

G U I D E B O O K



Dexco

Introduction

This guidebook is an orientation manual about inclusive concepts and behaviors expected by the company, focusing on:

- 1) Gender
- 2) Person with a disability
- 3) Race and ethnicity
- 4) LGBTI+ people and other diversities

Diversity and Inclusion are social, legal and business demands that are part of the company culture, related to the organization's values and its advocacy objectives in society. Acting in favor of diversity, equity and inclusion is a condition for building a social organization fairer that expands the possibilities of establishing new businesses, introduce new ways of working and attracting customers.

With this purpose in mind, the D&I guidebook establishes and communicates values and Dexco's commitments to building a culture of Diversity and Inclusion for all people and audiences: shareholders and investors, managers and employees, customers and consumers, competitors, suppliers, communities and government.

We must always have this guidebook in hand, not only to consult, but to put into practice all the guidelines registered here. Thus, we will have an increasingly diverse and inclusive Dexco.





It is still common to hear that diversity is a trend or even a passing fad. But do you know when we started talking about these subjects in companies? In fact, although it has consolidated as a central theme for the culture of companies' innovation recently, the demand for diversity, equity and inclusion is old and was, one step at a time, conquering the corporate world: from small to large organizations.

It was from the 1960s onwards, under pressure from social issues movements that human and cultural diversity began to be considered as an important point within the working environment. But in Brazil it was just in the 2010s, with the growth in the number of historically minority groups joining universities and, consequently, the formal labor market, through the law of quotas (Federal Law No. 12,711/2012) and other legal frameworks, that we noticed a considerable increase of the area. The fact is that, today, diversity is already understood as a strategic area that must be worked on across the entire organization.

Businesses play an important role in society, that goes beyond the common attribution of generating jobs and wealth, having a prominent position, not only financially, but also socially and politically. In that sense, through the exercise of social responsibility, we seek to contribute to the fight against inequalities present in our society and, of course, its manifestations within the organization: **diversity is more than a trend, it is a pending matter (historical).**

To understand even more about diversity, we have to understand some concepts!



Knowing some concepts

DIVERSITY

It means variety of people in terms of different cultures, identities and experiences. We are all diverse because we have different identities and characteristics!

EQUITY

It recognizes that we are not all the same, that we did not start from the same place and it is necessary to adjust this “imbalance”. The notion of equity is related to the understanding that it is necessary to offer adequate conditions so that everyone really has access to the same opportunities. It means giving more to those who need more, proportionate and appropriate to their circumstances.

INCLUSION

It refers to a set of actions and processes that provide equal access, participation, conviviality and development for all. The inclusion consists of meeting individual and diverse needs, thus providing an environment free of discrimination and prejudice.

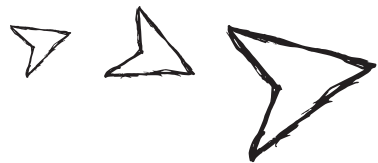


Now that we know important terms, we need understand what prevents us from having inclusive behaviors all the time!



Unconscious biases

Have you ever heard of unconscious biases?



