



ANNUAL REPORT
2022

25 YEARS
TRAINING
YOUTH-POWER.





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1.

Introduction

About the Report

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Welcome! This is the 9th Annual Sustainability Report of the Institute for Social Opportunity (Instituto da Oportunidade Social - IOS), a publication that brings information about the Institute, its value generation initiatives and its commitment to the country's social development.

This Report presents the results achieved, the impact generated and the intangible aspects of the IOS' performance in the period from January 1st to December 31st, 2022, reinforcing its responsibility and transparency as intrinsic principles of the Organization. The Portuguese and English versions were published in June 2023.

For this purpose, IOS use the global Reporting Initiative (GRI), an international organization that proposes standards for the social, economic and environmental reporting of institutions, regardless of the sector in which they operate. Reporting

follows the principles of comparability, impartiality, accuracy, regularity, clarity and reliability.

Definition of Relevant Topics

GRI 2-14

The definition of the most relevant themes for the IOS performance included an extensive methodology of consultations with the stakeholders, including the IOS highest governance body, the General Assembly.

The steps included sending an online questionnaire, in which participants assigned scores from 1 to 5 to the topics they would like to know more about IOS, as well as the topics they believe are most important in the Institute existence.

The second stage, consisting of a face-to-face dynamics, focused on discussing IOS positive and negative impacts for each participating stakeholder group, in addition to choosing five topics considered by the stakeholders as the most important ones among all those listed.

From this process, the data obtained were analyzed and the five most relevant topics for the IOS were defined. Find out more:

ONLINE SURVEY

667 answers of which:

555

Students and former students

112

Other IOS partners and participants



IN-PERSON CONSULTATION

32 representatives

including students, former students, suppliers, participants, professionals in the social assistance network, employer partners, investors and educational partners.



IOS PRIORITY TOPICS

- ▶ **Social inclusion** provided by the entry of students, considering the selection process, courses development and opportunities to enter the world of work;
- ▶ **Productive inclusion** of students into the world of work. Addresses post-course employability results, and the potential for entrepreneurship and continued education;
- ▶ **Course planning and evaluation**, considering the definitions of content and areas of activity of the IOS, in addition to the course model in which students will be able to participate;
- ▶ **Diversity practices** among students and their views on the theme, as well as the non-discrimination of minority groups (people with disabilities, immigrants, gender and racial equality, etc.);
- ▶ **Ethical and efficient resource capture and distribution** in the projects, in contracting suppliers, in the participants' remuneration practices and in projects accountability.



HOW TO NAVIGATE

GRI Indicators

Throughout the report, the GRI indicators appear next to the titles or subtitles of the chapters in which the information is reported. They are flagged with the ticker "GRI XXX-XX". Learn more about each indicator and the pages that are mentioned in the GRI Index.

Stay tuned! Whenever you see the term "participants", know that we are talking about the people who work at the Institute, i.e., the IOS team.



LEARN MORE GRI 2-3



**Financial
Statements**



**Code of
Conduct**



**Records and
Certifications**

You can contact us to discuss additional information and clarifications regarding this report:



www.ios.org.br



relacionamento@ios.org.br



IOS Message

GRI 2-22

We have completed 25 years of history built with a single objective: to ensure the productive inclusion of young talents through free and quality training!

With resilience, solidity, autonomy and acceptance, we continue to innovate in processes and follow market movements to ensure the greatest social impact possible for the different links in this successful trajectory.

In addition to being a Beneficent Entity of Social Assistance, we seek to provide a safe environment aimed at provoking critical thinking in both students and participants and partners. We are committed to transparency and maintain a robust governance structure, responsible for ensuring the organization's sustainability in recent years, and in the coming years.



In the midst of an economic context of deceleration in the supply of job openings, we managed, with great effort, to continue the journey of including students into the world of work. Therefore, we consider that the year 2022 marked not only the celebration of the 25th anniversary, but also the beginning of a new cycle, in which the demands of young people were very different.

In 2022, we decided to rescue the close, eye-to-eye relationship, which is so important to us. This led to the return of face-to-face assistance to young people, with only 15% of online demand.

The decision, which was so important, brought participants closer to the students who, for the most part, are part of the Brazilian population portion that was most affected by the pandemic, and even today present and treat several consequences, both in relation to the social and financial impacts, and the emotional aspect.

As a result, the demand for psychosocial care has grown a lot, as has the demand for requesting transport vouchers – in 2022, around 25% of

students began to receive assistance, which is of paramount importance to keep young people studying, as if they do not have the skills, students in the most vulnerable situations lose income opportunities.

By the end of 2022, the average real income of a Brazilian worker was BRL 2,715, 1% less than the previous year, according to the Continuous National Household Sample Survey (PNAD) – carried out by the Brazilian Institute of Geography and Statistics – IBGE. High unemployment rates, informal jobs and the number of discouraged people are factors that reduce family income and Brazilians' purchasing power. Thus, the indicator measuring the impact of the income of employed Institute students on their families' total income increased in 2022, reaching 63%, compared to an average of 48% in previous years.

Therefore, we reaffirm: the IOS agenda transforms lives! And for this to be possible, the different areas carried out a great deal of dialogue with the world of work to implement a different model

in professional qualification. We received 2,937 young people with different backgrounds in administration, technology and, as a novelty, in the areas of Communication and Culture. With the Municipal Cultural Support Program of the Municipality of São Paulo (PROMAC-SP), we offered the Digital Technology and Culture course, which enrolled a total of 143 young people.

In 2022, we took special care in relation to the training of public school teachers, as we understand the importance of developing these professionals, who are crucial links for us to achieve our greater purpose as an Organization. Together with PROMAC-SP, and with the execution of special projects in partnership with Dell, we served 822 teachers.

Meanwhile, in 2022, we inaugurated the first IOS unit in Northeast Brazil, in the city of Recife (PE), in partnership with Porto Digital, which was born focused on offering technology courses, and Instituto Localiza, an entity founded by company Localiza. The results were so positive that, among the 72 graduates in 2022, 22 were already employed

in December. We also expanded operations in Southeastern Brazil, with the creation of IOS units in Realengo, in the city of Rio de Janeiro and in the Barreiro neighborhood, in Belo Horizonte, doubling the service capacity in these cities.

For all of this to be possible, there is an important step, which guarantees the filling of available job openings, which is the attraction of young people. Disclosures were boosted by social networks (there was even the launch of our profile on TikTok), followed by direct articulation in public schools' classrooms, as well as with the social assistance and public health network. The last, but not least, facilitator was the availability of online registration, allowing the entire process to be as simple as possible.

It was necessary to understand and learn about new partnerships and solutions capable of impacting more and more people, while expanding the Organization's operations by obtaining new resources. **We reinforce that all actions implemented not only in 2022, but over the last**

few years, also aim to achieve the United Nations (UN) Global Compact 2030 Agenda, an initiative to which IOS is a signatory and which proposes the achievement of the 17 Sustainable Development Goals (SDGs).

In this sense, part of our commitment to action involves continuing to develop actions that enhance the achievement of the SDGs relevant to the long-term sustainability strategy. For this purpose, we define the priority themes through an extensive methodology, and follow the evolutions over the years in the form of indicators proposed by the Global Reporting Initiative (GRI), the world's most widely used standard for reporting on corporate sustainability.

Faced with so many positive outcomes, we must thank each person who has been part of these 25 years, including participants, partners, students and members of civil society, partner companies and governments. By the end of 2022, we celebrated, but we also reflected on our learnings. For the coming years, we want to continue working together in the

pursuit of the purpose of awakening the potential of lives and civic awareness among the young people we serve, their families and communities impacted by our work.

We hope that reading our commemorative Annual Report will further inspire the achievement of positive social outcomes.

Kelly Lopes

Superintendent of the Institute
for Social Opportunity

HIGHLIGHTS FROM 2022



2,937
registered



1,945
graduated
students



26%
evasion



1,264
employed



BRL 14.9 million
invested in Professional
and Employability



**Average
impact of 63%**
in the increase of the
students' family income,
when they have an
opportunity



2.

IOS



25 Years Training Youth-Power

GRI 2-1 | 2-6

12

Understanding the history and main milestones of IOS over these 25 years is essential to understand how much the Organization is the result of serious and very strategic work.

Founded in 1998, IOS is guided by its purpose of awakening the potential of lives and citizen conscience. Thus, with the mission of co-creating employability opportunities and generating income for young people, through free professional qualification in technologies, the Institute seeks to

be the natural choice of its stakeholders, due to its talent training and productive inclusion capacity.

Until 2008, the Organization focused on training young people in basic computing. With the arrival of a new management followed by market transformations, which included a greater demand for qualified professionals with knowledge and ability to work with ERP software, the Institute began to offer professional qualification in Business Management with the use of ERP software in practice by students.

In the following years, IOS experienced several milestones that made it reach 2022 with important teachings in its luggage and a strong structure capable of withstanding the adversities arising along the way. For example, from 2009 onwards, the Entity began to monitor employability indicators and actively work towards the productive inclusion of young graduates.

In 2012, in order to have a more characteristic space, in accordance with the Institution's mission, which

would facilitate the search for new partners and sponsors, including articulation for the execution of projects financed by the public authorities, the Institute acquired its own headquarters, in the North Region of the city of São Paulo (SP), with 4 computer labs and 3 classrooms with mobile furniture.

Moving on to 2014, a year represented by innovations in organizational processes, the Institute adopted the School Management software, consolidating the information of all students in a system that integrates all IOS classrooms. In the same year, the Entity's first Annual Sustainability Report was prepared, with the beginning of the Communication area.

In 2017, structured courses in the area of Information Technology began to be offered amid the shortage of qualified professionals in Brazil and worldwide. Therefore, since then, the Entity directs efforts to train young people in technology-related topics.

For the years 2022 to 2024, the highlight is the new Strategic Planning, developed together with

an external consultancy. Among the drivers, the teams have been working on expanding the course portfolio, offering more and more content related to the use of technologies, in addition to welcoming students through pedagogical and psychosocial support. IOS believes that training should be thought of in an integrated, humane and close way. Only then will the expected positive results be achieved.

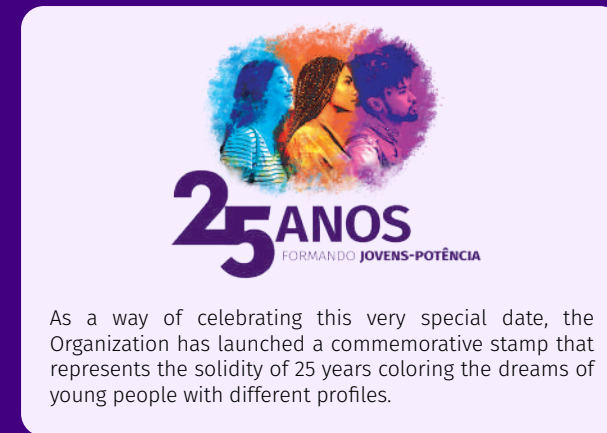
In its 25 years, IOS has trained 43,172 male and female students – reaching an annual average of 2,000 graduates since 2014. The training has impacted at least 100,000 people, whether family members or caregivers of these young people who seek their role in society.

The best evidence of the effective strategy is the indicator of impact on the family income of the students trained. This metric, which has been monitored since 2014, shows the percentage of increase in family income when a young IOS student wins a formal job opportunity, after having completed the professional qualification.

The IOS team believes that, in addition to the immediate quantitative impact after beginning formal professional activity, the impact of knowledge and the doors that open after starting a career have changed the lives of young people who pass through the Institute. This qualitative effect is perceived in the testimonies of the graduated students, who are extremely grateful for the training they received and the welcome given by the entire team. The Síntese publication, launched in 2022, brings some of these testimonials.

In 2022, around 95% of the partners that employ students trained by IOS state that they are completely satisfied with the profile hired, and that they have ample potential to develop in the company. Older partners state that students are grateful for the opportunities the Institute has offered and that they are more dedicated, resilient and stay longer at the company than other young people in the market.

Training Young Powers with seriousness and credibility means developing the value of each



young person, offering technical and behavioral tools that expand their knowledge and possibilities for the future.

The Institute considers that these records are important reminders of a history built by people who are tireless in creating solutions to complex problems, but who, above all, believe in the power of generating opportunities for young people.

1. The Síntese publication is available at <https://ios.org.br/sintese/>.

Institutional Drivers

Based on the consolidated result of the 2022-2024 Strategic Planning, new Mission and Vision were announced, in addition to defining the Entity's Purpose. **Check out below:**



Mission

Co-create opportunities for employability and income generation for young people, through free professional training in technologies.



Vision

Be the natural choice of our stakeholders for talent training and productive inclusion.



Purpose

Awaken the potential of lives and citizen conscience.



Values

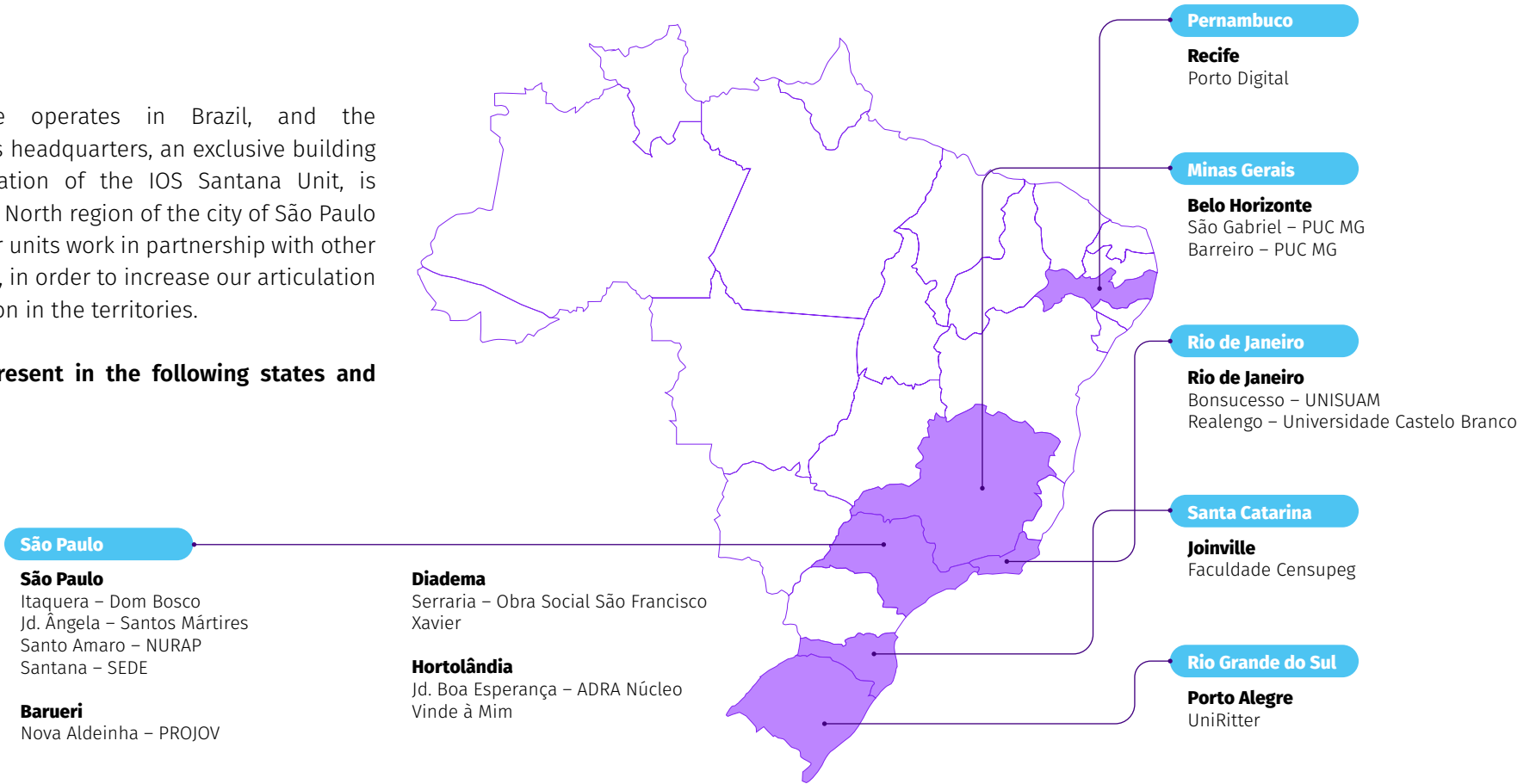
IOS is a transformation agent based on: integrity, ethics, respect, dedication, pursuit of knowledge and team spirit.

