularly reports them to the Legal Department. These proceedings stem from inspections or administrative procedures and opportunities to challenge specific tax laws.

Currently, Logicalis has no debt installment payment or tax debt negotiation with any public administration bodies.

Sustainable innovation

GRI 3-3

Aligned with the Sustainable Development Goals of the United Nations 2030 Agenda, Logicalis has dedicated itself to building innovative solutions for strategic sectors, such as sustainable agriculture, quality education, clean energy, industry 4.0 and urban infrastructure development. Innovation permeates its operations and connects with the profound transformations in global societies.

The Company develops, offers to the market, implements, evaluates the results and improves these solutions, which then become cases of success and theses for applying new technologies. It also invests in research into challenges related to

technological adoption, making it available to the market free of charge.

Its professionals also publish articles and take part in scientific and sector events related to technology to share knowledge, contributing to the joint evolution of the industry.

Within the scope of the Darwin Project, Logicalis focused on reviewing its portfolio and planned to structure an area targeting the technological development and innovation. The Company also regularly reviews compliance with processes to ensure the fulfillment of objectives related to promoting business built on cutting-edge technologies and responsible innovation. Thematic committees review the strategies adopted and lessons learned, focusing on the continuous improvement and innovation required.





Technology & sustainability

- Technology as a Sustainability Driver
- How Logicalis solutions bolster ESG agenda

Technology as a Sustainability Driver

Technology plays a crucial role in developing a more prosperous, fairer and more sustainable society. This role is played in different ways. In companies, it has been increasingly used in projects related to the ESG agenda.

Its application ranges from structuring processes and procedures to monitoring these activities through auditable indicators and metrics. The technology enables the development of action plans for ESG practices and the identification of the areas that require focus to ensure the business sustainability.

Implementing ESG practices implies sound governance, which requires the integration of different systems, so that adherence to sustainable processes can be audited.

Modern technologies, such as IoT, blockchain and data analytics, allow companies to track their initiatives and certify the authenticity of data and processes. Their presence becomes indispensable amid increasing regulation for the disclosure of auditable data on climate change.

Seemingly simple solutions provide highly relevant social impacts. One example is the so-called smart badge, a monitoring technology used to enhance job security, especially in risky environments or those with restricted access.

The badge allows to control the movement of employees and visitors in companies, using tracking and digital identification for real-time communication and location. With this control, it is possible to mitigate accidents and restrict access to controlled areas. Traceability systems also enable monitoring the correct disposal of contaminated waste, protecting people's health and benefiting society as a whole.

Seemingly simple solutions provide highly relevant social impacts.

Digital inclusion must guarantee ample opportunities for growth in the digital environment.

Technology is also increasingly important for social development. One example is access to the internet, which contributes to people's work, education and leisure. The United Nations (UN) has classified it as a basic human right, according to the terms of Article 19 of the International Covenant on Civil and Political Rights, which deals with freedom of expression and dissemination of knowledge.

Digital inclusion, a responsibility of the state, supported by the private sector, is essential for democratizing access to information technologies. It ensures that everyone is fully integrated into the information society.

More than simply mastering essential tools or languages, this inclusion must guarantee broad opportunities for growth in the digital environment. Thus, individuals can use these technologies not only to develop themselves, but also to improve their social status.



Some projects implemented by Logicalis



Smart public lighting

A sensor system that monitors lighting on public streets, helping to identify and prevent risks to people's safety.



Digital transformation at schools

It promotes connectivity, collaboration, productivity management, and monitoring of student health.



Employee safety in areas of risk

It minimizes work-related injuries by monitoring the location and workers' activity in hazardous environments.



A platform for CO₂ emissions neutralization

It uses blockchain to track, assure and audit transactions, streamlining the neutralization of companies' carbon emissions.



Energy efficiency

It monitors the consumption of resources, such as energy and water in buildings, applying AI and automation tools to optimize and reduce consumption.



Patient remote monitoring

IoT solution under development that allows patients to be monitored remotely, increasing the range of quality care and relieving hospital stress.



Agro 4.0

It offers connectivity and AI to agricultural producers and cooperatives, generating productivity and efficiency in the field and enhancing food production.



Pervasive communication and safe internet

Logicalis builds private networks for corporations and internet infrastructure for operators, work that is expanding into the implementation of 5G networks, which promise to enable the development of various innovations.

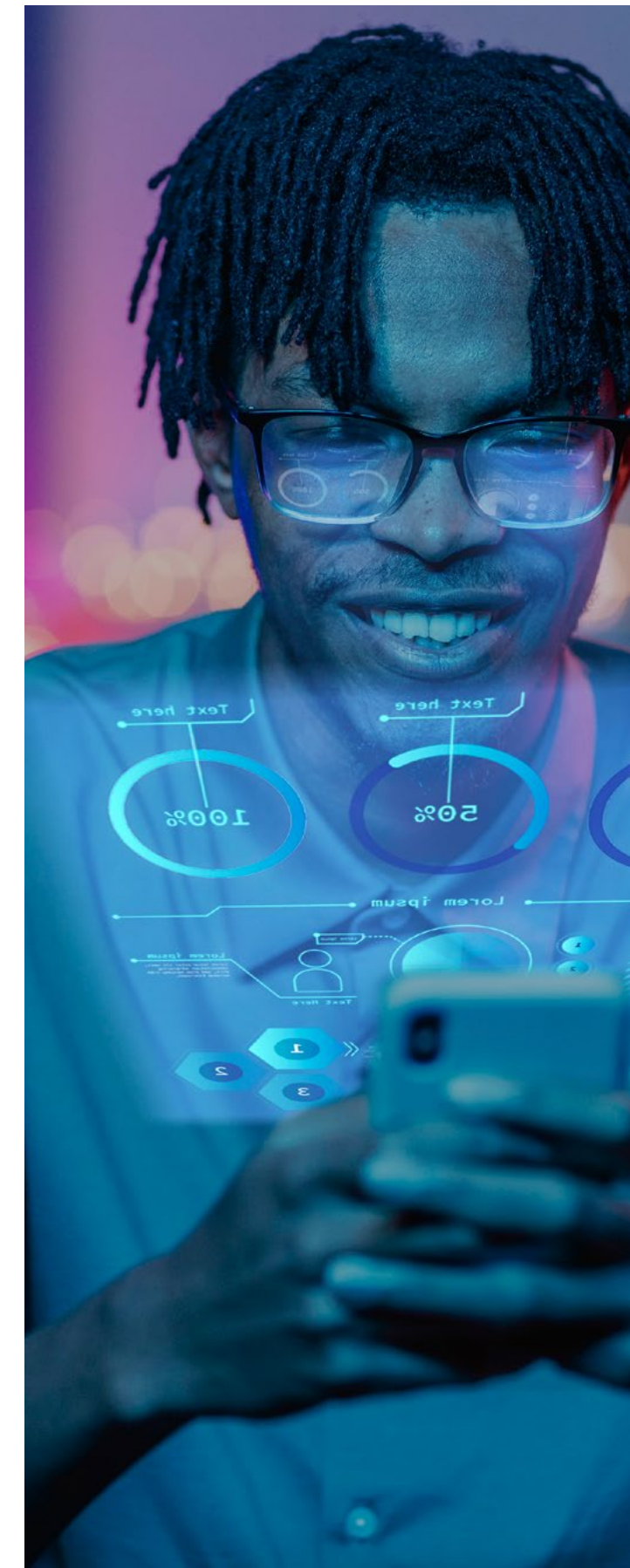
How Logicalis solutions bolster ESG agenda

The solutions implemented by Logicalis play a key role in the evolution of companies' ESG agendas. Hybrid cloud tools, for example, allow companies to reduce their carbon footprint since cloud computing can be more energy efficient than traditional datacenters.

The digital workplace, in turn, promotes more flexible working models, which can improve professionals' quality of life by allowing them to better balance work and personal life.

Solutions such as data analytics and security provide countless benefits in the field of governance. The ability to analyze large volumes of data allows companies to make more informed decisions based on accurate, real-time insights. This analytical capacity not only optimizes operations, but also ensures that companies comply with regulations and industry standards in their respective sectors.

Furthermore, in an increasingly digital world, information security is vital. Protecting customer data and ensuring the integrity of systems is an integral part of good corporate governance.



The ESG agenda at Logicalis

- Commitment to sustainability and materiality
- Logicalis ESG Map

Commitment to sustainability and materiality GRI 3-1

Throughout Logicalis' history, social and corporate issues responsibility have always been on the agenda, albeit incipiently. In 2021, the structuring of the ESG area made it possible to move forward and establish the implementation of the ESG agenda as a strategic guideline.

Regarding the environment, the Company seeks to play a key role in adopting proactive measures to protect the planet by applying sustainable and efficient technologies.

As far as social responsibility is concerned, the Company works to educate and train people through technology, giving them the tools they need to improve their lives and strengthen their communities.

In the governance pillar, the Company dedicates itself to executing, measuring and managing its business initiatives to promote and consolidate good governance practices, always considering and valuing the ecosystem of stakeholders to which it relates.

Two years ago, the Company advanced its ESG agenda by consulting different stakeholders to identify the most relevant material topics from the perspective of ESG impacts. It listened to customers, suppliers, business partners,

shareholders, educational NGOs, education specialists, Logicalis professionals, the press, opinion makers, banks, headhunters, sector associations and market analysts.

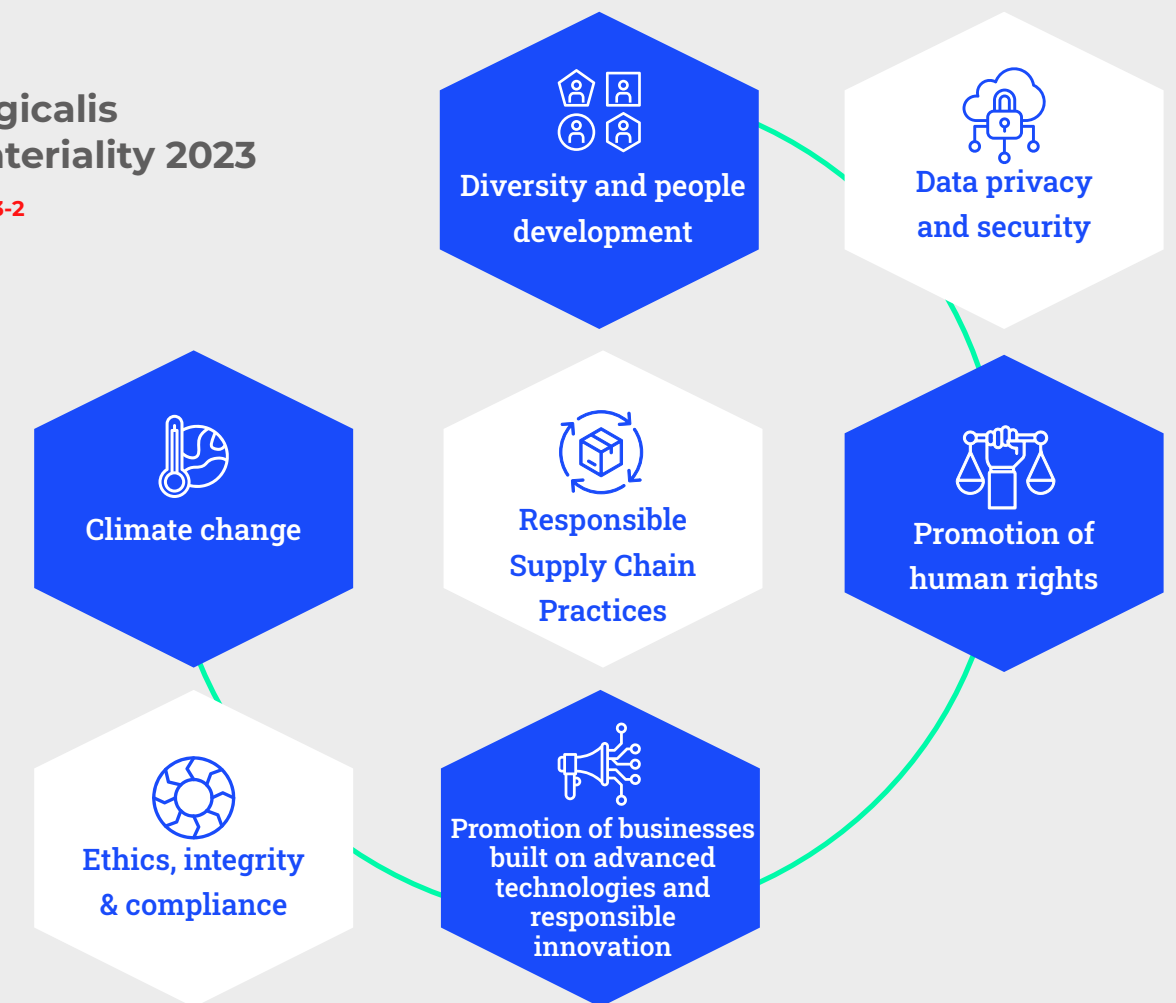
This work resulted in Logicalis' first materiality, highlighting 12 material topics. In FY23, the Company reviewed its materiality, which grouped and prioritized the original topics into seven priority material topics.

These topics are directly linked to the UN SDGs. On the social front, they connect with SDG 4 (quality education) and 5 (gender equality). Concerning the environment, with SDG 12 (responsible consumption and production) and SDG 13 (action against global climate change). On the governance front, with SDG 16 (peace, justice and strong institutions).



Logicalis Materiality 2023

GRI 3-2



The definition of the most relevant material topics guides various projects and initiatives to align Logicalis' business practices with the highest sustainability standards, always seeking to improve its actions and positively impact society and the environment.

7 priority material topics








ESG Map

The infographic on the next page shows the main sustainability projects implemented by Logicalis Latam in the region as a whole, including Brazil (LT), only in Brazil (BR) or in other countries of the region, as indicated in the subtitle.

