

Personnel key indicators	1Q19	2Q19	3Q19	9M19	4Q19	1Q20	2Q20	3Q20	9M20
Total employees	2,129	2,141	2,135	2,135	2,114	2,133	2,067	2,074	2,074
Call Center employees	562	562	528	528	561	570	542	542	542
Total turnover	7.3%	4.4%	7.1%	20.5%	6.6%	5.9%	3.9%	2.9%	12.5%
Turnover without Call Center	7.0%	4.0%	6.5%	18.8%	6.9%	6.1%	3.3%	2.9%	12.2%
Call Center turnover	8.0%	5.5%	8.7%	25.8%	5.7%	5.4%	5.4%	3.0%	13.5%

[GRI G4-LA12]

Gender distribution

% Men	26.2%	26.0%	25.7%	25.7%	25.6%	26.1%	26.1%	26.5%	26.5%
% Women	73.8%	74.0%	74.3%	74.3%	74.4%	73.9%	73.9%	73.5%	73.5%
% Women at Strategic Management	47.8%	46.9%	47.8%	47.8%	47.7%	46.0%	44.4%	44.6%	44.6%

[GRI G4-LA12]

Functional distribution

Statutory	1.4%	1.4%	1.2%	1.2%	1.1%	1.1%	1.2%	1.3%	1.3%
Strategic Management	3.1%	3.0%	3.1%	3.1%	3.1%	3.0%	3.0%	3.1%	3.1%
Tactical Management	4.1%	4.3%	4.2%	4.2%	4.3%	4.5%	4.8%	5.0%	5.0%
Specialist	18.9%	19.9%	19.5%	19.5%	19.9%	20.3%	20.7%	20.5%	20.5%
Administrative	25.4%	25.1%	25.5%	25.5%	26.4%	25.8%	26.3%	26.7%	26.7%
Back office	47.1%	46.3%	46.6%	46.6%	45.2%	45.4%	44.1%	43.4%	43.4%

[GRI G4-LA12]

Age distribution

< 21 years	7.0%	6.9%	5.6%	5.6%	6.8%	6.6%	5.2%	4.8%	4.8%
21 - 29 years	33.2%	32.0%	33.0%	33.0%	30.7%	31.1%	30.3%	30.1%	30.1%
30 - 39 years	34.5%	35.5%	39.3%	39.3%	36.3%	36.1%	37.5%	37.2%	37.2%
40 - 49 years	17.4%	18.0%	15.1%	15.1%	18.2%	18.1%	18.6%	19.4%	19.4%
> 50 years	7.9%	7.7%	7.1%	7.1%	7.9%	8.2%	8.4%	8.6%	8.6%