



Diversity & Inclusion

Learn about some actions
TOTVS has taken



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Welcome!

In this e-book, we present the main projects developed by TOTVS based on Diversity and Inclusion.

We are committed to developing a Sustainability & ESG Agenda that reflects the purpose and the vision of the TOTVS Group, as an employer and a social agent, on how its business can positively influence and impact society.

Since 2014, TOTVS has been a (proud) signatory of the United Nations Global Compact, annually reporting its results and advances regarding the principles that constitute the commitment made.

[Please take a look at our 2021 Integrated Sustainability Report.](#)

The word **TOTVS** has a Latin root that means **WHOLE, ALL, TOTALITY**

A company created by and for people.

That is TOTVS. Being a company for EVERYONE & EVERYBODY means being open to diversity in all its forms and appreciating people who day after day create and recreate paths to success based on their own stories and world perceptions.

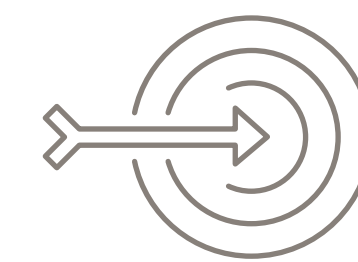
Diversity & Inclusion Survey

In February 2020, TOTVS conducted its first Diversity & Inclusion Survey, which going forward will now be conducted annually.

The initiative's goal is to learn about the company's internal demographics, understand TOTVERS' perceptions of the topic and identify focal points to foster a culture of Diversity & Inclusion from the inside out.



Survey Highlight:







90%

believe it is very important for TOTVS to address diversity and inclusion



Based on the findings of the Diversity & Inclusion Survey, TOTVS launched, on March 8, 2020, International Women’s Day, its **Diversity & Inclusion Program**, which is structured around four main pillars:

- Gender 
- LGBTI+ 
- Persons with Disabilities (PWDs) 
- Race & Ethnicity 

Diversity & Inclusion Program

Understanding as well the potential and need for increasing women’s participation in the company’s technology areas, and in line with **OSD 5 - Objective of Sustainable Development**, TOTVS also launched its Gender pillar, which was christened #ELASNATOTVS, based on a voting process. The goal of the Gender pillar is to contribute to equal opportunities through practices that encourage, inspire, teach and connect women in tech careers.

And to reinforce its efforts to further expand gender equality in the company, on December 8, 2020, TOTVS became a signatory to the **Women’s Empowerment**

Principles (WEPs) sponsored by **UN Women** and by the **UN Global Compact**. A step that without a doubt leaves us extremely proud!

As a WEPs signatory, TOTVS undertakes a public commitment to the agenda and joins a global and local United Nations network that shares information, publishes guides and manuals, and organizes forums, events and webinars.

Learn about the UN Women's Empowerment Principles

The Women's Empowerment Principles (WEPs), which were created by UN Women and the UN Global Compact, represent seven steps that companies should follow to incorporate into their business processes values and practices that foster gender equality and women's empowerment.

1. LEADERSHIP: establish corporate leaders at the highest levels who are sensitive to gender equality.

2. EQUAL OPPORTUNITIES, INCLUSION AND NON-DISCRIMINATION: treat fairly all women and men at work, while respecting and supporting human rights and preventing discrimination.

3. HEALTH, SAFETY & WELL-BEING: ensure the health, safety and well-being of all women and men working at the company.

4. EDUCATION & TRAINING: promote education, training and professional development for women.

5. BUSINESS DEVELOPMENT & SUPPLY CHAIN PRACTICES: support entrepreneurship among women and promote policies that empower women through supply chain and marketing.

6. COMMUNITY LEADERSHIP & ADVOCACY: promote gender equality through community and social activism initiatives.

7. MONITORING, MEASUREMENT & RESULTS: measure, document and publicly report on the company's progress in fostering gender equality.