Logicalis ESG Map



Supply Chain & Logistics

- Reverse Logistics 
- Logicalis Suppliers Award 
- Obsolete Equipment Responsible Disposal 
- Electric Vehicle 
- Green Delivery 
- Low Carbon Meeting 
- Electronic Circuit Campaign 



Our planet


- GHG Inventory and Neutralization 






Our communities

Women & Technology

- Women Rock IT (Cisco) 
- Technovation Summer School for Girls (USP-São Carlos) 
- USP Diversa 

- Women Power Week 
- WOMCY 
- Women in Tech 







Philanthropy

- Logicalis Merchandise Store (AACD) 
- ADX (Chess Development Association) 
- Leones Naranjas 



Our people





Inclusion, Diversity and Equality (Human Resources)



- Unconscious Biases Training 
- ID&E Virtual Panels 
- Affinity Groups 
- Level Up 
- Volunteering Program 
- Signatory of Business Initiative for Racial Equality 



Our governance

ESG Governance





- Logicalis ESG Journey 
- Communications, Policies and ESG Processes 
- Sustainability Latam Committee 
- ESG Data Requests 

- Sustainability Report 
- Association Management 


Information Security

- Information Security/Data 









Legal & Compliance

- Signatory of Ethical Work Movement (Brasscom) 
- Ethics Week 
- Code and Channel of Ethics and Conduct 
- Anti-corruption Policy 

Finance

- ESG Finance 

Subtitle

- Latin America (including Brazil) 
- Argentina 
- Brazil 
- Chile 
- Mexico 
- Peru 
- Initiatives implemented 
- Initiatives in progress 

Approach to stakeholder engagement GRI 2-29

Logicalis promotes engagement strategies with various stakeholders:

Customers

Operations regular meetings, post-project satisfaction surveys and annual satisfaction monitoring by the Customer Experience (CX) team.

Business Partners

Engagement through Marketing and Alliances teams, including alignments to build demand, training, certifications, campaigns and events.

Suppliers

Rigorous qualification and monitoring process, including invitations for training and events.

Shareholders

Board meetings with four strategic committees, including Datatec and Promon representatives.

Company professionals

Engagement through Human Resources area, comprising climate surveys, competency evaluation, events, training and various benefits.

Press and market analysts

The marketing team's regular interaction includes interviews, press notices, meetings, and participation in market studies.

Banks

The financial executive board does management through regular meetings.

Associations

Management by the ESG area, with participation in working groups focused on various topics, including people management and diversity.



Logicalis maintains various strategies for stakeholder relationships.

Corporate Governance

- Governance model and structure
- Ethics, integrity and compliance
- Data privacy and information security
- Supplier management

Governance model GRI 2-9

Logicalis has a well-structured governance model, with various strategic, operational and financial planning and control instruments. The system involves an intense relationship between members of the Brazilian operation's executive board, which, in many cases, accumulates the same position at Logicalis Latam with the Company's shareholders and the Board of Directors, whose chairman does not hold an executive position in the organization. **GRI 2-11**

Members of the Board of Directors are appointed by shareholders, considering relevant competencies to perform these roles. **GRI 2-10**

The governance structure relies on 21 leadership committees, within global and Latam scopes, liable for specific strategic issues, and relying on the Brazilian operation representatives participation. The following committees compose this list:

Sustainability Committee

Headed by the Chief Marketing, Alliances & ESG Officer, this Committee holds bimonthly meetings with the participation of the Quality, HR and Supply Chain executive boards and representatives of the Safety, Environment and Health Management System (SGSMS) and advisory service, to monitor the topic's progress at the Latam level,

the advance of the region's ESG journey and other initiatives related to socio-environmental sustainability.

Risk & Compliance Committee

Headed by the Legal and Compliance Executive Board, this Committee is responsible for analyzing and managing business and operational risks, holding meetings every two months to monitor activities and the evolution of the risk assessment methodology. The Finance, HR, Supply Chain, Management Systems, Quality, Information Security and PMO executive boards, as well as the Legal/ Compliance, Tax and Controllershship managers take part in this committee.

QBR Brazil (Verticals/Operations)

Coordinated by the Executive VP of Brazil, it holds quarterly meetings to align the executives on the business performance, update on the achievement of the strategic objectives of each commercial vertical/cluster, monitor action plans and share priorities for the following quarter. The participants of the meetings are the CEO, CFO, Finance Director, COO, Strategy, Chief People & Adm Officer, Chief Mkt, Alliances & ESG Officer, Chief Legal & Compliance Officer, CoE, CTO, Practices VP, Mgmt Systems Director, Operations Director and Tech House.

Logicalis' decision-making process includes several other forums in which the Company's management plans and results are presented, discussed and assessed. Among these, we highlight:

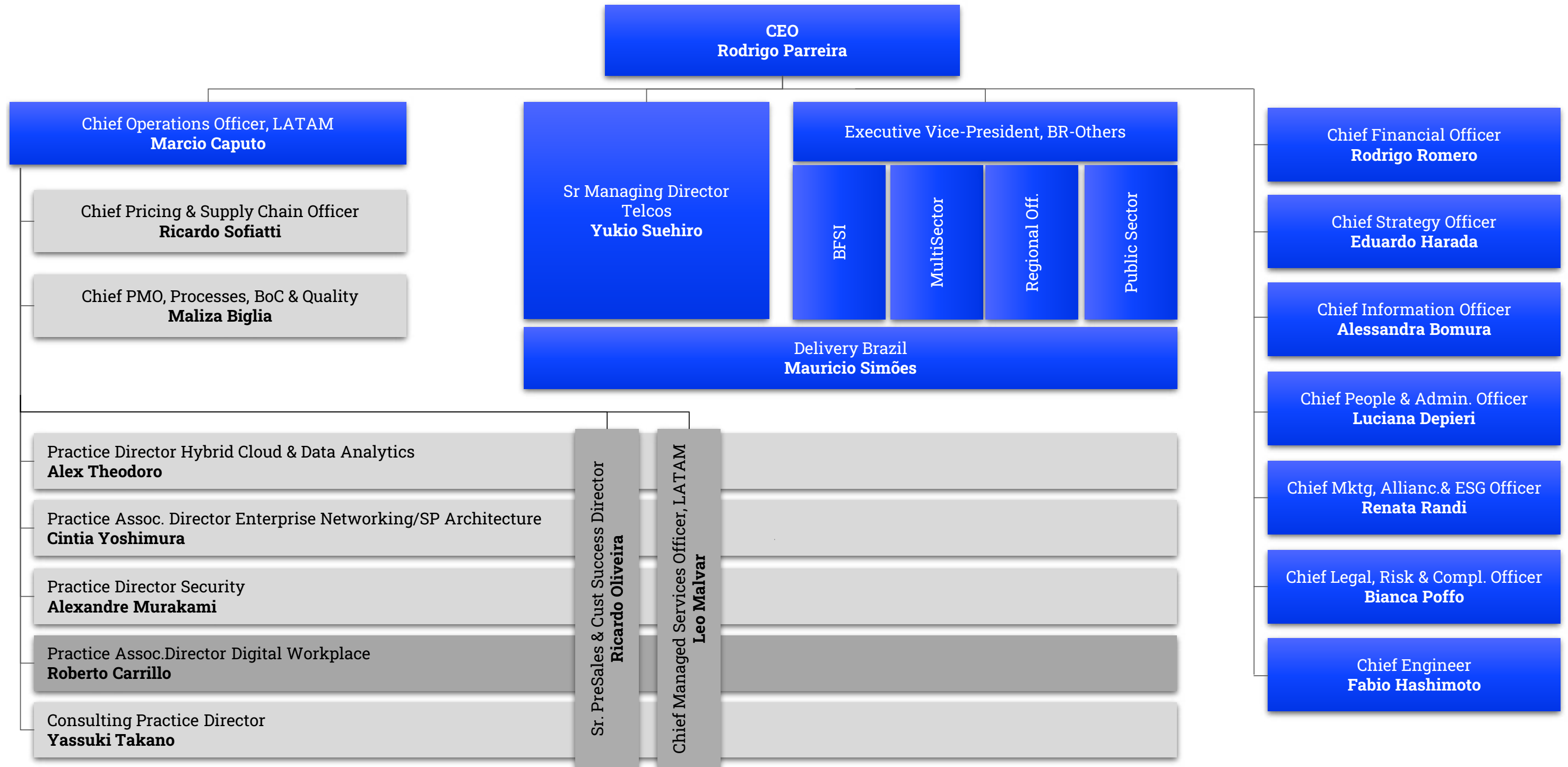
- The CEO and CFO hold quarterly meetings with members of the Board of Directors of Logicalis Group and Grupo Promon, during which the organization's performance is critically analyzed.

- Presentation of the strategic planning and annual budget to shareholders.

- The annual meeting to review the half-year performance in relation to Strategic Planning is attended by executives and managers.



Governance Structure



Ethics, integrity & compliance

GRI 2-23, 2-24, 205-1, 3-3

Logicalis believes that ethical behavior is paramount to sustain successful relationships with customers and partners. Thus, it complies with the highest ethical standards and abides by prevailing laws and rules.

The Company has a set of guidelines and standards that guide the behavior expected of its professionals, suppliers, service providers, customers and partners when performing business activities and in business ethics-related situations. These documents are available on channels such as the intranet and the Company's [website](#), and are included in stakeholder agreements.



Click here to access the Company's Code of Ethics.

The Company maintains the following instruments:

Code of Ethics and Conduct

Logicalis Code of Ethics and Conduct brings together a set of rules of conduct to be observed in the development of its business, so that the Company fulfills its role with excellence. The purpose of this document is to guide the decisions and actions of the Company's professionals, as well as partners, service providers and suppliers in general. It provides guidelines on how business activities shall be carried out, describes what is and isn't acceptable in the workplace and directs the actions of the Company's professionals in a broad context. It also includes guidance on regulated work restricted to professionals over 18 and the guarantee of rights agreed in union meetings.

The Code of Ethics and Conduct is based on the principles of transparency, fairness, accountability, and corporate responsibility, and is supported by Logicalis' values of integrity, innovation, excellence, partnership and empowerment.

The failure to comply with its guidelines, as well as other Logicalis policies, may result in disciplinary measures. Its management is the responsibility of the Ethics and Conduct Committee, which applies the appropriate warnings and penalties.

Ethics and Conduct Committee

The mission of the Ethics and Conduct Committee is to ensure that ethics and fairness are applied in Logicalis' relations with its professionals and stakeholders. Its main duties and responsibilities are:

- Promote a culture of integrity within the Company's internal and external context;
- Receive and assess investigation reports submitted by the Legal and Compliance Executive Board;
- Define and deliberate on the appropriate measures arising from complaints, under the terms of the Procedure for Conducting Complaints and Investigations;
- Suggest amendments to the Code of Ethics and Conduct and the Anti-Corruption Policy to senior management;
- Ensure that the objectives of the Integrity Management System (IMS), the Anti-Corruption Policy and the Code of Ethics and Conduct are established, implemented, maintained and critically analyzed by the areas involved to properly address the Company's corruption risks, along with senior management and the Legal and Compliance Executive Board.

Channel of Ethics and Conduct

Logicalis maintains a Channel of Ethics and Conduct for reporting suspicions or knowledge of practices, operations or behavior that may be considered violations of the Company's policies, codes and rules or prevailing laws.

It is a confidential and safe means of communication, available to Logicalis professionals and the general public, managed by an outsourced company called ICTS/Aliant. Complaints can be made in an identified or anonymous manner and are received impartially and confidentially.

To ensure the effectiveness of the Channel of Ethics and Conduct, Logicalis ensures non-retaliation and protection for whistleblowers in good faith.



The channel can be accessed via an intranet, for Company professionals, or, by all stakeholders via the Logicalis website ([access here](#)) or by telephone at 0800 721 0755.

Concerns regarding ethics and integrity can be communicated by the executive boards of the areas or by any Logicalis professional to the Legal and Compliance Executive Board, in person or by e-mail.

The Logicalis Ethics and Conduct Committee analyzes all complaints received, following the Company's guidelines for this procedure. The whistleblower can follow the complaint's progress, interact with the company, and comment further on the website and by telephone.

An internal and external compliance audit is conducted yearly to assess the channel's work. In addition, Logicalis yearly discloses the number and types of complaints received in the period and the conclusions reached. Whistleblowing channel's indicators guide preventive actions, such as training sessions held throughout the year.

In FY23, six complaints of moral harassment, two of inappropriate behavior, one of sexual harassment, one of conflict of interest, one of discrimination, one of incompatible negotiation and two on other topics were registered. In 2023, no confirmed case of corruption was registered. **GRI 205-3**



Transparency and Business Ethics Program

This program seeks to reinforce the commitment of the Company and its leaders to ethics and transparency in stakeholder relations, following a zero-tolerance policy for acts contrary to corporate principles and anti-corruption regulations. The program defines policies and procedures to improve corporate governance and compliance, covering the Code of Conduct, the Company Policy, and specific guidelines for hospitality, customer gifts and donations.



Click here and access the Anti-Corruption Policy.

Anti-corruption policy

Logicalis sets out the conduct of all its business in an honest, legal and ethical manner, not tolerating any form of bribery and corruption and committing itself to professional, fair and upright business practices. In line with anti-corruption laws, this policy, described in a document available on the Company's website, stresses the relevance of integrity in relations with customers, partners, suppliers, shareholders and society in general.

Guide on bid good practices

Through the Good Practices Guide for Participating in Bids and Relationship with the Public Administration, Logicalis guides its professionals on the conduct that shall be adopted in these processes.

Adhesion to Brasscom Charter of Principles

To reiterate its commitment to transparency and business ethics, Logicalis has signed up to Brasscom's (Brazilian Association of Information and Communications Technology and Digital Technology Companies) Charter of Principles for Work in Technology.

The document highlights the sector's relevance as a driver of innovation and modernity in the country, and mentions the Covid-19 pandemic, when remote working completely changed production conditions. It also stresses that companies must prepare themselves for the changes in the workplace and ensure that they play a leading role in the global challenge of guaranteeing ethical and inclusive work for men and women, promoting a fairer and more equal society.