Units Map

GRI 2-1

The Institute operates in Brazil, and the Organization’s headquarters, an exclusive building for the operation of the IOS Santana Unit, is located in the North region of the city of São Paulo - SP. The other units work in partnership with other Organizations, in order to increase our articulation and recognition in the territories.

The IOS is present in the following states and cities:





IOS COVERAGE IN 2022

- ▶ **The first unit in the Northeast region, in Recife (PE), was inaugurated.** Located in Porto Digital (technology hub), it has already achieved significant results in terms of employability, as 22 of the 72 graduates were already employed at the end of the year.
- ▶ **In the Southeast, the municipality of Rio de Janeiro received the new Realengo unit** in partnership with Universidade Castelo Branco, strategically located in the region with the lowest Human Development Index (HDI) in the city.
- ▶ **In Belo Horizonte (MG), the second unit was inaugurated in the Barreiro neighborhood in partnership with PUC-MG,** close to other municipalities in the metropolitan area and which has a high number of inhabitants and high social vulnerability.

▶ **In December 2022, IOS decided to end operations in Joinville (SC).** The good indicators of basic education and the lower unemployment rate in Santa Catarina compared to other states of Brazil were some of the arguments for the Institute to redesign its way of operating in the southern region of the country. Despite the closure of the unit, IOS remains committed to directing students trained in SC to job selection processes.

▶ **The IOS unit in Porto Alegre (RS) changed its location,** aiming to be present in a more strategic territory in serving young people in the municipality. IOS Porto Alegre started operating within UniRitter, in the Passo das Pedras neighborhood.



Branch Feasibility Diagnostic Analysis

Since 2020, IOS has started the Diagnostic Analysis process to define the strategy to increase its geographic coverage, either in the cities where it is already present, or in new cities. For this purpose, the operation of the Branches Coordination has evaluated several aspects, such as internal infrastructure, the indicators of where they are located - quality of life index, youth vulnerability, household income, high school dropout, homicide among young males, 15 to 29 years old, and birth rates.

In the case of new units, the step following the diagnosis is to seek possible forms of financing. This was the case of the unit in Recife (PE), whose opening was made possible after being contemplated in a public notice by Instituto Localiza, as well as the expansion of the branches in Rio de Janeiro (RJ) and Belo Horizonte (MG), as described above.

▶ **The Diagnostic analysis of these territories allows IOS, in a more strategic way, to define its efforts, and thus, expand its social impact.**

Business Overview

GRI 2-6 | 3-3

Professional Qualification

For 25 years, the IOS has impacted the lives of thousands of young people and people with disabilities due to its synergistic and complementary fronts.

The courses offered prepare professionals to work in the areas of Administration and Technology, in addition to providing psychosocial and pedagogical support during the learning cycle of students and their families.

The courses aimed at the areas of Administration present content that encourages a macro view of a company development, business rules and the relationship between existing areas, always based on the use of technologies. One of the differentials is the practical application of the concepts learned with the ERP TOTVS software, in the areas of

purchases, inventory, billing and finance. The courses in the area of Technology develop logical reasoning and teach languages for computer programming, assembly and maintenance, in addition to technical concepts, all this in a language that is accessible to young people.

Among the highlights from 2022, due to funds from PROMAC-SP, IOS started to offer the Digital Technology and Culture course, which totaled 143 students enrolled. From this course, aimed at young people of legal age, careers in the field of culture began to be developed.

Currently, the Institute's fronts are:





Free Professional Qualification

The services are completely free, meeting social demands for professional education and social assistance financed by public and private sponsors.

This is the front in which the Institute serves the largest number of young people, most of whom are between 15 and 17 years old. Between 2014 and 2022, 15,808 students were trained and approved in face-to-face, blended and online training programs – this results in an average of 1,756 approved students each year.



Customized Professional Training (called On Demand in previous years)

Action front that operates as an arm of the Institute in providing services to companies, which have specific social and technical demands in the training of professionals. Between 2015 and 2022, 3,561 young people were approved, and since 2018, the average number of students assisted has been 420 per year.

In 2022, Customized Training took place in the cities of São Paulo (SP), Belo Horizonte (MG), Rio de Janeiro (RJ) and at the IOS branch in Joinville (SC).



IOS Learning Program

IOS is an Educational Entity of the Ministry of Labor and Employment Learning Program, so it offers theoretical training, in São Paulo (SP), which fulfills the necessary workload in the development of young apprentices.

Social Opportunities

The Educational team is responsible for following up young people during and after the course, to promote their employability, the continuity of their studies and the creation of paths to undertake.

Employability

Through the IOS Opportunity Nucleus, which supports productive inclusion after a professional opportunity, the initial recruitment of talents that meet both soft and hard skills prerequisites compatible with the job opening and the company's culture is carried out. The Opportunity Nucleus makes nominations of graduated students for job openings, such as internship, young apprentice or effective (CLT) during a three-year period.

In addition to the nomination, the IOS advises these young people on how they should seek possibilities on their own, in order to create independence in their professional life.

The Institute supported the employability of graduates between 2014 and 2022.

Entrepreneurship

In the classroom, this theme is addressed in several ways, either through intrapreneurship – which consists of finding opportunities to undertake and innovate within the company itself – or through the development of their family businesses.

Continued Education

The IOS Program for Access to Higher Education, which from 2022 will be called IOS + Futuro, arranges partnerships with universities, in different models, either by demand from young people, via sponsorship from companies or through exclusive scholarship programs linked to educational institutions. Thus, young people who are interested in attending college can obtain full or partial scholarships or differentiated financing models.

At the same time, the IOS Opportunity Nucleus team works to find internships, while the Pedagogical team monitors university students in their social, material and mental health demands, helping them to remain in higher education courses. The initiative, which began in 2018 in São Paulo, will have indicators measured from 2022. Nationally, the Program has already included 166 young people trained by IOS.

Educational Structure

The Educational area is responsible for assisting students and for all stages of their relationship with IOS, from enrolling in courses, to their employability and continued education, or the creation of paths to undertake. Thus, the student has professional and multidisciplinary support.

The area has a large team, including in the classrooms, which is made up of technology instructors, pedagogues (responsible for Portuguese and behavior classes), in addition to monitors.

The performance of the area, made up of five pillars – **Administrative and Networking, Content, Pedagogical, Psychosocial and Opportunities** – is described next:



Opportunities

- Conducts the employability operation;
- Responsible for the learning program;
- Manages the system and generates indicators;
- Monitors the annual goal monthly;
- Manages IOS + Futuro (referral to Higher Education opportunities).



Administrative and Networking

Works on three fronts:

- **Secretary:** service, benefits operation, enrollment, students selection, documents issuance, etc;
- **Administration:** indicators, system, enrollment, volunteering, events, etc.
- **Networking:** disclosure of enrollments and relationship with schools.



EDUCACIONAL COORDINATION



Psychosocial

- It guarantees the rights and mental health of students in four lines of action:
 - Services;
 - Intervention projects;
 - Social assistance networking;
 - Indicators generation.



Pedagogical

- Ensures the teaching-learning process;
- Responsible for the pedagogical supervision of teachers in SP;
- In charge for the BR team technical training.



Content

- Develops the contents and evaluations of the courses;
- Unites the teaching of current job market tools and practices in a language aligned with the young people context.

Student Profile

The audience served by the IOS is made up of young people between 15 and 29 years of age, who are studying or have already completed high school (preferably in a public school), and people with disabilities from 16 years of age, with no age limit.

Diversity

Being diverse and inclusive is a fundamental part of the Entity, which always values respect and tolerance among students, teachers and other professionals.

It is worth noting that the courses have, in recent years, shown a female predominance in the number of students, accounting for 54% of the total number of students in 2022. Among male and female students, 63% declared themselves to be black or brown, 36% white and 1% indigenous. With regard to sexual and affective orientation, 72% reported being heterosexual, 15% bisexual

and 4% homosexual. Among the 2,937 students assisted, 239 were people with disabilities.

In addition, in 2022, the Institute offered six affirmative class courses focused on people with disabilities as part of its strategic front that works directly with professionals in the areas of Human Resources and Diversity & Inclusion in companies.

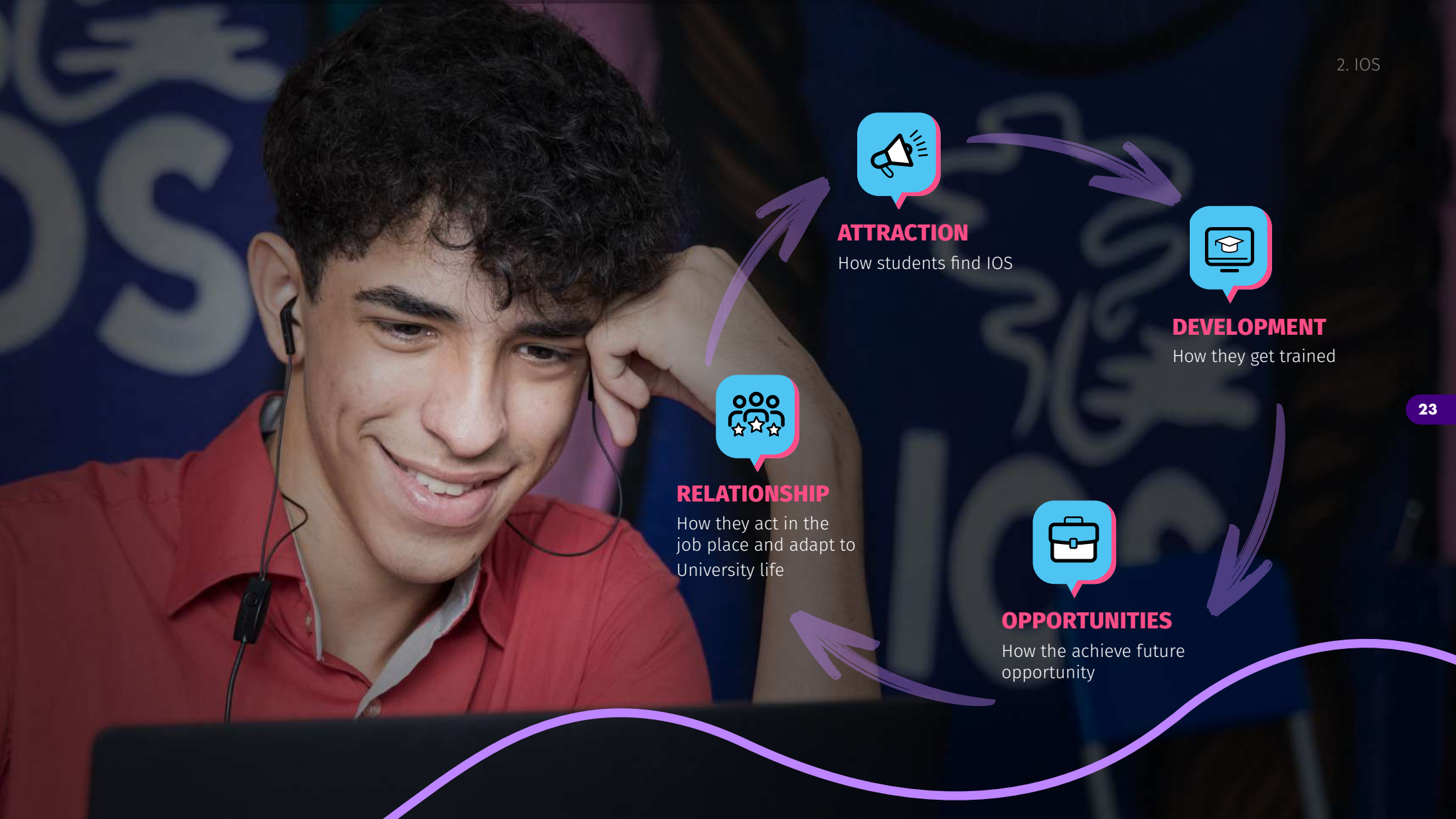
How does IOS relate to its students

GRI 2-29 | 203-2

Relationship takes place in an ongoing basis, from the moment of enrollment until the student reaches a job opportunity, a vacancy in college or defines an entrepreneurial path. Annually, the Institute promotes new interactions for each stage of this relationship.



STUDENT CYCLE



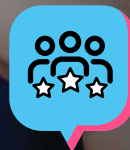
ATTRACTION

How students find IOS



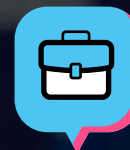
DEVELOPMENT

How they get trained



RELATIONSHIP

How they act in the job place and adapt to University life



OPPORTUNITIES

How the achieve future opportunity

Attraction

It is carried out by the Marketing and Educational teams, through publicity in press offices, face-to-face networking with schools, partner social organizations, public services of the social and health assistance policy, collectives, councils, secretariats, locations close to the units, and mainly on social networks.

IOS understands that it is part of its job to be aware of how these young people are interacting with each other, which communications they are using, where they spend their time and which trends are most successful in the virtual environment, for example. Only then will it be able to attract them to one of its courses.

After enrolling, and after being selected, young people go to the nearest unit to enroll, which requires the delivery of documents proving age, schooling, residence and family income.

Development

During training, the student learns not only the technical content, but also communication, expression, and mathematics skills that encourage their protagonism and result in the appropriation of their own learning, according to the trends and opportunities for their entry into the world of work.

Throughout the course individual evaluations are carried out and, at the end, the completion of the course work is done.

Opportunities

After graduation, the goal is to support the student in the search for opportunities that enable their professional development, through referral to the job market. The Institute also promotes entrepreneurship initiatives and develops partnerships with universities and teaching centers, as a way to encourage the continuity of studies, especially after young people enter higher education.

Relationship

IOS accompanies graduating students, as it effectively support the employability. In addition, it understands that when they are hired, they will act multipliers of the Institute's mission, including contributing to the development and employability of new students in the companies where they work.

**YOUNG PEOPLE,
PEOPLE WITH
DESABILITIES
AND THEIR
FAMILIES**

HOW IOS GENERATES VALUE

▶ **Professional Qualification**
1,945 graduated.

▶ **Diverse and accessible courses and content**

Online and blended courses in Administration and Technology.

Topics: Web programming, Digital fluency, ADM management – online, Business management with ERP, Computing for work, Computer assembly and maintenance, Full Stack programming, IT support, Zendesk, Cloud Computing AWS, Technology and Digital Culture.

▶ **Psychosocial care**

- 2,212 direct services provided by the Psychosocial team;
- 2,497 service hours;
- 606 referrals.

▶ **Higher education**

Support to 22 students admitted into Higher Education.

▶ **Productive Inclusion and Social Impact**

- 1,264 young people employed in 2022;
- Average salary of BRL 1,182.20 for employed IOS students, increasing family incomes;
- 63% increase in the family income of employed students;
- 60% of young people trained since 2014 were employed, totaling 9,496 male and female students. They are part of families with around 3.4 people per household, thus impacting the lives of more than 30,000 people.



(MAIN SPONSORING COMPANY)

▶ Training and supply of qualified labor

62 former IOS students employed at TOTVS.

▶ Social impact

- Professional training of the 1,945 young people approved;
- Employability of the IOS back-up team;
- TOTVERS que Fazem campaign, raising BRL 387,000 - three fronts of benefits, including transport vouchers, internet chips and food voucher cards, with 1,309 people impacted

▶ Close and transparent relationship

- Proximity in the definition of projects and strategic decisions;
- Periodic accountability;
- BRL 6.8 million raised.

▶ Training and employability of young people and people with disabilities

Search for students employability in a context of 35.9% unemployment among young people aged 18 to 24 years.

▶ Social impact

- Around 6,600 family members of the 1,945 young people trained are impacted by the opportunities generated after training at the IOS
- Twelve (12) partnerships with public bodies, at municipal state and federal levels;
- Public agreements raised BRL 3.4 million, an amount reverted to training and employment.

SOCIETY

IOS PARTICIPANTS

▶ Income generation

- 121 participants;
- 9.1 million BRL in personnel expenses.

▶ Engagement and participation

- Teacher training: ten months of Meetings on Technology and Innovation, Diversity and Inclusion and Social-Emotional Training.