“TOTVS' commitment to the WEPs is a major step in our journey towards gender equality. We have positioned ourselves as a company that strives to increase women's participation in leadership at all levels of the company, with equality and full participation, which shows just how important this topic is to TOTVS.” – Camila Pupo, Talent Experience Manager



Actions Taken

**Livestreams of #ELASNATOTVS
and D&I TALKS**

**TOTVS University – Internal
Training**

**Diversity and inclusion parameters
incorporated into the company's
internal policies**

**Best Practices Guide for managers
of persons with disabilities working
from home**

**Inclusive Selection & Recruiting
Handbook**

Tech Week TOTVS

“ I’m very proud of the Diversity & Inclusion actions that are being implemented at TOTVS. More than just the right thing to do, we know that each initiative has daily impacts on the lives of TOTVERS and leaves us confident that our company is a place where everyone can reach their full potential by being truly who they are”. ” – Izabel Branco, Chief Human Relations Officer at TOTVS



Livestreams

#ELASNATOTVS and D&I TALKS

One of TOTVS especially successful actions was hosting a series of monthly livestreams for all TOTVERS featuring both in-house and outside guests, who spoke about highly relevant topics related to diversity and inclusion.

#ELASNATOTVS

Designed to strengthen the Gender pillar, the livestreams featured chats about women's empowerment centered on three categories.

Women Who DO month, with a lecture on:

- Unconscious gender bias

Women Who CARE month, with lectures on:

- Women and mental health in pandemic times
- Self-confidence to lead the world
- The challenges of working from home and the multiple journeys

Women Who TRANSFORM month, with lectures on:

- The story behind inspiring projects
- Why do we need to talk about gender equality?
- How to surmount self-sabotage and accelerate your career?
- Inspiration through representation

D&I Talks

To foster dialogue and reflection among TOTVERS on the other pillars of the Diversity & Inclusion Program, TOTVS also organized, over the course of 2020, internal panels dedicated to topics such as:

- What is the autism spectrum disorder and the context of autistic professionals in technology
- LGBTI+ The importance of information and visibility
- Why do we need to talk about racism?
- Why do we need to talk about the role of black women in society?
- Struggles and achievements of the Deaf community in society
- Social impact and anti-racism: how am I part of this change?
- Inclusion of Professionals with Disabilities in the workplace
- The importance of actions to foster gender equality in companies



16 Livestreams held

 **1.300** participants

 **76%** women

“The initiative is very important for bringing the perspective of outside references on the topics, while also contextualizing them within our company’s day-to-day activities from the viewpoint of TOTVERS. “I was honored to be invited and to be able to talk about some of my experiences and hopefully to inspire others not to give up on their goals, especially their professional ones.” – **Fabio Moraes Rocha**, guest on the livestream “Social Impact and Anti-racism: how am I part of this change?”



TOTVS University in Network

Internal Training Paths

The TOTVS University in Network is a collaborative educational platform on which TOTVERS develop content and share their knowledge with colleagues.

With a collection of more than 3,000 works ranging from topics related to soft skills to more technical subjects such as UX, the materials are produced in video format to help TOTVERS learn, teach and leverage their professional development.

The main topics related to diversity and inclusion also gained space in TOTVS University in Network by offering training paths dedicated to the topic:

Importance of diversity in companies

Women leadership in times of uncertainty

Inclusive culture and representativity

Unconscious bias

Moreover, every last Friday of each month, the TOTVS University in Network publishes in its newsletter the section **DiversiTOTVS**, which covers information related to diversity and curiosities about dates related to the topic.

“Participating in constructing the development programs is always a pleasure. But this specific path resonates with me given the topic’s importance and the growing need to talk about D&I, whether in the social or corporate sphere.

I believe that we already are reaping the impacts from this action, based on what we’ve heard and the feedback generated by the topic. Continuing D&I actions is vital for enabling us to reap benefits in the medium and long term.” – **Glauber Silveira Cunha**, Human Resources Coordinator –TOTVS University in Network

Diversity and inclusion parameters incorporated into the company's internal policies

The **Code of Ethics & Conduct (CODEC)** of TOTVS is the document that reinforces the group's commitment to the highest level of ethics and integrity in business relations, while also guiding the behavior of TOTVERS and of everyone who interacts with the company, both internally and externally. Compliance with the code ensures that all actions and decisions are supported by solid and consistent ethical values and principles.

As part of the Diversity & Inclusion Program, TOTVS incorporated into the CODEC specific content on diversity and inclusion and revalidated the Recruitment & Selection Operational Standard by including the topic with parameters that correspond to the governance standards aspired to by the company and that promote the concrete application of diversity and inclusion principles.