The Charter includes five principles: ethical business; integration of contract and supplier management into corporate strategy and decision-making processes; respect for human rights; safety, health, welfare and social security; and dialogue between stakeholders.

Compliance and risk management

Logicalis understands that business risk management is an activity of great responsibility conducted by all the Company's areas. However, it shall be incumbent upon the Chief Legal & Compliance Officer to manage the organization's corporate risks. The managers of the business and support areas must ensure the effective management of risks in their direct organizational responsibilities, including improving or implementing new controls to mitigate identified risks. **GRI 2-13**

Yearly, mapped risks are monitored with key areas. In addition, every six months the Risks, Audit and Compliance Committee, which is an advisory committee to the Board of Directors holds a meeting, in which the Finance, Risks and Compliance areas present the results, issues related to audits and controls, risk management and compliance and the organization's solvency and liquidity issues.



Concerning compliance risks, the Integrity Management System (IMS) is Logicalis' key instrument for managing corruption-related risks, certified since 2019 by the ISO 37001 standard, which guides and certifies anti-bribery management. The IMS was created to prevent and combat attempts of bribery, fraud, corruption and harassment, and is fully aligned with the profile and culture of Logicalis, which has ethics and integrity as core pillars of its relationships and business.

The IMS aims to ensure compliance with the guidelines of Logicalis' Code of Ethics and Conduct and Anti-Corruption Policy. The system seeks to ensure that stakeholders' requirements and expectations are aligned with the Company's strategies, objectives, policies, processes and standards. Its focus is to support preventing, detecting, and responding to the corruption and bribery practices.

The IMS defines the organizational structure, resources, roles and responsibilities for planning and execution of all activities that guarantee its effectiveness and continuous improvement. The work includes raising concerns, internal and external communications, prior investigations (due diligence) when hiring strategic professionals and suppliers and control of gifts, presents and hospitality offered to business partners.

The IMS structure is consolidated at Logicalis' strategic, managerial and operational levels, allowing regular

evaluations of its performance in accordance with technical, legal and statutory requirements.

All these controls are implemented and managed by the respective executive boards, which continually assess their effectiveness, and identify opportunities for improvement based on daily monitoring, risk analysis, internal and external audits, critical system analysis, etc.

The main sponsor of the IMS is the Company's senior management, i.e., the Latam CEO, the Executive Vice President of Brazil, the APU (Argentina, Paraguay and Uruguay) executives and the NoLa Executive Vice President (Mexico, Dominican Republic, Puerto Rico, Colombia and Ecuador), along with the Legal and Compliance Executive Board, the Ethics and Conduct Committee and other departments and leaders. **GRI 2-12**

Logicalis encourages its professionals to raise concerns related to these types of risks to the Legal and Compliance Executive Board, directly or via e-mail. **GRI 2-16**

Logicalis' IMS undergoes annual internal and external audits, which have not recorded any nonconformities to date, only recommendations for improvement. **GRI 2-18**

Looking to the future, the Company aims for an even more mature system, with improved indicators.



Conflicts of interest

GRI 2-15

Logicalis' Integrity Management System ensures that all its processes adhere to the Code of Ethics and Conduct, the Anti-Corruption Policy and the management of risks associated with people management. During the hiring process, the candidate's alignment with the Company's values and policies is assessed, with special care (due diligence) in the case of higher-risk positions, such as officers and compliance professionals, or in the case of interaction with public authorities. These practices also apply to transfers and in-house promotions.

The agreements formalize the professional's adherence to the Company's policies and the acceptance of disciplinary measures in the event of non-compliance. The senior management annually confirms its commitment to integrity policies and the absence of conflicts of interest. The shareholders observe a shareholders' agreement that sets forth the guidelines for identifying and managing potential conflicts of interest.

Ethics Week

To reaffirm its commitment to ethics and reinforce the values of integrity, honesty, respect for the laws and proper conduct in its organizational culture, Logicalis promoted the Ethics Week 2022. The event featured

speeches by the CEO, the Chief People & Adm Officer and the Chief Legal & Compliance Officer, who spoke about the importance of observing the guidelines of the Code of Ethics and Conduct and the Anti-Corruption Policy, and emphasized the role of each professional, so that Logicalis continues to conduct its business with integrity and honesty.



Employees who were notified and trained in anti-corruption policies and procedures, by region [GRI 205-2](#)

Region	Employees	FY23		FY22	
		Notified	Trained	Notified	Trained
North	No.	1	1	2	2
	%	100	100	100	100
Northeast	No.	0	0	0	0
	%	0	0	0	0
Mid-West	No.	0	0	0	0
	%	0	0	0	0
Southeast	No.	1,026	987	1,256	1,104
	%	100	96.2	100	88
South	No.	0	0	0	0
	%	0	0	0	0

Employees who were notified and trained in anti-corruption policies and procedures, by employee category

Categories	Employees	FY23		FY22	
		Notified	Trained	Notified	Trained
Board of Executive Officers	No.	40	34	40	36
	%	100	85	100	90
Managers	No.	175	165	299	268
	%	100	94.3	100	90
Coordination/supervision	No.	91	88	-	-
	%	100	96.7	-	-
Specialists/experts	No.	192	181	204	170
	%	100	94.3	100	83
Analysts	No.	356	339	591	521
	%	100	95.2	100	88
Technicians	No.	37	35	51	47
	%	100	94.6	100	92
Assistants	No.	30	28	34	31
	%	100	93.3	100	91
Total	No.	921	870	1,219	1,073
	%	100	94.5	100	88

Notes: 1. Professionals hired by Logicalis have until 90 days to attend the anti-corruption training. 2. The sales team is distributed in different employee categories, including analysts, managers and officers.

Data privacy and information security GRI 3-3

Logicalis' business model mainly focuses on information assets, whose value is strategic and crucial to the Company's competitiveness and business continuity. However, risks related to data privacy and information security can cause significant damage to the Company's reputation and finances, including substantial fines. In addition, customers, suppliers and partners are also subject to the same privacy laws and have been questioning companies about good practices in using personal data.

To evaluate the management of these topics, Logicalis holds an annual meeting to critically analyze the Information Security Management System, wherein the security indicators and objectives are presented to the executive board and any necessary adjustments or changes are defined. Security management is also partially verified in audits of standards, such as ISO 22301 (Business Continuity Management), ISO 20000 (Quality Management in IT Services), ISO 27001 (Information Security Management) and finance-related audits, which extensively assess the security control environment.

As a result of these initiatives, Logicalis has maintained the ISO 27001 certification since 2006 without relevant risks or exposure to the market. Any non-conformities or opportunities for improvement identified in internal or external audits are treated according to the requirement mentioned in ISO 9001 (Quality Management).

Logicalis treats data privacy and information security with the utmost strictness, adopting the best market practices, including ISO 27001 certification.

Logicalis Information Security Policy

The following principles guide the Company's information assets protection:

- Use and handling of information assets ethically and professionally by everyone;
- Access to information assets only by authorized persons, respecting their confidentiality;
- The integrity of information in its origin and content;
- Information assets availability when necessary;
- Compliance with other policies set out by Logicalis.

Supplier management

Logicalis believes collaboration and synergic action with its suppliers are pillars of digital transformation and sustainable development. This principle guides its relationship with the companies making up its supply chain.

These are divided into two groups: the strategic partners and the goods and services providers. The first group is composed of large multinational companies specializing in the development of innovative technologies, such as Cisco, Microsoft and AWS. Nurtured over many years, these relationships are relevant to Logicalis, as they directly influence

its business strategy. Logicalis' strategic partners are recognized worldwide for their high corporate governance, social responsibility and environmental sustainability.

The second group includes the organization's other suppliers, for whom Logicalis maintains various instruments of guidance and control regarding its ESG policies and practices. The Company classifies suppliers according to their relevance to the business and the impact they may bring on its operations (see table on page 74).

Supplier social assessment GRI 3-3

Logicalis requires all its suppliers to comply with current legislation and respect its professionals' constitutional and labor rights. It also requires them to be aware of and follow the guidelines of the international pacts, agreements, treaties and conventions to which Brazil is a signatory. All suppliers and partners must also follow the Logicalis Code of Ethics and Conduct guidelines and the Anti-Corruption Policy.

In addition, the Company conducts a qualification process for suppliers of goods and services that meet predetermined criteria, in order to mitigate potential risks. This process analyzes more than 30 documents, assessing issues such as financial, commercial, social security, legal and integrity qualifications, including questions about child labor and forced or compulsory labor, as well as socio-environmental issues.

The qualification process begins with a reputational survey. If the supplier passes this first criterion, the next step is to send various legal, financial and technical documents, which are analyzed and approved by specialized professionals. As a way of evidencing compliance with these requirements, yearly, some of the suppliers are selected to undergo an external audit on social and environmental responsibility, integrity, business continuity and technical aspects.

Operations involving allocating suppliers' workforce to Logicalis customers are strictly monitored to mitigate the risk of child labor or compulsory labor. These suppliers must submit monthly documentation evidencing their responsibility towards the employees providing services to end customers. GRI 408-1, 409-1

Suppliers and partners must observe the guidelines of the Logicalis Code of Ethics and Conduct and the Anti-Corruption Policy.

For the most relevant suppliers, annual training is offered on the following topics: anti-corruption, ethics and conduct of Logicalis; selective waste collection; rational use and lower consumption of water, electricity and non-renewable natural resources; quality and health of professionals; and equity and inclusion.

Lastly, logistics providers, who deliver Logicalis products to more than a thousand municipalities in Brazil and account for more than 90% of the Company's carbon footprint, receive special attention concerning environmental issues. The Company adopts various initiatives to mitigate these emissions, such as encouraging the use of biodiesel and sharing knowledge of sustainability actions.

Systematic performance monitoring

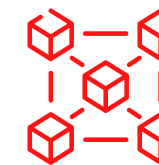
Logicalis systematically monitors suppliers' performance. The initiative is built around key performance indicators (KPIs), which are used to measure suppliers' quality, efficiency and compliance with contractual requirements and the Company's expectations. These KPIs are regularly reviewed to ensure that suppliers are aligned with the desired standards and identify improvement opportunities.

The monitoring process takes place through an approach that includes data collection, performance analysis, audits and regular reviews. The system evaluates suppliers based on predefined criteria and its results guide corrective or improvement measures. In extreme cases, monitoring results in replacing suppliers who do not meet the required standards.



30 +

documents analyzed under various aspects, including social and environmental aspects, to approve suppliers.



Logistics suppliers account for

over 90%

of the Company's carbon footprint.

Logicalis supplier classification

- **Occasional:** one-off relationships and purchases.
- **Preferential:** differentiated relationships, characterized by the sharing of strategies, recognized quality, service performance and continued supply programming.
- **Strategic:** suppliers that have complexity and relevance in supplying a specific opportunity.
- **High-risk:** brokers, attorneys, service providers with a direct relationship with the public administration, advisors, individuals or sole proprietorships, suppliers with power of attorney on behalf of the company, among others.

Logicalis Annual Supplier Award

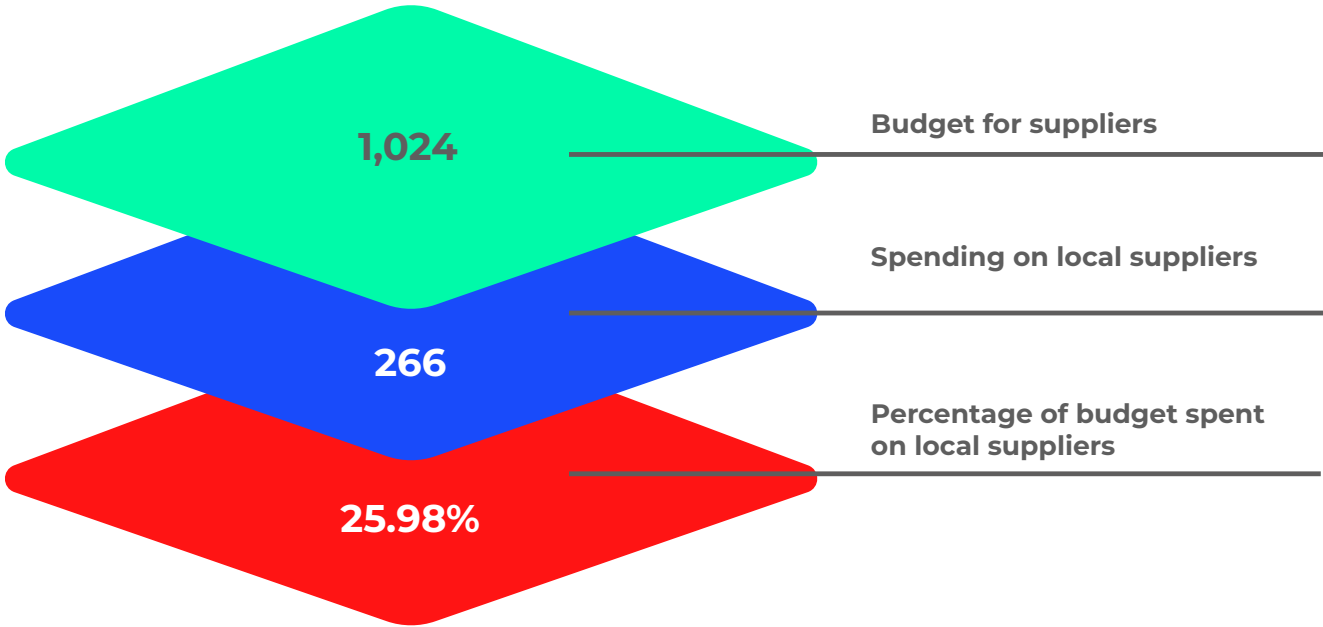
In 2022, based on performance reviews, Logicalis created an annual event to recognize its suppliers in certain categories, fostering an agenda of continuous improvement and valuing best practices.

The first edition of the award was held online. The 2nd Logicalis Supplier Award was held in person in São Paulo in February 2023, and delved deeper

into the ESG agenda with the topic of Responsible Supply Chain Practices, ranked as one of the Company's seven material topics. In a specific panel on the subject, the Company executives highlighted the evolving relevance of sustainability in Logicalis' strategy, encouraging suppliers to intensify their attention to good social, environmental and governance practices in their operations.



