IOS — INSTITUTO DA OPORTUNIDADE SOCIAL

18 ANOS

Annual Report
2015

Mission

Seek out, support and monitor the employability of youth and people with disabilities, whom may have less access to opportunities in the job market.

Vision

To be a reference and have excellence in training, education and relationships, which will promote job opportunities for young and disabled people, turning them into modifying agents of their communities.

Values

We are a transformation agent founded on: Integrity, Ethics, Respect, Dedication, In Search of Knowledge and Team Spirit.

Table of Contents

Highlights 2015

Increase of the number of students attended to and the occupancy rate in class

Page 21

Beginning of classes for the semi-attendance* courses

*Program explanation on

Page 22

Increase in the number of employed students

Page 27

New supporting partners

Page 29

Increase of financial volume

Page 29

4

Conception and coverage

Transparency as a principle

GRI G4-3 | G4-30 | G4-28 | G4-32

For the second year in a row the Institute of Social Opportunity (IOS) Annual Report is presented, adhering to the guidelines of the Global Reporting Initiative (GRI), an NGO based in the Netherlands, which, since 1997, develops guidelines for global reporting, assisting companies and organizations to manage and distribute social, environment and financial information about their businesses.

This publication addresses the main facts and achievements of IOS from January 1st to December 31st, 2015 and follows the fourth generation of the GRI Guidelines (called G4), within the **Essential** adherence level. All indicators reported by the Institute throughout the report are identified over the course of the text by the initials "GRI", and to see them entirely, the reader may access the GRI Index, located on page 35.

With a commitment to adopt the best management and accountability practices, the financial data in this report will be evaluated by an external audit, until end of june 2016. The disclosure of their findings will happen in May, through the Institute's website.

Consulted Public

GRI G4-18 | G4-19 | G4-24 | G4-25 | G4-26 | G4-27 | G4-30 | G4-31

With the intention of providing an attractive and relevant document for the different parties interested, the report's content was defined in 2014 by consulting the internal and external public with whom we have a relationship with, such as, students, partners, participants*, community, suppliers, as well as, the Institute's leadership. Based on the findings of this consultation, a matrix of material was constructed, which revealed the most relevant themes for the IOS' chain of stakeholders.

In 2015 a study of the evolution of the indicators reported in 2014 was made. This led to the decision to extend the materials to include two more themes, that is, instead of seven relevant themes for the Organization, which were the basis for the 2014 report, this document works with nine material themes, thus covering 100% of the subjects of interest brought up by the consulted public.

MATERIAL THEMES

2015 THEMES	2014 THEMES	
		1. Partnership management with companies to support the beneficiaries employability.
		2. Existing systems to monitor, evaluate and improve offered programs.
		3. Variety of themes in the offered courses.
		4. Training for the Organization's employees, including teachers, in order to guarantee the quality of the courses.
		5. Process to formulate, communicate and implement public awareness campaigns.
		6. Processes to guarantee ethics in fundraising and destination of resource
		7. Training/Awareness of the companies to welcome beneficiaries.

+

NEW	
	8. A dopted processes to acknowledge the demands of the groups attended to in terms of program design and offered courses by the institution.
	9. Existing mechanisms to learn opinions, doubts, suggestions and complaints of their public.

To obtain more information about the Institute's 2015 Annual Report, please visit our web site www.ios.org.br or email us at relacionamento@ios.org.br

Enjoy your reading!

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*IOS employees are called "participants" , as they are called to act as multipliers of the Institute's mission and with a global vision of the Organization, empowered by their social transformation potential.
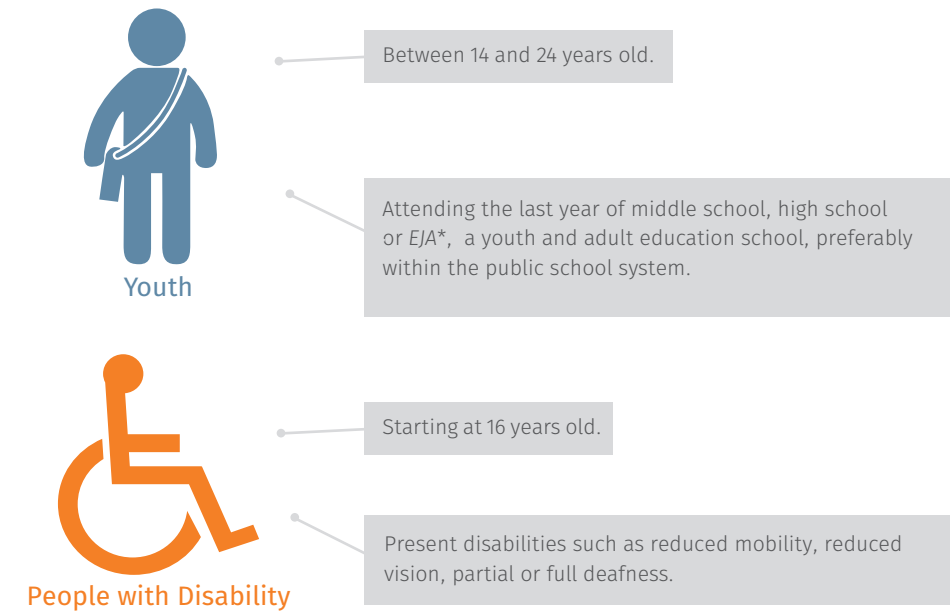
Inside JOS

GRI G4-4| G4-5 | G4-7

Headquartered in São Paulo (Brazil), the IOS is a not for profit Civil Society Organization of Public Interest (also known as *OSCIP*), which focuses on training and expanding the employability of young people and people with physical, visual or hearing disabilities.

Created in 1998, the Institute was born from the voluntary initiative of a group of employees from Microsiga Software S/A, currently TOTVS – now its main sponsored company –, aiming to provide access to information and technology to low income youth. In 2008, the Educational and Management area of the Institute, innovated its offered programs, creating professional training courses, using the ERP TOTVS and other Information Technology and Communication (ITC) tools, thus improving the qualification of young people and people with disabilities for the job market. The IOS is maintained by private corporations and in 2015 it received sponsorship from Accesstage, Brasilprev, Instituto Credit Suisse Hedging-Griffo, IBM, Instituto HSBC, Atlas Schindler, TV Globo, Eurofarma, MSX International, Votorantim Cimentos, amongst others.

IOS Student Profile

GRI G4-8

Youth

Between 14 and 24 years old.

Attending the last year of middle school, high school or *EJA**, a youth and adult education school, preferably within the public school system.

People with Disability

Starting at 16 years old.

Present disabilities such as reduced mobility, reduced vision, partial or full deafness.

Performance Pillars

To accomplish its mission (see more on page 2), the IOS operates through five pillars. They are:

TRAINING

CUSTOMIZED TRAINING

EMPLOYABILITY

LEARNING COURSE

SOCIAL RESPONSIBILITY

*Brazilian initiative that offers a better chance for people whom, for whatever reason, have not completed elementary and / or middle school at an appropriate age.

Training

The IOS offers free courses in the areas of business administration and information technology. It's main characteristics are the teaching of theory and practice of business management software, including business rules and contents associated with citizenship, employability and behavior. It also offers school reinforcement for Portuguese and Mathematics. In 2015, there were 11 courses offered:

• Business Management with ERP (in class instruction and semi-attendance)
• Materials Management
• Financial Management
• AdvPL[1] Programming
• Rehabilitation from *INSS* (National Social Security Institute)
• Portuguese to deaf people and Project Management
• Configuration and Implementation
• Computer Literacy with Microsoft tools and Certification
• People and Materials Management

For more information about our courses, please go to
http://ios.org.br/index.php/cursos/

Customized Training

The Institute offers customized training programs for people with disabilities or the youth public (internship programs, professional learning, and others), which are tailor-made for each company and offer solutions that facilitate compliance with the Quotas Law[2] for people with disability and the Learning Law[3].

Employability

GRI G4 NGO6

Employability is one of the most important areas in IOS. Its actions consist of supporting the student in the search to obtain his/her first formal employment (or to re-enter the job market) as well as to monitor his/her path post hiring. In order to perform this task, the Institute offers a wide range of expertise focused on the job market in addition to technical and behavioral preparation of the students to acquire their first job.

Learning Course

In partnership with companies who wish to hire young people as apprentices along with the Ministry of Labor and Employment – in compliance with the Learning Law – the IOS offers customized courses for young people who need to attend training simultaneous with practical work activity. For the company that hires the apprentice, the Institute is also dedicated to resolving any doubts arising from its legal obligations.

Social responsibility

The IOS develops Social Responsibility and Private Social Investment Programs directed to companies and organizations that have an interest in supporting the Institute. The main programs of this pillar are:

• **Corporate Volunteering Program** which includes mentoring, mini courses, workshops and speeches;

• **Sponsorship and support** of classes, units, differentiated courses, infrastructure, material, events and customized projects;

• **Employability and Learning Course** which include hiring of the young people who have been approved in the free professional training and learning.

In 2015 the Institute recorded 83 volunteers from various companies in the states of Rio de Janeiro and São Paulo[4].

[1] *Advanced Protheus Language.*
[2] Quotas Law for people with disabilities, Article 93 of Law No. 8.213 / 1991 establishes the requirement for companies with 100 or more employees to fill their positions with 2% to 5% of rehabilitated or disabled people.
[3] Learning Law No. 10,097 / 2000 and expanded by Federal Decree No. 5,598 / 2005, determines that all medium and large companies employ a number of apprentices equivalent to a minimum of 5% and a maximum of 15% of its employees whose duties require professional training.
[4] The main concentration of volunteers are in the states of São Paulo and Rio de Janeiro. There is volunteer work in other states, but they are sporadic therefore the indicators have not been presented in this report.
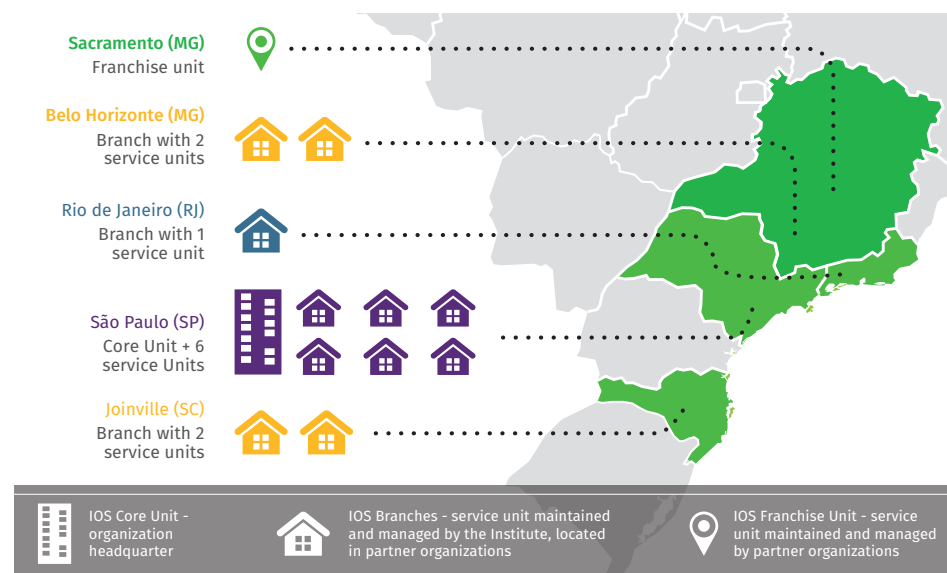
Zeal for learning