“ Being able to participate in this project was a very rewarding experience that gave me an opportunity to broaden my own horizons about such a complex and wide-ranging topic. There is no doubt that the Diversity & Inclusion Program is vital for all TOTVERS and reinforces TOTVS' commitment to being a company in which diversity is an integral part of its culture and values. ” – **Josimar Freire**, Risk & Compliance Coordinator

Best practices guide for managers of persons with disabilities working from home

The need to adopt a working from home model during the Covid-19 pandemic forced the entire company to adapt in order to maintain productivity and the well-being of all TOTVERS. And in the case of persons with disabilities (PWDs), this new reality called for even greater efforts.

In light of this scenario, TOTVS created a **Best Practices Guide for Managers of PWDs Working from Home**, which presents guidelines ranging from what it is like to be a person with disabilities to valuable tips on how to provide support in the day-to-day activities and development of TOTVERS with (d)efficiencies.

“ I was very pleased and honored to be able to help create this content. It will have an extremely important impact on all of us. The project is fundamental, because it is a perfect example of how we need to truly live and breathe INCLUSION in PRACTICE. What a wonderful initiative! ” – **Fernando Rafacho**, Quality Analyst

Inclusive Selection & Recruiting Guide

Also launched in 2020, the guide targets not only the Recruitment & Selection team but also all leaders and managers at the company involved in hiring processes. The content works to mitigate “unconscious bias,” which are those behaviors that, even if unintentional, can result in judgment gaps caused by preconceived notions.

The content of the **Inclusive Selection & Recruitment Guide** encourages TOTVERS to question their own ways of thinking and evaluating free of biases based on preconceived beliefs while making room for fairer, more diverse and inclusive selection processes.

“ Writing this guide was another important action that we completed in 2020 to attract more diverse talent and ensure that our selection processes are increasingly inclusive. We know that this effort is just starting and that making the journey of each TOTVS professional free of discrimination and prejudice from the start is a commitment that represents great responsibility and respect for all people. To me, being able to address this topic at Brazil’s largest technology company is a great honor and gives me a profound sense of belonging. ” – **Maiusi Felizardo Galvão Vieira**, Diversity, Inclusion & Social Responsibility Analyst

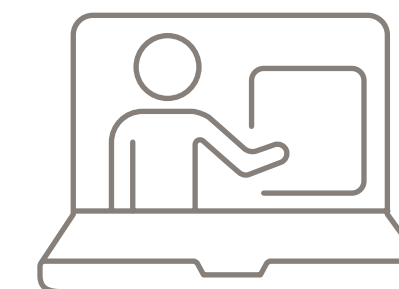
Tech Week TOTVS

With 12 hours of programming, including webinars and workshops, that is free and 100% online, TOTVERS were able to share with the developer community how TOTVS' main technologies are developed and applied, while also covering issues involving IT careers.

Seeking to debunk the stereotype that technology is a man's world and to encourage women to participate, the event's second day consisted 100% of lectures presented by TOTVS women, including one live code with programming in real time.

Two panels on women's empowerment in the IT market also were held. The first day featured a chat on "Career Transition to IT," with guest speakers from UX para Minas Pretas, an organization that promotes professional training for black women to democratize access to the user experience, and from Reprograma, which offers programming courses to women. On the second day, the event organized a panel on the "Importance of Proactive Roles by Women in IT," which was mediated by our CIO Mara Maehara and featured guest speakers such as Nina Silva, CEO of Movimento Black Money.

Tech Week TOTVS em números



10 webinars



2.500 inscribe



840 participants

“ Being invited to moderate the event's closing panel was a privilege. Spending an entire day with the women participants, who came from various fields, but always focused on tech, points to growth and perhaps even progress in everything we've been doing to disseminate technology for women. From the standpoint of both interest and action. ” – **Mara Maehara**, CIO at TOTVS



TOTVS' Diversity & Inclusion Program is a living organism that is constantly evolving and growing. The year 2020 was very productive, and most definitely the next steps will enable many more advances to create a company that is always better, more inclusive and more open to diversity.

[CLICK HERE](#)



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