Procurement budget and spending on local suppliers
in 2023 (in millions of R\$) **GRI 204-1**



Processes to redress negative impacts GRI 2-25

Logicalis uses the following tools to identify complaints and remedy negative impacts:

- Annual Customer Satisfaction Survey;
- Project Completion Survey, also focused on customers;
- Climate Survey (Peakon), focused on the Company's professionals;
- Annual Supplier Assessment;
- Strategic Committees of the Board, focusing on the Board of Directors and shareholders.



Mechanisms for seeking advice and raising concerns GRI 2-26

Logicalis relies on different channels to inform, guide and raise concerns. Communication must occur through a form available in the **Talk to Us** section on the Company's website or by telephone (11) 3573-9100.

From the website, you can also access the Talk to Sales channel, to request a proposal or further information on the Company's services; the Ethics Channel and the Supplier Management section, to register or change a supplier's registration.



Click here to access the Talk to Sales.

Environmental management

- Commitment to neutralization
- Initiatives to lessen environmental impacts
- Waste management
- Energy management
- Fuel consumption

Logicalis adopts various measures to lessen the impact of its activities on the environment, going far beyond legal requirements. The work includes monitoring and neutralizing carbon emissions, transport by electric vehicle, reverse logistics for the sustainable disposal of electronic waste and actions to encourage suppliers to implement more sustainable practices. The most recent step was the publication of the first Sustainability Policy Latam, available on the [Company's website](#).

The Company is also committed to offering advisory services and support to its customers on using technology to promote environmental preservation and diminish the impacts associated with its operations.

Commitment to neutralization GRI 3-3

Greenhouse gas (GHG) emissions are a relevant issue in Logicalis' value chain. The consumption of electricity in the Company's offices and the refrigeration gas used in the Barueri (SP) office represent its main direct emissions sources. Indirect emissions are generated by professionals' business travel and, above all, by equipment transportation.

In its business activity, Logicalis buys, resells, delivers and installs equipment from the world's leading technology manufacturers. This operation involves a steady flow of product shipments among suppliers, the Company's distribution centers and customers, besides the return of customer equipment to Logicalis.

Since 2018, the Company has been conducting its emissions inventory of scopes 1, 2 and 3 and neutralizing scopes 1 and 2. As of 2019, it has also been neutralizing scope 3 emissions, which make up most of the emissions, especially from transporting its customers' equipment.

The work is done in partnership with BlockC, a company that works on carbon neutralization projects, and assists Logicalis in consolidating its inventory calculation, validating the evidence of emissions and looking for projects with appropriate neutralization mechanisms, such as Carbon Credits, Renewable Energy Certificates (RECs) and projects to reduce GHG emissions from deforestation and forest degradation (REDDs), in accordance with the GHG Protocol assumptions.

In FY23, scope 1 emissions for 2018, 2019 and 2020 were recalculated to include the impact of 410-A refrigerant gas in the Company's air conditioning, which needed to be accounted for in the original calculations. With the recalculation, Logicalis registered an outstanding offset retroactive to the adjusted period.

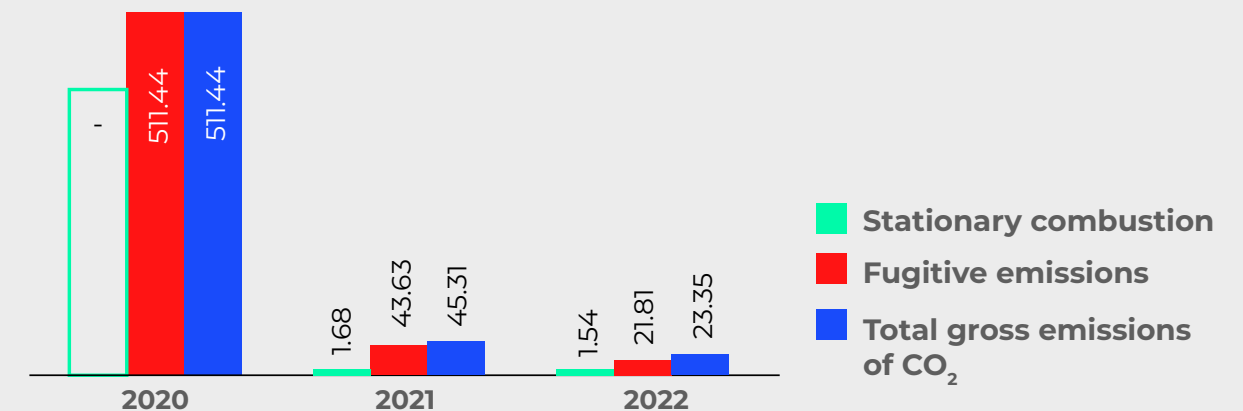
In 2022, no GHG emissions reductions were obtained as a direct result of initiatives aimed at this objective. **GRI 305-5**

In addition, Logicalis does not emit ozone-depleting gases (ODS), NOX, SOX, persistent organic pollutants (POPs), volatile organic compounds (VOCs), hazardous air pollutants (HAPs), particulate matter (PM) or other types of gases.

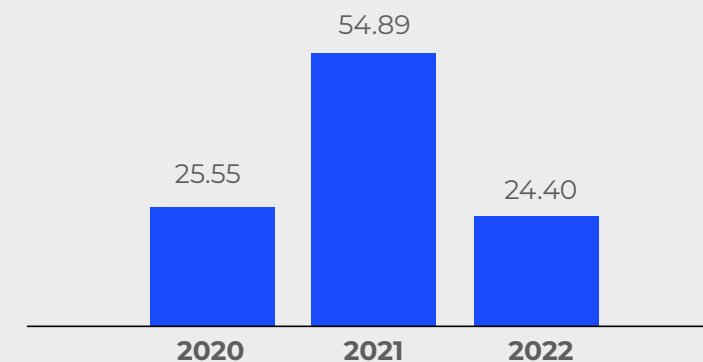
GRI 305-6, 305-7

Since 2018, the Company has been conducting its emissions inventory of scopes 1, 2 and 3 and the neutralization of scopes 1 and 2.

Direct (scope 1) GHG emissions, in t CO₂ e **GRI 305-1**

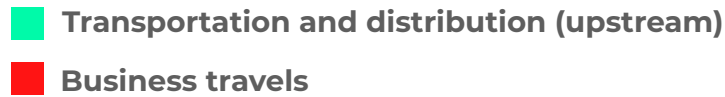
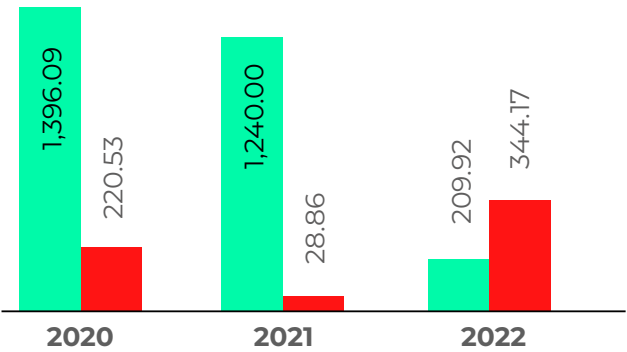


Indirect (scope 2) GHG emissions, in tCO₂ e **GRI 305-2**

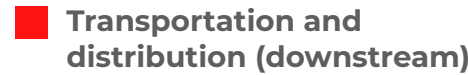
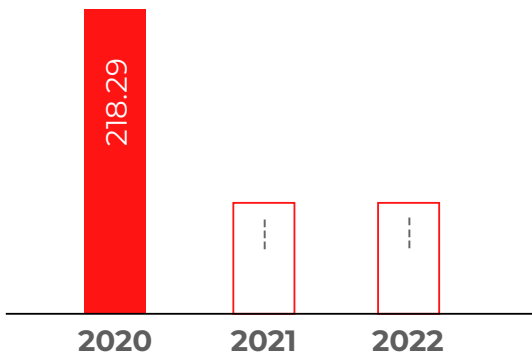


Other indirect (scope 3) GHG emissions **GRI 305-3**

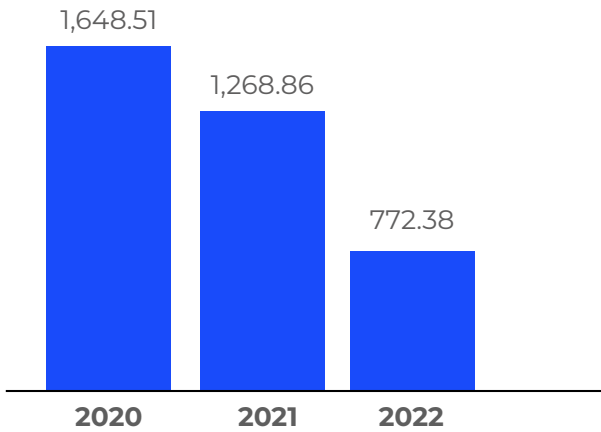
Upstream



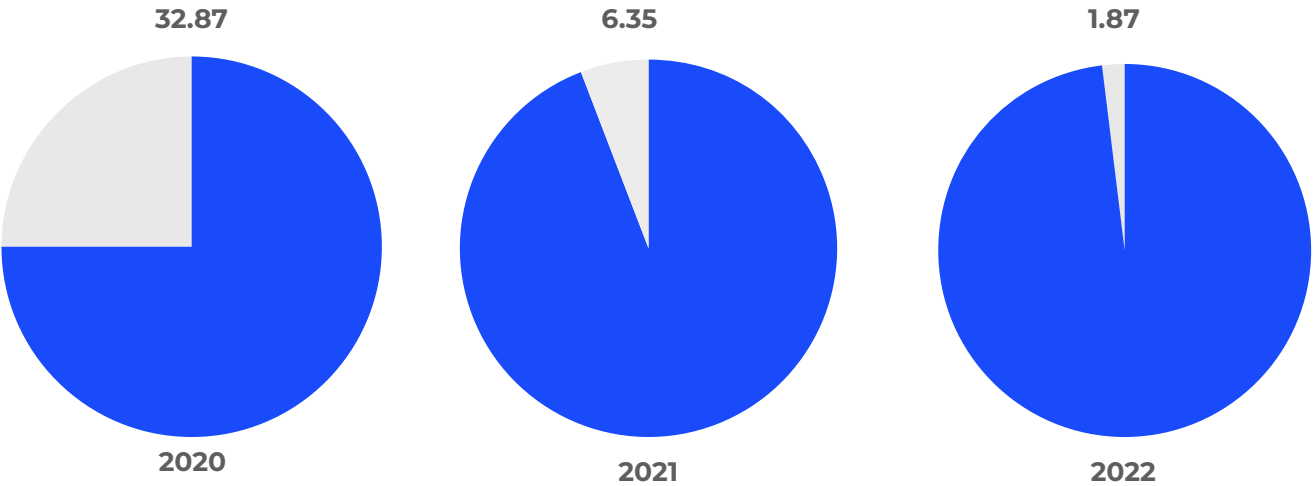
Downstream



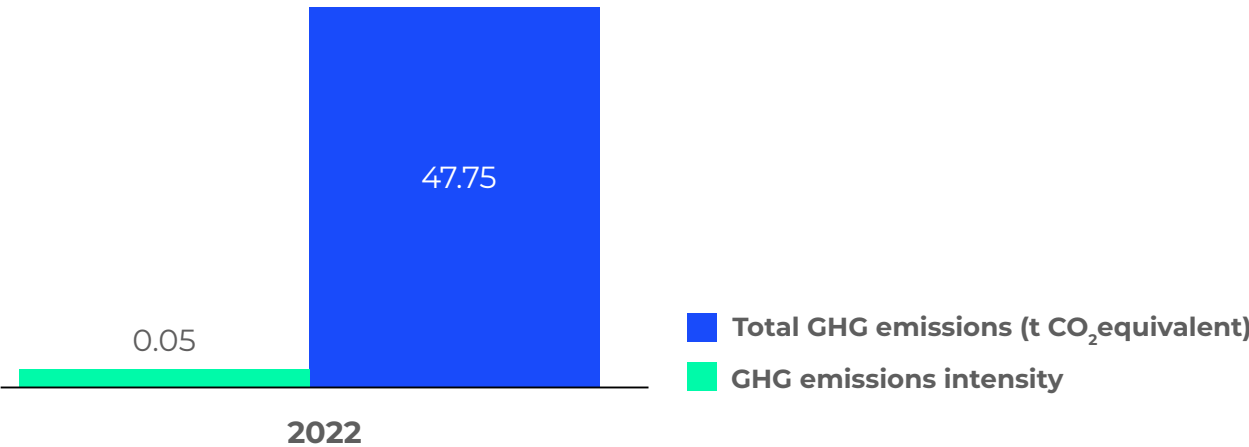
Total



Biogenic emissions of CO₂ (t CO₂ equivalent) - scope 3 **GRI 305-3**



Intensity of GHG emissions (scopes 1 and 2) **GRI 305-4**



Notes: 1. Biogenic emissions of CO₂ (t CO₂ equivalent) in 2022: 0.16; 2. The information reported refers to the total emitted in the 2022 calendar year by Logicalis Brasil; 3. Gases monitored: CO₂, CH₄, N₂O, SF₆, NF₃, HFCs and PFCs; 4. Base year: 2018 (year of first inventory); 5. Total scope 1 emissions of the base year: 511.44 t CO₂-e; 6. Total scope 2 emissions of the base year: 49.49 t CO₂-e; 7. Total scope 3 emissions of the base year: 2,824.62 t CO₂-e; 8. CH₄, N₂O, SF₆, NF₃, HFCs and PFCs emissions are expressed as CO₂-e, considering the respective potential global warming of each gas. In the case of Logicalis Brazil, the gases identified are: CO₂, CH₄, N₂O and HFC; 9. Consolidation approach: a) Indicator by Total Operating Income in kg CO₂-e/millions of Brazilian Reais; b) Indicator by number of employees in kg CO₂-e/employee; 10. Methodology: GHG Protocol

Initiatives to lessen the environmental impacts

The pursuit of being more sustainable from the environmental viewpoint guides various Logicalis' business decisions. The examples below were implemented in FY23:



Electric vehicle

Logicalis' logistics fleet relies on an electric van to deliver equipment to its customers. The vehicle runs in the metropolitan region of São Paulo, and its operation has proved particularly viable. Besides the environmental advantage of zero carbon emissions, it has generated savings of up to 5% in transportation costs compared to combustion engine vehicles. The electric vehicle accounted for 4% of the volume of the Company's deliveries in FY23. This project's expansion relies on operational and economic feasibility studies.