With the objective to stimulate interest and the ability to assimilate the applied content, IOS promotes extracurricular activities, in addition to its regular courses, in order to facilitate the student's growth as citizens and professionals. In 2015, the following activities took place:

- **Circuit lectures** in partnership with IBM – which addressed issues such as the presence of women in the technology sector, building a personal brand, careers, games, among others;

- **Introductory political course** in partnership with the Konrad Adenauer Foundation – which addressed the relationship of the average person with politics, in order to consolidate its commitment to society in a non-partisan manner. Much of what was discussed in the classroom is a constant theme in *vestibular* (testing to get into the Brazilian university system) and selection processes of companies;

- **App Marathon** in partnership with FIAP and Google Developers – a contest in which groups of high school students were challenged to create an app for Android (in AppInventor v2 platform) to improve their lives as a student, their school or the education in Brazil;

- **Book Reading** "A chat about IT" in partnership with the Educational IT – accompanied by the IOS instructors and stimulated through debates and reading groups. At the end of the reading, students had a test, and those who received a higher score, won a course offered by the Educational IT as a prize;

- **IOS Solidarity Project** – which encourages students to practice voluntary social work in Charitable Institutions, Centers that Care for the Elderly, Shelters, and also through the collection of food, clothing, toiletries, etc. After completion of work, the students presented the results of their voluntary action and the reflections made from them; and

- **Coding Week,** in partnership with Microsoft to launch the **#IAmAbleToProgram**, campaign, a global initiative of the company that encourages young people to know and learn how to program in an easy and fun way, providing access to tools, platforms and apps, enabling increasing integration with the programming world.

Location of Service Units

GRI G4-6

The Institute has its own management unit called, Core IOS, located in the northern area of the city of São Paulo, and in 2015 the Institute conducted its activities through six service units located in the Greater metropolitan area of São Paulo, five branches - located in municipalities of Joinville (in the state of Santa Catarina – SC), the city Rio de Janeiro (in the state of Rio de Janeiro – RJ), Belo Horizonte (in the state of Minas Gerais – MG) – and a social franchise in Sacramento (MG).

Sacramento (MG)
Franchise unit

Belo Horizonte (MG)
Branch with 2 service units

Rio de Janeiro (RJ)
Branch with 1 service unit

São Paulo (SP)
Core Unit + 6 service Units

Joinville (SC)
Branch with 2 service units

IOS Core Unit - organization headquarter

IOS Branches - service unit maintained and managed by the Institute, located in partner organizations

IOS Franchise Unit - service unit maintained and managed by partner organizations

For 2016 the following changes are planned: in Belo Horizonte, the service unit running in *Espaço Inconformados* will move to the *Salesiano* Center of Adolescent Workers (*CESAM*); in Joinville, the unit that operates in the Dom Bosco Foundation will move to the Educational and Social Centre *Iririú* (*FUNDAMAS Cesavi*). Additionally, the state of Rio de Janeiro will gain an IOS unit, which will open at the University of Rio Grande (Unigranrio) in the municipality of Duque de Caxias, in the metropolitan region of Rio's capital.

Commitments in 2015 and targets for 2016

GRI G4-SO4

Commitments in 2015

COMMITMENT IN 2015	ACCOMPLISHED?	OBSERVATION
Improve the corporate governance model, investing in the restructuring of the Council and the Voluntary Board.	YES	For more information refer to page 13.
Investment in the structuring and development of the Human Resources area of the Institute, improving internal processes in order to acquire new skills for institutional development.	PARTIALLY	The new structure was determined in 2015 and is defining the best practices in addition to new human relations' projects to be implemented in 2016.
Implement the CRM (Customer Relationship Management) processes and software in the areas of Employment, Institutional Relations and Communication, in an integrated manner with the Educational Management software.	YES	The software has been implemented and is in the testing and adaptation phase.
Start the first courses using the *EAD* (at a distance education) platform, which, in addition to expanding the scope of its courses, also provide an increase in the quality of classroom lessons.	YES	For more information refer to page 22.
Develop and implement the pilot project of Social Franchise, focusing on providing the courses offered by IOS to other social entities and interested companies.	PARTIALLY	This project has been updated and has ceased to be a proper "franchise" model. It will become a professional learning educational model. The possibility of using the name "Social Technology", is being evaluated and the pilot version will happen in the first half of 2016, in partnership with the current franchise in Sacramento (MG).
Increase from 86% to 95% the fulfillment of the free professional training vacancies.	PARTIALLY	93% of vacancies were filled in 2015. For more information refer to page 21.
Improve the channels that enable the satisfaction survey on beneficiaries and partner companies of the Learning Course and Custom Training.	YES	The students from the IOS Professional Training Program were surveyed. 81% out of 1,634 students who finished the course responded. For more information refer to page 23. A satisfaction survey with a sample of 20 closest partners in the areas of Employment and Institutional Relations was also performed. For more information refer to page 29.
Introduce two new courses in partnership with the Ministry of Labor and Employment (*MET*).	PARTIALLY	A new course was approved in Joinville (SC) in December 2015 and, as required by the *MTE*, the São Paulo and Rio de Janeiro courses were revalidated. The IOS aims for approval of new courses in São Paulo (SP), Belo Horizonte (MG) and Rio de Janeiro (RJ). This was delayed due to the Ministry of Labor processes. The commitment remains a goal for 2016.
Invest in the Institutional Relations and Fundraising teams, potentializing the opportunities for resource mobilization in pursuit of financial sustainability.	YES	A new senior analyst and a trainee were hired for this team, achieving the fundraising target for 2015 and approving important projects for 2016.

Goals for 2016

- I mplement Educational renovation on all IOS service units in Brazil;
- Open up at least 100 vacancies in IOS EAD semi-attendance platform;
- Implement an "IOS Social Technology" pilot Project;
- Create new channels to receive complaints, listen to doubts and students suggestions;
- Improve the Institute's network articulation, including third sector organizations, government agencies, such as schools and department of education of the state of São Paulo, and city halls, among other organizations;
- Plan and implement Human Resources' actions such as: creation of Job Descriptions and a Behavioral and Institutional Training, update of the induction, attraction and selection processes, work climate survey and 180º evaluation, as well as assist in the creation of internal policies;
- Develop the IOS Code of Ethics and Conduct;
- Introduce new courses in partnership with the Ministry of Labor and Employment (*MTE*), in the cities of São Paulo (SP), Belo Horizonte (MG) and Rio de Janeiro (RJ);
- Increase by at least 5% the number of employed students with the support of the Employability area of the Institute;
- Launch the IOS 18 years Communication Platform;
- Increase by 9% the IOS revenue accrued from services and donations, in relation to the 2015 results, diversifying the sources of funds and increasing financial sustainability;
- Expand the dialogue with the government to form alliances and influence public policy.

Prizes and awards

- **9.2 GRADE IN ACCOUNTABILITY FROM HSBC INSTITUTE.**
  Recognition from the Sustainability area of one of the major financial institutions in the world to the organization and the transparency of the information provided by the IOS.
- **IOS WAS RATED AS EXCELLENT IN ACCOUNTABILITY BY THE CREDIT SUISSE HEDGING-GRIFFO.**
  The Institute was rated as Great and Excellent in two accountability reports held in 2015 for the Institute managed by one of the largest institutions of Private Banking in Brazil.
- **RECOGNITION BY THE *BANCO DO BRASIL* SOCIAL TECHNOLOGY FOUNDATION.**
  In 2015, IOS was honored for the second time as an institution that promotes Technological Inclusion for the Youth and People with Disabilities.
- Honorable Mention in the **Professional Rehabilitation Prize.**
- Finalist in the ***Milton Santos*** and ***Betinho de Cidadania*** Prizes.
- Winner of the **#daytodonate Award**, which provided the IOS free access to services and technology granted by large companies such as Prezi, Zendesk, Survey Monkey, among others.

For other awards and recognitions that the IOS has achieved, visit
http://ios.org.br/index.php/sobre-o-ios/ios-hoje/relacoes-institucionais/

Leadership and directors

Having the value of transparency as a fundamental premise for the support and maintenance of its essence as a social agent, the key governance benchmarks are the professionalization of its management, the constant search for excellence in its processes and the enhancement of the relationship with its various publics.

As an *OSCIP* (Civil Society Organization of Public Interest), the Institute complies with the laws governing its activities with absolute accuracy. Annually reporting to the Ministry of Justice the details of its performance and activities and conducting regular presentations of results for the sponsors of its projects. In addition, all of the IOS financial transactions are evaluated annually by an external audit.
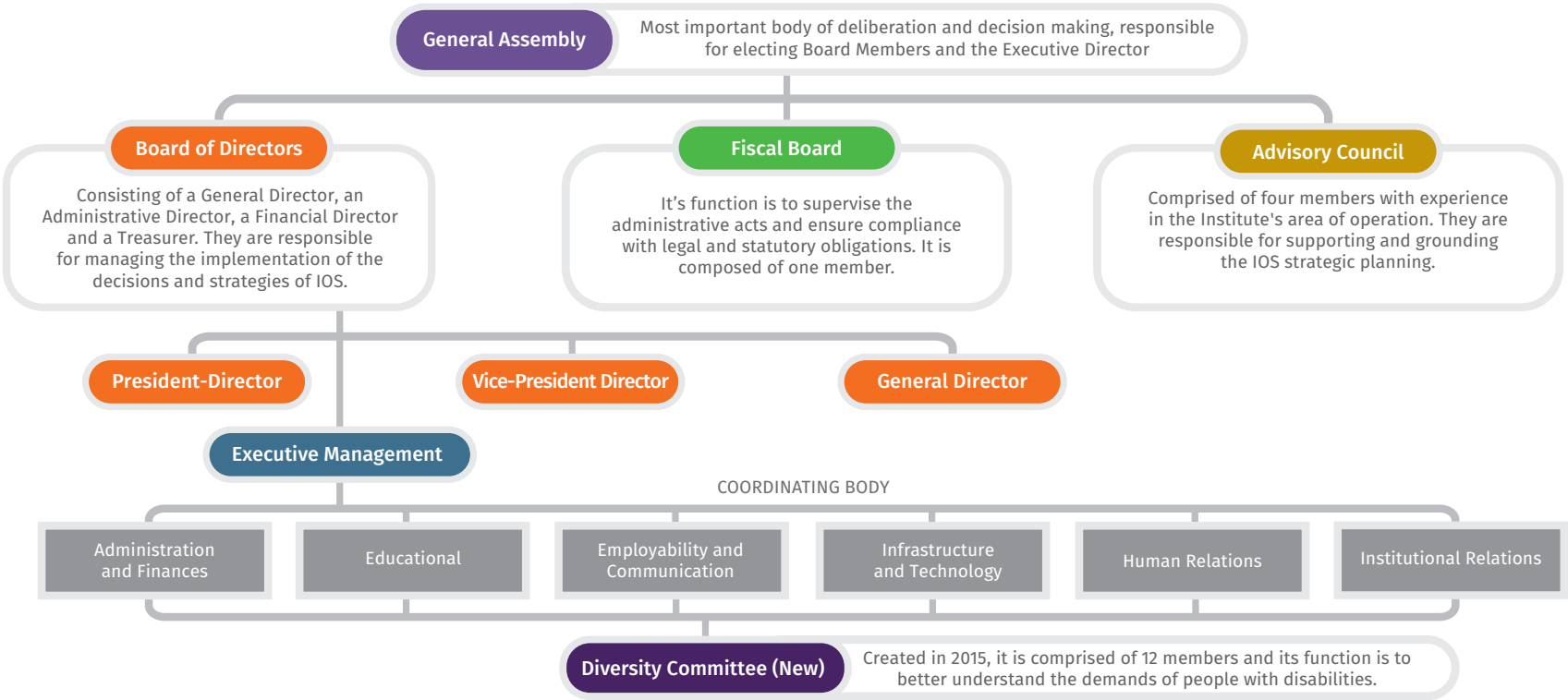
Organizational Structure

GRI G4-12 | G4-34 | NG04

The collective interest is part of the IOS DNA. So in the last two years, the corporate governance model has been enhanced, making its management less centralized and giving way to collaborative management, with shared decisions.