SPONSORS AND EMPLOYERS

▶ Training and supply of qualified labor

- 866 companies employing IOS students in 2022;
- 12,046 former students employed since 2009;
- 98% satisfaction with customer service from the relationship team and 100% satisfaction with the project team.
- 31 new employability partner companies in 2022, among more than 200 employer companies.

▶ Close and transparent relationship

- Periodic and open accountability, with BRL 2.9 million raised from partner companies;
- 15 new sponsors and maintenance of 17 partner companies.

▶ Social impact

- Six (6) partner companies (TOTVS, DELL, IBM, Banco ABC, B3 and Zendesk) carried out voluntary activities, which had 3,644 participations by IOS students;
- 63% increase in the family income of students employed in partner companies in 2022 and 48% since 2014.



Results and Social Impact



Commitments Signed

GRI 2-23 | 2-24 | 2-28 | 203-2

IOS actively acts in line with the global agenda of respect for human rights and the promotion of diversity and inclusion in educational and work environments.

28

Since 2015, the Institute has been a partner of the United Nations Global Compact signatory organizations, cooperating for the 2030 Agenda, and is also an allied organization of the Silicon Valley Community Foundation.

As a signatory of the Global Compact, the Entity aligns its activities to achieve the priority Sustainable Development Goals (SDGs), described below:





End poverty in all its forms everywhere

IOS PERFORMANCE



The IOS work carried out by the Opportunities Front has a positive impact on the lives of young people and their families, as a result of the increase in family income. In this way, one of the positive impacts is poverty eradication and inequalities reduction.



Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

IOS PERFORMANCE



Commitment to free professional training follows market requirements. The Institute uses cutting-edge technologies and content adapted to the language of the audience it serves – agile methodologies, state-of-the-art equipment, gamification strategies, management tools, reception and proximity to students.

Over 25 years of operation, more than 40,000 young people have been trained.



Achieve gender equality and empower all women and girls

IOS PERFORMANCE



The commitment to gender equality and the empowerment of girls and women are part of the IOS culture. In 2022, 54% of students enrolled were girls.

As for participants, 66% are women, while management, specifically the Board of Directors, is made up of 75% women.

In 2021, IOS elected a female president who remained in office in 2022.



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

IOS PERFORMANCE

30 Ensuring employability and income generation for students is the Institute's mission. Value generation takes place due to the connections established involving students, teachers, partners and employers, while the relationship with companies and educational institutions enhance the offer of scholarships to students. **In 2022, IOS employed 1,264 graduates, totaling 12,046 since 2014.** | This represents an average employability rate of 62% over the last 25 years.

In those years, the Institute has also reaffirmed its positive social impact, so that, in 2022, employed students impacted 63% of the respective family income, while the average in previous years was 48%.

At the same time, the IOS also guarantees a teacher training strategy that improves day-to-day work due to the learning of best management practices.



Reduce inequality within and among countries

IOS PERFORMANCE

Through free service, we expand the possibilities of professional development for students or graduates from the public school system, coming from low-income families. Our units are predominantly located in the periphery.

Additionally, IOS is an organization that participates in the GOYN network (Global Opportunity Youth Network), in which it works with companies and other organizations to carry out actions aimed at youth employability, especially in São Paulo (SP). GOYN network's goal is to carry out the productive inclusion of 100,000 young people by the end of 2030.



In order to maintain collaboration for the sustainable development of Brazil, other formal public commitments are assumed at the national and regional levels. **The Institute also participates in associations aligned with its purpose, as described below:**

National

- Ministry of Citizenship, Special Department for Social Development;
- Ministry of Citizenship, National Department for Social Assistance;
- Brazilian Association of Software Companies (ABES);
- Brazilian Association of Fundraisers (ABCR);
- Brazilian Association of Information and Communication Technology Companies (Brasscom)

Regional

Minas Gerais

- Minas Gerais Center for Intersectorial Alliances

(CEMAIS);

- Municipal Council for Social Assistance (CMAS) of Belo Horizonte;
- Municipal Council for the Rights of Children and Adolescents (CMDCA) of Belo Horizonte;
- Forum for the Eradication and Combat of Child Labor and Protection of Working Adolescents (FECTIPA);
- Forum of Civil Society Organizations (FOSC/SUAS – BH);
- National Institute of Social Security (INSS) in Belo Horizonte;
- Department of Education (SMED).

Pernambuco

- Youth Executive Secretariat (SEJUV);
- Secretariat for Social Development, Human Rights, Youth and Drug Policy (SDSDHJPD);
- Pernambuco's Court of Justice (TJPE);
- Peace Community Center (COMPAZ) – Dom Hélder Câmara.

Rio de Janeiro

- Municipal Council for the Rights of Children and Adolescents (CMDCA) of Rio de Janeiro;

- Municipal Council of Social Assistance (CMAS) in Rio de Janeiro;
- State Forum of Professional Learning of Rio de Janeiro (FEAP);

Santa Catarina

- Municipal Council of Social Assistance (CMAS) of Joinville;
- Municipal Council for the Rights of Children and Adolescents (CMDCA) of Joinville;
- Joinville Municipal Youth Council (CMJ) of Joinville;
- Municipal Council of Educação (CME) of Joinville;
- Nacional Social Security Institute (INSS) of Joinville;
- Joinville City Hall;
- Department of Education of Joinville.

São Paulo

- São Paulo Technology and Education Foundation;
- State Council for the Rights of Children and Adolescents of the State of Sao Paulo (CONDECA);
- Municipal Council of Social Assistance (COMAS) in Sao Paulo;
- Municipal Council for the Rights of Children and Adolescents (CMDCA) of Diadema and Sao Paulo;

- Regional Board of Development and Social Assistance (DRADS) in Sao Paulo;
- Sao Paulo's State Government;
- Support Program for People with Disabilities of the Government of the State of Sao Paulo State (PADEF);
- Regional Superintendence of Labor, Ministry of Economy, in the State of Sao Paulo (SRTE/SP);
- Department of Education of the State Sao Paulo State (SEESP);
- Department of Social Development of the State of São Paulo (SEDS);
- São Paulo City Hall;
- Municipal Secretary of Human Rights and Citizenship (SMDHC);
- Department of Economic Development and TLabor of the Municipality of São Paulo;
- FOPAP – São Paulo Professional Learning Forum;
- National Institute of Social Security (INSS) in São Paulo.

Monitoring Goals

GRI 2-6

Through the Sustainability Report, since 2014, the IOS has presented to its stakeholders, its performance in relation to the signed commitments focused on priority themes for business conduction.

Since then, indicators have been continuously monitored, which, in turn, allowed the Report to be used as a tool for managing and demonstrating the transparency of results and the application of funds raised from public and private bodies.

Follow the status of the goals set for 2022 and the commitments made for 2023:





INSTITUTIONAL AND CORPORATE GOVERNANCE

2022 GOALS

- 1 Disseminate the new Mission, Vision and Purpose – defined in strategic planning – to all stakeholders.

The guidelines were disclosed on the website, Annual Report and in meetings with stakeholders.

- 2 Define projects for the IOS strategic macro actions with a timeline between 2022 and 2024.

Each Coordination followed the macro actions planned in their areas, leading the projects related to their objectives, and being responsible for integrating the other coordinations. In early 2023, macro actions will be revisited to define new initiatives.

Commitments for 2023

- 1 Redefine the Institute's communication and brand positioning, seeking more connection with market challenges.
- 2 Revisit, update and expand the portfolio of services and solutions offered to the market.

Related Macro Actions (Plan 2022-2024)

- 1 Implement training based on citizenship, diversity and youth protagonism.
- 2 Search partnerships for:
 - Education of audiences with special needs;
 - Service to minorized groups;
 - Entrepreneurship for students, former students and families.
- 3 Define a communication and relationship program to promote the IOS.



FINANCIAL BALANCE AND FUNDRAISING

2022 Goals

1 Seek opportunities to mobilize international resources.

IOS conducted the Institute's first face-to-face action abroad. The Institutional Relations Coordinator participated in global fundraising events (Association of Fundraising Professionals and Engage for Good) and visited companies, Brazilian consulates and social organizations in order to expand partnerships and international visibility. The Institute has received sponsorship from global companies such as Zendesk, Dell and Elastic.

2 Expand the fundraising and mobilization portfolio with the various sectors of the economy.

In government opportunities, fundraising took place on two new fronts: PROMAC-SP and Parliamentary Amendment.

For companies, the presentation of social investment was remodeled, presenting the possibility of sponsorship per student, groups and Units, in addition to sponsorship campaigns for transport voucher and/or food voucher.

3 Carry out public fundraising from childhood, adolescence and culture funds, in the territories where IOS operates (where public notices are issued).

All projects submitted to the funds – CONDECA SP, FUMCAD SP, FMDCA BH, PROMAC SP – were approved. The results are available in the Resource Mobilization and Application Chapter.

Commitments for 2023

1 Seek resources for the financial sustainability of each territory where IOS operates (Units).

2 Offer professional training and social inclusion solutions for minority groups for companies that wish to increase internal diversity.

3 Expand the fundraising and mobilization portfolio with the various sectors of the economy (public and private resources), whether in Brazil or internationally.

Related Macro Actions (Plan 2022-2024)

1 Define a communication and relationship program to promote the IOS.

2 Develop a strategy to keep current partners and attract new ones.

3 Create agenda, with protagonism, with public bodies.

4 Carry out network advocacy focused on public policies for young people.



INSTITUTIONAL VISIBILITY AND COMMUNICATION

2022 Goals

- 1** Create strategic national and international institutional communication actions with the aim of bringing in new partners and making the Institute better known and recognized.

Actions and campaigns via LinkedIn, achieving a 37% increase in the number of followers compared to 2021.

Creation of the Síntese Publication, consolidating relevant data on the IT market and the training of powerful young people. Two events were held, one in São Paulo and one in Recife. In addition, the Institute participated in the TOTVS Universe.

- 2** Develop Integrated Communication Plan with online and offline actions, digital media and integration of IOS channels in order to obtain 100% occupancy of classrooms.

The plan was carried out offline through media on buses, for example. Online, an agency was hired and investments were structured (campaigns on Google, Facebook, Instagram, Youtube). The reach and number of clicks that led to the response channels (CTR) were almost 3x higher, compared to 2021. The number of enrollments in the courses also increased, with three students per vacancy (general), but the occupancy rate ended the year at 98%.

Commitments for 2023

- 1** Develop communication and branding actions to celebrate 25 years of IOS demonstrating authority for the Institute.
- 2** Act in the production of content adherent to the stakeholders, such as employers, investors, the Public Education ecosystem (Education Boards, Directors, Teachers) and young people.
- 3** Expand our institutional and engagement content to the international market, including opportunities for international recognition.

Related Macro Actions (Plan 2022-2024)

- 1** Define a structured communication and relationship to promote the IOS.
- 2** Create a life cycle program for stakeholders - from attraction to post-graduation follow-up.
- 3** Develop and innovate training programs for teachers.



OFFERING OPPORTUNITIES FOR GRADUATE STUDENTS

2022 Goals

- **1 Support the employability of 1,500 young people, increasing the number of students employed by 6% compared to 2021.**

1,264 students were employed (-10% compared to 2021). This reduction is due to the instability in the country. Young people, in addition to competing with more experienced professionals (learn more on page 49), have restarted their return to school, which results in new workloads and needs.

36

- **2 Define a strategy to support the employability of young people under age.**

Despite the partnership with learning institutions, companies choose to hire older students. In 2022, 15% of employed students were minors, while in 2021, the figure was 11%.

- **3 Offer at least 30 opportunities for former students to enter Higher Education, with more affordable financial conditions and individual monitoring by the IOS team.**

The IOS + Futuro Program (formerly PIAES) established a partnership with eight universities to offer special conditions to young people trained by IOS. Participation in the selection process with the respective conditions was available to all students, with no limit on vacancies. By the end of the year, 22 students entered the partner universities.

Commitments for 2023

- 1 **Support the employability of 1,450 young people, increasing the number of employed students by 14.7% in 2022.**

- 2 **Automate the monitoring process of young graduates, to understand their employability and education in order to facilitate the targeting of opportunities offering.**

- 3 **Articulate partnerships with Organizations focused on the productive inclusion of young people and a greater offer of opportunities in Higher Education.**

Related Macro Actions (Plan 2022-2024)

- 1 **Arrange with institutions for professional learning for graduates.**

- 2 **Automate processes and modernize the access structure.**

- 3 **Create a life cycle program for stakeholders – from attraction to post-graduation follow-up.**



PROFESSIONAL TRAINING AND SERVICE MODELS FOR BENEFICIARIES

2022 Goals

- 1 **Develop a program to bring IOS closer to public high schools, in order to expand the opportunities for attracting and engaging young people in topics such as professional education and inclusion in the job market.**

Articulation with the Public Network was carried out in all units, facilitating the dissemination of information about the IOS work and the enrollment period. At the same time, there was training for public school teachers in São Paulo.

- 2 **Review, implement and multiply the student's learning cycle in all Units, considering the training paths available.**

Expansion of possibilities for continuing technology studies, encouraged by the training path project. At the São Paulo, Recife, Joinville and Rio de Janeiro units, the course portfolio was expanded. Learn more in "Professional Training", on page XX.

Commitments for 2023

- 1 **Expand the actions to bring the IOS closer to public high schools, presenting opportunities for professional training and inclusion in the world of work.**
- 2 **Expand the portfolio of courses in communication and information technology, including feasibility analysis for carrying out a professional learning program in Technology that complies with the Apprentice Law.**
- 3 **Develop strategies to reduce the dropout rate of young people enrolled in courses.**

Related Macro Actions (Plan 2022-2024)

- 1 **Create a life cycle program for stakeholders – from attraction to post-graduation follow-up.**
- 2 **Develop a new pedagogical proposal and deploy it into training paths.**
- 3 **Review the affiliate's learning and investment program.**
- 4 **Create a program with families focusing on the student's path.**



GEOGRAPHIC COVERAGE AND STAKEHOLDER REACH

2022 Goals

1 Implement a new IOS Unit in the Northeast region of Brazil.

With the support of Instituto Localiza and TOTVS, the Institute inaugurated the unit in Recife (PE) after diagnosing the demand for technology projects and professionals in the region. In 2022, Digital Fluency and Web Programming courses were offered.

2 Develop a Brazil expansion program, boosting the number of young people benefited.

The goal is still under development, according to a strategic analysis of viable business models for geographic network expansion.

A diagnostic study was carried out for the opening of the branch in Curitiba (PR).

Commitments for 2023

1 Develop an expansion program for Brazil, taking into account the IOS' knowledge on young people, the technical and behavioral demands of the world of work, as well as the possibilities for networking with the three sectors of the economy, and the sustainability of initiatives.

2 Search for resources and define an operating strategy for opening a new unit in the South region.

Related Macro Actions (Plan 2022-2024)

1 Create a life cycle program for stakeholders – from attraction to post-graduation follow-up.

2 Implement training based on citizenship, diversity and youth protagonism.



DEVELOPMENT AND HUMAN RELATIONS

2022 Goals

- 1 Invest in employees' specialization to improve and support the development of these professionals.**

Continuity of the subsidy program for Higher Education and resumption of the subsidy for postgraduate and English courses, in addition to in-house training offered by the Pedagogical team.

- 2 Improve the internal Diversity and Inclusion Program.**

The Diversity Committee held periodic meetings and organized lives for all participants addressing the topic. Additionally, Leadership has been participating in events and sharing concepts with the teams.

- 3 Training of the HR team on relevant topics, with the aim of enhancing the area's support for Leadership and other IOS participants.**

The team carried out training throughout 2022, mainly on matters related to Diversity and Inclusion, and people management in general.

- 4 Continue developing strategies by continuing existing communication programs and/or creating new ones, with the aim of maintaining proximity between leaders, their teams and other Team IOS teams.**

Continuity of communications on the internal official channel. In 2022, the IOS Conecta Program was launched, in which areas and/or pillars are connected, presenting their structure, activities and challenges.

Commitments for 2023

- 1 Reinforce the Institute's organizational culture through affirmative action.**
- 2 Strengthen the Diversity and Inclusion Program with participants.**
- 3 Prepare and develop skills with leaders.**

Related Macro Actions (Plan 2022-2024)

- 1 Promote elements of the IOS organizational culture, maintain a healthy organizational climate, enhance internal communication between areas and hierarchies, in order to maintain motivation and engagement with the Institute's purpose and mission.**

● Not met

● Partially met

● Met



TECHNOLOGY AND PROCESSES

2022 Goals

- 1 Dissemination and strengthening of the Data Driven culture via training and disclosure actions on the importance of data in decision-making and the development of dashboards.