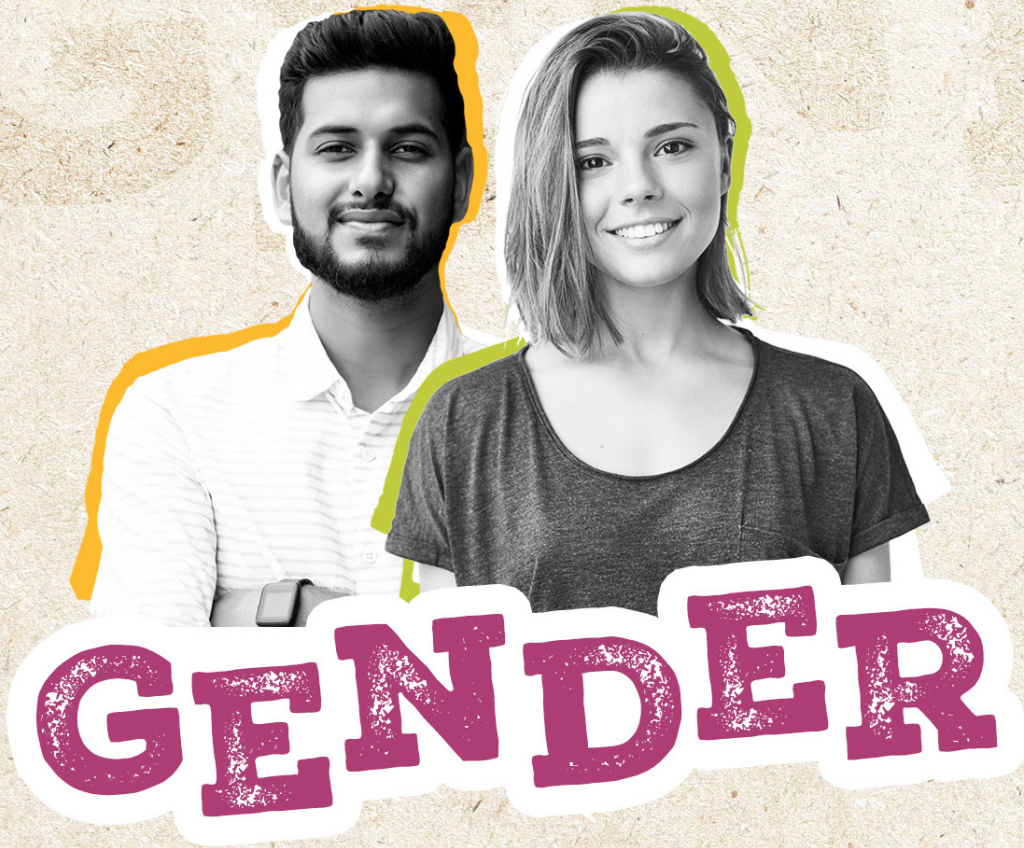
Unconscious biases are prejudices embedded in our day by day, based on all our baggage of learning and experiences, stereotypes of gender, race, class, affective-sexual orientation, age, etc.

Such prejudices (naturalized by our brain) materialize as patterns of actions and social judgments, which are repeated automatically based on collective thinking and our previous individual experiences.

FOR EXAMPLE

We are not going to hire a man for that position. This position is for a person who has a lot of care, sensitivity, even an "affectionate" way. A man will certainly not play this role well.

Now that we understand unconscious biases and understand how they influence behavior and decision-making, let's get to know the social markers that society is considering in the Diversity & Inclusion debate.



GENDER

To talk about gender is to talk about the construction of “being feminine” and “being masculine”, in other words, they are the social aspects attributed to sex and not to purely biological characteristics (e.g. being born with a penis, vagina, or even a mixed sexual structure) or strictly aesthetic (e.g. wearing dresses or pants).

Still, there are people who don't identify themselves fully neither as men nor as women, **the non-binary people.**



→  Gender identity

→  Affective-sexual orientation

→  Biological sex

→ Gender expression

Biological sex
(Sex organ, chromosomes and hormones)

Female ← Intersex → Male

Gender identity
(How do I recognize myself?)

Woman ← Non-Binary → Man
(Cis or Trans) (Cis or Trans)

Affective-sexual orientation
(How do I recognize my affective-sexual desire?)

Homosexual ← Bisexual → Heterosexual

Gender expression
(How do I express myself aesthetically?)

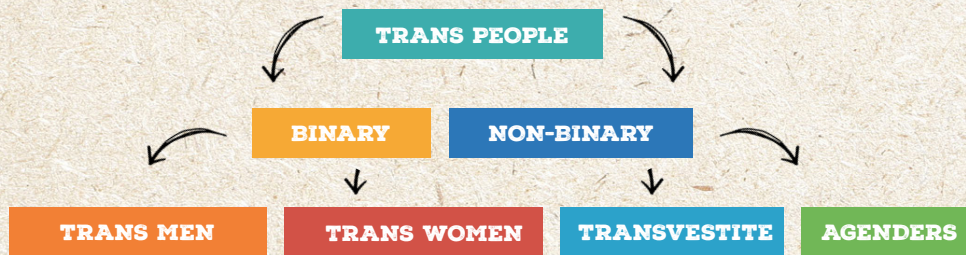
Feminine ← Androgynous → Masculine

Did you know?