Savings of up to **5%** Accounting for **4%** of the volume delivered by the Company.



More sustainable printers

Logicalis replaced the printers used in its offices in São Paulo, Barueri, Rio de Janeiro, Porto Alegre and Brasília. The new equipment is more efficient and sustainable, using 100% recyclable toners. The environmental benefit was one of the most important criteria when selecting new equipment.

100%
recyclable toners



Supplier environmental assessment

Logicalis requires its suppliers to comply with environmental standards, a condition laid down in the qualification process that precedes contracting, and encourages them to adopt more sustainable practices.

In addition, the Company surveys the emissions of carriers, which represent the main source of emissions related to its scope 3 operations, and promotes the neutralization of these emissions through the acquisition of carbon credits, in partnership with BlockC.



Sustainability in-house award

In FY23, the Logicalis Brazil Supply Chain team won the in-house 'Sustainability in Action Award', which recognizes the most outstanding areas that effectively implemented the ESG agenda across Logicalis' operations around the globe.

The team was awarded and recognized for initiatives, such as campaigns for the collection and sustainable disposal of electronic waste, the start of logistics operations for the Company's first electric vehicle and responsible supply chain management processes.



Waste management

GRI 306-1, 306-2, 306-4, 306-5

In its material and equipment supply chain, Logicalis shares responsibility for ensuring the correct disposal of solid waste resulting from its operations, in accordance with prevailing laws. It also undertakes to lower the volume and the impacts of waste generated by adopting reverse logistics practices.

The Company also maintains three initiatives related to these commitments:

92 kg

of obsolete equipment collected

E-waste campaign: Held once a year, this campaign encourages professionals to dispose of electronic items they no longer use at work or home. In FY23, the third edition of the campaign collected 92 kilos of obsolete equipment, including routers, printers, cables, batteries and TV sets.

Inventory obsolete equipment disposal: To avoid the generation of waste or minimize its impact, the technical and operational teams carry out a routine inventory analysis every six months to identify items that will no longer be used for trade or internal use. Items listed as 'unusable' are separated and sent for sustainable disposal by a supplier licensed for this operation. This measure aims to lower economic impacts, reorganize the Company's materials base, and, accordingly, promote the reinsertion of raw materials into production lines.

Total waste generated by composition (t) **GRI 306-3**

E-waste sent for disposal



Collection of electronics discarded by customers: Logicalis maintains an on-demand service for the collection and responsible disposal of electronic equipment discarded by its customers.

Logicalis maintains a strict routine for controlling of obsolete items, including materials in inventory or received from customers. These items are sent to contracted and certified suppliers every six months for proper disposal or neutralization. At the end of the electronic material disposal process, a technical report is issued. This report is stored for control purposes, ensuring proof of correct disposal, accounting and issuing of offset certificates.

The documents regulating these activities, so that to minimize the impacts caused thereby, are: Materials Availability and Reservation Policy, which regulates the availability of materials for reuse in the various projects with customers; and the Reverse Logistics Regulations, which describe the conditions for sending obsolete items for sustainable disposal.

In FY23, all waste generated was sent for recycling.

Energy management

Logicalis provides services and equipment to its customers throughout Brazil, including technical support, often on a 24/7 basis. Energy consumption is therefore crucial to running its operations and providing reliable services.

The first type of demand is for electricity, mostly stemming from local energy distributors, to run the offices in São Paulo (CENU), Barueri (Canopus Building) and Rio de Janeiro (Galeria Building). A quantity of energy is also consumed from a diesel generator at the Barueri office, which is rented to meet supply contingencies. Logicalis' Network Operations Office (NOC) is located in Barueri and it operates on a 24/7 basis. It houses professionals who provide support services and offer equipment to customers.

In addition, the Company maintains vital equipment for its operation in the datacenters in Barueri (Canopus Building) and with a specialized external provider (Equinix), responsible for supplying electricity to this infrastructure.

The electricity bills in the offices are managed by Logicalis' administrative area, which analyzes reported consumption, trends, track records, and deviations and assesses ways of reducing them in each unit. The São Paulo and Barueri offices have already been inaugurated with high-efficiency LED lighting across all spaces. The Rio de Janeiro office, on the other hand, has had all its lighting changed to LED over the years.

Regarding the use of air conditioning, in the São Paulo and Rio de Janeiro offices, the air conditioning equipment pertains to the condominium, which is liable for its maintenance and power supply. In Barueri, equipment has been automated - automatic shutdown of all machines by time slot, operation by location and smoother on/off controls, resulting in energy consumption savings.

Simple measures, like changing light bulbs and automating air conditioning units resulted in savings in energy consumption.





Fuel consumption

Logicalis uses fuel to transport professionals to work and, primarily, to transport equipment between the factories of its IT partners and its customers' facilities throughout the country. Consumption takes place outside the organization, by companies contracted to provide this type of service.

The transportation of equipment sold to customers falls into two categories: international and domestic logistics. In international logistics, the Logicalis Supply Chain team imports products from its key business partners through logistics operators contracted to transport the equipment to Brazil. Upon arrival in the country, the domestic logistics team comes into play, handling storage, distribution and delivery of the equipment to end customers.

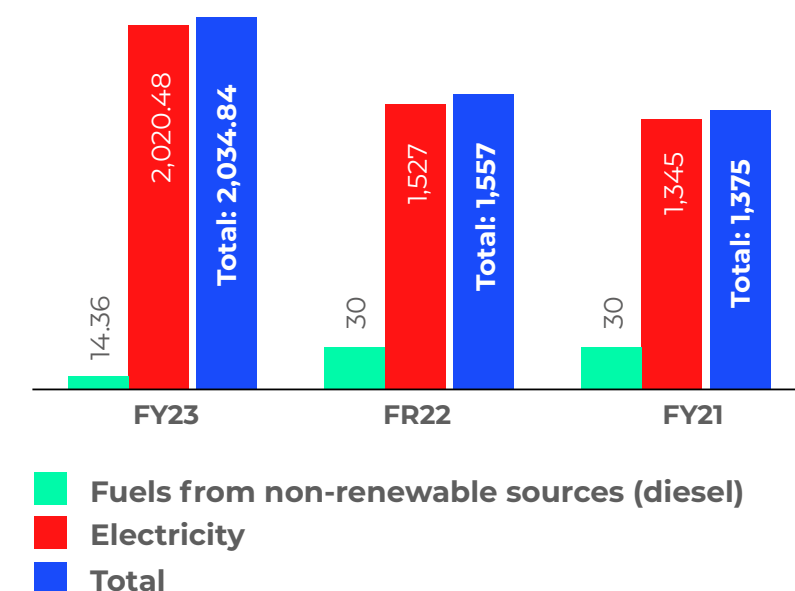
The impact of the pandemic on the technology sector, with the chips crisis and disruptions in the global supply chain, has led to an increase in the use of air transportation equipment. Products that used to be delivered within 30 to 60 days now take six months to a year to become available to Logicalis' customers. In FY23, the high reliance on air travel continued.

The Supply Chain area controls all the means of transportation contracted (air, sea and road), the weights transported and the distances traveled. This data is used to calculate scope 3 indirect emissions.

The sector manages fuel consumption related to equipment transportation, seeking to optimize domestic and international routes and shorten the distance traveled and the transportation cost. This work improves fuel efficiency.

In FY23, Logicalis adopted an electric van for its Greater São Paulo region's operations. (Learn more on page 84).

Total energy consumed (GJ) **GRI 302-1**



Commitment to people

- Attracting and valuing professionals
- Training & development
- Performance review
- Climate survey
- Employee health and well-being
- Diversity, equality and inclusion
- Social responsibility and volunteering programs

Logicalis impacts the lives of many people, directly and indirectly. The technological solutions it offers its customers transform lives by promoting innovation, efficiency, task automation, security, economic development and other benefits. The Company believes technology is one of the most powerful tools for building a better world for everyone.

More directly, the Company has a major impact on the lives of its professionals, who are primarily responsible for its results, and is committed to offering them not only decent working conditions, but also opportunities for personal and professional development.

Logicalis values diversity and recognizes that achieving it remains a major challenge for itself the technology sector. However, the Company remains committed to diversity, not only because it is the right thing to do, but also because it enriches the work with the addition of different ideas and points of view. To this end, it works to provide a workplace wherein all voices are heard and valued.

The Company is also committed to equality, ensuring that each individual has equal access to opportunities and resources for their development; inclusion, building a culture that welcomes differences and promotes full participation; mutual respect and well-being, taking care of the physical and mental health of teams.

The impact on people's lives also occurs through the social responsibility programs supported by the Company. These programs focus on education and mainly target minority groups in the technology sector, such as women and Black people. Logicalis believes that education is the most effective way to empower and develop people, providing them with the necessary tools to improve their living conditions and transform their social reality.

The following pages detail Logicalis' work to attract, develop, retain talents and the social responsibility initiatives it supports.



Employees by gender and region GRI 2-7									
Region	FY23			FY22			FY21		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
North	1	0	1	1	0	1	1	0	1
Northeast	2	0	2	0	0	0	1	0	1
Mid-West	11	1	12	5	2	7	4	2	6
Southeast	681	260	941	702	291	993	692	272	964
South	13	5	18	15	5	20	11	3	14
Total	708	266	974	723	298	1,021	709	277	986

Notes: 1. Employee gender stratification by region as of FY23 (GRI 2-4); 2 All employees are permanent, work full time and have guaranteed workload; 3. Data extracted from permanent employees report of February 2023, only considering employees under CLT regime (Brazilian Labor Laws).

Workers by employee category and gender GRI 2-8									
	FY23			FY22			FY21		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Apprentices	1	3	4	2	7	9	3	6	9
Trainees	16	8	24	25	11	36	19	7	26
Total	17	11	28	27	18	45	22	13	35

Notes: 1. Amounts reported for *trainees* in the FY22 report refer to apprentices and trainees; 2. Considering the employee base of the last month in the period (February/23).

Employees hired by age group GRI 401-1						
	FY23		FY22		FY21	
	No.	Rate*	No.	Rate*	No.	Rate*
Under 30 years old	84	38.4	97	42.0	52	21.6
Between 30 and 50 years old	163	23.8	244	34.2	89	12.9
Above 50 years old	14	19.7	18	23.7	6	10.9
Total	261	26.8	359	35.2	147	14.9

* Chg. (%) concerning the previous total of the same group.

Employees hired, by gender (rate % of change) GRI 401-1						
	FY23		FY22		FY21	
	No.	Rate	No.	Rate	No.	Rate
Men	197	27.8	257	35.5	104	14.7
Women	64	24.1	102	34.2	43	15.5
Total	261	26.8	359	35.2	147	14.9

Employees hired, by region (rate % of change) GRI 401-1						
	FY23		FY22		FY21	
	No.	Rate	No.	Rate	No.	Rate
North	1	100	0	0.0	0	0.0
Northeast	2	100	0	0.0	0	0.0
Mid-West	9	75.0	1	14.3	0	0.0
Southeast	241	25.6	347	34.9	146	15.1
South	8	44.4	11	55.0	1	7.1
Total	261	26.8	359	35.2	147	14.9

Employees who left the company, by age group (rate % of change) GRI 401-1						
	FY23		FY22		FY21	
	No.	Rate	No.	Rate	No.	Rate
Under 30 years old	75	34.3	69	29.9	62	25.7
Between 30 and 50 years old	195	28.5	244	34.2	221	32.0
Above 50 years old	27	38.0	11	14.5	11	20.0
Total	297	30.5	324	31.7	294	29.8

Employees who left the company, by gender (rate % of change) GRI 401-1						
	FY23		FY22		FY21	
	No.	Rate	No.	Rate	No.	Rate
Men	205	29	241	33.3	221	31.2
Women	92	34.6	83	27.9	73	26.4
Total	297	30.5	324	31.7	294	29.8

Employees who left the company, by region (rate % of change) GRI 401-1						
	FY23		FY22		FY21	
	No.	Rate	No.	Rate	No.	Rate
North	1	100	1	100	0	0.0
Northeast	0	0	0	0	3	300.0
Mid-West	4	33.3	0	0	2	33.3
Southeast	285	30.3	317	31.9	280	29.0
South	7	38.9	6	30	9	64.3
Total	297	30.5	324	31.7	294	29.8

Parental leave GRI 401-3				
		FY23	FY22	FY21
Employees entitled to leave of absence	men	708	750	731
	women	266	316	290
Employees who took leave	men	12	20	24
	women	10	9	8
Employees who returned to work, during reporting period, after the end of leave	men	12	20	24
	women	11	9	8
Employees who returned to work after leave and remained employed 12 months after returning to work	men	10	19	17
	women	12	9	5
Rate of return	men	100	100	100
	women	100	100	100
Rate of retention	men	61.1	95.0	70.8
	women	70	100.0	62.5

Proportion of senior management hired from the local community* GRI 202-2	
Total members of executive board	40
Members of senior management hired from the local community	39
Percentage of senior management hired from the local community	97.5%

* Positions with executive duties allocated in Brazil.



Open positions, except for confidential ones, are first advertised on an in-house talent search platform.

Assistance in career transition

GRI 404-2

Logicalis, in partnership with Consultoria LLH, offers an outplacement program for executives dismissed or in career transition. It aims to prepare professionals for reintegration into the market, focusing on self-knowledge, strengths, development opportunities and identifying key competencies. The program also addresses long-term career options, such as entrepreneurship and advisory services, and helps to expand the executives' networking. In FY23, the program was addressed to 12 officers and managers, and was six months long.