In 2015 a new President and Board of Directors was elected. There was also the nomination of a new Advisory Board.

On December 31, 2015, the IOS governance structure was presented as follows:

General Assembly — Most important body of deliberation and decision making, responsible for electing Board Members and the Executive Director

Board of Directors — Consisting of a General Director, an Administrative Director, a Financial Director and a Treasurer. They are responsible for managing the implementation of the decisions and strategies of IOS.

Fiscal Board — It's function is to supervise the administrative acts and ensure compliance with legal and statutory obligations. It is composed of one member.

Advisory Council — Comprised of four members with experience in the Institute's area of operation. They are responsible for supporting and grounding the IOS strategic planning.

President-Director

Vice-President Director

General Director

Executive Management

COORDINATING BODY

Administration and Finances

Educational

Employability and Communication

Infrastructure and Technology

Human Relations

Institutional Relations

Diversity Committee (New) — Created in 2015, it is comprised of 12 members and its function is to better understand the demands of people with disabilities.

Adherence to external commitments and participation in associations

GRI G4-15 | G4-16

With the intention of strengthening the work of the third sector in the course of its history, the IOS initiated partnerships with institutions and adhered to external commitments – always in line with its mission. In 2015, the most important development was joining the **Global Pact,** an initiative of the United Nations (UN) with a focus on human rights, labor relations, the environment and combating corruption.

In the period covered by the report, the Institute participated in the following associations and entities:

- Brazilian Association of Fundraisers (*ABCR*);

- Brazilian Association of Information Technology and Communication Companies (*BRASSCOM*), as an Institutional Member;

- Brazilian Federation of socio-educational Adolescent Associations (*FEBRAEDA*);
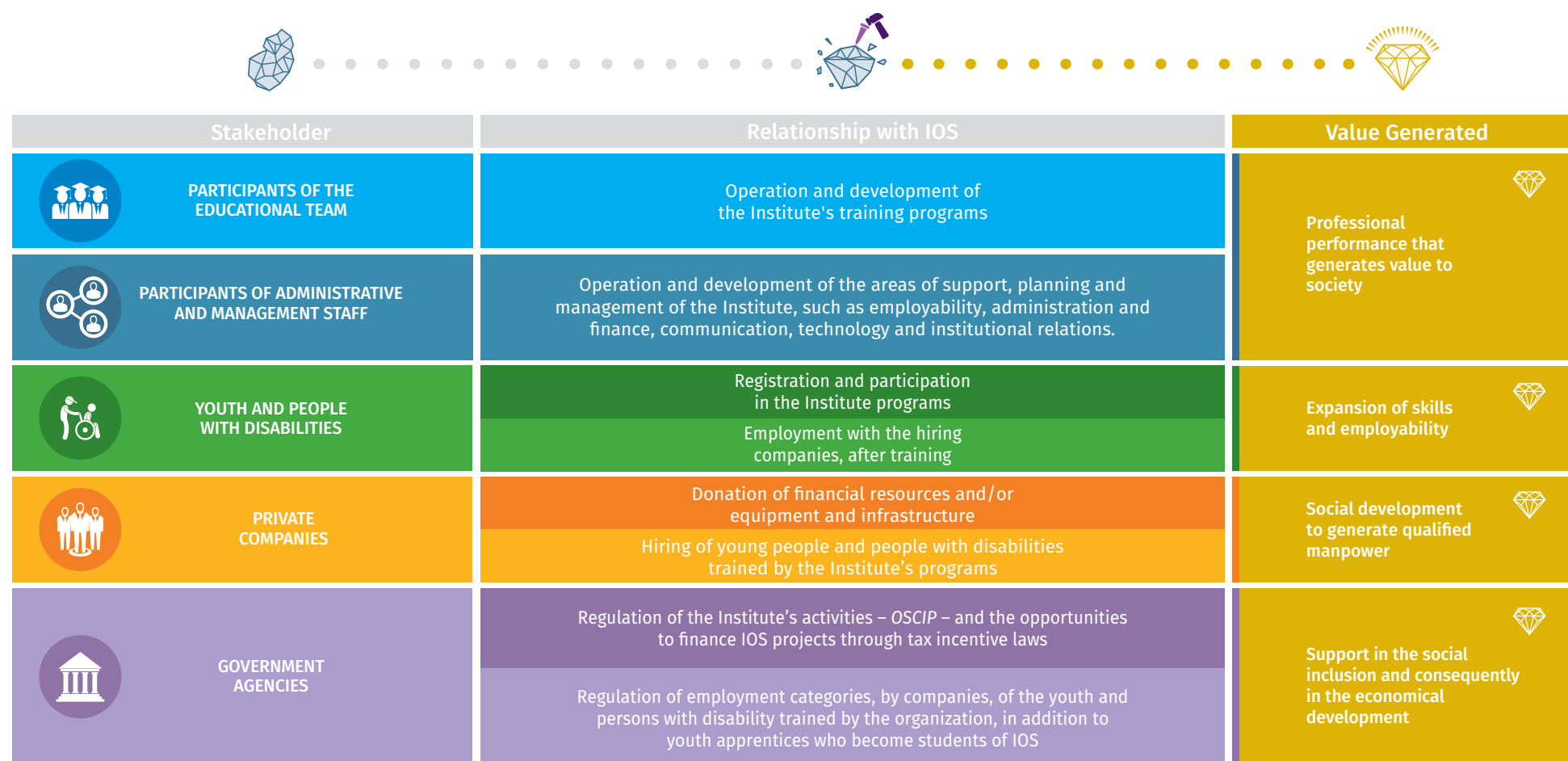
- Municipal Council for the Rights of Children and Adolescents (*CMDCA*) of Belo Horizonte (MG), Diadema and São Paulo (SP), Joinville (SC) and Rio de Janeiro (RJ);

- Paulista Professional Forum of Learning of São Paulo (*FOPAP*) and State Forum of Professional Learning of Rio de Janeiro (*FEAP*);

- Municipal Council of Social Assistance (*COMAS*), in São Paulo (SP);

- Regional Board of Development and Social Assistance (*DRADS*), in São Paulo (SP);

- Regional Superintendence of the Ministry of Labor and Employment in the State of São Paulo (*SRTE / SP*);

- National Institute of Social Security (*INSS*), in São Paulo (SP) and Joinville (SC);

- Department of Education of the State of São Paulo (*SEESP*);

- Support Program for the Persons with Disabilities of the Government of the State of São Paulo (*PADEF*);

- Department of Employment and Labor Relations of the State of São Paulo (SP);

- State Council for the Rights of the Child and Adolescents of the State of São Paulo (*CONDECA*); and

- National Program to Support Health Care of the Disabled (*PRONAS / PCD*).

Paths for continuity and growth

Model for Value Generation

Not for profit, the IOS is an organization capable of generating value for its stakeholders in the following ways:

Stakeholder	Relationship with IOS	Value Generated
PARTICIPANTS OF THE EDUCATIONAL TEAM	Operation and development of the Institute's training programs	**Professional performance that generates value to society**
PARTICIPANTS OF ADMINISTRATIVE AND MANAGEMENT STAFF	Operation and development of the areas of support, planning and management of the Institute, such as employability, administration and finance, communication, technology and institutional relations.	
YOUTH AND PEOPLE WITH DISABILITIES	Registration and participation in the Institute programs	**Expansion of skills and employability**
	Employment with the hiring companies, after training	
PRIVATE COMPANIES	Donation of financial resources and/or equipment and infrastructure	**Social development to generate qualified manpower**
	Hiring of young people and people with disabilities trained by the Institute's programs	
GOVERNMENT AGENCIES	Regulation of the Institute's activities – *OSCIP* – and the opportunities to finance IOS projects through tax incentive laws	**Support in the social inclusion and consequently in the economical development**
	Regulation of employment categories, by companies, of the youth and persons with disability trained by the organization, in addition to youth apprentices who become students of IOS	

Vocation and strategy

GRI G4-8 | G4-9 | G4-13 | NGO1

In order to achieve its **Vision** to be a reference and have excellence in the training, education and relationships that promote employment opportunities to youth and people with disabilities, the IOS tries to manage and maintain established relationships, in addition to attracting new partnerships, thus broadening the activities and sources of funding of the Institute.

It is part of the IOS's strategy to increasingly develop sustainable relationships with their public and engage them in the operation of the Institute. The main points of this work are:

RELATIONSHIP PUBLIC	MAIN RELATIONSHIP STRATEGY IN 2015
Participants	Improvement of internal processes, application of organizational climate survey and implementation of Functional monitoring for new participants or participants who have changed area.
Students	Expansion of course offerings through semi-attendance courses. Greater presence of Employability staff in the classroom and in social networks. Continuing education through lectures and workshops offered by volunteers.
Regulatory Agencies	Building strategic partnerships with key agencies responsible for public policy and the regulation of educational standards and the Third Sector. It is part of the IOS's strategy to keep the Institutional Relations team focused on this public.
Sponsoring Companies	Diversification of funding sources through relationships with large and medium-sized enterprises, aiming to present the results of the IOS programs and demonstrate transparency and professionalism in our management.
Partner Companies	Network expansion of partner companies to collaborate on the employability of students, always offering continuous support and seeking to improve the relationship with this public through constant communication and satisfaction survey.
Partner Organizations	Studies to understand the demand and the vocation of the communities involved. Partnerships for the implementation of new service units in different locations.

The IOS is made of Partnerships!

IOS educational partners* in 2015 were: CESAM (BH), CESAVI (JOI), CESITA (JOI) and UNIGRAN (RJ)

Learn more. **http://ios.org.br/index.php/unidades/**

Communication Channels

GRI G4 NGO2

The Institute of Social Opportunity has communication channels to listen and talk to its main stakeholders. All of the IOS stakeholders can have access to the Institute by telephone at **(+55 11) 2503-2618** and **(+55 11) 2503-2617** or by e-mail at **instituto@ios.com.br.** Some stakeholders also have access to exclusive channels. They are

• **Employability Partners:**
   (+55 11) 2283-3180 - empregabilidade@ios.org.br
• **Institutional Relations Partners:**
   through (+55 11) 3804-5341 - relacionamento@ios.org.br
• **Financial:**
   financeiro@ios.org.br

In 2016 a channel dedicated exclusively to receiving questions from students will be created. This public will also gain a "mascot ombudsman", which will circulate through the classrooms listening and answering questions about the courses.