Actress Bárbara Paz told in an interview to the 'Almasculina' podcast, in 2021, that she perceived herself as a non-binary person – not fully recognizing herself as either a “woman” or a “man”. Non-binary people fall within what we mean by “trans” people. Let's find out more about the term?

The term “transgender”, also known by the abbreviation “trans”, represents all people who do not identify with the gender assigned at birth. In general, we can understand better trans identities through the following scheme:



FOR EXAMPLE

When Gabriela was born, she was told she was a girl/woman (feminine gender) and throughout her life she continued to identify as being a girl/woman (feminine gender). Gabriela is a **cis woman**.

Are you a trans person?

FOR EXAMPLE

When Renato was born, they identified him as female and said he was a girl/woman. But, throughout his life, Renato realized that he identified himself as a boy / man (male gender). Therefore, Renato has a binary identity and is a **trans man**.

Trans people (women, men, non-binary people), like anyone else, want to live, work and fulfill themselves personally and professionally.

FOR EXAMPLE

If you don't identify with the description above, then know that you are a cis person! The term “cisgender”, or simply “cis”, indicates that you identify with the gender you were assigned at birth.

It is estimated that around 75% of cis people do not know, have contact with or socially relate to a trans person on a daily basis (Antra, 2021). Have you ever thought that getting to know each other is a great start to learning respect?

Exercising the respect

Now that you've figured out what "cis" and "trans" mean, how can we be sure we're treating a co-worker appropriately?

Treat men,
whether cis or trans, using masculine pronouns (him/his).

Treat women,
whether cis or trans, using feminine pronouns (she/her).

FOR EXAMPLE
Marina is very helpful. She helped me fill out that spreadsheet, even though it wasn't her job.



In the case of non-binary people, the use of pronouns and articles may vary according to each person's preference, so the most appropriate is to ask: "What are your pronouns?" or "What would you rather I call you?".

He/His

She/Hers

**Anyway,
one general rule:**
all people, cis or trans, deserve to be called by the name they identify with and must have their gender identity recognized and respected.

Among men, women and other gender identities, there are social structures that privilege the male figure in various spheres of life, through sexism. Men are also negatively affected by it, which encourages of only one model of **masculinity**. Men are socially demanded to be references for virility, strength, power, aggressiveness and sexuality.

Did you know?

Misogyny is a prejudice/discrimination expressed through opinions and attitudes that oppose gender equality, favoring the male gender over the female. Misogyny is manifested through a culture of power demonstration and exercise of privileges.

On the other hand, feminism is a historical **struggle for gender equity!** We use the term feminisms, in plural, to highlight the diversity of existing women (white, black, cisgender, transgender, etc.) and the variety of feminist movements and struggles.



HOW TO BREAK WITH SEXISM:

do not discriminate, based on sex and/or gender identity, what a person should or should not do. Thinking that gender can determine what is appropriate makes no sense, as each person has different aptitudes and preferences, which vary even between men and women.

IT HAD TO BE A WOMAN!

A MAN DRINKING IS UGLY, BUT WOMEN ARE EVEN WORSE.

A WOMAN IS CRITICIZED FOR HER LEADERSHIP STYLE,

BEING CALLED "AGGRESSIVE" OR "OUT OF MIND".

Never participate on, justify or consider "normal" situations of violence and sexual or moral harassment, especially involving women. Also, do not omit yourself if you witness any type of aggression and/or harassment.

WOMAN NEEDS TO GIVE HERSELF RESPECT.

SHE PROVOKED IT... DRESSED LIKE THAT!?

JOKES OR COMMENTS ON THE WAY

A WOMAN DRESSES OR BEHAVE HERSELF.

Do not think, under any circumstances, that a woman (wife, co-worker, etc.) is naturally more available, skilled or interested in any domestic activity:

I ALWAYS HELP WITH THE HOUSEHOLDS,

EVEN THOUGH IT'S NOT MY OBLIGATION.

YOU ARE A WOMAN, CAN YOU BUY OFFICE PARTY FOOD?

A MANAGER ALWAYS ASKS A WOMAN

OF THE TEAM DO THE MINUTES OF THE MEETINGS.