Attracting and valuing professionals

GRI 3-3

Attracting qualified professionals who identify with its culture and have a well-structured career plan is the strategy adopted by Logicalis to succeed in the market. The Company relates with creative, restless, committed and inspiring professionals who care for their self-development, seek out new knowledge and contribute to the education of young people.

In recent years, professionals with experience in technology have been sought after by companies in the most diverse segments. This trend has enhanced talent competition and brought challenges for the Company.

Logicalis seeks professionals who, in addition to possessing the behavioral and technical skills required for each position, identify with its values and principles, have enthusiasm, the ability to innovate, an entrepreneurial vocation and team spirit. It also includes people who are flexible and have the ambition to transform the world through the application of technology, who dare to imagine different projects, who are capable of sharing ideas and knowledge and who, together, reach decisions that lead to the best solutions for the Company's customers and, consequently, for society.

To broaden the opportunities for development and growth for professionals already working at the Company, all open positions, except for confidential ones, are first advertised on an in-house talent search platform. If it is not possible to recruit internally, then an external recruitment process begins. Logicalis also encourages its professionals to refer candidates to job vacancies available.

The Talent Acquisition (TA) area is responsible for selection processes involving external and internal candidates for permanent positions, internship and young apprentice programs. On the other hand, the selection and hiring of professionals who work for the Company as contractors and temporary workers are carried out by the Supply Chain area, which also analyzes and registers any external advisory firms specializing in recruitment eventually contracted by TA.

Logicalis is looking for professionals with enthusiasm, with the ability to innovate, an entrepreneurial vocation and team spirit.

Trainee Program

The Trainee Program is one of Logicalis' hiring methods. It is well-established and aims to provide young talents with training in the Company's culture and processes, with a view to their future entry as new professionals. The program is also a way of promoting greater diversity in the Company year on year. Made up of students in their final or penultimate year of different undergraduate courses, the group of trainees accounts for nearly 8% of Logicalis' workforce, with a historical hiring rate higher than 90%. This high rate reflects the care taken with the program, right from the selection of candidates.

Carried out by partner suppliers specialized in the selection stage, the program relies on the direct participation of leaders and values diversity, reinforcing the Company's commitment to providing equal opportunities for everyone who qualifies for their positions, regardless of gender, race, sexual orientation, disability or any other characteristic.

In FY23, the Internship Program attracted more than 4,000 candidates and hired 30 trainees from universities in various states of the country, with an increased presence of black students and, for the first time in history, the number of women hired came higher than that of men.

8%
of permanent
staff

Historical
hiring rate
above

90%

4,000 +
candidates
attracted in
FY23

30
trainees from
universities in
different states
of the country
were hired

Young Apprentice Program

The objective of the Young Apprentice program is to provide young people who are in high school, or who have already graduated and have not yet entered college, with the opportunity for intellectual growth and personal fulfillment, promoting their training and developing their employability and integration into the job market. It lasts at most, two years, in accordance with the guidelines set forth by laws.

The program determines four work days and one study day per week. Young people's exposure to the corporate environment results in

the transformation of classroom theory into practice. Hence, the Company seeks to leverage the development of apprentices and expand their possibilities of working as full-time professionals.

At the start of this journey, the company appoints a manager to coordinate practical exercises and monitor the apprentice's activities in the workplace. The company always seeks to guarantee training that can, in fact, contribute to the apprentice's overall development and is in line with the content of the course in which the young student is enrolled.

In addition, young students have access to the Logicalis Language Program and undergo a behavioral assessment twice a year. The aim is for them to be aware of what is required of them and receive feedback on their development in the workplace based on the company's values and culture.

Headhunter for a Day Program

Logicalis professionals are encouraged to refer external candidates to fill open positions at Logicalis Brasil through the Headhunter for a Day program. The objective is to strengthen and facilitate the Company's talent attraction process. The recruiter in charge assesses referrals and, if they meet the job vacancy requirements, are forwarded to the selection stage. If the referred candidate is hired, the Logicalis employee who made the referral receives a reward upon completion of the new hire's third month of work.

Strengthening and facilitating the Company's talent attraction process is the objective of the Headhunter for a Day Program.



Logicalis 'Integra' Program

Focused on introducing and integrating new professionals into the Company's culture, the Logicalis 'Integra' Program offers new professionals access to a digital space with various contents. In addition, participants are offered webinars conducted by the supporting areas, as well as corporate and people onboarding, which discuss issues related to Business and Career & Development. Employee onboarding is the hiring department's responsibility, supported by the immediate leadership. In addition, new hires are invited to join the New Hire Community, a space dedicated to socializing with key Logicalis professionals, facilitating effective adaptation in a collaborative environment.

Driving Your Career

In FY23, as part of the Darwin Project, the Company created the Driving Your Career program, aiming at career development of its professionals. The program offers a clear understanding of each position's requirements, as well as an embedded vision of the development process at Logicalis. The content includes benefits, such as incentives for in-house mobility, targeted training according to career paths, support in drawing up the Individual Development Plan (IDP) and contributing to a high-performance culture. The program also offers support tools (Feedback in Action, IDP, Language Program) for the continuous development of its employees and leadership training focused on business and soft skills.

Training & development

Logicalis believes that customers can only be supported in their digital transformation by experienced teams with a high level of expertise. To rely on professionals with these skills, the Company trains talents in-house and offers various incentives for continuing education, including academic background, technical training and soft skills.

Technology professionals starting their careers are referred to an area of the Company called Tech House, which is liable for their technical development. There, they receive all the necessary training and supervision from experienced professionals to work with the technological solutions Logicalis offers to the market until they become specialists.

For professionals seeking their first degree (bachelor's, licentiate and technologist), the Company offers a 50% subsidy on the tuition fee. Graduates wishing to pursue postgraduate studies, including extension courses, masters and doctorates, can rely on 40% support. In both cases, there are conditions for the grant to be approved, such as the connection between the intended course and the professional's area of expertise and their score in the Company's performance review process.

Logicalis also offers soft skills training, language programs and corporate onboarding.

Besides training programs, professionals rely on the self-study content platforms Crossknowledge, Udemy and Cisco INE. The Crossknowledge provides paths of knowledge based on the Company's ten behavioral competencies for high performance. On the other hand, Udemy and Cisco INE are used to obtain technical certifications associated with the technologies in the Company's solutions portfolio. In these cases, Logicalis reimburses 100% of the amount in case of approval or offers free vouchers, depending on the strategic partnership.

The most searched topics are Microsoft Certification, Microsoft AZ-900, AWS Certification, AWS Certified Solutions Architect-Associate and Python.

50%

of subsidy over the undergraduate monthly fee.

Provide

100%

of reimbursement in technical certifications of partner companies.



Average hours of training by year, by employee GRI 404-1

By gender

	FY23	FY22	FY21
Men	7.3	4.4	7.2
Women	9.7	5.45	10.7
Total	8.0	4.7	8.2

By employee category

	FY23	FY22	FY21
Board of Executive Officers	15.4	3.0	2.7
Managers	3.0	6.6	9.9
Coordination/supervision	13.7	12.4	9.1
Specialists/experts	6.2	6.0	23.2
Analysts	5.6	4.0	5.0
Sales	6.1	5.2	9.9
Technicians	11.8	28.4	26.8
Assistants	3.9	3.0	2.83
Total	6.4	4.4	8.2

By professional category (apprentices and trainees)

	FY23	FY22	FY21
Apprentices	8.5	31.3	22.5
Trainees	29.4	11.1	6.8
Total	27.6	14.5	8.2

Ratios of standard entry level wage by gender compared to local minimum wage GRI 203-1

	Men	Women
Lowest salary paid by the organization (R\$)	1,950	1,950
Minimum wage set forth by laws or union (in R\$)	1,846	1,846
Percentage ratio (%)	105.63	105.63

Tech Week Latam

Once a year, professionals from all Logicalis Latam’s branches get together in a virtual event called Tech Week Latam. The objective is to foment knowledge exchange and integration between teams, providing a broad view of the Company's business, market trends and technological innovations. The event relies on the attendance of Logicalis executives, specialists and strategic partners, such as AWS and Cisco.

The FY23 edition included a panel on Logicalis' vision and work to bolster the sustainability agenda, called ESG in Action!, presented by the CEO and the executives responsible for the Company's ESG strategy.

Compensation policies GRI 2-19, 2-20

Logicalis’ compensation policy observes structured guidelines and processes to support the Recruiting and Selection department in employee hiring and in-house mobility. A salary review process is conducted yearly, adopting assumptions in line with the business areas, supported by market research, skills assessment and in-house equality analysis, aiming for competitiveness in the market and recognition of professionals' performance.

In addition, Logicalis maintains variable remuneration programs, such as the Variable Performance Plan (VPP), linked to corporate, financial and individual metrics, and a specific one for the Sales team, based on financial and individual metrics.

In specific positions, such as executives or professionals with unique skills, the Company can offer a hiring bonus, with rules for return should professionals leave early.

The determination of remuneration at Logicalis follows approval rules as per the authority matrix and is discussed in the People Committee when necessary.


Performance review

Logicalis yearly carries out an evaluation process of all its professionals, which is one of the ways of identifying the demands for personal and professional development. The Competency Assessment (AvCom), as it is called, has a behavioral focus and adopts a 360°

methodology, providing a complete view of the professional based on the perception of peers, leaders and subordinates. Professionals receive feedback on their performance through conversations, encouraging open dialog and trusting relationships.

Ten competencies are assessed, including four types:


01



Adaptability

- Agile transformation
- Positive resilience


02



Collaborative capacity

- Inclusive teamwork
- Cross-business engagement
- Impactful communication


03



Ability to think

- Self-guided learning
- Smart decision-making
- Entrepreneurial spirit

04



Delivery capacity

- Responsible execution
- Excellent solutions for customer

Percentage of employees receiving regular performance and career development reviews CRI 404-3

By employee category (%)

	FY23			FY22			FY21		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Board of Executive Officers	96.55	100	97.06	90.91	88.89	90.48	91.67	87.50	90.91
Managers	95.88	93.62	95.14	91.07	90	92.50	89.29	100	92.21
Coordination/supervision	100	89.47	96.49	89.19	90	89.42	92.54	96.30	93.62
Specialists/experts	91.94	97.06	92.73	100	100	100.00	75	100	88.89
Analysts	91.14	93.55	91.97	80.87	78.57	80.17	90.78	83.87	88.84
Sales	94.59	100	95.12	77.78	78.58	78.05	96.67	100	97.50
Technicians	90.24	100	90.91	100	100	100.00	77.78	75	76.67
Assistants	94.44	94.44	94.44	100	100	100	92.31	100	94.74
Total	92.97	94.09	93.28	84.28	82.62	83.79	90.76	87.54	89.85

Trainees who received performance reviews (%)

FY23			FY22			FY21		
Men	Women	Total	Men	Women	Total	Men	Women	Total
100	100	100	100	100	100	100	100	100

Note: Young apprentices are not eligible to participate in evaluations cycle.



Climate survey

Logicalis monitors the perceptions and feelings of its professionals regarding the workplace and the Company through climate surveys that assess aspects, such as satisfaction, engagement and cultural alignment. The results help to identify strengths and needs for improvement, facilitating the development of strategies to enhance professionals' motivation, commitment and retention.

Since 2020, Logicalis has been adopting the Pulse methodology, consisting of shorter and more frequent surveys, carrying out this work in partnership with Peakon. This model keeps up with the characteristics of the fast-changing technology sector, and the Company's needs.

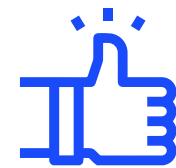
Conducted confidentially, the survey includes questions that measure four dimensions of the relationship between professionals and the Company: loyalty, belief, satisfaction and engagement. Although the Company encourages its professionals to answer the survey, participation is optional.

In FY23, the participation rate was 70%, a level considered high, and Logicalis' overall score stood at 8.6.

In FY23, the participation rate in the climate survey was

70%

and the overall score was



8.6

Employee health and well-being GRI 403-1

Besides observing occupational health and safety standards, Logicalis develops various actions to minimize exposure to risks and prevent occupational injuries and illnesses, for its professionals, contractors and resident service

providers. In FY23, the Company underwent a recertification process for ISO 45001, the occupational health and safety standard, and ISO 14001, the environmental management standard.



In its Safety, Occupational Health and Environment Policy, the Company presents the principles guiding this care:

- Protecting our professionals and service providers, providing safe and healthy working conditions to prevent injuries and deterioration of health that may occur in the course of daily activities;
- Complying with the legal requirements for occupational health and safety and the environment and the additional requirements of stakeholders, seeking to minimize the impacts of its operations;
- Identifying occupational health and safety hazards and environmental aspects, constantly assessing risks to eliminate them, ensuring that the control measures implemented reduce occupational health and safety risks, protect the environment and prevent pollution;
- Continuously improve the performance of the Occupational Health and Safety and Environmental Management Systems across its operations and embed them into the Company's other systems, processes and activities;
- Consider the participation and consulting of our professionals in occupational health and safety activities, through their representatives, inspections and other instances determined by our regulations;
- As part of our business, we advise our customers on how technological solutions can contribute to their professionals' safety and health and control their work's impacts.

The efficiency of the Safety, Environment and Health Management System is linked to the participation of all professionals.

The key instrument for coordinating and incorporating environmental preservation, safety and health initiatives throughout Logicalis' chain of operations is its Safety, Environment and Health Management System (SEHMS). It addresses policies; commitments; objectives and targets; responsibilities; resources; complaints mechanisms; and specific actions, such as processes, projects, programs and initiatives.

The efficiency of the SEHMS is related to the participation of all the Company's professionals in adopting a preventive attitude and paying attention to environmental and safety requirements during the activities carried out in the offices, in operations and in relations with customers, suppliers, partners and other stakeholders.