* IOS operates with service units located inside partnering companies that have been consolidated in the community; some of these partners have had their units for more than ten years.

New IOS *Website*

Developed in 2015 and launched in January 2016, the new IOS website features – in an easy and friendly way – information about the Institute, its history and all the details about the courses available. The platform also offers an important new feature: online registration. Through this feature, the platform facilitates the application process for students and considerably optimizes the time of the educational team of IOS, since the data entered in the system is directly allocated in the educational management system.

More **accessible for people with disabilities**, the new website of IOS features *Hugo* – a reading application for the deaf from Hand Talk, a partner company of the Institute – as well as Font increase and contrast change for people with poor vision.

The new site allows for 100% online registration for young people and for people with disabilities, who can perform the whole process (including sending scanned documents) using the IOS website. Students who do not have internet access or scanners (to scan their documents) may go to one of the IOS service units to use the Office tools.

Registration for alumni who wish to participate in new programs will be in person in 2016; however, the communication area, along with the educational area have set the goal that by 2017 there will be an online process that also involves this public.

The website address remains the same: **www.ios.org.br**

STUDENT CYCLE

ATTRACTION

Communication and divulgation of courses offered to the targeted audience.

Welcoming atmosphere/environment.

Trained teachers.

Use of modern technologies, geared towards practice in the job market.

Knowledge of companies needs, preparing students to acquire their first job.

DEVELOPMENT

Professional training and complementary education, stimulating learning for the job market.

Approach that encourages students to find realistic solutions to professional situations.

Strengthening of teamwork capacity.

Maturity of the posture and relationship ability for the beginning of professional life.

EMPLOYMENT

Partnership with companies to offer graduates for the available positions.

Analysis and compilation of available positions according to each student's profile.

Referral of graduates for jobs in the job market.

RELATIONSHIP

Support and referral of graduates to available positions.

Monitoring of former students approved in companies through the employment area.

Dialogue between current and graduated students for the exchange of experiences.
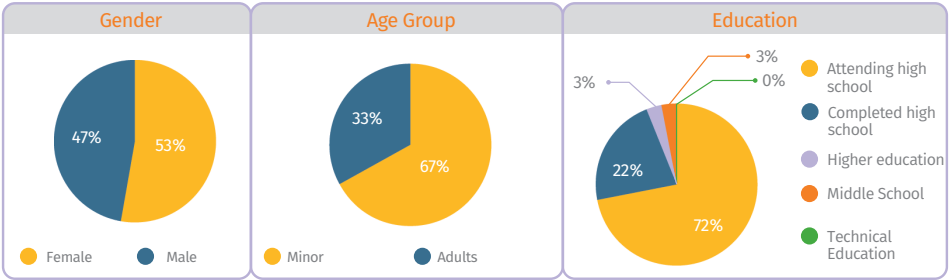
Reasons to be and achievements

Students are the main reason for the existence of the IOS. All of our achievements of 2015 had the objective of development of services and increasing the number of qualified beneficiaries and referrals to the job market.

IOS Program for Professional Training[1]

In 2015, IOS attended to 1,995 students in its permanently free professional courses, of which 53% were women, 67% were minors and 72% were attending high school.
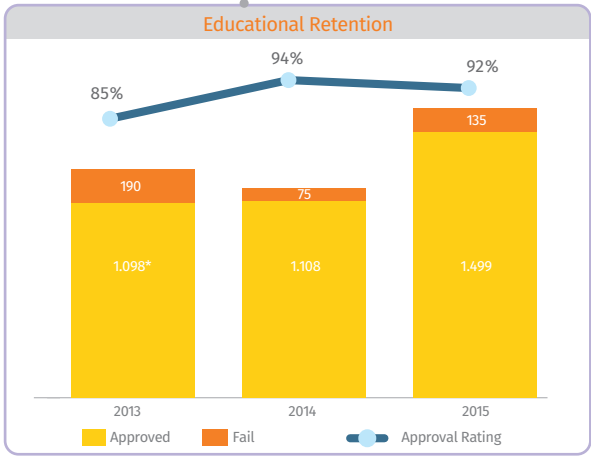
Student Profile in 2015

Gender

47% Male
53% Female

● Female ● Male

Age Group

33% Adults
67% Minor

● Minor ● Adults

Education

3%
3%
0%
22%
72%

● Attending high school
● Completed high school
● Higher education
● Middle School
● Technical Education

In the same period, there were 2,140 offered vacancies (in which 1,995 were filled), which resulted in a 93% classroom occupancy rate – an increase of 6 percentage points compared to 2014
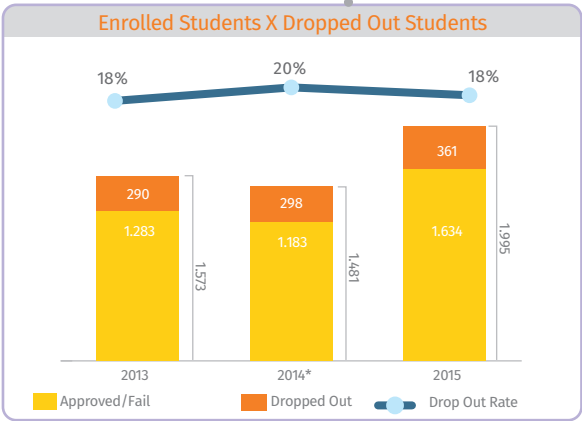
Classroom Occupancy Rate

2015 — 93%
2014 — 87%
2013 — 84%
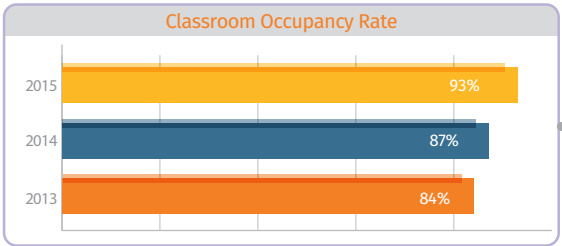
Of the 1,995 students enrolled, 1,634 reached the end of the course – of which 1,499 passed and 135 failed, which generated a 92% approval rating

Educational Retention

	2013	2014	2015
Approval Rating	85%	94%	92%
Fail	190	75	135
Approved	1.098*	1.108	1.499

● Approved ● Fail ●— Approval Rating

* Error: the number of 2013 approved students, presented in the 2014 Annual Report was 1,093. However, the correct number is 1,098.

In the same period, 361 students dropped out of the course during the year, which led the IOS to register an 18% drop out rate.

Enrolled Students X Dropped Out Students

	2013	2014*	2015
Drop Out Rate	18%	20%	18%
Dropped Out	290	298	361
Approved/Fail	1.283	1.183	1.634
	1.573	1.481	1.995

● Approved/Fail ● Dropped Out ●— Drop Out Rate

* Error: In the 2014 report, it was published that there were 75 drop outs and 298 fails that year. The correct numbers were 75 fails and 298 drop outs – as shown in the image above.

[1] In the 2014 Annual Report, the IOS Professional Training Program was called Free Professional Training.

Student Attraction

GRI G4 NGO2 | NGO5

The difficulty to attract young people and people with disabilities, who have had special challenges since the beginning of their formal education, are the greatest focus of all the teams of the Institute, since without students in the classroom it is impossible to carry out the Organization's mission. Disseminating the actions to our target audiences and attracting students to the classroom is an essential task, considered crucial by all participants of the IOS. The highlight in this area is the maturing of the actions managed by the Communications team and implemented in conjunction with the other teams of the IOS, that in addition to carrying out different tasks in this area, also focused on measuring the effectiveness of each action to make more assertive efforts.

The main initiatives that took place in 2015 were:

• **#Operation Full Classroom:** held during both semesters of the year, the initiative consists of the mobilization of all of the IOS participants (wearing the Institute's purple shirt) to go to the communities where the Institute has service units, with the objective of divulging the enrollment for the courses. This action was further enhanced through the agreement signed with the Department of Education of the State of São Paulo, which facilitates the IOS participants to enter in state schools to talk with students and sometimes parents of students.

• **Media Relations:** an outsourced communications company performs work with the media (TV, internet, newspapers, magazines, etc.) to publicize the work of the Institute. In 2015, more than 50 news reports about the IOS courses in São Paulo (SP), Rio de Janeiro (RJ), Joinville (SC) and Belo Horizonte (MG) were released.

• **Internet and social media:** the Institute acted on its own social networking channels, with main emphasis on Facebook, which had a 44% increase in the number of followers between 2014 and 2015, reaching the mark of 7,672 followers. In addition to social networks, the communication team improved its outreach strategy via search engines, especially Google, as in 2015 the IOS was granted a free budget to publicize its courses via Google's social program for non profit organizations, the Google Ad Grants.

Semi-attendance Courses

Aiming to expand the positive impact of the Institute on society and create opportunities to reach out to students in areas where there are no service units, in 2015, the IOS initiated the implementation of a semi-attendance course. The first course – a pilot course – had as its main objective to present the structure and operation of the purchasing and inventory departments of a company, teaching the student to operate the ERP – TOTVS software through examples of practical everyday situations in a company.

Its targeted audience consisted of young people who wanted to work in the administrative area of companies with routines that are associated to purchasing management and inventory control. The targeted audience had to be between 15 to 24, have internet access at home, reside in the city of São Paulo, be attending or have had completed high school – preferably in the public school system – and lastly, be available for live classroom meetings.

Twenty two openings were offered, 15 openings were filled, therefore having a 68% occupancy rate. Even though there were six drop outs throughout the course, 100% of the nine graduating students passed.
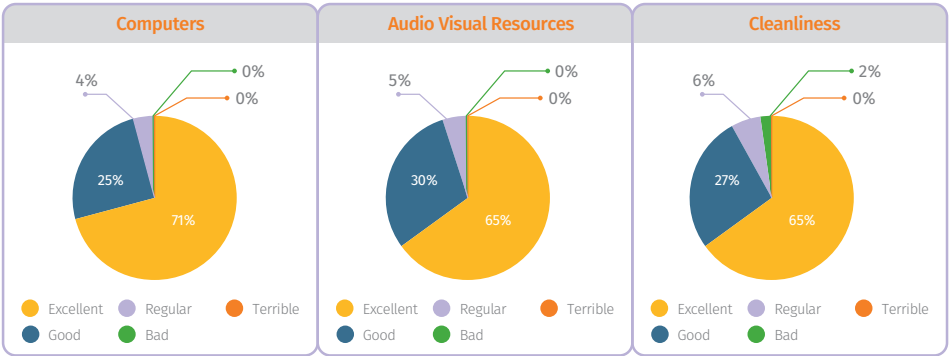
The Educational team analyzed the class pilot results, as well as the profile of students served and concluded that semi-attendance courses have specific characteristics, such as, people who live far from the IOS units, have financial problems with transportation, have children or already work informally. Some of the dropouts justified that were leaving the course because they had already found a job opportunity. To better understand the needs of students of semi-attendance classes in 2016 the Educational staff will make periodic satisfaction reviews throughout the course, to be able to give some direction during the Program and have better indicators at the end. For 2016, 100 semi-attendance vacancies will be offered, all at the IOS core unit, in the city of São Paulo.
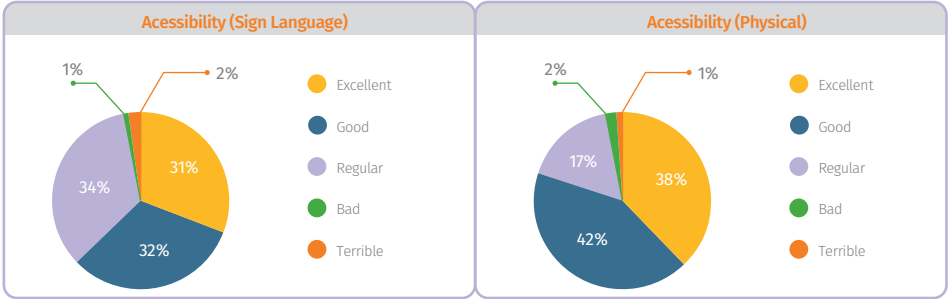
Student Satisfaction