Behaviors that reflect sexism:

Maninterrupting

It happens when a man interrupts a woman's speech.

How to avoid? Do not interrupt women while they are talking.

Mansplaining

It happens when a man tries to explain things to women without even considering that they might already know.

How to avoid? Do not explain obvious things or repeat phrases already said by women in the previous minutes of the conversation.

Gaslighting

Happens when a man makes a woman doubt herself.

How to avoid? Never psychologically manipulate, making women doubt their memory, perception or sanity.

Bropriating

Occurs when credit for women's ideas, lines and inventions is appropriated by men.

How to avoid? Do not appropriate the idea of women without giving them due credit.

Body Shaming

It happens when men make inappropriate comments about women's bodies.

How to avoid? Do not express criticism, compliment or even give advice, privately or publicly, that could make a woman self-conscious about the body she has or is supposed to have.



To better understand how we can identify these situations, access the **QR Code** and watch the video produced by **Porta dos Fundos**.

Affective-sexual Orientation

When we talk about affective-sexual orientation, we refer to the manifestation of human sexuality through romantic and/or sexual desire for another person. Because we are social beings, we tend to self-declare as “straight”, “homo” or even “bi”/“pan”, depending on who we feel attracted to.

Straight people are those who are exclusively attracted to people of a different gender than their own. Homosexual people, or “homo”, are only attracted to people of the same gender. A great example of “homo” orientations is “lesbian” and “gay”, which represent the first letters of the LGBTI+ acronym that we will know from now on. Here we go?

The **LGBTI+** community is made up of **lesbians (L)**, **gays (G)**, **bis (B)**, **trans and transvestites (T)**, **queers (Q)**, **intersex (I)** and **all the diversity of gender identities and affective- sexual orientations (+)**. Despite historically being a discriminated community for representing a supposed deviation from sexuality that is considered “normal” by society, the acronym LGBTI+ represents the political and social organization of people who fight for the recognition of their life as another possibility of the human experience.

Did you know?

A survey made by the Brazilian Association of Gays, Lesbians, Bisexuals, Transvestites and Transsexuals (ABGLT) estimates that there are at least 18 million LGBTI+ people in Brazil.



Knowing the acronym from the inside

L

LESBIANS

Cis or trans women who feel affectively and sexually attracted to other women, regardless of whether they are cis or trans.

Ex.: Leci Brandão (cis lesbian woman)

The first singer to declare herself homosexual in Brazil, Leci Brandão opened doors for lesbian women to be respected.



G

GAYS

Cis or trans men who are emotionally and sexually attracted to other men, regardless of whether they are cis or trans.

Ex.: Pablo Vittar (gay cis man)

Pablo Vittar is a singer who, through drag art, questions the binary limits of gender. Although we got used to seeing the singer in a wig, Pablo is an androgynous gay man who responds to both male pronouns (he/his) and female pronouns (she/her).



B

BI

People who feel affective-sexual attraction to more than one or all genders.

Ex.: Ana Carolina (cis bi woman)

Success not only in music, Ana Carolina also had repercussions when she declared herself "bi", in 2005. On the famous cover of Veja magazine "I'm bi. So what?", the singer brought a lot of visibility for bisexuality.



T

TRANSGENDER, TRANSSEXUAL AND TRANSVESTITE

People who do not identify with the assigned gender, whether they are male or female.

Ex.: Transsexual/Transgender – João Nery (straight trans man)

João Nery was a psychologist and writer who played an important role in activism for the rights of trans people in Brazil. Nery was the first trans man to undergo sexual reassignment surgery in Brazil, in 1977.



Ex.: Transvestite – Lina Pereira/ Linn da Quebrada (transvestite bi)

The artist emerged on the music scene in 2015, but it was with her participation in the last Big Brother Brasil (BBB 22) that the country met Lina Pereira. And it was through her participation that Brazil had the chance to understand that being a transvestite is a political act, a demonstration of strength and pride.



Do you want to know more about Linn da Quebrada? **Access the QR Code** and watch the trailer for your documentary, Bixa Travesty.