The system is built in such a way as to identify, assess and control environmental aspects and impacts, as well as safety and health hazards and risks. Operations include developing and breaking down the information and communications technology (ICT) solution, through the acquisition of goods and services, the activities required to implement and manage the contract, and the relationship with the stakeholders involved.



Through this system, it is possible:

- Determine the aspects that have or may have significant impacts on the environment and the actions needed to control them;
- Identify hazards and reduce risks that could harm the health and safety of the professional or cause material losses;
- Feed the planning process for the Safety, Environmental and Occupational Health Management System;
- Plan operational controls, adopting a more accurate assessment of the most significant risks.

This information is generated and stored in specific files. At least once a year - when Logicalis' business requires changes in legal requirements - the files are updated and the new version is communicated to those involved.

When the need to offer a new type of training related to occupational safety is identified, the SMS and health coordination, the managers responsible and the Human Resources area develop the training.

System planning occurs at the strategic and operational levels, considering the environments and processes in the Logicalis' value chain. It is led by the SMS Coordination and carried out by multidisciplinary teams.

At the operational level, the Internal Accident Prevention Commission (CIPA) represents professionals in participation and consultations related to safety, the environment, health and quality of life.

In addition to complying with all the legal requirements applicable to its area of activity and additional stakeholder areas, Logicalis works to prevent accidents and damage to health that may occur during its day-to-day activities. Hazards are identified through a technical visit to survey dangers and risks to draw up legal documents, namely the Risk Management Program (PGR) and the Occupational Health and Medical Control Program (PCMSO).

Health care and prevention also involve the anti-flu vaccination campaign and the Yellow September (suicide prevention), Pink October (breast cancer awareness) and Blue November (prostate cancer awareness) campaigns, with exempted co-payment for specific consultations and exams during these months, among others.

Health Station

In FY23, Logicalis in partnership with Qualicorp, carried out an action to guide its professionals on how to lead a healthier life, called Estação Saúde (Health Station). In its offices, it has set up a place to receive them for consultations involving nutritional

and physical education advice, pressure measurements, BMI calculations, blood glucose and bioimpedance tests.



Healthcare plan and Live Well program

GRI 403-6

Logicalis offers its professionals and their dependents a healthcare plan with national coverage, including psychological care and a dental plan. It also offers a support program that welcomes, listens to and guides the Company's professionals on the following topics:



Psychological support: guidance by specialized professionals in crisis situations, such as stress, insomnia, depression, trauma and violence.



Financial support: help from social workers to identify the history and origin of debts, and personal or family budget planning.



Legal support: clarification of doubts by specialized lawyers about contracts, understanding of laws and other procedures necessary to solve legal issues.



Nutritional guidance: information and guidance, at various stages of life, on topics, such as diet and chronic diseases; diet during pregnancy and breastfeeding; diet and cardiovascular risks; incorporation of new types of food; healthy eating and changes in habits.

This program was renamed Live Well after a vote in FY23. The service is available 24 hours a day, 7 days a week, by phone free of charge or confidentially by WhatsApp.

Work-related illness

GRI 403-10

In FY23, Logicalis did not register any fatalities or compulsorily reportable cases of work-related illnesses among its employees. No work-related illnesses occurred, thanks to the effective implementation of control measures, such as the Safety Hazard and Risk Survey and Assessment, the Risk Management Program and the Occupational Health Medical Control Program. These initiatives are based on Hazard and Risk Management (internal procedure), ISO Standard 45001:2018 and Regulatory Standards NR 1 and NR 7. In addition, no work-related incidents with a high potential for occurrence or near misses were identified in the period.



Diversity, equality and inclusion

GRI 3-3

At Logicalis, diversity, equality and inclusion are strategic issues. For the Company, career opportunities, recognition and rewards should be determined by people's abilities and achievements. This approach promotes and respects the diversity of opinions, generations, cultures, histories, conditions and interests, in an equal manner and with respect for differences, without prejudice. Logicalis understands that the plurality of ideas, the multiplicity of cultures and the different ways of perceiving the world are essential to innovation, fostering new business opportunities that lead to business competitiveness and thus contribute to a better society.

Since 2019, the Company has maintained a Diversity & Inclusion Committee, which is liable for disseminating initiatives and actions related to this topic, that are in line with the global strategy. The Committee also seeks to support the construction of an increasingly inclusive and diverse workplace.

Events are held regularly for all the Company's professionals. In these events, diversity and inclusion issues are discussed in a broad, transparent and respectful manner, with internal and external guests. The objective is to make everyone more aware of the topic, and lead to a shared collective understanding.

These meetings usually occur on dates that mark the minority groups' fight for equal opportunity and respect and attract, on average, between 120 and 150 professionals. On Black Awareness Day (November 20), for example, a meeting on racism was held, entitled 'Are we all the same? In the fight against racism, we all have a place'. On the National Day of Fight for People with Disabilities (September 21), a debate was held on the topic 'Inclusive education and its relevance to professional inclusion'. On LGBTQIA+ Pride Day (June 28), Logicalis promoted the meeting 'For the Freedom to Be, Live and Love'.

In FY23, Logicalis also partnered with the Business Initiative for Racial Equality, a movement made up of companies and institutions committed to promoting racial inclusion and overcoming racism.



An average of

120 to 150

professionals participated in
webinars with topics dedicated to
minority groups

Impactful initiatives

■ Since 2020, all Logicalis branches worldwide have received Unconscious Biases training, which seeks to make its professionals aware of thoughts and behaviors expressing prejudice or discrimination against certain groups. The training began with top management and was extended to the entire Company, and it is now part of the onboarding process for new employees.

■ Behavioral training through the Continuous Learning Program, with a pillar dedicated exclusively to diversity and inclusion, covers content such as Managing Diverse Teams, and Different Generations, among others. These courses are available to all professionals in Brazil and Latin America through the Talent Connection platform.

■ Diversity acceleration in attracting talent through the Internship Program, which removed geographical barriers, receiving candidates from all over the country, highlighted the appreciation of diversity of thought and strengthened partnerships with educational institutions aimed at vulnerable groups, such as the Zumbi dos Palmares University and SPTEch (formerly BandTech).

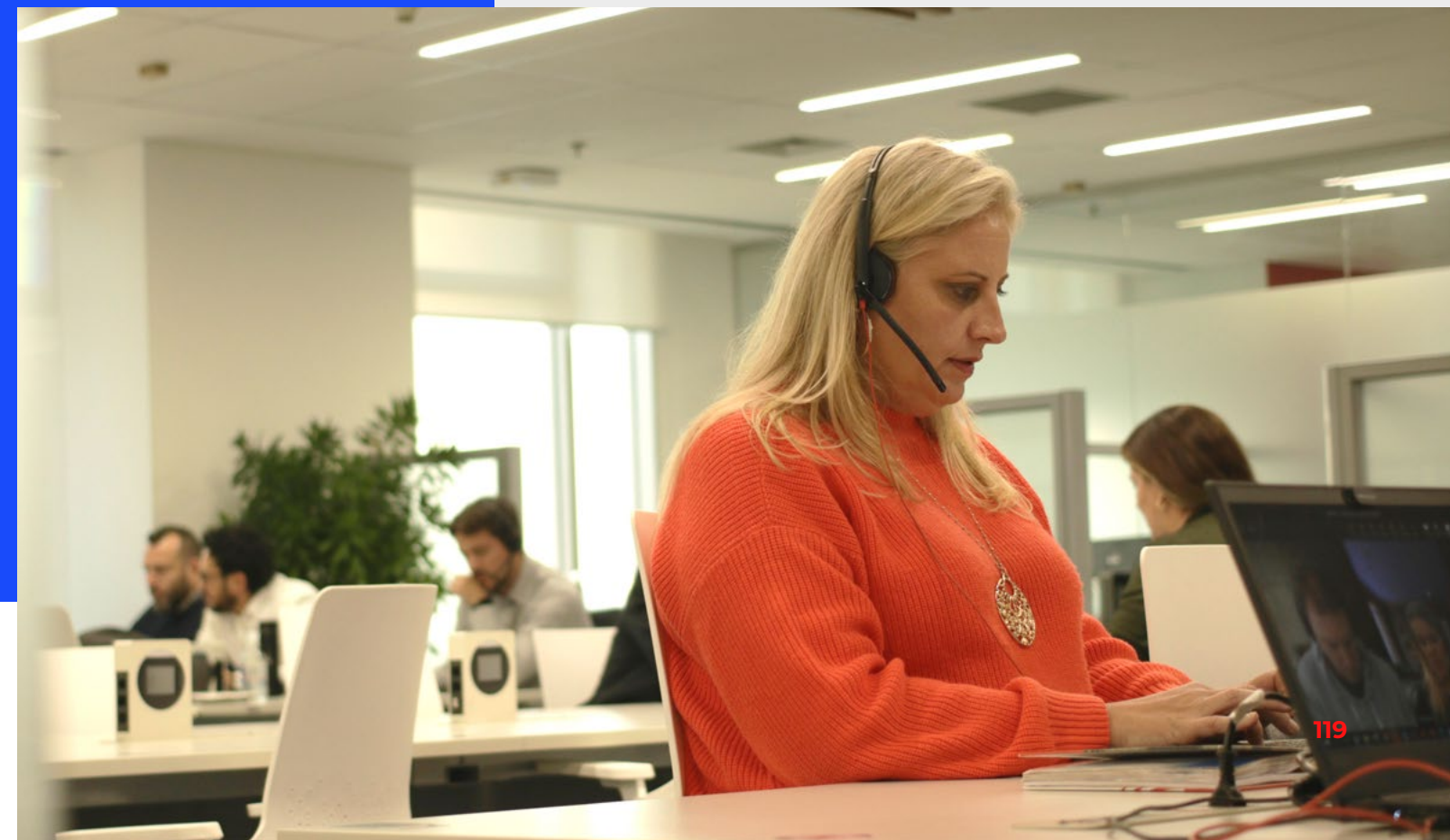
■ Support for three affinity groups created in 2021 to give more voice to minority groups within Logicalis: LogiPride (LGBTQIA+), LogiWomem (Women) and LogiBold (Black and Brown people). Composed of volunteer members, these groups meet regularly to discuss issues of common interest and ways of leveraging Logicalis' diversity strategy and contributing to the implementation of actions throughout the year.

■ Inclusion and diversity are mentioned in the Company's internal satisfaction survey (Peakon), the results of which are used to guide the work of the Diversity & Inclusion Committee.



Whistleblowing Channel

Logicalis' Channel of Ethics and Conduct is prepared to receive workplace complaints of discrimination or lack of respect. Reports can be made anonymously or with the whistleblower's identification, and all complaints are rigorously investigated and treated confidentially.



Individuals within the organization's governance bodies by gender (%) GRI 405-1

		Members of governance bodies
FY23	Men	100
	Women	0
	Total	100
FY22	Men	79.3
	Women	20.7
	Total	100
FY21	Men	83.3
	Women	16.7
	Total	100

Note: In FY22 and FY21, senior officers were considered.

Individuals within the organization's governance bodies, by age group (%) GRI 405-1

		Members of governance bodies
FY23	Under 30 years old	0
	Between 30 and 50 years old	28.6
	Above 50 years old	71.4
	Total	100
FY22	Under 30 years old	0
	Between 30 and 50 years old	41.4
	Above 50 years old	58.6
	Total	100
FY21	Under 30 years old	0
	Between 30 and 50 years old	37.5
	Above 50 years old	62.5
	Total	100

Note: In FY22 and FY21, senior officers were considered.

Percentage of workers by employee category and gender GRI 405-1

	FY23		FY22		FY21	
	Men	Women	Men	Women	Men	Women
Board of Executive Officers	82.5	17.5	79.1	20.9	84.2	15.8
Managers	68.35	31.65	71.8	28.2	69.4	30.6
Coordination/supervision	67.26	32.74	69.7	30.3	71.4	28.6
Specialists/experts	84.30	15.70	86.3	13.7	80.0	20.0
Analysts	65.80	34.20	69.6	30.4	71.2	28.8
Sales	88.10	11.90	62.3	37.7	70.8	29.2
Technicians	92.86	7.14	100.0	0.0	94.1	5.9
Assistants	55.10	44.90	68.9	31.1	67.0	33.0
Total	72.69	27.31	70.8	29.2	71.9	28.1

Percentage of workers by employee category and age group GRI 405-1

	FY23			FY22			FY21		
	Under 30 years old	Between 30 and 50 years old	Above 50 years old	Under 30 years old	Between 30 and 50 years old	Above 50 years old	Under 30 years old	Between 30 and 50 years old	Above 50 years old
Board of Executive Officers	0.0	67.5	32.5	0.0	55.8	44.2	0.0	52.6	47.4
Managers	0	93.7	6.3	0.0	93.0	7.0	0.0	93.5	6.5
Coordination/supervision	4.4	85	10.6	0.0	88.1	11.9	0.0	88.6	11.4
Specialists/experts	5.8	87	7.2	5.9	80.4	13.7	0.0	93.3	6.7
Analysts	41.5	56.7	1.8	25.0	71.6	3.4	23.9	73.6	2.5
Sales	2.4	73.8	23.8	1.9	79.2	18.9	0.0	89.6	10.4
Technicians	26.2	61.9	11.9	25.0	62.5	12.5	29.4	64.7	5.9
Assistants	59.2	34.7	6.1	41.9	48.6	9.5	38.6	54.5	6.8
Total	22.5	70.2	7.3	18.6	73.3	8.1	18.5	75.2	6.4

Percentage of employees of underrepresented groups, by employee category CRI 405-1