GRI G4 NGO2 | NGO3 | PR5

In order to assess and enhance the advances in the quality of education, the IOS conducted a satisfaction survey with students from the IOS Professional Training Program with respect to services rendered by the Institute. The survey was conducted through a form, without the interference of teachers, and the results were evaluated by the educational team. **In all, 1,327 students responded to the survey, which presented the following results:**
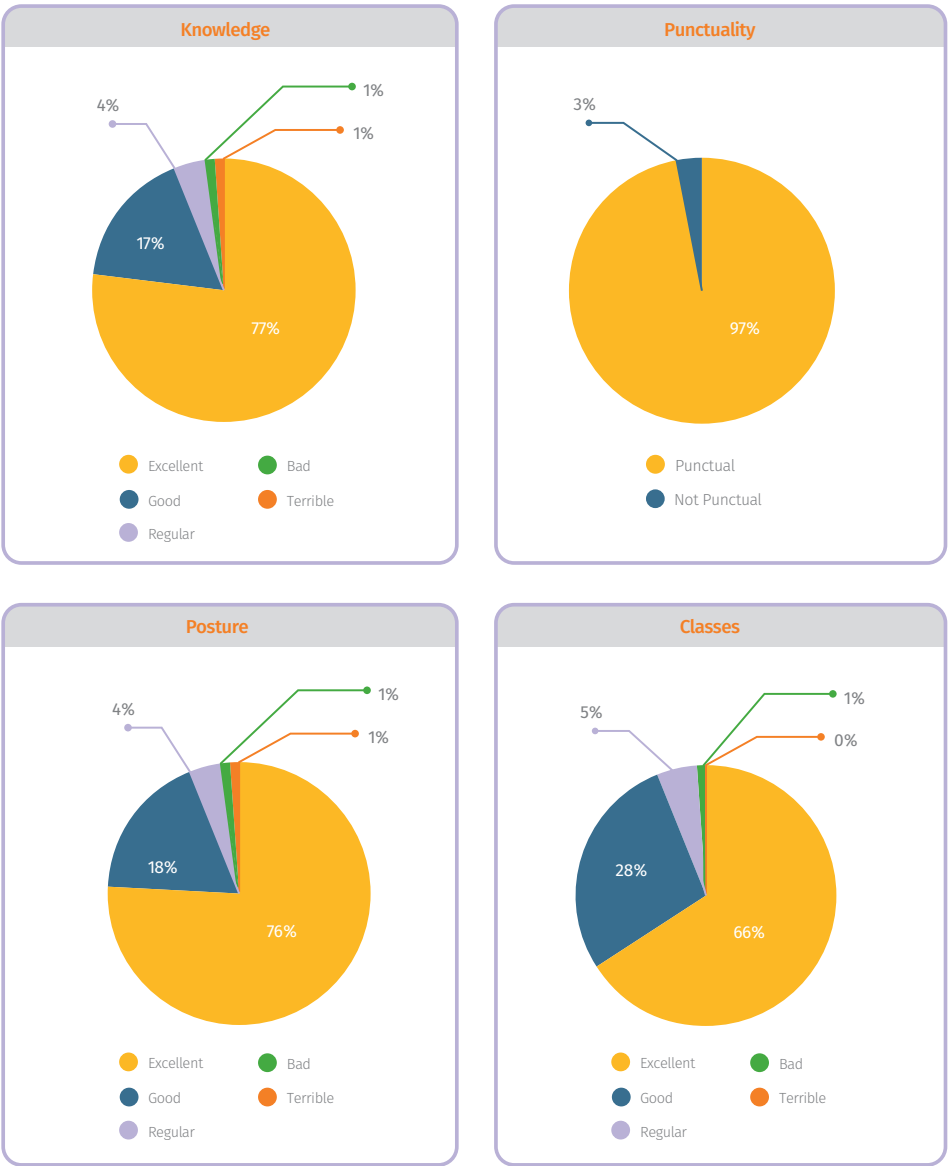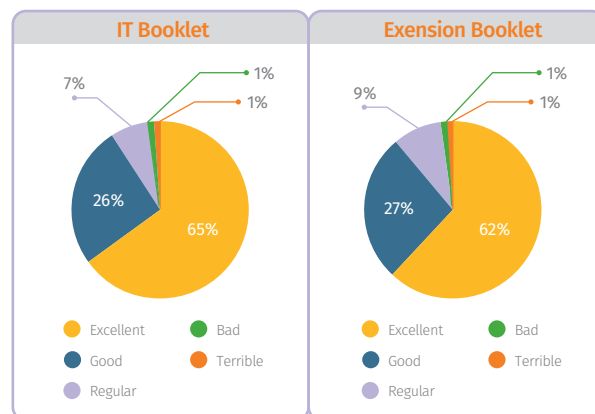
Infrastructure

Computers
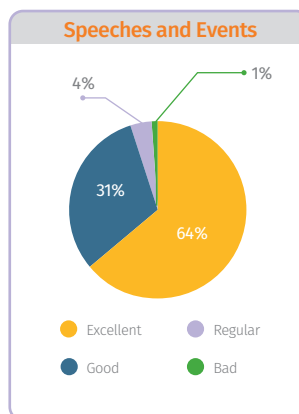
4%
0%
0%
25%
71%

Excellent — Regular — Terrible
Good — Bad

Audio Visual Resources

5%
0%
0%
30%
65%

Excellent — Regular — Terrible
Good — Bad

Cleanliness

6%
2%
0%
27%
65%

Excellent — Regular — Terrible
Good — Bad

Accessibility

Acessibility (Sign Language)

1%
2%
34%
32%
31%

Excellent
Good
Regular
Bad
Terrible

Acessibility (Physical)

2%
1%
17%
42%
38%

Excellent
Good
Regular
Bad
Terrible

Educational Team – Instructors, Monitors and Pedagogues

Knowledge

4%
1%
1%
17%
77%

Excellent — Bad
Good — Terrible
Regular

Punctuality

3%
97%

Punctual
Not Punctual

Posture

4%
1%
1%
18%
76%

Excellent — Bad
Good — Terrible
Regular

Classes

5%
1%
0%
28%
66%

Excellent — Bad
Good — Terrible
Regular

23

Courseware

IT Booklet

- 65% Excellent
- 26% Good
- 7% Regular
- 1% Bad
- 1% Terrible

Legend: Excellent, Bad, Good, Terrible, Regular

Exension Booklet

- 62% Excellent
- 27% Good
- 9% Regular
- 1% Bad
- 1% Terrible

Legend: Excellent, Bad, Good, Terrible, Regular

Speeches

Speeches and Events

- 64% Excellent
- 31% Good
- 4% Regular
- 1% Bad

Legend: Excellent, Regular, Good, Bad

Student with Disability Profile in 2015

Gender

- 52% Female
- 48% Male

Age Group

- 99% Adults
- 1% Minors

Educational Level

- 63% High School – concluded
- 26% High School – attending
- 9% University Level
- 2% Middle School

Legend: University Level, High School – concluded, High School – attending, Middle School

Type of Disability

- 65% Permanent Disability – Hearing
- 21% Hability Disability[2]
- 11% Permanent Disability – Physical
- 3% Permanent Disability – Parcial Visual

Legend: Permanent Disability – Hearing, Hability Disability[2], Permanent Disability – Physical, Permanent Disability – Parcial Visual

IOS Program for Professional Inclusion

The IOS Program for Professional Inclusion is dedicated to people with disabilities. It covers customized training and the Vocational Rehabilitation Program. In 2015, these actions have become part of the educational area, a decision taken to improve control of the indicators related to the most important issue for the Institute: the quality of education offered by IOS and the guarantee of equal opportunities for all.

In 2015 the Program serviced 92 students, almost all of them adults and 89% of them attended or were attending High School.

Retention

- 87% Approved
- 13% Failed
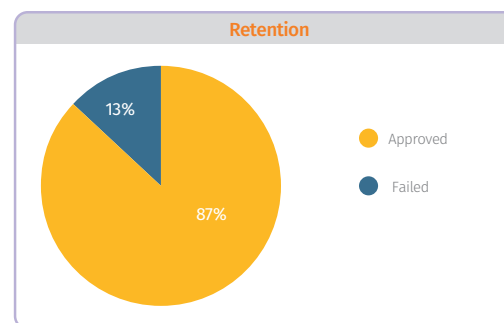
With regards to retention, 87% of the students who participated in the IOS Inclusion Program passed at the end of the course. As far as the enrolled students, 19% dropped out before the end of the course.

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[2] Re-habilitated disability - *MTE* definition for people who have had, or still have a non-habilitated deficiency within a company quota (such as panic disorder), but that after professional re-habilitation, will be re-inserted into the job market, and can be used as part of the company's disability quota.

In 2015, the Program included the following courses:

Portuguese for the deaf and Administrative Management

GRI G4 NGO4

Through an agreement with the Department of Justice and Defense of Citizenship of the Government of São Paulo, through funds from the State Fund for the Defense of Diffused Interests (*FID*), this course had the main objective to train deaf people in Portuguese and Administrative Management, enabling better opportunities in the job market and professional training in the administrative area for this public.

Students Attended to in 2015: 60

Multipark Customized Training

A digital inclusion and behavioral course was customized for the new hires of Multipark in Rio de Janeiro. It offered basic computer knowledge to assist people with disabilities in their personal and professional development.

Students Attended to in 2015: 6

IOS Program for Professional Rehabilitation

It trains *INSS* (National Social Security Institute) beneficiaries in administrative routines with the ERP TOTVS software support, MS Office package, communication and expression, math and transversal themes. In doing so people who are in rehabilitation improve their chances of returning to the job market and restore their rights as citizens. It is a part of the IOS mission to support this population in the achievement of a position (or to return to the job market), since rehabilitated people are also included in the Quotas Law*.

Students Attended to in 2015: 26

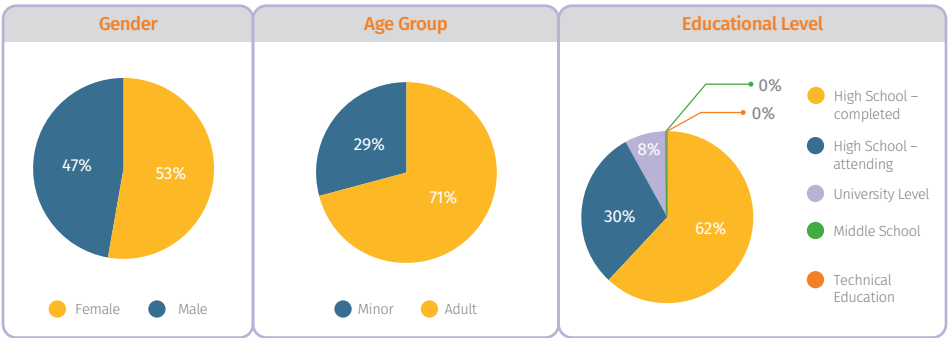## Customized Training TOTVS – apprentices with disabilities

It supports TOTVS in the training of people with disabilities, in order to comply with the Quotas Law. It is a part of the IOS Learning Course Program and has customized content and workload. The project is 24 months long divided into 6 intensive months at IOS, and after this period, concurrently once a week at IOS and 4 times a week at TOTVS.