The culture is being implemented and will be continuous, in constant evolution. The Employability and Enrollment dashboards, as well as the publication of the Sustainability Report under GRI guidelines are examples of captured data.

- 40 2 Processes digitization and automation via development of business flows, implementation of chatbots and integration of Zendesk Support with WhatsApp to assist students and course candidates.

Implementation of the Protheus Contract Management module, automation of contract service via Zendesk Support; and implementation of the candidate relationship chatbot via the Take Blip tool.

Commitments for 2023

- 1 Automate the business flows of a pilot area in Fluig BPM or Microsoft Power Automate.
- 2 Implement TOTVS Clock In by RH to streamline people management processes.
- 3 Develop the Educational dashboard in Power BI, to monitor performance indicators and goal.

Related Macro Actions (Plan 2022-2024)

- 1 Automate processes and modernize the access structure.
- 2 Develop data driven structure.

Professional Qualification

Attraction

The stage of attracting young people is crucial for the Institute to reach classroom occupancy targets, therefore, monitoring the indicators of enrolled candidates is an activity monitored in a daily basis, via the system, during enrollment periods.

By the end of the year, IOS classrooms average occupancy rate was 98%, returning to an indicator prior to 2020.

The criteria analyzed include age, education and family income. Based on these data, it is possible to direct specific actions carried out by the networking and dissemination teams. **Check out:**

Courses Disclosure

Figures and results



**8.6
thousand
Followers**

(+54% vs. 2021)

**17,616
Monthly profile
views**

(+1.2 thousand% vs. 2021)

**50.959
Average profile
reach**

(+1.2 thousand% vs. 2021)



**20
thousand
Followers**

(+8% vs. 2021)

**136,065
Average profile
reach**

(+689% vs. 2021)

In addition, since 2020, the YouTube channel has become essential for IOS to continue its classes during the period of social isolation. In 2022, the platform had 3,700 subscribers. This figure was 5.4% higher than in 2021.

The news is that, in 2022, IOS joined the social network Tik Tok after realizing the enormous reach provided by the platform. Thus, the responsible teams identified this as another opportunity to approach the target audience, in addition to promoting the courses efficiently. Currently the profile has 120 followers.

It is worth mentioning that, in 2022, the Institute started working with digital marketing agencies, and increased investments in ads on the platforms.

Articulation for Classroom Occupancy

One of the attraction strategies consists of face-to-face disclosure at “pilot” schools, located less than four kilometers from each IOS unit in São Paulo. During the actions, the responsible teams go to high school classrooms and talk to students and teachers about the courses offered by the Institute – In all, more than 3,000 young people were impacted in 2022. In addition, posters and leaflets were distributed in 234 schools and on subways in the city.

As a result, in the first semester of 2022, the Institute received registrations from 697 different schools in the capital of São Paulo. In the second semester, this number reached 710 schools. Between one semester and another, there was an increase of 234 applicants from public schools, which, in the whole year, totaled 2,968 enrollments.

Other specific actions were carried out throughout the year, such as the partnership established with Santo André City Hall to recruit students for the online ERP, participation in the Goyn Opportunities Fair, at the Iguatemi State School in São Mateus, among others.

Registration for IOS Courses

In a continuous process of improvement aimed at simplifying internal processes, young people can now enroll on the Institution’s website (www.ios.org.br/inscricao). Subsequently, the candidate’s approval is done online and integrated into the IOS school management system.



The branches also coordinate with schools, as this is one of the gateways most used by young people to access the IOS. Social and educational institutions, movements linked to young people, reference centers and public apparatuses are also visited. The territories where the units are located are more explored, while the more distant locations receive disclosures via e-mails and social networks.

In 2022, around 120 schools were contacted by the branches in Belo Horizonte, Recife and Rio de Janeiro. In addition, some received lectures and workshops on topics related to the world of work. Thus, the IOS team was able to experience local realities and specificities, so that pedagogical alternatives could be thought of even more assertively.

Pedagogical Pillar

The team is responsible for acting in a close and humane way in helping young people with teaching issues, and teachers with their pedagogical demands. However, in 2022, the

qualitative monitoring of young people was essential to manage the post-pandemic impacts experienced by this public, which, in many cases, was experiencing mental exhaustion due to the difficulty in associating the return of in-person activities.

IOS considers that this support, along with the other implemented strategies, was fundamental for achieving results throughout the year. In practice, for this positive impact of the Institute's work to be perceived in the lives of young people, the strategy was to view each student in a unique way, considering not only their performance within the classroom, but also the entire social context around them.

Granting of aid

As in 2021, the team granted food vouchers, cell phone chips and transportation vouchers to all students who needed it, with the latter being the most requested aid in 2022. Requests were evaluated by the Educational Networking and Administration area.

Pedagogical meeting

Held periodically, the meetings are intended to support and guide the classroom demands, as well as to exchange experiences and share information about the routines of the teams. In the meetings, guidelines are also transmitted to the teachers, in addition to welcoming and supporting the professionals.

OTHER HIGHLIGHTS OF THE YEAR WERE:

215 hours distributed between workshops and pedagogical training;

111 hours of monthly work guidance meetings, welcoming and directions in teaching and didactic methodology;

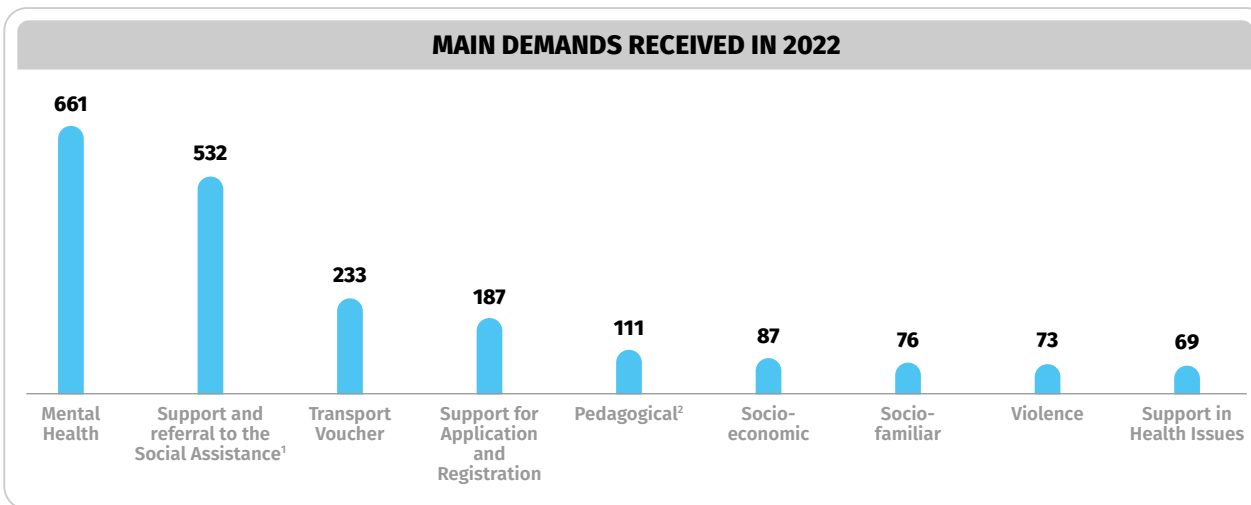
671 hours of class monitoring, workshops with students and assistance with specific learning needs.

Psychosocial Monitoring

The psychosocial team, made up of social workers and psychologists, also faced the challenges of working with young people with various vulnerabilities.

In 2022, activities were carried out to stimulate the critical thinking of young people about an individual and collective transformative perspective, both with regard to the educational environment, and in guaranteeing access to social rights in general.

The team has a national leader, who guides the branch teams and supports the relationship with the local social assistance network.



1. Support from the team in directing the needs of students and their families to the Social Assistance Network equipment.
2. The psychosocial team receives the classroom demands and forwards them to the Pedagogical Pillar professionals

SERVICE MONITORING

2,212
Individual services
(+48,8% vs. 2021)

2,497
Working hours
(+195,5% vs. 2021)

606
Referrals
made between physical and mental health services and social assistance services.

Psychosocial Profile

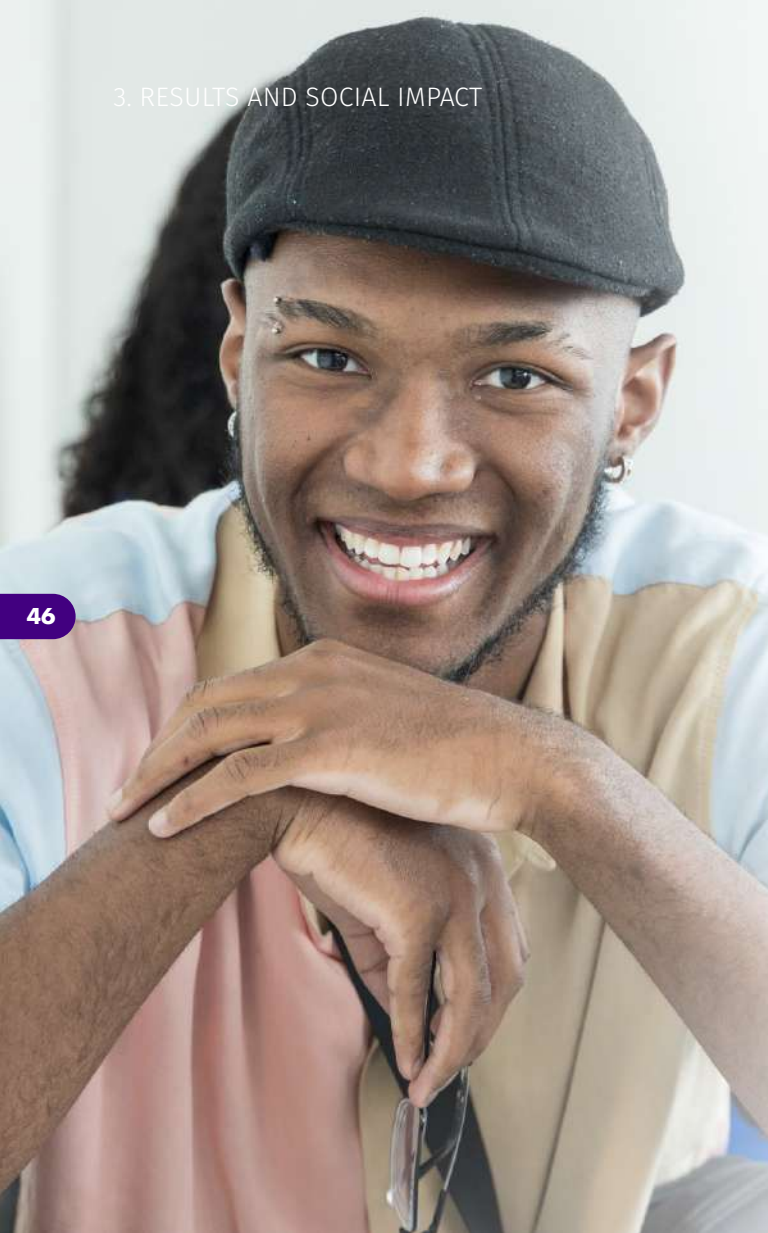
During the Psychosocial Month, the team was responsible for raising students engagement to complete the questionnaire that identifies the socio-economic profile of young people and the demands to be worked on. **See below the indicators monitored in an ongoing basis:**



Main Interventions Projects

In addition to assisting and monitoring students, the psychosocial team develops socio-educational projects. **In 2022, mental health was emphasized in actions guided by psychoeducation, according to the World Health Organization's guidelines,** which addresses the theme as a biopsychosocial element, relating the impacts to the socioeconomic context. To learn more about the projects, contact the Educational team – psychosocial pillar, via WhatsApp (11) 94082-0899.

PSYCHOSOCIAL QUESTIONNAIRE				
In 2022, 1,893 young people answered the questionnaire, which accounts for 75% of the total.				
Education 69 Elementary School	Race 72% self-declared themselves Black	Family Situation 54% live with more than three or four people	Mental Health 59.5% report to have needed help with mental health	PwD 239
1,691 High school - studying	36% self-declared themselves White	88% are not working	25.5% had sought support from professionals	Affective or Sexual Orientation 72% Heterosexual
936 High School - Completed	1% self-declared themselves indigenous	72% with a family income of up to BRL 2,424, the majority of which earn up to one minimum wage		15% Bisexual
180 Higher education		50% had a reduction in family income due to the pandemic		4% Homosexual
59 Technical Course				
2 Dropouts/ not informed				



Educational Performance

By the end of 2022, IOS received 2,937 students, divided into eight courses in Free Professional Qualification and 11 courses in Customized Professional Qualification.

See the details below:

Status	2022	
	TOTAL	%
Enrolled	2937	
Drop-outs	751	25
Graduated	1945	89
Failed	139	6
Ongoing	102	5

There was an increase in the number of dropouts, reaching 25%, a rate above the Institute’s average (not considering 2020), which has remained between 15% and 20% since 2014. Compared to 2021, the IOS had an 8% increase, a result marked

by the return of daily face-to-face activities at the Institute, in which many students needed to work to make up their families’ income and were unable to reconcile their time. Additionally, the students returned to attending school in person, which increased the workload of their activities and led to an unwillingness to complete the courses.

The percentage of approved students has remained at the Institute’s average in recent years. Male and female students with “ongoing” status will complete their courses by the first half of 2023.

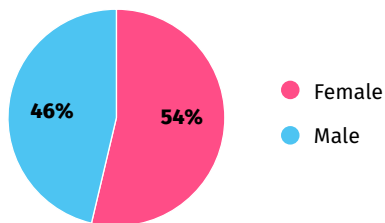
Free Professional Qualification

Courses and Units

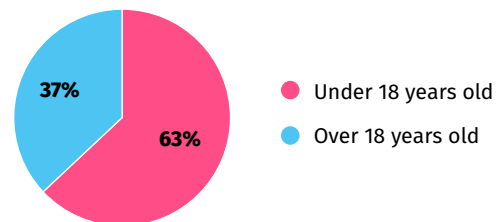
In 2022, courses were offered by the Contents team in the areas of administration and information and communication technology (ICT). **The students benefited and the distribution of enrollees are described below:**

Students Profile in 2022

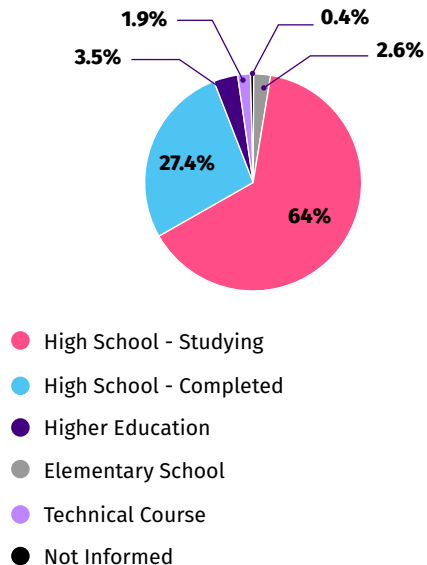
GENDER



AGE RANGE



EDUCATIONAL LEVEL



Some aspects of the profile have remained constant since 2014: age range diversity includes, for the most part, underage students.

Regarding the educational level, the pattern is repeated, even by the Institute's target audience, which prioritizes young people attending high school.

When considering vacancy occupation by gender, the Free Professional Training followed a characteristic of the IOS Administration courses, in such a way that the largest participation is female, accounting for around 53.6% of the total.

The Institute also received People with Disabilities in this course. In 2022, there were 34 students (accounting for 1.3% of the total), 20 with physical disabilities, eight with intellectual disabilities, five with visual impairments and one with hearing impairments.