	FY23				
	White	Yellow	Brown	Black	PwD
Board of Executive Officers	80.0	17.5	2.5	0.0	0.0
Managers	84.8	5.1	10.1	0.0	1.3
Coordination/supervision	85.0	1.8	9.7	3.5	0.9
Specialists/experts	74.0	2.7	21.5	1.8	0.5
Analysts	71.2	2.1	23.3	3.4	0.8
Sales	88.1	00.0	11.9	0.0	0.0
Technicians	59.5	0.0	38.1	2.4	0.0
Assistants	71.4	0.3	24.5	2.0	18.4
Total	75.2	2.9	19.6	2.4	1.5
	FY22				
	White	Yellow	Brown	Black	PwD
Board of Executive Officers	79.1%	18.6%	2.3%	0.0%	0.0
Managers	90.1%	2.8%	7.0%	0.0%	0.0
Coordination/supervision	82.6%	6.4%	9.2%	1.8%	0.0
Specialists/experts	86.3%	2.0%	9.8%	2.0%	0.0
Analysts	78.8%	1.8%	15.4%	4.1%	0.0
Sales	96.2%	0.0%	3.8%	0.0%	0.0
Technicians	75.0%	0.0%	12.5%	12.5%	0.0
Assistants	66.2%	1.4%	25.7%	6.8%	0.0
Total	80.3%	2.9%	13.4%	3.3%	0.0
	FY21				
	White	Yellow	Brown	Black	PwD
Board of Executive Officers	78.9%	18.4%	2.6%	0.0%	0.0
Managers	85.5%	9.7%	4.8%	0.0%	0.0
Coordination/supervision	81.0%	5.7%	10.5%	2.9%	0.0
Specialists/experts	90.0%	0.0%	10.0%	0.0%	0.0
Analysts	79.1%	3.2%	14.0%	3.7%	0.0
Sales	91.7%	0.0%	6.3%	2.1%	0.0
Technicians	88.2%	0.0%	5.9%	5.9%	0.0
Assistants	64.8%	2.3%	27.3%	5.7%	0.0
Total	79.5%	4.1%	13.2%	3.2%	0.0

The ratio of basic salary and remuneration of women to men CRI 405-2

By employee category

	FY23	FY22	FY21
Board of Executive Officers	0.89	0.90	0.89
Managers	1.04	1.05	0.96
Coordination/supervision	1	0.95	0.86
Specialists/experts	0.73	0.77	0.86
Analysts	0.88	0.89	0.90
Sales	0.73	0.90	0.94
Technicians	1.06	0.64	0.63
Assistants	0.88	0.94	0.98
Trainees	1.00	1.00	1.00
Apprentices	1.00	1.00	1.00



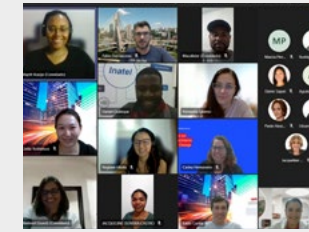
Social responsibility and volunteering programs

GRI 413-1

By recognizing technology as a catalyst for social development, Logicalis is committed to fostering digital inclusion and IT diversity as part of its ESG strategy. This commitment is expressed through social responsibility projects aimed especially at education and technological training of people belonging to under-represented groups in the technology sector, such as women and Black people. The Company also supports programs and entities that promote the inclusion of people with disabilities, among other initiatives.

In FY23, the following initiatives were sponsored:

Level Up



Logicalis launched the Level Up program, an innovative and inclusive initiative to train and promote the professional advancement of minority groups in the technology sector. Targeting, in its first edition, Black people who already have technical or vocational training in IT, aims at broadening their skills and helping them gain better positions in the job market.

Available to three classes of 40 students each, the program, created by a multidisciplinary team of volunteer Logicalis professionals, is free and conducted remotely, mixing e-learning content, webinars and live on-line classes.

Lasting three months, it covers technical topics, such as the fundamentals of networks, and the behavioral skills essential for professional success. It also includes webinars on careers in technology and mentoring sessions, conducted by volunteer Logicalis professionals who have received specific training from the Company's Human Relations area to perform this important role.

At the end of the course, participants receive a Logicalis certificate of completion, which represents an important competitive edge when applying for job vacancies in the area.



Technovation Summer School for Girls (USP-São Carlos)

Logicalis supports the initiative, which consists of a free online course organized by the Institute of Mathematical and Computer Sciences (ICMC) of the University of São Paulo (USP) on the São Carlos campus. The program teaches innovative methods to girls aged eight to 18, and develops skills for conceptualizing, developing and marketing mobile applications (apps) that help solve community problems. ICMC is one of the most important Brazilian institutions in the fields of mathematics, applied mathematics, computing and statistics, recognized worldwide as a center of excellence in the production and dissemination of knowledge.



Women Rock IT

A free-of-charge and on-line program developed by Cisco, Logicalis' partner, to train girls and women (cis and trans) to support the operations of companies and small retailers. It covers the construction of simple local area networks (LANs), IP addressing schemes, basic network security and configurations for routers and switches.

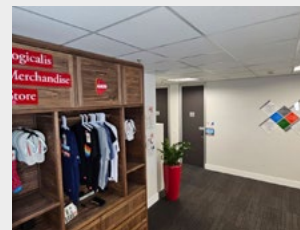
The objective is to give them access to more career opportunities, increase their employability and ensure that they can decide their own economic future.

The course, taught by the Networking Academy platform and Cisco Webex, has a seven-month duration and is part of a global movement that aims to motivate girls and women to dedicate themselves to technology, also seeking certification in networks.



Chess for Everyone

An initiative of the Association for the Development of Chess (ADX), a non-profit organization that assists 200 children between the ages of seven and 12 with physical disabilities, visual impairments, mild ASD and Down's Syndrome. The project uses games as a pedagogical tool to stimulate and develop socio-emotional skills in children, such as memory, concentration, attention, logical reasoning, analytical capacity, critical sense, respect for oneself, for others and the rules, organization, resilience, knowing how to wait one's turn, patience, among others, helping to promote their inclusion.



Logicalis Merchandise Store (AACD)

Founded in 2019, the store promotes the sale of Logicalis products to professionals and office visitors. The profits from the store go to AACD, a non-profit organization focused on the recovery of children with disabilities.



Megaliga

An animated series that discusses the transformative power of technology in a simple way that connects with children's daily lives. The aim is to awaken interest in the world of technology and encourage new generations to pursue careers in IT. Divided into six episodes and broadcast on Logicalis' YouTube channel, the story approaches technology in a practical, humorous way. It encourages children to learn more about the subject through its characters' adventures.



Innovation programs and hackathons

Logicalis supports the execution of this type of initiative in partnership with a few customers. One example is the Campus Mobile program, run along with the Claro Institute, which aims young entrepreneurs create solutions with a major social and environmental impact. Logicalis also relies on a few professionals acting as voluntary mentors of participating students.



GRI content index

GRI Content Index

Use statement	Logicalis reported based on GRI standards for the reporting period: 03/01/2022 to 02/28/2023
GRI 1 adopted	GRI 1: General Disclosures 2021

GRI STANDARD/ ANOTHER SOURCE	CONTENT	LOCATION	NOTE
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General disclosures

GRI 2: General disclosures 2021	2-1 Name of the organization	18	
	2-2 Entities included in the organization's sustainability reporting	6	This report includes information of Logicalis Brazil (composed of the corporate names PTLS Serviços de Tecnologia e Assessoria Técnica Ltda and Promonlogicalis Tecnologia e Participações Ltda) and WeService (Weservice Serviços e Tecnologia Ltda). There are no distinct financial statements among the listed entities. The balance sheet combination is the approach adopted.
	2-3 Reporting period, frequency and contact point	6	
	2-4 Restatements of information	95	
	2-5 External assurance	None.	
	2-6 Activities, value chain and other business relations	18	
	2-7 Employees	95	
	2-8 Workers who are not employees	95	
	2-9 Governance structure and composition	58	
	2-10 Nomination and selection for the highest governance body	58	
	2-11 Chair of the highest governance body	58	
	2-12 Roles of the highest governance body in overseeing the management of impacts	67	
	2-13 Delegation of responsibility for managing impacts	66	

GRI STANDARD/ ANOTHER SOURCE	CONTENT	LOCATION	NOTE
GRI 2: General disclosures 2021	2-14 Role of the highest governance body in sustainability reporting		The report is analyzed by ESG manager, reviewed by the executive board of Marketing, Alliances and ESG and approved by Latam CEO.
	2-15 Conflicts of interest	67	
	2-16 Communication of critical concerns	67	
	2-17 Collective knowledge of the highest governance body		The sustainable development is a topic discussed, assessed and reviewed at the quarterly meetings of the Strategy and Business Development Committee, which is an advisory body linked and subordinated to the Board of Directors.
	2-18 Performance review of the highest governance body	67	
	2-19 Remuneration policies	105	
	2-20 Process to determine remuneration	105	
	2-22 Statement of sustainable development strategy	10	
	2-23 Policy commitments	62	
	2-24 Embedding policy commitments	62	
	2-25 Processes to remediate negative impacts	76	
	2-26 Mechanisms for advice and presentation of concerns	77	
	2-27 Compliance with laws and regulations		During reporting period (FY23), Logicalis neither received any relevant fine nor registered cases of non-compliance with laws and regulations or non-monetary sanctions.
	2-28 Membership associations	20	
	2-29 Approach to stakeholder engagement	54	
	2-30 Collective bargaining agreements		In FY23, 100% of employees of all the Group's companies in Brazil were covered by collective bargaining agreements

GRI STANDARD/ ANOTHER SOURCE	CONTENT	LOCATION	NOTE
Material topics			
GRI 3: Material topics 2021	3-1 Process to determine material topics	50	
	3-2 List of topic materials	51	
Climate change			
GRI 3: Material topics 2021	3-3 Management of material topics	80	
GRI 200: Economic performance 2016	201-2 Financial implications and other risks and opportunities due to climate change		In November 2023, Logicalis initiated the analysis of financial implications and other risks and opportunities related to climate change, in compliance with the mandatory reporting requirement for 2024 under the TCFD (Task Force on Climate-related Financial Disclosures). The Responsible Business area of Datatec, Logicalis Latam's parent company, will conduct such work.
GRI 300: Energy 2016	302-1 Energy consumption within the organization	91	
	302-2 Energy consumption outside the organization		There was no consumption outside the organization.
	302-4 Reduction of energy consumption		No reductions of energy consumption directly obtained from improvements in conservation and efficiency

GRI STANDARD/ ANOTHER SOURCE	CONTENT	LOCATION	NOTE
GRI 300: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	81	
	305-2 Indirect (Scope 2) GHG emissions deriving from energy acquisition	81	
	305-3 Other indirect (Scope 3) GHG emissions	82.83	
	305-4 GHG emissions intensity	83	
	305-5 Reduction of GHG emissions	81	
	305-6 Emissions of ozone-depleting substances (ODS)	81	
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	81	
Data privacy and security			
GRI 3: Material topics 2021	3-3 Management of material topics	70	
GRI 400: Customer privacy	418-1 Substantiated complaints concerning breaches of customer privacy and loss of customer data		None.
People diversity and development			
GRI 3: Material topics 2021	3-3 Management of material topics	99, 116	
GRI 200: Presence in the market 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	104	
	202-2 Members of senior management hired from the local community	97	
GRI 400: Employment 2016	401-1 New employee hires and employee turnover	95, 96, 97	
	401-3 Parental leave	97	
GRI 400: Training and education 2016	404-1 Average hours of training per year per employee	104	
	404-2 Programs for upgrading employee skills and transition assistance programs	98	
	404-3 Percentage of employees receiving regular performance and career development reviews	107	

GRI STANDARD/ ANOTHER SOURCE	CONTENT	LOCATION	NOTE
GRI 400: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	120, 121, 122	
	405-2 Ratio of basic salary and remuneration of women to men	123	
GRI 400: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken		A complaint of discrimination was registered at the Channel of Ethics and Conduct in FY23. The complaint was duly verified and concluded as ungrounded.
Ethics, integrity & compliance			
GRI 3: Material topics 2021	3-3 Management of material topics	62	
GRI 200: Anti- corruption 2016	205-1 Operations assessed for risks related to corruption	62	
	205-2 Communication and training about anti-corruption policies and procedures	68	
	205-3 Confirmed incidents of corruption and actions taken	64	
GRI 200: Anti-competitive behavior 2016	206-1 Legal actions for anti- competitive behavior, trust and monopoly practices		Logicalis is not respondent for legal proceedings referring to unfair competition, monopoly and similar practices.
GRI 200: Taxes 2019	207-1 Tax approach	40	
	207-2 Governance, control and tax risk management	40	
Promotion of human rights			
GRI 3: Material topics 2021	3-3 Management of material topics	72	
GRI 400: Child labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	72	
GRI 400: Forced or compulsory labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	72	
Responsible Supply Chain Practices			
GRI 3: Material topics 2021	3-3 Management of material topics	72	
GRI 200: Procurement practices 2016	204-1 Proportion of spending on local suppliers	75	

GRI STANDARD/ ANOTHER SOURCE	CONTENT	LOCATION	NOTE
GRI 300: Waste 2020	306-1 Waste generation and significant waste-related impacts	86	
	306-2 Management of significant waste-related impacts	86	
	306-3 Waste generated	87	
	306-4 Waste diverted from disposal	86	
	306-5 Waste directed to disposal	86	
GRI 300: Supplier environmental assessment 2016	308-1 New suppliers that were screened using environmental criteria		Logicalis is structuring the analysis of supplier environmental criteria and plans to implement the classification of suppliers with ESG criteria in FY25.
	308-2 Negative environmental impacts in the supply chain and actions taken		The mapping of suppliers' environmental impacts is being structured and is scheduled for FY25.
GRI 400: Supplier social assessment 2016	414-1 New suppliers that were screened using social criteria		Logicalis is structuring the suppliers selection criteria with ESG criteria.
Promotion of businesses built on advanced technologies and responsible innovation			
GRI 3: Material topics 2021	3-3 Management of material topics	41	
GRI 400: Local communities 2016	413-1 Operations with local community engagement, impact assessments and development programs	124	
Indicators not related to material topics			
GRI 200: Economic performance 2016	201-1 Direct economic value generated and distributed	33	
GRI 400: Occupational health and safety 2018	403-1 Occupational health and safety management system	109	
	403-6 Promotion of worker health	114	
	403-10 Work-related ill health	115	

Acknowledgments

Sustainability Report 2023

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