I

INTERSEX

People whose chromosomal, hormonal, and/or genital development does not fit within the binary norm of female and male, thus having ambiguous (mixed) characteristics. There are over 40 types of intersex conditions.

For example: Roberta Gambine/Roberta Close (heterosexual intersex woman).

Famous for her work as an actress and model, Roberta Close was once considered the "most beautiful woman in Brazil." Roberta was born with male genitalia and female genetic and hormonal characteristics, making her an intersex person (more appropriate terms that replace the words "hermaphrodite" / "pseudo-hermaphrodite"). At birth, she was assigned the male biological sex, but throughout her life, Roberta started to identify herself as a woman, making her a heterosexual intersex woman.



+

It covers all the different affective-sexual and gender identities orientation that exist.

*The acronym used here is an adaptation approved by the Forum of Business and LGBTI+ Rights. But, be aware: you may find other letter configurations in the acronym (e.g.: LGBTQIAPN+; being Q for queer, A for asexual, P of pansexual and N of non-binary people), because constantly new gender identities and affective-sexual orientations are gaining prominence and claiming their specificities before the community.



Did you know?

The acronym LGBTI+ combines **sexual orientation** and **gender identity** to unify a community that historically fights against LGBTI+phobia, which refers to hate or aversion towards LGBTI+ individuals. However, it's important to understand that there are differences between these two concepts. Shall we understand through an example?

Renato is a transgender man, which means that although he was assigned female at birth, he has identified as a man throughout his life. Renato is attracted to women (cisgender or transgender), so he is a heterosexual transgender man.

How to break free from LGBTI+phobia?

Never make offensive comments directed towards the LGBTI+ community, negating the existence of these individuals based on their gender identity and/or sexual orientation.

THAT'S SO GAY!

I'M NOT HOMOPHOBIC/TRANSPHOBIC, I HAVE A GAY/TRANS FRIEND!

LOOK AT HIM IN PINK, WHAT A SISSY! TRANNY!

Do not use gender identity or sexual orientation as a justification to distance yourself from LGBTI+ colleagues at work. Diversity, equity, and inclusion are only truly achieved through the interaction among different people. Therefore, justifications based on appearance and/or affinity do not contribute to building a safe environment for everyone.

SHE CAN'T JOIN MY TEAM, SHE DRESSES LIKE A MAN.

I DON'T WANT TO WORK CLOSE TO HIM; PEOPLE MIGHT THINK I'M GAY TOO.

I PREFER NOT TO HIRE TRANS PEOPLE

BECAUSE I WON'T KNOW HOW TO TREAT THEM.

Race and Ethnicity

When discussing the “ethnic-racial” question, we need to talk about the concepts of “race” and “ethnicity” to understand the origins of social inequalities between white and non-white people. Race is a social concept that reveals how our society still hierarchizes human types as superior or inferior based on observable external characteristics (such as skin color, hair type, nose and eye shape).

The concept of “ethnicity” is broader and refers to cultural characteristics that identify a community, considering ancestry, geography, tradition, language, religion, and so on.



Did you know?

In Brazil, the Brazilian Institute of Geography and Statistics (IBGE) classifies the Brazilian population into white, black, mixed race, yellow, and indigenous. This categorization respects each individual's self-declared racial identity, in other words, how each person identifies themselves in terms of their race/color and was introduced to avoid terms like "chocolate brown", "brunette", "mulatta", among others, which can have racist connotations or negate black identity. However, it's worth to know that the IBGE, in dialogue with black activists and intellectuals, recognizes that the black population is made of individuals of "black" and "mixed race".

Despite Brazil being a country formed by different peoples, the history of miscegenation is not well told. Here, white, black, and indigenous people have always been in unequal social positions because interracial contact (between races) was far from peaceful or inclusive. It's important to remember that, in addition to the violence committed against indigenous peoples and the enslaved black population during the colonial period, there were no social protection, respect, or inclusion initiatives for these groups in the post-abolition era (the historical period in Brazil after slavery ended). Due to all these factors, racial inequality and racism persist and need to be addressed to this day.



Access the QR Code and learn more about the topic: Racial Inequality in Brazil - 2 minutes to understand.

How to break free from racism:

Do not rely on racial or ethnic characteristics of individuals to make judgments about them.