Customized Professional Qualification

Courses and Units

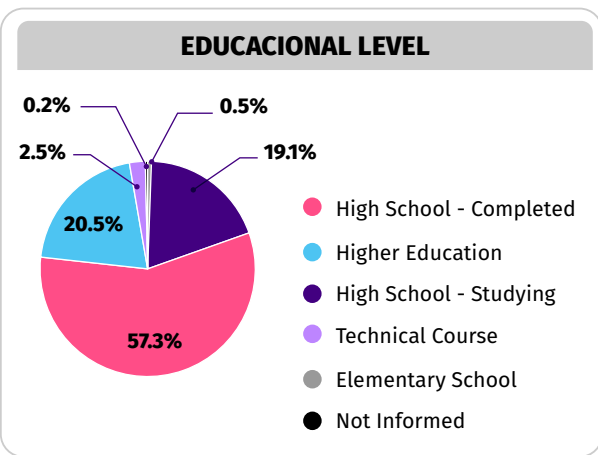
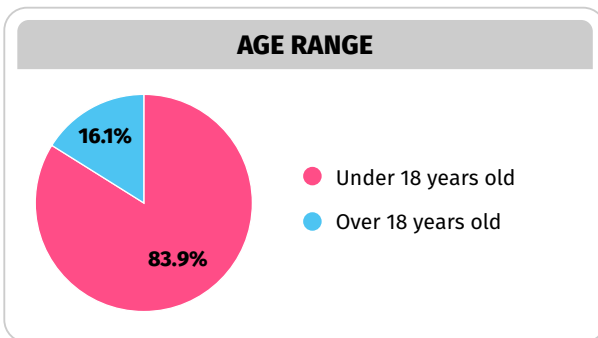
Customized Professional Training, developed in partnership with the private or public sector, took place in São Paulo (SP), at the units in Santana and Jardim Ângela, and at the branches in Belo Horizonte (MG), Joinville (SC) and Rio de Janeiro (RJ). **By the end of the year, 439 students were enrolled.**

Student Profile

Training is segmented into three models: broad service to young people and People with Disabilities; exclusive focus on the service to People with Disabilities; and, from 2022, service to public school teachers.

Considering the comprehensive courses offered to **young people and people with disabilities**, the Institute served 2,937 students, distributed in training sponsored by TOTVS, Zendesk, Promac, AWS, Dell, BRF, Carrefour, Suzano, TIVIT and Accenture. Approximately 52% of training was in the technology area and 48% in administrative areas.

Indicators – Comprehensive courses for young people and people with disabilities



Students' profile follows the target-audience strategies defined by the sponsoring companies. In 2022, these projects had 51% female and 49% male participation.

Considering the diversity of young people by age group, the break-down is similar to the Free Professional Qualification, with a predominance of people under 18 years old. The educational profile, however, shows greater diversity, since the selection follows criteria defined by the partners.

Regarding courses focused exclusively on serving People with Disabilities, IOS had 203 enrolled in 2022. Of these, 142 completed the courses, with 87% (122 students) approved; 36 of them were employed and 86 entered the IOS former-students database ready for the world of work.

Teacher Training

Finally, the partnership with Dell and Intel allowed the offering of customized courses focused on supporting public school educators. The training addresses digital tools, agile methodologies, and gamification, where it is possible to share part of the expertise acquired in recent years, with the objective of supporting public education in the challenges faced by its professionals. Check out the first results of the initiative, which occurred in 2022:

34 workshops were held for 722 teachers located in the north, south and east regions of São Paulo. In all, ten themes were made available for schools to choose, according to their teachers' needs. In a dynamic format and with the use of technology, the experiences addressed topics relevant to the

post-pandemic educational universe and all the challenges imposed by youth.

In the final stage, teachers developed a didactic sequence that related the contents explained in the workshops in different disciplines. Thus, in a practical way and literally putting the maker culture into action, the professionals together developed ways to implement what was shown to them in each of the five workshops. Afterwards, IOS sent a questionnaire to measure public satisfaction and gather suggestions.

Opportunity and Social Impact

Macroeconomic scenario

According to the Continuous National Household Sample Survey (Continuous PNAD) by the Brazilian Institute of Geography and Statistics (IBGE), the main employment indicators in the country demonstrate that the recovery trajectory of the job market was consolidated throughout 2022.

There was a widespread expansion in the occupation of jobs, reaching all educational age groups, in addition to practically all sectors of the economy.

However, despite recent data portraying a more favorable scenario, the Brazilian job market still presents numerous challenges to be overcome. The country has about 11 million unemployed people, of which more than 30% have been in this

situation for more than two years.

The actual average income of Brazilian workers ended the year at BRL 2,715, 1% less than the previous year. In the comparison between the years, the average income had already dropped 7%.

Another important piece of information is that the annual average of employees without a formal contract reached 12.9 million in 2022. This is a record value for the indicator since the beginning of the historical series of the Pnad Survey, in 2012. The number of people in this situation increased by 14.9% compared to 2021.

Self-employed workers, either formal or informal, totaled 25.5 million, a 2.6% increase compared to the previous year and 27.3% compared to 2012 – the lowest level in the historical series.

The employed population, for example, reached a record of 98 million people, and the unemployment rate was 9.3%, the lowest rate since 2015. Workers with a formal contract also increased compared

to 2021, reaching around 35.9 million people. The informality rate itself, which is the percentage of informal workers within the employed population, dropped from 40.1% in 2021 to 39.6% in 2022.

The recovery of youth employment is still taking place at a slow pace, according to a new report from the International Labor Organization (ILO), which confirms that the covid-19 pandemic has damaged young people more than any other age group.

IOS Opportunity Nucleus

Employability results and impact on family income are the Institute's main metrics, and are part of the Entity's mission. However, this front of action, responsible for supporting students in their inclusion in the world of work, has faced, since 2019, the challenge of resuming the growth of the productive inclusion rates of trained talents.

Due to economic issues, exacerbated by the post-

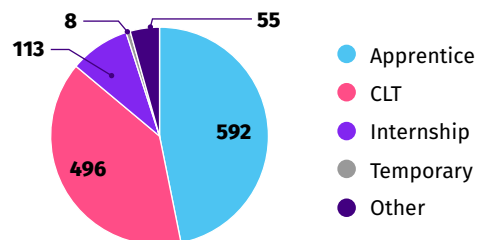
pandemic scenario, unemployment grows even more among young people. According to the Ministry of Economy, the overall unemployment rate ended 2022 at 9.3%, and among young people, the percentage increased to 19.3%. In practice, in recent years, young people have continued to compete in the job market with an increasing number of more experienced professionals who, for some reason, lost their jobs and need to return to the market.

However, one of the factors that impact the situation is the lack of experience of young people, who have not yet developed skills for a specific area, and end up having their functions replaced by more experienced professionals or even by technology.

And what is IOS Impact?

Faced with a challenging scenario in relation to employability of young people and people with disabilities, the work of the IOS is even more relevant. Check out the Institute's impact in relation to talent employability in recent years:

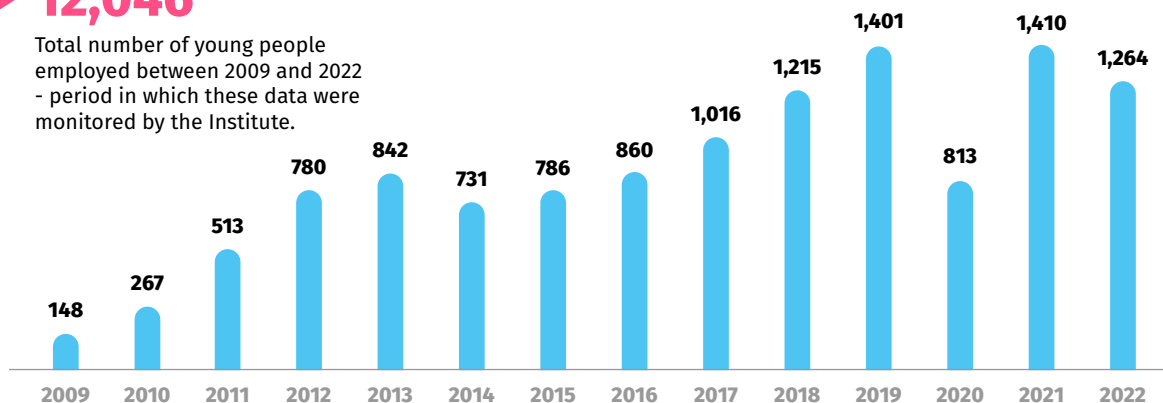
TYPE OF EMPLOYMENT CONTRACT 2022



TOTAL NUMBER OF YOUNG PEOPLE EMPLOYED BY IOS

▶ **12,046**

Total number of young people employed between 2009 and 2022 - period in which these data were monitored by the Institute.



In order to achieve the goals related to the productive inclusion of the Institute's students, IOS guarantees special attention to the development of initiatives capable of changing this social reality.

The curricula of graduated students are worked on by the IOS Opportunity Nucleus team for three years following their graduation. The team recommends these students for selection processes in over 200 partner companies. In 2022, partnerships were initiated with 31 new employer companies, which allow the Institute for Social Opportunity to support them in their selection processes.

This selection, appointment and interview scheduling service provided to companies is completely free. In addition to this initiative, an institutional effort carried out by all units and branches of the Institute, IOS has the IOS Apprenticeship Program and the IOS +Futuro Program, described below.

IOS Apprenticeship Program

The Institute acts as a training entity for the Professional Learning Program, with the objective of enhancing the employability of graduates, in addition to supporting the strengthening of the Learning Law, which is so important for young people to enter the world of work.

The program takes place in São Paulo (SP), in the “Arco-Ocupacional Administrativo” model, over 16

months and includes a set of activities that must be carried out in the company and in the training entity.

The entire curriculum for theoretical training is made up of content that supports young people in their daily work routines, enhancing their professional development and personal skills. It is divided into mandatory topics, determined by the Ministry of Labor and Employment – the Program’s main regulatory and inspection body –

and complementary topics, included to enrich the apprentices development.

The Educational team follows-up students, monitoring technical and pedagogical development, in addition to supporting partner companies in carrying out the initiative. For this purpose, there is the monitoring of attendance in courses, performance evaluation in the classroom and in the company, in addition to applying feedback and supporting companies in clarifying doubts.



CURRENTLY THE TOPICS ADDRESSED ARE:

Mandatory topics:

- Art and Culture;
- Political Education;
- Ethics and Citizenship;
- Behavior and professional image;
- Social Inclusion.

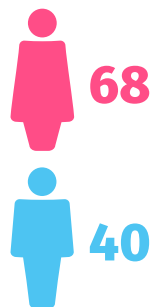
Complementary topics:

- Organization, planning and control of work process and teamwork;
- Brazilian Labor and Social Security Law;
- Occupational Health and Safety;
- Alternative ways of generating work and income with a focus on youth;
- Behavior and professional image;
- Education for consumption.

IOS APPRENTICESHIP PROGRAM STUDENT PROFILE

▶ **108** rolled students:

19 attending high school;
83 with complete high school;
3 with technical course;
3 with higher education.



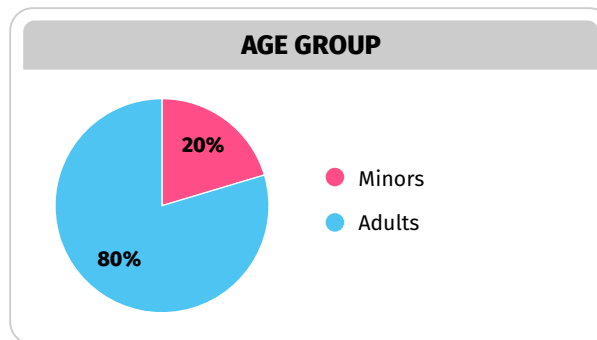
▶ **81** former students

RESULTS ACHIEVED

▶ **54%** of vacancies **offered filled**

▶ Offer of **1,840 class hours:**

1,288 hours of practice (in the company);
522 hours of theoretical classes (at IOS).



IOS + Futuro Program

Created in 2018 and updated in 2022, the Program aims to encourage the continuity of education of young people trained by IOS in higher education through partnerships with educational institutions that guarantee the offer of partial or total scholarships.

Among the 166 participants in the Program, 121 are already working and 43 are currently studying higher education.

Monitoring is extremely relevant, since, according to data from the National Institute of Educational Studies and Research Anísio Teixeira (INEP - 2020), access to higher education impacts up to 152% on the family income of the individual who completes graduation, compared to those who have completed high school only.

Bearing this in mind, the Program offers not only scholarships, but also student monitoring during the course years.

IOS Wants to Know

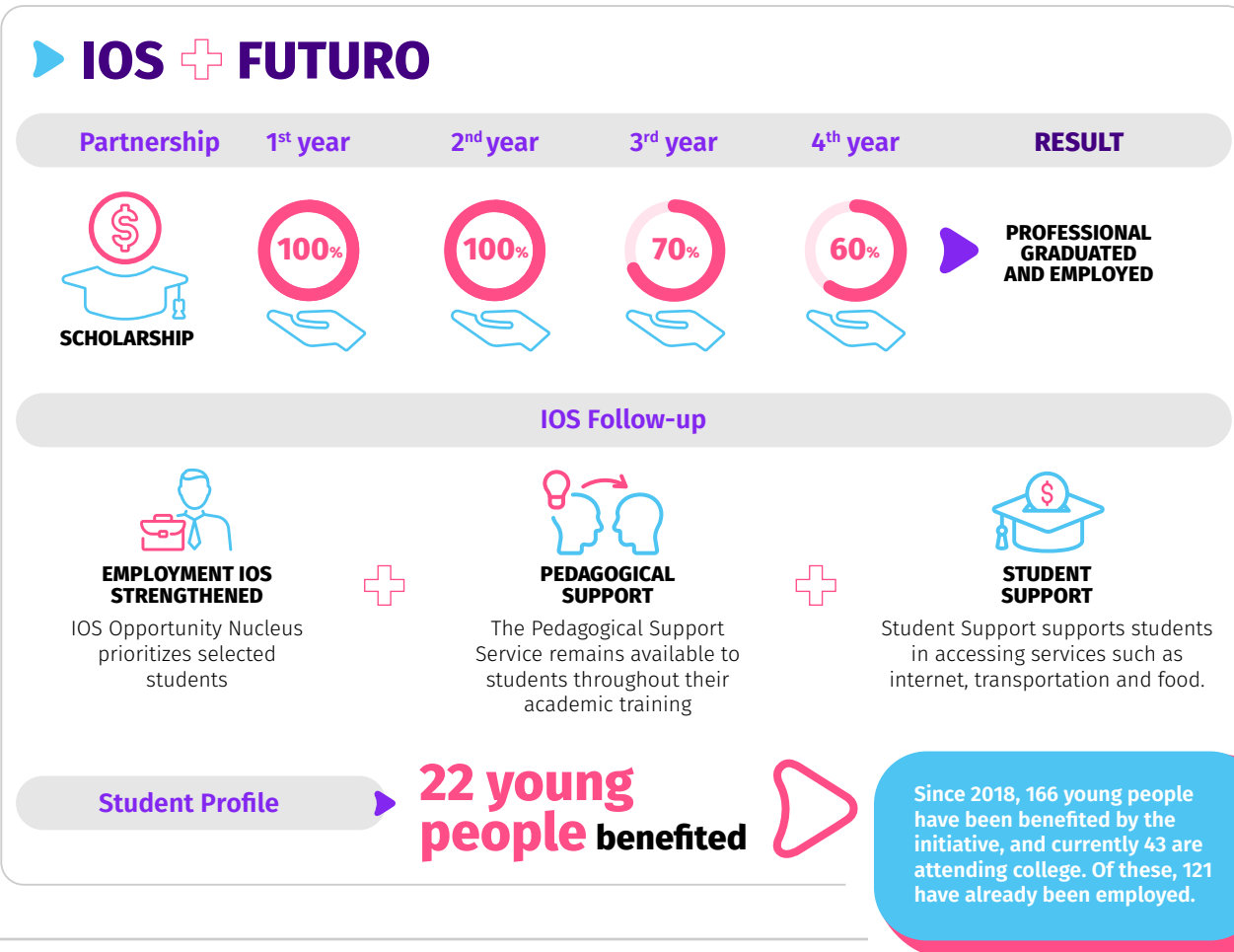
As important as making scholarship opportunities viable is continuing to support young people who have already received this type of benefit. For this reason, "IOS Wants to Know" was created to promote periodic meetings with students entering IOS + Futuro to monitor their evolution, in addition to supporting those with eventual difficulties, from the pedagogical point of view.

In 2022, the two meetings resulted in the participation of 19 university students. IOS believes

that the low participation was due to schedule mismatch between former students and the companies in which they are employed.