Students Attended to in 2015: 113
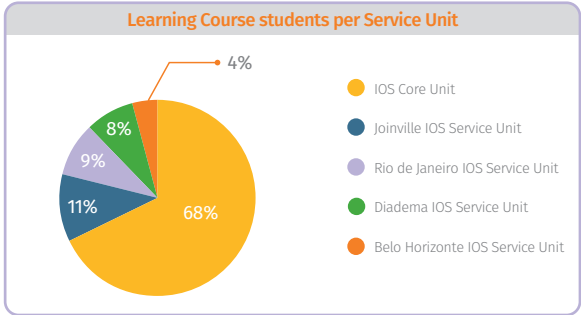
Learning Course

Throughout the year 230 young people attended the Learning Course offered in the five IOS service units, a number 11% lower than in 2014. At the same time, 494 spaces were offered, which brings us to a 47% occupancy rate. Within all service units, the IOS Core Unit had the best occupancy rate (89%).

Learning Course

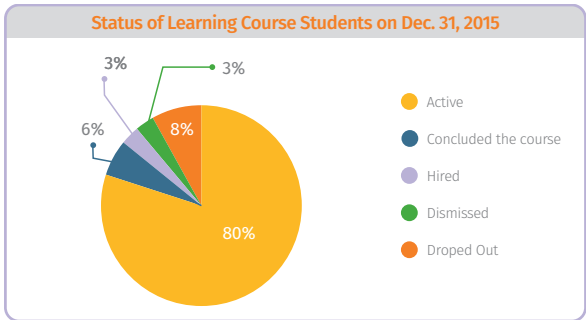| Gender	Age Group	Educational Level
47% Male / 53% Female	29% Minor / 71% Adult	62% High School – completed, 30% High School – attending, 8% University Level, 0% Middle School, 0% Technical Education

* For more information see the page 8.

In total, 76% of young people were enrolled in São Paulo and 24% in other branches, present in the cities of Rio de Janeiro, Belo Horizonte and Joinville, which started to offer the Program in 2014.

Learning Course students per Service Unit

- IOS Core Unit — 68%
- Joinville IOS Service Unit — 11%
- Rio de Janeiro IOS Service Unit — 9%
- Diadema IOS Service Unit — 8%
- Belo Horizonte IOS Service Unit — 4%

Of the 230 apprentices, 61% of the 2015 apprentices were former students of IOS, 5% higher than the number submitted in 2014. For 2016, the goal of the Institute is to further increase this percentage.

Regarding the performance of students in the Learning Course, at the end of the reporting period, 80% were active – which means they will conclude the course in 2016 –, 6% completed the course in 2015, 3% were hired in the same company where they participated as apprentices, and 11% were dismissed or dropped out of the course.

Status of Learning Course Students on Dec. 31, 2015

- Active — 80%
- Concluded the course — 6%
- Hired — 3%
- Dismissed — 8%
- Droped Out — 3%

Employability
GRI G4-EC8

Employability is the most important element of the student cycle. When entering the student in the job market, the the IOS fulfills its mission of social inclusion and contributes to a significant increase in income for hundreds of families.

In 2015, the Employability area held important events, such as three editions of the IOS Social Responsibility Forum – a meeting with professionals from various fields such as, human resources, diversity, communication, institutional relations, among others, to discuss employability – two in São Paulo and one in Belo Horizonte. Two Job Fairs – an event that brings together candidates and companies, focusing on inclusion in the job market – were also held in São Paulo and welcomed 1,500 people looking for a job opportunity.

Aiming to expand its relationship network with the market, the Employability area also participated in nine market events in Belo Horizonte, a major event (which brought together more than five thousand people) in Joinville, in addition to several meetings with TOTVS customers and other partners in the cities where the Institute operates.

In addition to these events, another action received very positive results: refrigerator magnets were distributed to students to remind them to always keep IOS updated on their employment status. If the student is unemployed, or have changed jobs, every time he/she opens his/her refrigerator he/she will be reminded to inform the Institute.

INCRISINGLY MORE CONNECTED

In the second semester of 2015, the *Connect* Bulletin was created, an online newsletter utilized to inform monthly the partners of the Institute about its main news and projects. In addition to strengthening relationships, *Connect* also provides more transparency to the Institute's operation.
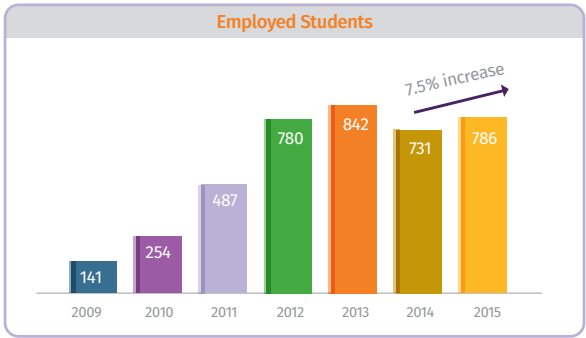
Results

In 2015, IOS employed 786 students, a number 7.5% higher than that reported in the previous year, which is considered a great victory in a scenario in which the total number of unemployed in the six main metropolitan areas grew 42.5%, according to IBGE[4].

The reason for this increase is directly linked to integrated actions that have been developed by the areas of the Employability, Institutional Relations and Communication since 2014. The relationship with the partner companies enabled the Institute to encourage the hiring of youth apprentices on the grounds that the force of will and initiative of young people trained by the IOS is an important tool for the resumption of growth for companies.

Employed Students

7.5% increase

Year	Value
2009	141
2010	254
2011	487
2012	780
2013	842
2014	731
2015	786

WAGE AVERAGE OF 2015

Students trained by the IOS and indicated by the Employability area, hired in 2015, had an average salary of BRL 721.48, a figure 1.7% lower than the average recorded in 2014. Considering that the national minimum wage increased, at the same time, 8.8% (to BRL 788.00 in 2015), the decrease in average wage is explained by the preference of hiring the students in the condition of apprentices – instead of permanent hires.
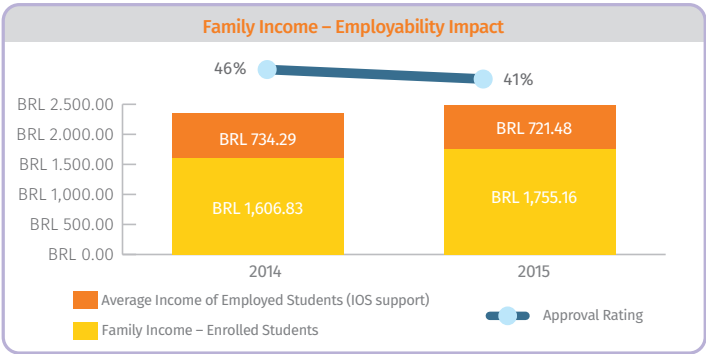
Apprentices have a lower cost for businesses (compared to permanent hires) and, due to the economic crisis experienced in Brazil, it was the main argument used by IOS to offer trained students to the hiring companies.

Social Impact

The work developed by the IOS has a direct impact in the communities which host their service units. The inclusion of a service unit of the Institute in a particular location contributes to the rise of the local citizenship level, since during the course in addition to technical subjects, students receive communication and expression content, math and transversal themes – Citizenship, Employability and Behavioral Development. The assimilation of this content and its natural dissemination among family members and friends have a beneficial social impact and contributes to improving the quality of life.

From the point of view of direct impacts, as an IOS students gets a job, their family obtains an important income increase. In 2015, the Institute's student's profile showed that on average, they lived in a house with 3.8 people whose family income was BRL 1,755.16. Whereas the average salary of employed students was BRL 721.48, the family income of employed students jumped to BRL 2,476.64, i.e., we had an average increase of 41%.

Family Income – Employability Impact

	2014	2015
Approval Rating	46%	41%
Average Income of Employed Students (IOS support)	BRL 734.29	BRL 721.48
Family Income – Enrolled Students	BRL 1,606.83	BRL 1,755.16

Scale: BRL 0.00, BRL 500.00, BRL 1,000.00, BRL 1,500.00, BRL 2,000.00, BRL 2,500.00

Legend:
- Average Income of Employed Students (IOS support)
- Approval Rating
- Family Income – Enrolled Students

[4] Source: http://www.valor.com.br/brasil/4415404/em-2015-taxa-de-desemprego-chega-68-e-mais-500-mil-ficam-sem-trabalho – on January 29, 2016 at 5:00 a.m.

Mobilization and Usage of Resources

Institutional Development

To promote its institutional development, IOS's main strategy is to build long-term relationships with partner companies and their stakeholders. In 2015, the Institute invested energy and resources to be even closer to its public while promoting a continuous dialogue and better understanding of their needs.

Partners Satisfaction Survey

G4 PR5 l NG03

One of the tools to increase proximity to partners was a first time satisfaction survey of 20 companies with which the Institute has further relationship - including professional training activities, learning course and employability of young people and people with disabilities. The survey results showed that:

• **95%** evaluated the service of the IOS team as "good" or "excellent";
• **80%** said the project was done with absolute success;
• **100%** felt inclined to renew the partnership.
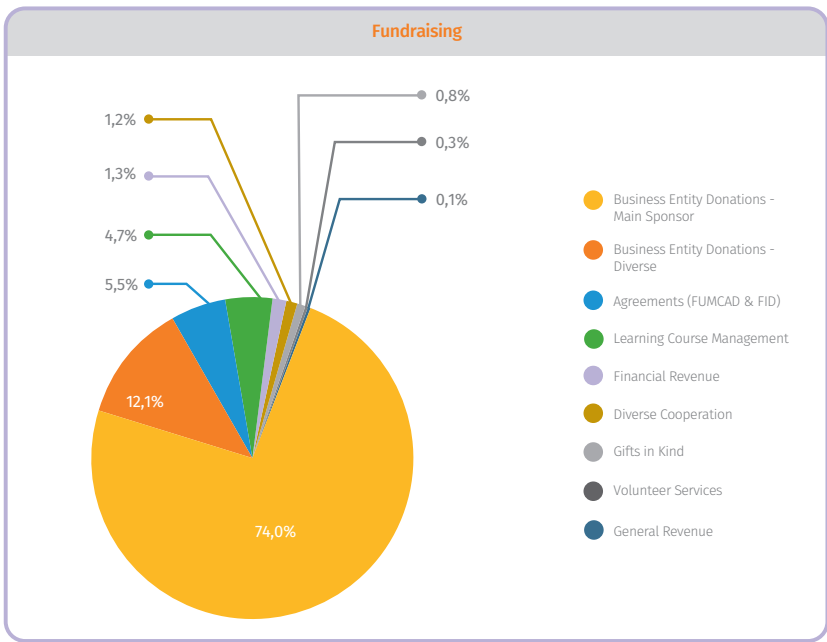
Resource Mobilization

GRI G4-9 | G4-EC4 | NGO8

The Institute's sustainability is intrinsically linked to the diversification of sources of funds. Expand the list of partner companies is therefore a task of paramount importance for IOS. In 2015, there was a breakthrough on this theme. IOS was able to establish solid and lasting partnerships with renowned institutions that – in addition to the investment of resources – wound up giving a seal of approval for the quality of services provided by IOS.