IT COULD ONLY BE A BLACK PERSON.

BLACK PEOPLE MUST KNOW HOW TO SAMBA!

BLACK PEOPLE ARE STREET-SMART.

Do not stigmatize indigenous and black individuals as if their hair, accessories, or any other characteristic were less "normal" than your own.

WOW, I LOVE YOUR BRAIDS... THEY'RE SO EXOTIC!

CAN I TOUCH YOUR HAIR?

HOW DO YOU WASH YOUR HAIR?





PERSON WITH DISABILITIES

Since 2006, the term used by the United Nations is “person with disabilities” because it focuses on the person and sees disability as just one characteristic. The term “PNE” (Person with Special Needs) is no longer used exclusively to refer to them.

Other terms, such as “special,” should not be used as they diminish and infantilize people with disabilities. We are all special for different reasons.

Additionally, be mindful of nicknames! Adjectives like “mutey,” “deafie,” “blindie,” “cripple,” even if said in a joking manner, can be offensive.

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How to break free from ableism?

Disability is just one of many characteristics of a person. Therefore, it alone does not define who a person is. We should look at a person with a disability like any other person who has their own personality, life story, family, friends, hobbies, relationships, preferences, feelings, and so on.

Engage in conversations naturally. If you feel the need, mention that you have never interacted with someone with that type of disability and that you need guidance.

Discuss the disability. Understanding it is important for creating an inclusive daily life. Asking about the specific disability, possible workplace adaptations, or any other aspects that require attention are good starting points for an open dialogue.

Explain the reasons for your questions. And be cautious with curiosity!

#ProTip: When you find yourself in a situation where you're unsure how to interact with a person with a disability, ask. Inquire about how you can help or if they need assistance. Remember: they live with their own disability every day. Therefore, they are the best person to guide you on how to provide support, not you!

Did you know?

According to the World Health Organization (WHO), disability is the permanent, partial, or total loss of one or more body functions. It can be congenital (present from birth) or acquired later in life. Individuals with total or partial disabilities are victims of ableism. Ableism is a specific form of discrimination that assumes that someone with a disability is incapable of performing tasks.

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Do you know the types of physical disabilities?

Learn about them here!



PHYSICAL DISABILITY

It refers to the total or partial alteration of one or more functionalities of the human body, resulting in a physical impairment.

- ▶ When having a long conversation with someone in a wheelchair, feel free to sit down. This way, the dialogue will be more comfortable for both of you.
- ▶ Always be mindful of obstacles in the way when guiding someone in a wheelchair.
- ▶ Keep wheelchairs, canes, and crutches close to the person who uses them.
- ▶ Wheelchairs, canes, and crutches often become part of an individual. Therefore, avoid leaning on them, hanging things on them, or moving them without permission.
- ▶ When greeting someone with upper limb disabilities for the first time, wait for them to initiate the greeting.
- ▶ Naturally use words like «walk» and «run»; individuals with physical disabilities also commonly use them.
- ▶ If the person walks more slowly, adjust your pace accordingly.



HEARING IMPAIRMENT/DEAFNESS

It is the partial or total loss of auditory detection. If the loss is partial, we say that the person has a hearing impairment, and if the loss is total, they are referred to as a deaf person.

- ▶ To get the attention of a person with hearing impairment or deafness, gently touch their shoulder or wave to them. Do not shout or bump into them abruptly.
- ▶ Use your normal speaking voice. Speak louder only if requested by the person.
- ▶ When talking with a person with hearing impairment or deafness, position yourself facing them to maintain visual contact and, if necessary, for lip reading.
- ▶ Not every deaf person understands Portuguese, as their first language is Brazilian Sign Language (Libras). If you need to communicate, seek someone who has knowledge of this language to assist you. You can also rely on translation apps.
- ▶ Check if closed captions are available whenever showing a video.
- ▶ Deaf individuals are not mute. Since they cannot hear, they may not have learned to speak, but they do have a voice. Therefore, do not refer to them as “deaf and mute.”
- ▶ The term “deaf” is not derogatory, and individuals with complete hearing loss take pride in this adjective. However, be careful not to use it in a negative manner.
- ▶ If you don’t understand what the person is saying, ask them to repeat as many times as necessary. Do not pretend to understand if you haven’t.
- ▶ Communicating through notes or chat tools can be useful and effective.
- ▶ Communication with individuals with hearing impairment or deafness may be slower. Please be patient.