Social Technology

This strategic front, which is undergoing internal updating, seeks to articulate poles that multiply the IOS methodology aimed at free professional qualification and the employability of students from a territory where the Institute has no units. At the end of 2022, three poles had active students, totaling 190 young people impacted. By 2024, the Entity will define this strategy in order to increasingly expand its impact in other territories of Brazil.





Management and organizational structure



Corporate Governance

GRI 2-9 | 2-10 | 2-11 | 2-12 | 2-13 | 2-19

IOS is a non-profit private institution. Ethics, transparency and social responsibility are part of the business' strategy and sustainability to co-create opportunities for employability and income generation through free professional qualification for young adults and adolescents.

Maintaining a robust governance structure is a priority, as a differential that guarantees the Organization's sustainability in the long term. This structure has an internal Bylaws that delimits the performance of the management bodies, as well as the respective responsibilities in conducting the decisions agreed upon in the General Meeting.

In 2022, the president position continued to be held by Izabel Cristina Branco, representing the sponsor TOTVS and contributing to the generation of business opportunities within the Company's ecosystem, while Sergio Pauperio Serio Filho

became the vice president. Check below the composition of the Institute's Board of Directors and Council.

Board of Directors

Izabel Cristina Branco
Sergio Pauperio Serio Filho
Ariela Zanetta Simoni
Diana Dias Rodrigues

Advisory Board

Laércio José de Lucena Cosentino
Izabel Cristina Branco
Ana Amelia Inoue
Gilsomar Maia Sebastião
Mara Maehara Baião
Sergio Paulo Gomes Galindo
Susy Midori Yoshimura

Supervisory Board

Douglas Lima Batista
Mauricio Alexandre Gonçalves
Ricardo Guerino de Souza

Organizational Estructure

GRI 2-10 | 2-13 | 405-1

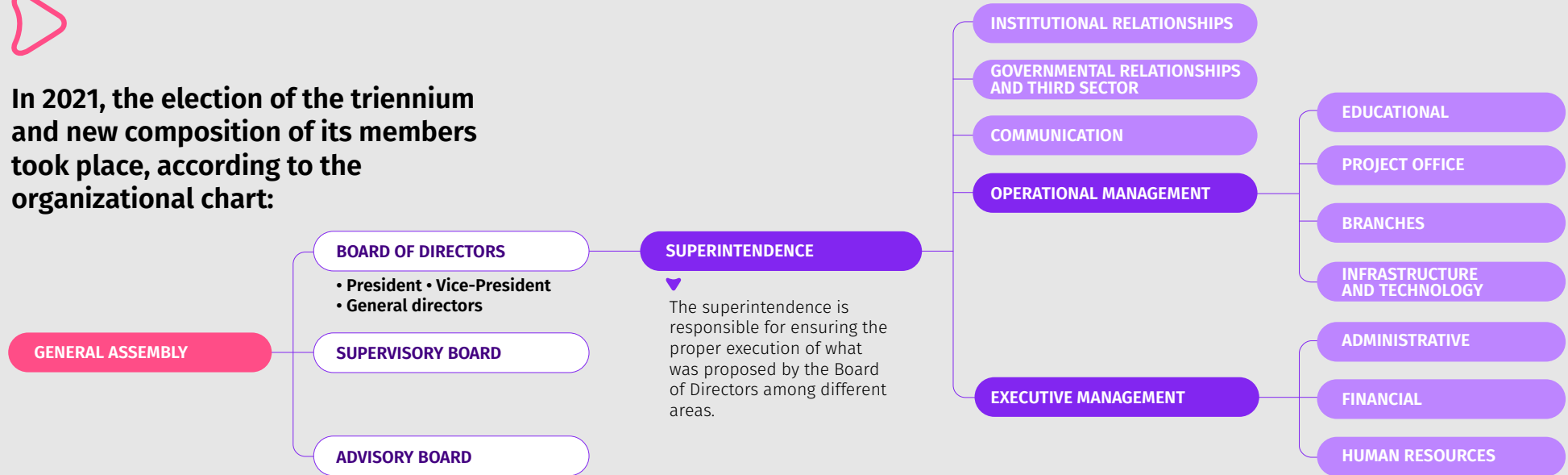
IOS organizational structure is based on collaboration, so that deliberations are shared between the Board of Directors and other management positions, which include coordinators and leaders. This characteristic enables decisions to be taken in a solid, transparent and less centralized manner, ensuring the strategic relevance of the various aspects of the Organization's management.

In addition to the Superintendence, responsible for ensuring the proper implementation of what was proposed by the Board of Directors among different areas, the structure is composed of operational management and executive management.

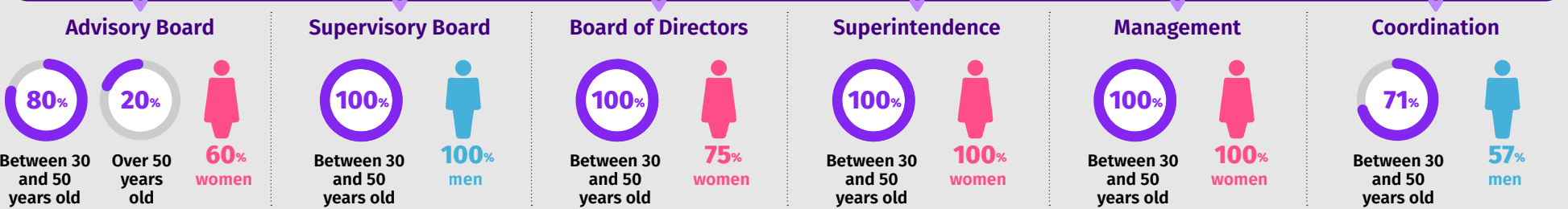
The founders and the sponsoring company TOTVS participate in the General Assembly, and the group is responsible for electing the Board of Directors, the Advisory Board and the Supervisory Board. The main criterion for the composition of these groups is knowledge and engagement with the third sector. The mandate lasts for three years and can be renewed.



In 2021, the election of the triennium and new composition of its members took place, according to the organizational chart:



DIVERSITY IN MANAGEMENT CATEGORIES



Ethical Performance

GRI 2-12 | 2-13 | 2-15 | 2-16 | 2-23 | 2-24 | 2-25 |
2-26 | 205 -2 | 205-3

IOS understands that an Ethical Performance is the basic principle to guarantee sustainable institutions, especially when referring to the third sector, which operates with the management of private and public resources, mostly donated for the execution of projects of public interest and social assistance.

58

With that in mind, transparency and the judicious application of resources strengthen partnerships on the fundraising front with the public and private spheres, making this a fundamental value for the strategy, performance and consolidation of IOS work.

The communication fronts are structured in a participatory manner with the teams and partners, as well as the action and accountability plans are detailed for the stakeholders. In addition,

reinforcing the commitment to transparency, IOS Annual Sustainability Report follows the Global Reporting Initiative (GRI) guidelines, so that any stakeholder can publicly monitor the respective results of ESG (Environmental, Social, and Governance) management over the years.

In this sense, managing the risks, impacts and opportunities inherent in the business is one of the crucial issues that reinforce the Institute's reputation so that it can continue to fulfill its mission. This approach, based on ethical principles and in compliance with applicable legislation, is defined in the Strategic Plan, approved by the Board of Directors and guided by a survey of stakeholders. This makes it possible to broaden the diversity of views that help the strategic direction of the Organization.

IOS highest governance bodies also act directly to support the executive body in the search for opportunities and mitigation of risks inherent to the business, whether internal or external.

Code of Ethics and Compliance

GRI 2-15 | 2-25 | 205-2 | 205-3

The Institute has a Code of Ethics and Compliance to guide and direct participants on the values, principles and commitments to be observed in all their relationships. The document determines the means to prevent or combat forms of corruption in the places where IOS operates, in addition to avoiding situations that may cause conflicts of interest, in order to comply with good practices of corporate governance, transparency and ethics.

The content of the document is disseminated among all participants, who also undergo mandatory training on their first day of work. In addition to this onboarding moment, workshops related to Diversity & Inclusion and Human Rights are offered to participants, partners and suppliers. The content is comprehensive, and covers everything from work relationships to dealing with young people in the classroom.



Ombudsman

Doubts, suggestions, criticisms or complaints about cases that go against the principles established in the Code are received and followed up by the Internal Ombudsman, by e-mail ouviriainterna@ios.org.br.

67 people trained and communicated in anti-corruption policies and procedures.

IN 2022, THERE WERE NO REPORTS OF CORRUPTION CASES.

▶ Learn more about these guidelines in the [Code of Ethics and Compliance](#).

3. This action is compulsory for all participants, from new hires to those who have been with the Institute since the beginning.

Recognition

IOS is a signatory of the United Nations Global Compact. Therefore, it cooperates to achieve the 2030 Agenda, and is a partner organization of the Silicon Valley Community Foundation.

The Institute is actively committed to the global human rights agenda and the promotion of diversity and inclusion in both educational and work environments.

In 2022, the company was recognized with important awards, which reinforce the work carried out over the last 25 years in the pursuit of achieving the objectives:

▶ **2022**

▶ **thedotgood.**

For the first time, IOS received the important award from the Swiss initiative's as one of the 200 best social organizations in the world in terms of governance centered on people and with holistic impacts.

This is yet another recognition that reaffirms the positive impact of the Institute's 25-year history.

14th place among Brazilian companies



“Selo Municipal de Direitos Humanos e Diversidade” “Municipal Seal of Human Rights and Diversity”: Offered by the Municipal Human Rights Department of São Paulo, the seal recognizes the work carried out for the inclusion and integration of people with disabilities in the job market.

3rd Consecutive

Learn more about our commitments on page 32



“Belo Horizonte Sem Racismo” (No Racism in Belo Horizonte) Seal (2021-2022): we were recognized by the City Hall of Belo Horizonte as an institution that promotes racial equality, in the “Commitment” category.

The Institute was awarded the Seal, organized by the Human Rights and Citizenship and Citizenship and the Coordination for the Promotion of Racial Equality, both of the São Paulo City Hall.

2021- 2022



5.

Partners

Institutional and Government Relations

In the last 25 years, IOS has sought to act as an agent of transformation and positive impact. In addition to technical knowledge and theoretical training, the Institute develops behavioral skills that the world of work seeks, such as caring for relationships, respect for differences, teamwork, creative problem solving, always based on an innovative mentality.

62

To this end, the **Institutional Relations (IR)** area is responsible for mobilizing resources through the articulation of new partnerships and maintenance of current ones, both in Brazil and abroad, with the aim of attracting not only financial investments, but also opportunities for graduate students. Thus, it is possible to ensure the Entity's mission, sustainability and expansion.

The main focus of this relationship: investing

companies and employers, fundraising agencies, learning program training entities, universities, main sponsor and its ecosystem.

The Government Relations area is responsible for designing actions that influence public policies aimed at the third sector and for articulating with public bodies and their respective Funds at the Municipal, State and Federal levels, in addition to other Third Sector organizations.

The actions included a search for resources that could continue to support students in their most urgent demands, and that directly impact their permanence in training, such as internet access, food benefits and transport vouchers.

FIND OUT THE INSTITUTE'S PARTNERS BELOW:



Since 2018, IOS has been certified as a Beneficent Social Assistance Entity (CEBAS) by the Ministry of Education. This, which is the highest federal recognition a social organization can win, allows exemption from paying the Government the social contributions inherent to employees remuneration (employer quota).

Thus, the Institute can continue to pursue its real purpose of **awakening the potential of lives and citizen conscience**, while being protected by the certificate that proves the serious and transparent performance before the stakeholders.

Private Partners

GRI 2-6

Investing Companies

Support via direct sponsorship of projects, or via Tax Incentive Laws. The types of donation via incentive laws vary according to the projects carried out in each of the branches. In this way, the Institute manages to raise funds that guarantee the financial sustainability of its projects.

In 2022, 15 new partnerships were signed with private companies and 17 partnerships were maintained. The prospecting carried out by the Institutional Relations area brought important results and generated a 72% growth in fundraising via direct funding, compared to the previous year.

Additionally, international prospecting, which represents 11.99% of total direct funding, also grew by 33.77% compared to 2021.

Fundraising Agencies

They connect social organizations that have

projects approved for fundraising via Incentive Laws in the public sphere, with companies in the private sector, which use tax incentives to carry out corporate social responsibility actions.

After the partnership is signed, a close relationship is maintained to engage donors. In addition to rendering accounts for supported projects, IOS promotes volunteering and communication actions with supporting companies.

Employing Companies

The work carried out by the IR team on the job opening prospecting front aims to engage companies from different segments and sizes in graduates employability. Through free indications for effective internship and young apprentice opportunities, companies can count on the support of the Opportunities team, which performs the screening according to the vacancy and student profile, in addition to providing support in scheduling interviews, completely free.

Training Entities

Joining forces in favor of students employability, IOS has strengthened its relationship with other social organizations that manage the Professional Learning Program. In addition to strengthening and bringing the Institute closer to other Third Sector entities, these actions ensure the objective of favoring vulnerable young people to reach their positions.

Universities

Engagement with universities aims to strengthen and expand the IOS +Futuro Program, which ranges from partial discounts to full scholarships in the areas of Technology and Management, Engineering and Economic Sciences for Institute’s students. Since 2020, the networking has been carried out in the branches. In 2022, seven young people won scholarships in the cities of Joinville (SC) and Rio de Janeiro (RJ).

MAIN SPONSORING COMPANY



TOTVS is part of the social investment strategy.

The Company's support is also essential for the credibility of the work carried out.

Learn more about TOTVS' generation of positive value here: <https://www.totvs.com/sobre/>

According to the Brazilian Institute of Geography and Statistics (IBGE), in the first quarter of 2022, Brazil had more than **11 million unemployed**.

For this reason, the partnership between TOTVS and IOS has been essential for the purpose of ensuring the right of young people to education, quality professional training, developing their potential and increasing the chances of entering the job market, a university or even become agents of transformation in the community in which they are inserted.

Actions in partnership with TOTVS seek more than to strengthen the relationship with the founding company and main sponsor of the Institute, but also ensure constant innovation, as well as digitalization of projects and processes.

At TOTVS, the IOS work is presented from the onboarding process of new employees. The objective is to increase engagement of professionals in relation to the importance of strategic social investment.



In the third edition of the campaign “TOTVERS que faz”, in which employees made donations to IOS, they were:

998 participating TOTVERS

covering six states (MG, PE, RJ, RS, SC e SP);

BRL 87,500.00 donated by TOTVERS;

BRL 300,000 transferred from TOTVS.

Governmental Partners

Action front responsible for developing projects considering the perspective of guaranteeing children's and adolescents' rights in partnership with the different governmental levels that make up the Federation.

For this, IOS holds registrations and certifications in public bodies, considering its activities in the third sector. In the social assistance field, it has registrations at the Municipal Councils for the Rights of Children and Adolescents in all the municipalities where it operates, as well as registrations with the respective Social Assistance Councils.

Since 2018, the Institute has held the CEBAS (Social Assistance Charity Entity Certification) Certification, receiving recognition at the federal level and consolidating itself as a serious and transparent operation over its 25 years of history.

Yet another highlight from 2022 was the full coverage of IOS units in São Paulo with government projects (FUMCAD SP, CONDECA and PROMAC) and a portion of Belo Horizonte units by FMDCA BH. Part of the strategic planning related to business sustainability, these agreements have generated demands for the units and marked an important moment in the Institute's history, since they account for 23% of its revenues for the year.

In addition, IOS has followed discussions on the creation of the youth fund – responsible for creating the municipal law project, which cover young people aged 18 to 28 years. The networking, which came from IOS, reaffirms the Institute's relevance in public discussions.

In larger spheres, the IOS occupies a seat on the State Council for the Rights of Children and Adolescents of São Paulo – CONDECA-SP, which allows it to carry out diagnoses of proposed policies and even influence, from a strategic point of view, the Organization in the coming years. As a result,

the Institute has been recognized as an Entity focused on the rights of children and adolescents in the territory of São Paulo (SP) and one of the institutions that is directly linked to the formatting of the state's public policies.

In order to guarantee the transparency of its projects, the data referring to the works developed are detailed on IOS website. Check out: <https://ios.org.br/transparencia/>

IOS Partners

▶ Main Sponsoring Company



▶ Sponsors



▶ Institutional Partners



▶ Educational Partners



► Employers and
Incentive Partners



Arcos Dorados



► Governmental Partners



MINISTÉRIO DA
CIDADANIA



MINISTÉRIO DA
MULHER, DA FAMÍLIA E
DOS DIREITOS HUMANOS



Satisfaction Survey

GRI 2-29

In order to evaluate IOS performance and its relationship with partners that are part of its history, an online questionnaire is sent annually to answer the satisfaction survey. In 2022, the Organization had a total adherence of 48 employers (78% more than in 2021) and 11 project investors.