Therefore, both the restructuring of internal processes and a better relationship with the IOS Apprentice Program partners led to a notable increase in fundraising via the Learning Course Management.

If on one hand there is an increasingly requirement in the field of transparency and compliance with laws and regulations governing the activities of the Third Sector organizations on the other hand, the organizations able to provide high-level accountability stand out and attract good partners.

In 2015, IOS reached 26% in attracting additional resources other than those received by its main sponsor TOTVS. In total, BRL 7.6 million was raised during the year. Of this amount, BRL 420,000 was received from the public and private sectors through tax waiver programs, sponsorship and donations among other funding sources.

Fundraising

- 0,8%
- 0,3%
- 0,1%
- 1,2%
- 1,3%
- 4,7%
- 5,5%
- 12,1%
- 74,0%

- Business Entity Donations - Main Sponsor
- Business Entity Donations - Diverse
- Agreements (FUMCAD & FID)
- Learning Course Management
- Financial Revenue
- Diverse Cooperation
- Gifts in Kind
- Volunteer Services
- General Revenue

Fundraising with tax incentive

Another positive point in 2015 was the investment in the creation of projects via tax incentive fundraising, both in partnership with the São Paulo State Government and the Federal Government.

As a result of this effort, we raised BRL 3,3 million in donations from various companies. These donations are deposited in specific accounts for the projects under government management, and 75% of this amount will be released to IOS in installments over the next two years, according to a calendar to be defined by the public administration. The respective governments will keep 25% of the amount collected.

2015 Tax Incentives

- Condeca
- Pronas
- Rouanet

1%
40%
59%
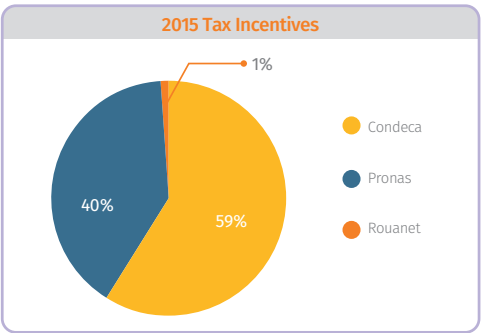
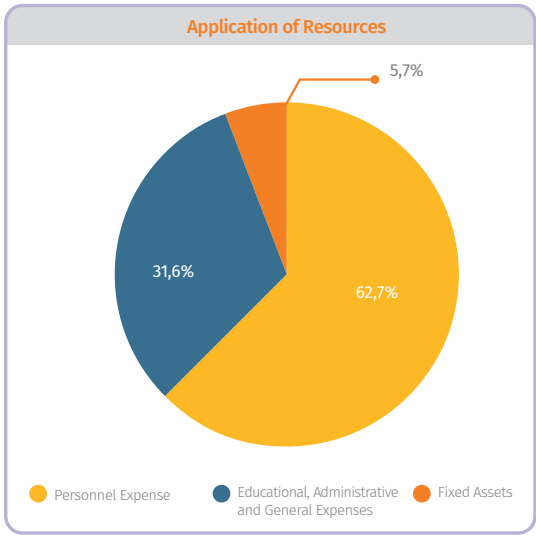## Donation of Material Resources

In addition to financial resources, IOS received BRL 60,298.04 in 2015, in services and materials (gifts in kind), equally valuable for the Institute. These gifts came in the form of equipment, school supplies, software licenses, among others.

Application of Resources
GRI G4-12 | EC1 | EC7

In 2015 the operations carried out by IOS generated an impact on the economic chain of about BRL 8.1 million, of which approximately BRL 500 thousand referred to the surplus of the previous year, which was already reserved for the realization of projects in 2015.

This value was assigned to the contracting of suppliers, staffing, payment of social security contributions and investments in fixed assets mainly in companies operating in Brazil, providers of materials and services in the categories described below:

Application of Resources

5,7%
31,6%
62,7%

- Personnel Expense
- Educational, Administrative and General Expenses
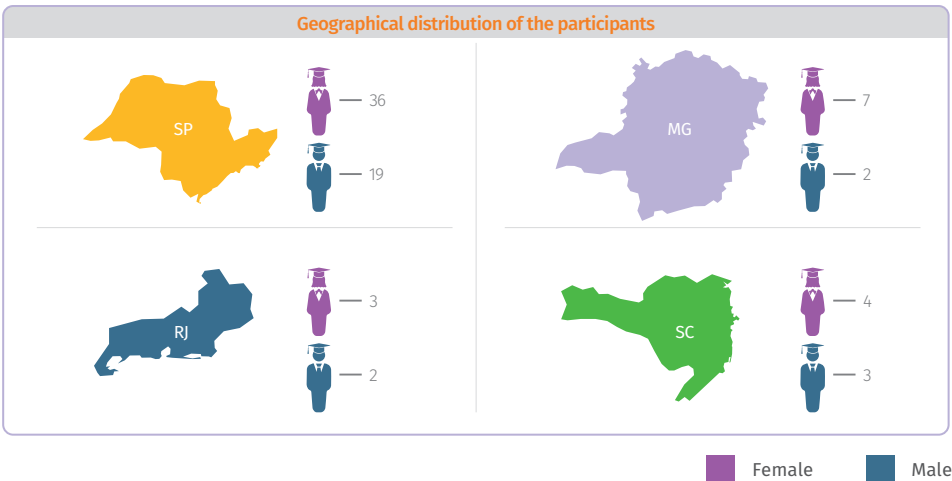- Fixed Assets

An integrated team

Profile

GRI G4-9 | G4-10

Engagement is the principal characteristic of IOS participants. As one circulates through the IOS service units or in the IOS Core Unit, it is easy to notice the dedication that each professional has in order to assist the Institute to fulfill its Mission and achieve its Vision. On the other hand, IOS holds the appreciation of their participants as their main value when it comes to the management of their people, as they believe that the rise of individual potential is one of the factors generating the collective transformation.

Following this principle, the Institute continually invests in training and recognition of these people, in addition to maintaining constant focus and a good work environment.

On December 31st 2015, the IOS counted on 76 hired participants and three outsourced participants to transform, distributed in the following way:

Geographical distribution of the participants

SP — 36 (Female), — 19 (Male)
MG — 7 (Female), — 2 (Male)
RJ — 3 (Female), — 2 (Male)
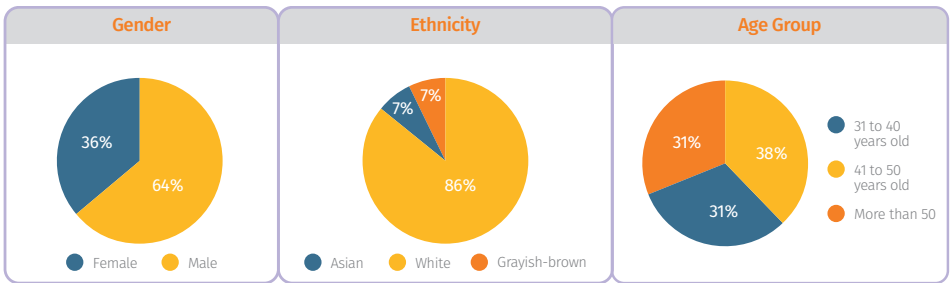SC — 4 (Female), — 3 (Male)

Female   Male

Diversity

GRI G4-LA12

Respect is one of our values, therefore treating everyone equally is part of of our daily routine, without looking at racial differences, social classes or even differences of opinions. We have a Diversity Committee, which allows us to better meet the demands of the public with disabilities, and to propose awareness initiatives.

Directors

The Board, Director and IOS Management team has the following profile:

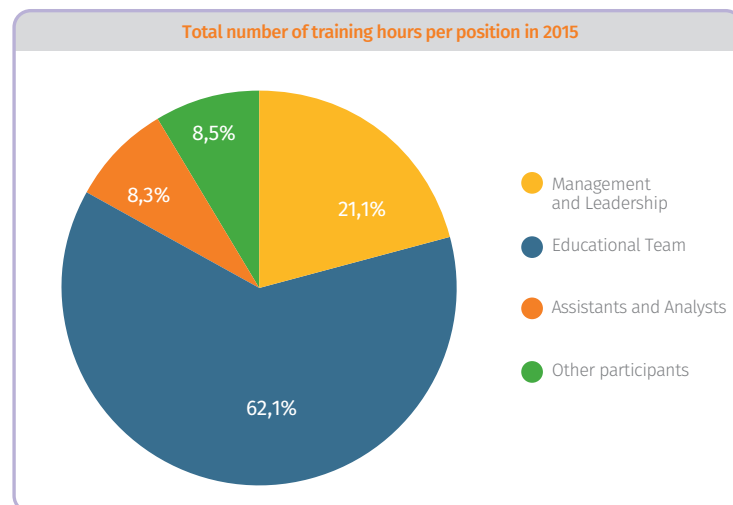| Gender	Ethnicity	Age Group
36% / 64%	7% / 7% / 86%	31% / 31% / 38%
Female Male	Asian White Grayish-brown	31 to 40 years old / 41 to 50 years old / More than 50

Training

GRI G4 LA9 | LA12 | HR2

In order to achieve excellence in service for its public and to enrich the participants, who make IOS what it is day after day, the Institute invested in training its people with a focus on leadership training – Coordinators, Leaders and Specialists – through immersive training that lasts up to a week.

Additionally, the IOS offered its entire team, the opportunity to participate in courses involving topics related to their area of occupation in the Institute.

In 2015, 3,165 hours of training were offered to the participants with emphasis on the following skills:

• Labor legislation in the third sector;
• People management: motivation, leadership, feedback and retention of professionals;
• Interactive technologies and education;
• Directions proposed by new technologies;
• Evaluation and evaluative mediation;
• Classroom management;
• Creation and production of content;
• Brazilian Sign Language;
• Teamwork and time management;
• Games as teaching resources;
• New technologies for better productivity and sustainability of NGO's; and
• Project development and fundraising.

Total number of training hours per position in 2015

- Management and Leadership — 21,1%
- Educational Team — 62,1%
- Assistants and Analysts — 8,3%
- Other participants — 8,5%

Compensation and Benefits
GRI G4-LA2

Attentive to trends in the job market, the IOS compensation policy is aligned to the best practices of the private sector. This policy not only contributes to the retention of talent, but it also ensures that the Institute follows the salary policies of the private sector. All participants are hired in the regime of the Brazilian Consolidation of Labor Laws (*CLT*), and have the following benefits:

• Meal Tickets
• Transportation Tickets
• Health Plan
• Dental Plan
• Life Insurance
• Private Pension Plan (optional)
• Childcare Assistance for participants who have children up to five years old
• Agreement with *SESC* (Commerce Social Service)
• Agreement with HOPI HARI (Amusement Park)

Job Satisfaction

To measure the satisfaction of its participants and thus obtain an important decision tool in people management, IOS conducted an Organizational Climate Survey in 2015, with all of its internal population. The research had 84.2% of adherence of the participants and found that:

• **95%** are satisfied to work for IOS;
• **97%** worry about the future of IOS;
• **70%** usually refer IOS as a work option;
• **72%** feel recognized by IOS as a result of the work they perform;
• **95%** are proud of the activities they do; and
• **98%** are proud of working for IOS.