VISUAL IMPAIRMENT

It is the partial or total loss of vision. If the loss is partial, we say that the person has a visual impairment, and if it is total, we say that they are blind.

- ▶ Before starting a conversation with a person with visual impairment or blindness, introduce yourself, especially if the person doesn't know you yet.
- ▶ Do not reach out your hand to greet them. Wait for them to initiate the greeting.
- ▶ To guide them, let them rest their hand on your elbow or shoulder. Walk at their pace, and they will follow your steps.
- ▶ When providing spatial directions to a person with visual impairment/blindness, describe clearly and in detail. Words like "here" and "there" do not assist in communication.
- ▶ When moving away, signal that you are leaving so that the person doesn't end up talking alone.
- ▶ The term "blind" is not derogatory but be cautious not to use it negatively. Naturally use words like "see" and "perceive," as individuals with visual impairment also use them.
- ▶ Naturally use the words "see" and "perceive". The visually impaired people also often use them

INTELLECTUAL DISABILITY

It refers to a person whose intellectual functioning is significantly below average, with limitations in two or more areas of adaptive skills such as communication, personal care, work, among others.

- ▶ When speaking with an adult with an intellectual disability, do not treat them in a childish manner.
- ▶ Be friendly and attentive.
- ▶ Provide guidance and use simple words.
- ▶ Confirm if the person understood what was said, and if necessary, repeat.



MULTIPLE DISABILITIES

It refers to a person who has two or more disabilities.

- ▶ When interacting with a person with multiple disabilities, observe how they communicate and move, and adapt to their pace.
- ▶ Depending on the combination of disabilities, the person may have specific needs. Always ask the best way to help instead of assuming how to assist.
- ▶ Do not underestimate the person based on their limitations. Seek to understand their adaptation needs and find the best way for them to perform their tasks effectively.



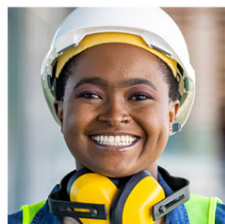
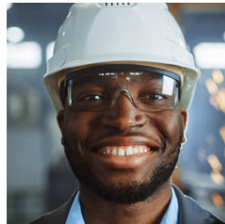
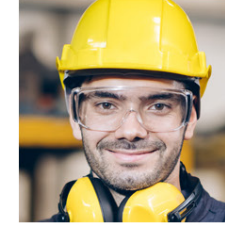
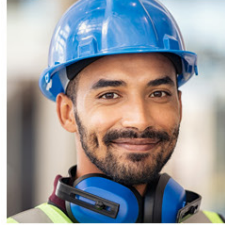
Other

Diversities

The diversity of the human species is manifested through the previously mentioned markers, such as gender, sexuality, race/ethnicity, but also in generational diversity, the expression of different beliefs, religions, cultures, and other aspects. After all, we are diverse, we are plural, and this is our strength!

We are complex beings, with multiple social identities, as well as systems of oppression, as not all identities are viewed positively. A concept that encapsulates this idea well is called "intersectionality." Intersectionality refers to the overlapping or intersection of social identities. A Black woman, 60 years old, with a physical disability, embodies all these social identities and experiences racism, ageism, and sexism.

It's clear that the world is becoming increasingly diverse, and the inclusion of this diversity in our society is the future, right?



What is my role?

Building a culture of diversity, equity, and inclusion involves having a plan that encompasses all individuals within the company, considering all areas of the organization and all internal and external relationships. It is a commitment embraced by everyone. To ensure a safe and inclusive environment for all individuals, invest in:

- Eliminating sexist, homophobic, racist, ageist, ableist, etc., expressions.
- Avoiding reinforcing stereotypes
- Addressing unconscious biases
- Understanding the possibilities of human diversity
- Demystifying prejudices
- Respecting all individuals
- Interacting, coexisting, and learning from people who are different
- Expanding our cultural repertoire

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Dexco

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