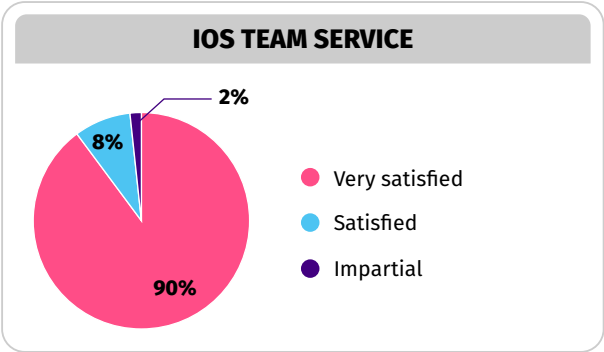
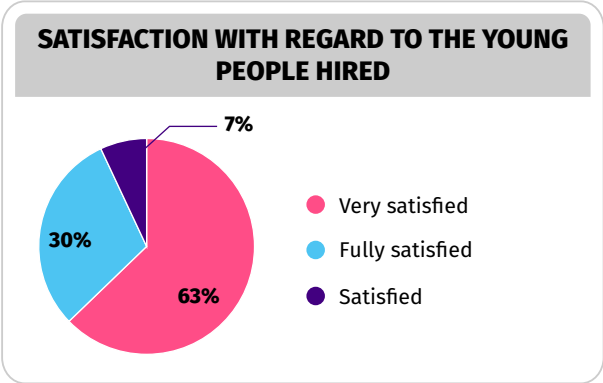
IOS received 20 free comments from these 43 companies about the young people trained and nominated for their selection processes. The words most used to describe the Institute’s students were: well-prepared, focused on work, willing and eager to learn, possibility of being employed in the company (for apprentices and interns).

With the possibility of assigning a score from zero to ten for indicating IOS to another company, the Institute received scores above seven, most of them ten – in 2021, IOS received 96% of maximum scores. According to the Net Promoter Score (NPS)

methodology, a ten is given by brand promoters, i.e., fully satisfied with the brand.

By the end of 2022, the NPS was 96.6, which is considered very good.

A total of 83% of the respondents gave the maximum score for the process of nominating young people and support in hiring; and 97% consider the transparency in the service, execution and delivery of IOS projects positive. **The search results are shown next:**



IOS Partner

IOS team always responsible, proactive, competent and with assertive communication.

We have always been very well served and respected by everyone at IOS. In addition to always finding a way to serve us within a short deadline while maintaining quality.

Actions and initiatives – Corporate Volunteering

GRI 2-29

IOS strongly supports volunteering actions and seeks to develop opportunities for its partners to participate and carry out this type of initiative more and more.

The Organization believes that, through corporate volunteering actions, partner companies have the opportunity to get closer to students, generating a positive exchange both in the training process and in employability. On the one hand, volunteers can understand how IOS's work is carried out, as well as the diverse needs and realities of young people, in addition to contributing to projects that transform other people's lives.

On the other hand, for the students served, it is an opportunity to exchange experiences and learning with professionals who experience the job

market daily life, ask questions and get inspired.

Over the 25 years of operation, the Institute has carried out several volunteering actions, which made it possible to meet the needs mapped in each period. Some examples include mentorships, lectures, workshops or short courses, which can be aimed at both students and volunteer participants. In 2022, actions were focused on the following fronts:

1. TCCs Guides

Volunteers from companies such as Dell and TOTVS become mentors responsible for supporting and monitoring the development of a class during the preparation of the Course Completion Work (TCC), bringing greater clarity and boosting results;

2. Dell Conecta

Event in webinar format, which takes place on a monthly basis, in which Dell volunteers shared their journeys, experiences, new technologies and tips for accessing the world of work;

3. Eweek

In-person workshops in partnership with volunteers from the International Business Machines Corporation (IBM). The events had a "hands on" character, where male and female students were protagonists and were able to experience various technologies;

4. Best TCCs at TOTVS

Event where course completion works that stand out for their innovation, cohesion, coherence and compliance with market trends are invited to be presented at TOTVS Headquarters in São Paulo (SP), Belo Horizonte (MG), Rio de Janeiro (RJ) and Joinville (SC). The event is attended by volunteers and partner companies, which, in addition to composing an evaluation panel, also encourage the employability of these talents.

In addition to the aforementioned actions, there were also workshops with Banco ABC, Zendesk and interview simulations with volunteers from Brasil, Bolsa, Balcão (B3).

Volunteering Results

In total, IOS received 288 volunteers, who donated 753 hours of knowledge in the most varied topics of technology, management, communication, culture and professional career. Among students, we had 3,644 participations (some students participated in more than one volunteering action).

3,644 services provided

753 donated hours



288 VOLUNTEERS

Resource mobilization and application

6.

Mobilization and Responsible Application

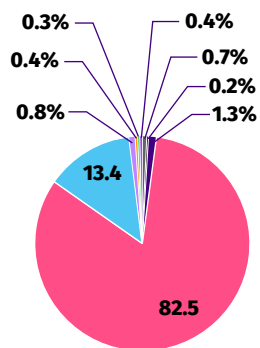
GRI 3-3 | NGO-7

IOS works to ensure sustainable resource mobilization that generates value for all those involved: partners, social investors, students and the society. As a result, this year, gross revenue was BRL 14,970,342.29, referring to all recognized revenues. The figure is 26% higher than in 2021 and reflects the 72% growth in the mobilization of corporate resources, as a result of the work of the Institutional Relations area, which diversified the range of sponsors, as well as maintained the partners from 2021.

The amounts raised for specific projects, whether public or private, are allocated according to what was approved in each situation. The other amounts raised are allocated according to the Organization's budget/planning (submitted to the Councils, Board of Directors and the Main Sponsoring Company).

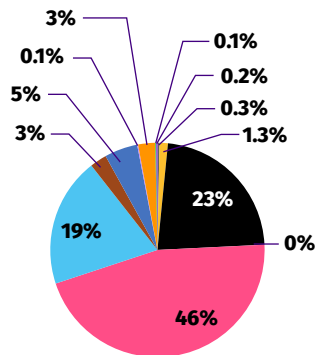
Revenues	2021	2022
	BRL 11,898,778.94	BRL 14,983,825.46
Corporate Donations – Main Sponsor TOTVS	BRL 6,827,556.98	BRL 6,840,310.72
Corporate Donations – Others	BRL 1,692,274.32	BRL 2,919,400.97
Agreements (FUMCAD SP, FMDCA BH, CONDECA SP and Fundação Paulistana)	BRL 1,335,967.13	BRL 3,392,355.43
On Demand professional qualification – focus on People with Disabilities	BRL 758,437.73	BRL 189,700.36
“TOTVERS que Fazem” campaign	BRL 639,907.48	BRL 379,907.95
Merchandise Sale	BRL 273,104.50	BRL 747,569.82
Financial Revenues	BRL 153,721.25	BRL 384,961.67
Donations in kind	BRL 81,804.14	BRL 21,839.68
Professional Learning Management – Ministry of Labor and Social Security	BRL 60,885.00	BRL 45,980.00
General Revenues	BRL 43,824.21	BRL 32,633.57
Volunteer Services	BRL 21,551.17	BRL 26,489.70
Diverse Sponsors	BRL 9,708.83	BRL 2,675.59

REVENUES PROPORTION



2014

- Learning Management
- Agreements (FUMCAD)
- Diverse Sponsors
- Corporate Donations - Main Sponsor
- Corporate Donations - Others
- Donations in kind
- Financial Revenues
- General Revenues
- Volunteer Services

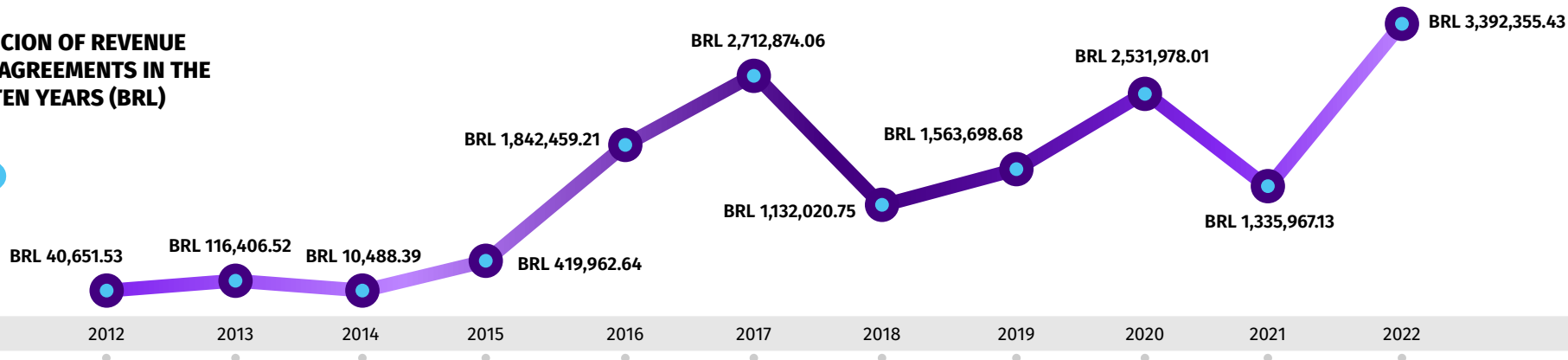


2022

- Learning Management
- PwD Qualification
- Agreements (FUMCAD SP e BH e CONDECA e FUNDAÇÃO PAULISTANA)
- Donations in kind
- Financial Revenues
- General Revenues
- Volunteer Services
- Diverse Sponsors
- Corporate Donations - Main Sponsor
- Corporate Donations - Others
- TOTVS Campaign
- Merchandise Sale



EVOLUCION OF REVENUE FROM AGREEMENTS IN THE LAST TEN YEARS (BRL)



In the last eight years of operation, the Institute has been seeking to expand its forms of fundraising, in addition to formalizing strategies to increase the participation of different partners, as shown in the comparison to the above.

For the coming years, the Institute will expand its brand recognition, as well as the relationship with the ecosystem that is already established around the Institute. Business models will also be proposed (offer of services demanded by the market, for example), aiming to generate more resources to increase the social impact. It is also worth highlighting the exponential growth in revenue over the past ten years from Government Agreement projects, as shown in the graph above. The result is yet another indicator of the importance of the Government Relations area role (learn more on page XX).

This fundraising modality facilitates the continuity of the Institute's projects, since there is a lot of interest on the part of the private sector in directing

the percentage of their taxes to causes such as the IOS.

For further details on the income mobilized by the Institute, the Finance team can be contacted by e-mail: Financeiro@ios.org.br or access: <https://ios.org.br/transparencia/>

Transparency that allows for resource mobilization GRI 3-3

The Institute acts ethically, observing the diversification of funding sources and maintaining good relationships with long-standing partners and social investors. Transparency in conducting business is attested by:

- External audit of financial statements;
- Evaluation of partners from a technical financial point of view;
- Periodical technical visits from Municipal, State and Federal Funds;
- Opinion of the State Audit Court of São Paulo;
- Quarterly, half-yearly, annual and final, accountability evaluated by the respective

boards of each stakeholder;

- Information on signed projects on the Institute's website – www.ios.org.br;
- The seals and awards obtained year after year (learn more on page 40), confirming the reliability of the partners supporting IOS.

Responsible Application GRI 3-3 | 2-6

In a Social Organization, revenues need to be reversed in the application of resources for society's return. At IOS, the strategic focus directs the efficient and responsible application of mobilized resources, as well as accountability to its partners and sponsors.

In 2022, of the total resources applied, 59% refer to payroll expenses and social charges, accounting for BRL9.16 million. 32%, accounting for BRL 5.04 million, were applied to hiring suppliers, educational and administrative expenses and investments in infrastructure and material improvements. Around 6% of the total amount was used to help students

6. RESOURCE MOBILIZATION AND APPLICATION

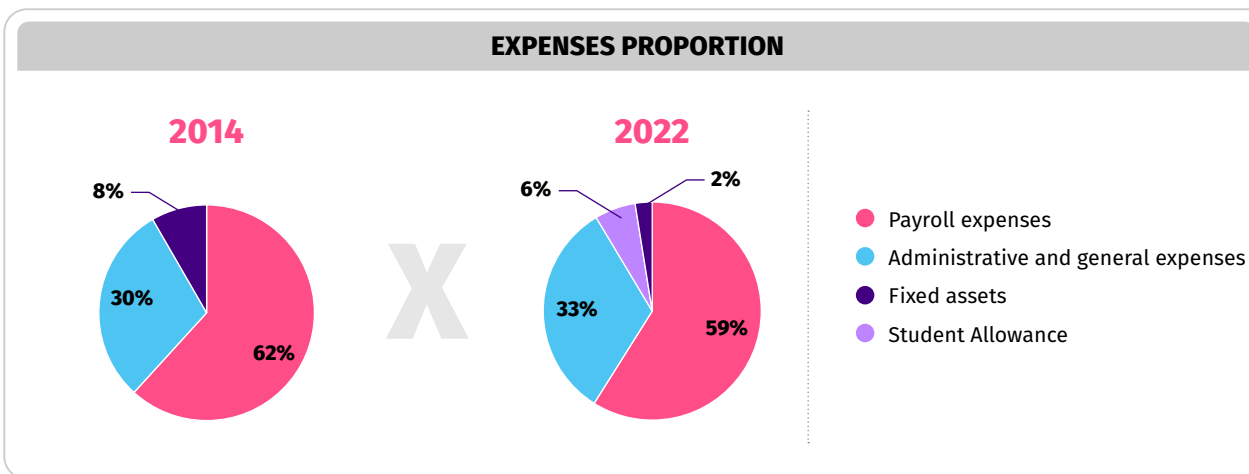
with expenses, such as transport and food vouchers. The 3% percentage refers to fixed assets.

Part of IOS' role is to maintain transparency with stakeholders, enabling monitoring of its performance. To this end, the Organization has a dedicated team for periodically submitting results reports to partners and social investors.

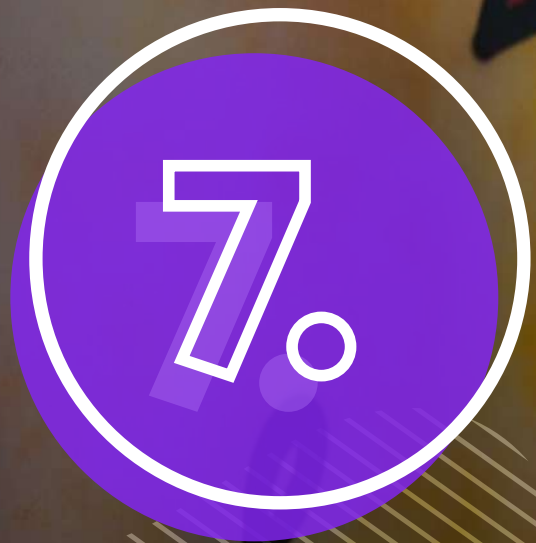
The percentages of resource application in the categories have been maintained over the past years: payroll expenses are the most relevant part of resource application. The difference in the proportion presented in 2022 is the new reality with the cost allowance for IOS students - a resource that was not offered in 2014, but which is necessary today to reduce educational dropout.