Turnover

GRI G4-13 | LA1

In 2014 the educational area conducted an strategic restructuring, which at that time resulted in a high turnover rate, higher than the average for the Institute. Thus, in 2015 the turnover rate had a significant drop of 28% with respect to 2014, closing the year at 36%.

TURNOVER BY AGE GROUP					
Participants	2015 Hiring	2015 Terminations	Total of participants on Dec. 31st 2015	Total of participants on Dec. 31st 2014	Turnover Rate in 2015
BY GENDER					
Female	25	22	50	49	47%
Male	6	2	26	21	15%
BY AGE GROUP					
17 to 20	10	4	8	4	88%
21 to 30	14	10	38	37	32%
31 to 40	5	9	20	21	35%
41 to 50	2	1	8	7	19%
Over 50	0	0	2	1	0%
BY REGION					
São Paulo (SP)	17	14	55	53	28%
Rio de Janeiro (RJ)	2	1	9	4	30%
Belo Horizonte (MG)	9	6	7	5	83%
Joinville (SC)	3	3	5	8	43%
TOTAL	31	24	76	70	36%

GRI Index

GRI INDICATOR		LOCATION ON THE REPORT OR DIRECT ANSWER
PROFILE		
1. STRATEGY AND ANALYSIS		
G4-1	Statement from the most senior decision-maker of the organization about the relevance of sustainability to the organization.	An administrative message from IOS was published on the book which celebrates 18 years of the Institute.
2. ORGANIZATIONAL PROFILE		
G4-3	Organization name	Page 5
G4-4	Primary brands, products and services	Page 6
G4-5	Location of Headquarter	Page 6
G4-6	Number of countries where the organization operates	Page 9
G4-7	Nature of ownership and legal form	Page 6
G4-8	Markets served	Pages 7 and 18
G4-9	Scale of reporting organization (total number of volunteers, total amount raised in the year, donor profile, etc.)	Pages 18, 29 and 32
G4-10	Workforce profile	Page 32
G4-11	Percentage of employees covered by collective bargaining agreements	100% of participants are covered by collective bargaining
G4-12	Description of the organization's supply chain	Page 30
G4-13	Significant changes on the organization's structure during the reporting period	Pages 18 and 34
	Commitments to external initiatives	
G4-14	Explanation of whether and how the precautionary approach or principle is addressed by the organization	Not applicable
G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses	Page 14
G4-16	Membership in associations and/or national/international advocacy organizations in which the organization: has position in government bodies; participates in projects or committees; provides substantive funding in addition to the routine membership dues	Page 14

GRI INDICATOR		LOCATION ON THE REPORT OR DIRECT ANSWER
3. IDENTIFIED MATERIAL ASPECTS AND LIMITS		
G4-17	List of companies included in the financial statements	All service unit branches will be considered in the financial demonstration.
G4-18	Details on report content and aspect boundaries	Page 5
G4-19	All material aspects identified in the process for defining report content	Page 5
G4-20	Aspect boundary within the organization	The relevance Matrix presents in each one of its axis, the relevant characteristics for its main external public (students) and for other public.
G4-21	Aspect boundary outside the organization	
G4-22	Explanation of the effect of any restatements of information provided in previous reports	It was published in the 2014 report that during that year there were 75 drop outs and 298 fails. In actuality, there were 75 fails and 298 drop outs. In the 2014 report, it was reported that the number of students who passed were 1,093, however the correct number is 1,098.
G4-23	Significant changes from previous reporting periods in the scope and aspect boundarie	There have not been significant changes in the scope and limits of the reported issues in comparison to the previous report
4. STAKEHOLDERS ENGAGEMENT		
G4-24	List of stakeholder groups engaged by the organization	Page 5
G4-25	Basis for identification and selection of stakeholders with whom to engage	Page 5
G4-26	Organization's approach to stakeholder engagement, including frequency of engagement	Page 5
G4-27	Key topics that have been raised through stakeholder engagement, and how the organization has responded to those key topics	Page 5
5. REPORT'S PROFILE		
G4-28	Reporting Period	Page 5
G4-29	Date of most recent previous report	2014
G4-30	Report cycle	Page 5
G4-31	Contact point for questions regarding the report or its contents	Page 5
G4-32	'In accordance' options (core or comprehensive), GRI content index and external assurance	The report is compliant with the Essential G4 Guidelines option and - with the exception of financial information - has not undergone external verification.
G4-33	Policy and current practice with regard to seeking external assurance for the report	The report will not be audited before its publication. There will be an audit after the report's release and the results will be available on the Institute's website.

6. GOVERNANCE

	Governance structure and its composition	
G4-34	Governance structure, including committees	Page 13
G4-37	Report on the consultation processes used between the stakeholders and the highest governing body in relation to the economic, environmental and social topics. If the consultation is delegated to describe to whom and any feedback processed to the highest governance body	The Leadership, Management and Coordination received stakeholders feedback through the satisfaction survey done with different publics (page 23 e 29). Furthermore, Leadership can be called upon in case of a critical sustainability issue for the Institute.
G4-39	Report if the president of the highest body of governance is also an executive director	Yes, IOS has a President-Director. The accumulation of functions happens because the responsibility for everyday decisions are not up to the President-Director but are up to Executive Management. The President-Director supports the Executive Management in strategic decisions.
G4-40	Report the processes for selection and appointment of the highest body of governance and its committees	The board of directors are appointed by the supporting companies and the founding associates, as well as the Institute's management team. The directors term is three years at the most, and can be renewed for three more years. The main criteria is the level of knowledge of and engagement with the Third Sector.
G4-45	Report on the role played by the highest governance body in the identification of impact, risk and opportunity and if the consultation to stakeholders is used in the management of impacts, risks and opportunities	In 2014 IOS consulted its stakeholders and the results of this work has been utilized as a guide by Leadership and Executive Management on its most important decisions.

7. ETHIC AND INTEGRITY

G4-56	Organization's values, principles, standards, and norms of behavior, such as codes of conduct and codes of ethics	Page 2

PERFORMANCE

Aspects	Economic Performance	
EC1	Direct economic value generated and distributed	Page 30
EC4	Financial assistance received from the government	Page 29
EC9	Proportion of expenses with local suppliers in important operational service units	100% of IOS suppliers are hired locally
Aspects	Indirect Economic Impacts	
EC7	Development and impact of infrastructure investments and services provided	Page 30
EC8	Significant indirect economic impacts, including the extent of the impacts	Pages 26 and 27

SOCIAL PERFORMANCE

Aspect	Employment	
LA1	Total number and rates of new employee hires and employee turnover by age group, gender, and region	Page 34
LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	Page 33
LA3	Rates of work return and retention after maternity/paternity leave discriminated by gender.	In 2015, three participants took paternity leave and all of them returned to work and have been working for more than 12 months (100% return rate). Amongst women, 2 participants went on maternity leave and only one has returned to work and has been at her function for more than 12 months (50% return rate).
Aspect	Training and Education	
LA9	Average hours of training per year per employee by gender and employee category	Page 32
LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	IOS does not have an specific program that prepares participants for retirement.
LA11	Percentage of employees receiving regular performance and career development reviews, by gender and employee category	All employees are evaluated by their leaders, but there are no standard programs for performance evaluation based on specific methodologies. This is an HR. goal for 2016.
Aspect	Diversity, Equality and Opportunity	
LA12	Composition of governing bodies and breakdown of employees per employee functional category according to gender, age group, minorities and other diversity indicators.	The three directors are white males. The division by age group taking into consideration the Council, Board and Executive Management can be found on page 32.
Aspects	Grievance and Complaints Mechanisms Related to Labor Practices	
LA16	Number of grievances and complaints related to labor practices which have been registered, processed and solved by a formal mechanism.	IOS has not received any complaints related to labor practice in 2015.
Aspect	Investment and Purchase Processes Practices	
HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	The Institutional Relations area of IOS participate in a webinar organized by the UN Global Pact
Aspect	Comunity	
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	Alined with the nature of its operation, the Institute engages local communities in its activities as presented on pages (18 and 27). However, IOS does not measure the percentage of the impact

GRI INDICATOR		LOCATION ON THE REPORT OR DIRECT ANSWER
SO2	Operations with significant actual and potential negative impacts on local communities	IOS believes that its actions impact the communities positively, not negatively, due to the nature of its operations. As a complement to prove this claim, we plan to perform a study of social data in order to obtain more precise information about this matter.
Aspect	Fight against corruption	
SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	IOS provides an accountability report to all of its investors. Furthermore, all financial movement is audited by an External Audit.
SO4	Communication and training on anti-corruption policies and procedures	IOS does not do formal training on anti-corruption policies and procedures, however, all the Institute's transparency framework provides a high level of engagement of the participants in this matter. For 2016, the Institute aims to prepare its Code of Ethics and Conduct, which certainly will work to guide the conduct of the participants.
SO5	Confirmed incidents of corruption and actions taken	No corruption cases have been identified in the Institute in the period covered by the report.
Aspect	Product and Service Labeling	
PR5	Results of client satisfaction surveys	IOS considers more than one type of public as its client. Students are considered clients and the satisfaction survey of this public is on page 23; partner companies are also considered clients, and the satisfaction survey of this public is in 29 page.
Aspect	Client's Privacy	
PR8	Total number of grievances and substantiated complaints regarding violation of privacy and loss of customer data	IOS acts in a preventative and corrective manner against fraud and in information security. There were no registered complaints in 2015, which ensured wide partner retention in both, the Employability and the Institutional Relations areas.
Aspect	Conformity	
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	In the period covered by the report IOS did not register any significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.
Aspect	Marketing Communication	
PR6NGO	Did the organization receive any complaints of breaches of standard for fundraising and marketing communications?	The Institute has not received any complaints about violation of good practices for fundraising in any of its marketing actions.

SECTOR SUPPLEMENT: NGOS

Aspect	Monitoring, evaluation and improvement	

GRI INDICATOR		LOCATION ON THE REPORT OR DIRECT ANSWER
NGO-DMA	Resource Allocation	Page 30
NGO1	Engagement of affected stakeholders	Page 18
NGO2	Feedback, complaints and actions	Pages 14, 22 and 23
NGO3	Which system is used for program monitoring and evaluation and how its results contribute to internal learning processes? Report on the major indicators used to assess program effectiveness.	Page 23
Aspect	Gender and Diversity	
NGO4	Measures to integrate gender and diversity in the implementation of projects and in the monitoring, evaluation and learning cycle	Pages 13 and 25
Aspect	Awareness and public support	
NGO5	What are the organization's efforts to formulate, communicate and implement public awareness campaigns about its activities?	Page 22
Aspect	Coordination	
NGO6	Which are the processes to take into account and coordinate the activities of other actors? How does the Organization manage partnerships with other actors to support the employability of its beneficiaries?	Page 8
Aspect	Ethical Fundraising	
NGO8	Which are the sources of funding? Report on the 5 largest donors and monetary value of their contribution in the period	Page 29
NGO9	Complaints mechanism and complaints related to labor practices - p. 29	There was no formal mechanism for 2015. For 2016 IOS will develop a performance evaluation and a frequent feedback process for all participants.

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