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Expenses 2022	
Payroll expenses	BRL 9,122,420.09
Educational, administrative and general expenses ¹	BRL 5,053,707.59
Student Allowance Expenses	BRL 945,450.61
Fixed assets	BRL 392,381.11
Total	BRL 15,513,959.40



5. Disregarding depreciation and amortization amounts, which amounted BRL 430,712.37 (-0,8% vs. 2021).



IOS participants



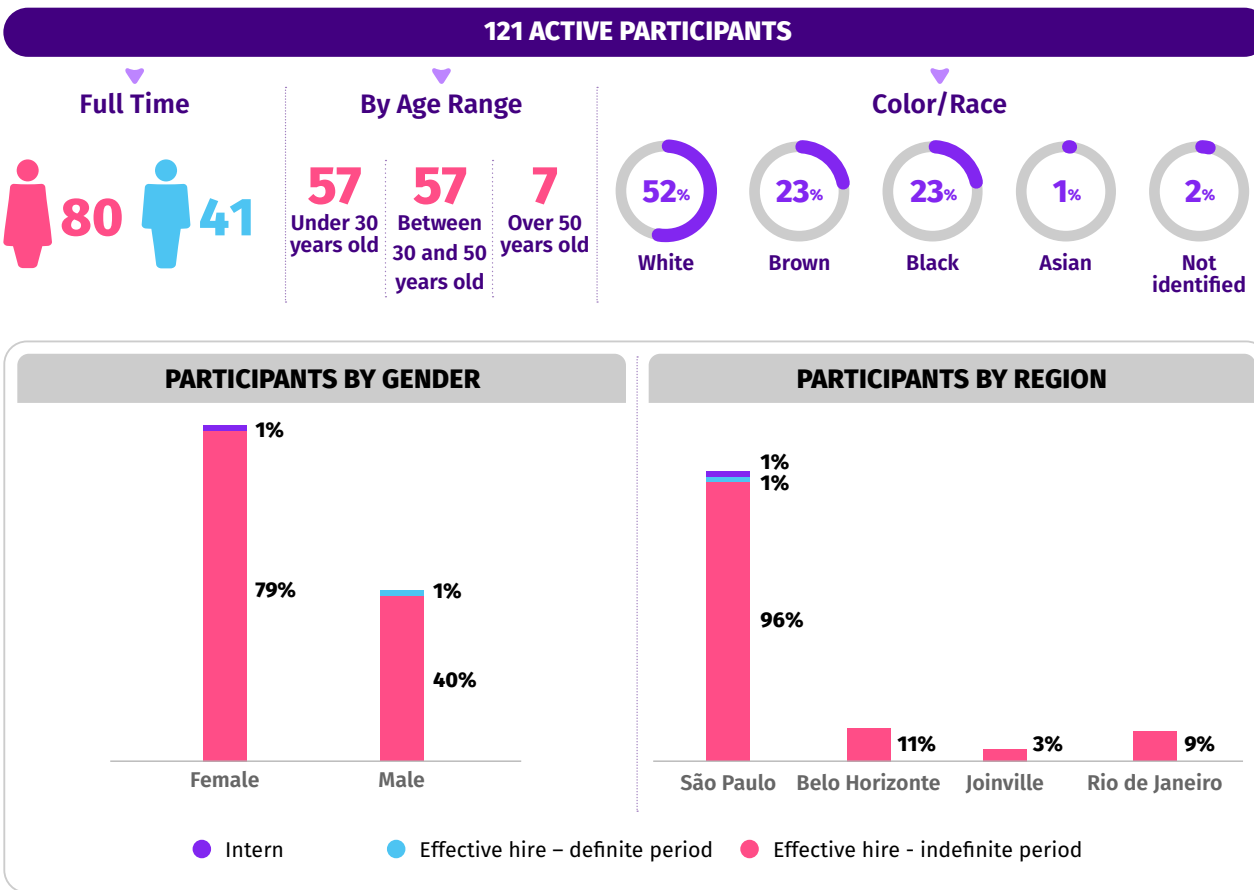
IOS Team

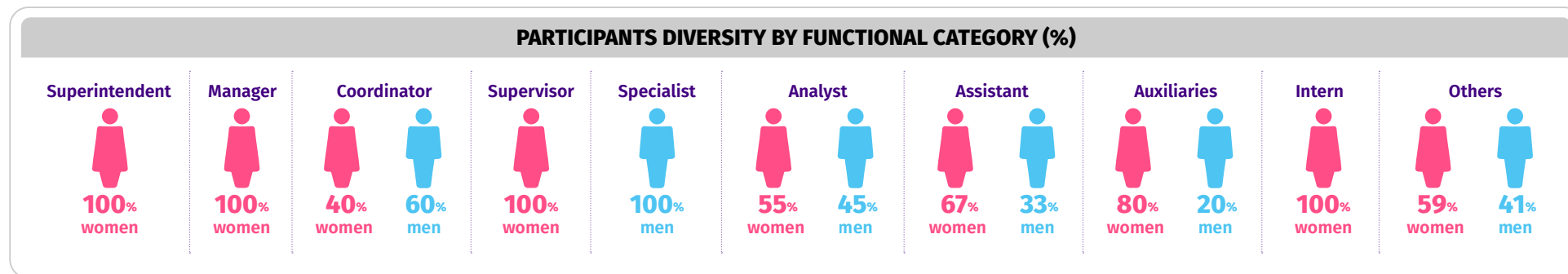
GRI 2-7 | 404-2 | 405-1 | 405-2

At IOS, employees are called “participants”, as a way of indicating that everyone is responsible for building the Institute’s work over these 25 years of history.

In addition to being direct agents in generating impact on society, participants are multipliers of the Organization’s values and cause. **IOS faced the pandemic without the need to dismiss participants to reduce expenses**, and won new partners.

Meet the active participants in 2022 and how they are distributed:





The table above shows the differential that many of the people who work or have worked at the Institute are former students of the Organization itself. Among its 120 participants, 38 are former students, which is equivalent to 31.67% of the total staff.



In 2022, there were 67 hires, of which 22 were former students, and 29 dismissals.

Diversity and Inclusion

The Institute values a diverse work environment among the participants because it believes that this is the only way to guarantee the diversity of ideas in the day-to-day work. See below the actions carried out in 2022 related to the theme:

Diversity and Inclusion Workshops

As a way of continuing to promote the topic internally, the workshops promoted by the Diversity Group underwent an improvement process throughout 2022. Based on new approaches, the events had the participation of internal members

of the Diversity and Inclusion Group and guests specialists in topics such as: LGBTQIAP+ inclusion, combating ethnic-racial discrimination, gender issues, inclusion of people with disabilities, among others.

LGBT+ Forum Partnership

Since 2021, IOS has been part of the LGBT+ Forum group, a partnership that supports the Entity in the development of inclusion initiatives and debate on relevant topics, in addition to collaborating directly with the commitment to bring diversity to all its spheres of relationships, whether internal or external.

In 2022, the inclusive look in the selection processes from the most technical part – for example, vacancy disclosure – to the moment of hiring and integration of the participant into the team was intensified. **With that, IOS entered into a partnership with TransEmpregos for hiring transgender people.**

Development

GRI 2-29 | 404-1 | 404-2

Constant improvement and training of the teams are fundamental parts of the Institute's foundation, therefore, offering the necessary tools for the development of these professionals is essential to achieve better results and expand the business.

The Institute offers training, lectures, in-company short courses and external courses to encourage the protagonism and development of its participants. Made possible by the Human Resources area, which makes a budget available each year, in 2022, more than three thousand hours of training related to human rights were carried out.

Additionally, IOS developed a Teacher Training Project, supported by CONDECA, with the aim of improving and updating the team in its technical and behavioral skills, for the classroom routine. The topics were related to pedagogical improvement, as well as Diversity & Inclusion.

In 2022, the postgraduate scholarship program was resumed and had a high demand from participants, who created a waiting list. For this reason, tie-breaking criteria were established, which take into account the particularities of each participant.

The Institute recognizes the importance of the English language, especially in the business world. Therefore, it gives its participants the opportunity to develop or improve themselves by offering subsidies for courses in that language. IOS considers as its target audience for the initiative: leadership team and project, institutional relations and government relations areas. With a maximum of 24 subsidy installments, the program currently includes 17 people.

TRAINING



3,188 hours
of training in
Human Rights



**Average of
26 hours**
per participant



2,570 hours
of training in the
Teacher Training
Project



Themes addressed in Teacher Training

- Inclusive Education in Practice
- Listening and Empathy
- Ethnic Racial Migration
- Gender and LGBTQIAP+
- GeNERATIONS
- Intersectionality
- Deafness and Libras

Performance Evaluation

GRI 2-18 | 404-3

Also with the objective of monitoring participants' development, the performance cycle and performance management were resumed, totaling 84% of the evaluated participants.

The model used allowed mapping the challenges of each participant in the development of soft and hard skills, which contributes to the career management of these professionals. **See the results below:**

Performance Evaluation for 84% of participants¹

Functional Category	Number of Persons in the Position	Number of Eleggible Persons	%
Analysts	24	23	96%
Assistants	9	5	56%
Articulators	1	1	100%
Social Assistants	6	4	67%
Auxiliaries	5	4	80%
Coordinators	7	7	100%
Interns	3	0	0%
Specialists	1	1	100%
Monitors	1	1	100%
Managers	2	2	100%
Instructors	14	13	93%
Leaders	7	6	86%
Informatics Monitors	22	18	82%
Pedagogues	9	8	89%
Teachers	3	3	100%
Psychologists	5	4	80%
Supervisors	4	3	75%

¹ Three people in an internship position do not undergo performance cycle, and another 17 people who were not included, two of which were on maternity leave and 15 due to the recent admission date (we made an option to cut newly hired employees, including hires until 28/Feb/2022).

6. Senior management does not go through the performance appraisal process as these are voluntary positions.



Wages and Benefits

IOS compensation model is aligned with the best corporate practices, based on compliance with the market practices. Currently, the CLT (Brazilian Consolidation of Labor Laws) is the main hiring regime adopted internally, in addition to offering benefits equivalent to those practiced by institutions and social organizations.

Engagement

The challenge and concern of maintaining an integrated communication with the participants continues to be a point of attention for the Human Resources area.

With a view to bringing the teams closer together and encouraging interaction between them, in 2022, visits to the units in São Paulo and Branches were resumed. The action, in addition to reinforcing the HR role, served to carry out a diagnosis of the units and provide active listening to the participants.

This had a positive impact on the results of the internal climate survey.

As a way to expand the dissemination of information, in addition to the group created in Microsoft Teams and emails, communications and messages are sent to participants. IOS also has an intranet called Fluig. Last but not least, the fact that the participants returned to the office in the hybrid work model, allowed face-to-face exchanges to be resumed and internal communications could be reinforced through murals fixed at the Institute's headquarters.

Health and Well-being

Thinking about closely monitoring the physical and mental health of participants, IOS maintains a partnership with the Betterfly app as a corporate benefit.

The platform encourages the practice of physical exercises, healthy eating and body and mind care.

The app transforms these habits into social impact actions, such as donation of food and drinking water to social organizations that carry out these actions.

Workshops were held in partnership with Betterfly in order to engage participants. At the same time, the Institute carried out several campaigns, covering topics such as mental health care, pink October (breast cancer) and blue November (prostate cancer), in addition to vaccination campaigns against Covid-19 and H1N1.

The subscribers of this last campaign were even offered credits on the multibenefit card to be used at partner pharmacies. The benefit was extended to spouses and children up to 18 years old, from all interested ones.



PINK OCTOBER

Sending information about breast cancer and mobilization, so that participants could go to work dressed in pink during that month.

Additionally, IOS also held a live for the entire team of participants with the theme: "Prevention and awareness of breast cancer".



BLUE NOVEMBER

Sending information about prostate cancer and mobilization, so that participants could go to work dressed in blue during that month.



Find out more



GRI Standard Content Summary

General Content		Reference (pg.)/Direct Answer
General Disclosures		
Organization and its reporting practices		
2-1	Organization's details	The Institute for Social Opportunity (IOS) is a non-profit institution and has no shareholders.
2-2	Entities included in the organization's sustainability reports	All IOS Units. Access standardized financial statements at: https://ios.org.br/transparencia/
2-3	Reporting period, frequency and point of contact	Annual, referring to 2022, comunicacao@ios.org.br
2-4	Information reformulations	No record.
2-5	External verification	No record.
Activities and employees		
2-6	Activities, value chain and other business relationships	At the end of 2022, IOS spent BRL 5,053,707.59 with suppliers. The Report presents the ways in which the Institute operates in the Results and Social Impact chapter.
2-7	Employees	Page 77
2-8	Workers that are not employees	IOS does not have a significant number of service providers.
Governance		
2-9	Governance structure and composition.	Page 56
2-10	Appointment and selection of the highest governance body.	Page 56
2-11	President of the highest governance body.	Page 56
2-12	Role of the highest governance body in overseeing impact management.	Page 56

8. FIND OUT MORE

2-13	Delegation of responsibility for impact management	
2-14	Role played by the highest governance body in sustainability reporting	The General Assembly, IOS highest governance body, was invited to the Stakeholder Consultation to support the decision on relevant issues. The Board of Directors was interviewed for content development and validation of goals and commitments. The Report approval is the responsibility of the Superintendence. See details on page 56.
2-15	Conflicts of interest.	There are no hierarchical configurations that generate conflicts of interest.
2-16	Communication of critical concerns.	They are held for Councillors.
2-17	Collective knowledge of the highest governance body	The Institute's highest governance body, the General Assembly, is made up of anyone interested and active in conducting IOS businesses. Therefore, broad profiles and extensive knowledge are present in the strategic decision-making body.
2-18	Evaluation of the highest governance body's performance	It does not apply to the General Assembly. The Superintendent, the highest ranking recognized as an employee receives an evaluation from the Chief Executive Officer.
2-19	Compensation policies	As described in the Bylaws , the Directors are volunteers. Learn more about the Governance structure on page 56.
2-20	Process for determining remuneration	As described in the Bylaws , the Directors are volunteers. Learn more about the Governance structure on page 56.
2-21	Proportion of total annual compensation	There is not, because the IOS is a non-profit institution.
Strategy, policies and practices		
2-22	Statement on the sustainable development strategy.	Pages 25, 28 e 32
2-23	Commitment policies.	Pages 25, 28 e 32

2-24	Incorporating commitment policies.	Pages 25, 28 e 32
2-25	Processes to remedy negative impacts.	Page 44 - OS's mission is to generate positive social impact and to mitigate the negative impacts on the lives of our students, we work with the Psychosocial and Pedagogical pillar on a daily basis.
2-26	Mechanisms for seeking guidance and raising concerns.	Page 44
2-27	Compliance with laws and regulations	In 2022, there was no record of cases of non-compliance with laws and regulations applicable to the Organization. We follow the Regulatory Framework for the Third Sector and all the qualifications for the Social Assistance Charity Entity Certification (CEBAS).
2-28	Participation in associations.	Page 28
Stakeholder Engagement		
2-29	Approach to stakeholder engagement.	Chapter About the Report.
2-30	Collective bargaining agreements	100% of participants are covered by collective bargaining agreements.
Material topics		
3-1	Process for determining material topics.	Chapter About the Report.
3-2	List of material topics.	Chapter About the Report.
3-3	Management of material topics.	Presented annually in the Annual Sustainability Report since 2014.

Specific Content		
Economic Disclosures		
Economic Performance		
201-1	Direct economic value generated and distributed	Information available at the Financial Statements .
Indirect Economic Impacts		
203-2	Significant indirect economic impacts.	Chapter Results and Social Impact.
Fight against Corruption		
205-2	Communication and training in anti-corruption policies and procedures.	The Organization's Code of Ethics, disseminated by HR to all participants.
205-3	Confirmed cases of corruption and measures taken.	No cases of corruption were recorded in 2022.
Social Disclosures		
Training and Education		
404-1	Average training hours per year per employee.	Page 80
404-2	Programs for improving employee skills and career transition assistance	We do not have transition support programs offered to support employability and end-of-career management resulting from retirement or termination. Learn more about improvement programs on page 80.
404-3	Percentage of employees receiving regular performance and career development reviews.	Page 81
Diversity and Equal Opportunities		
405-1	Diversity of governance bodies and employees.	Page 78

405-2	Mathematical ratio of wages and remuneration between women and men	At IOS, the employees are paid according to their technical competence and position, regardless of their gender. The compensation ratio between men and women in the same position is 1.
Non-Discrimination		
406-1	Cases of discrimination and corrective actions taken	We received no complaints of cases of discrimination
Sector Supplement		
NGO-10	Adherence to standards for fundraising and communication and marketing practices	IOS operates with transparent fundraising practices, based on accountability and financial auditing. The code of ethics and conduct addresses issues related to the application of the Institute's resources."
NGO-7	Resource allocation	Page 75
NGO-8	Funding sources by category and five largest donors and monetary value of their contribution	Page 73

Credits



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IOS Collaboration, Indicator Management and Review

Administrative-Financial Team
Communication Team

Educational Team
Project Office Team
Branches Team
Infrastructure and Technology Team
Human Resources Team
Governmental Relations Team
Institutional Relations Team

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GRI 2-1

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