

**EXPERIMENT
THE FUTURE.**

**SUSTAINABILITY
REPORT 2014/2015**





EXPERIMENT
THE FUTURE



1. EXPERIMENT THE FUTURE

More and more, everyday life shows us that time is very precious. “Composer of destinations”, as said in the song of Caetano Veloso, time seems to be escaping from us when we need it, but such appreciation and good use are necessities that are increasingly urgent in present times. Nexxera Group transformed themselves over the (almost) 24 years of history, with a lot of pioneering and innovation, studying and working to dictate the major trends related to innovation and accompanied the sociocultural, environmental, and economic transformations, always looking to value this asset so important for us called time.

Thanks to the development of digital interaction-in which Nexxera Group is proud to have its part of contribution-, lines for payment in banks, hours dedicated to monitoring, management, conciliation, conferences, need for live displacing for commercial transactions, filing of printed copies of financial registrations and other everyday situations of this type are becoming only remote memories. Digital technology facilitates once tiring services so that we can value time and use it in more productive and pleasurable activities. Such facilitations, however, also bring the challenge to guarantee security, the inviolability and the quality of the data and users that circulate in the virtual environments.

With its value chain, Nexxera Group always maintained an open relationship, transparent and ethical, developing its interaction channels under the principals of integrity and the search for intelligent solutions. This way, emerged the Nexxera Portals, means by which the services are provided-electronic payment, electronic statements, commercial portal, gateway, digital wallet- products based on the information that pass through the financial agents and buyers in the connectivity and communication modes available in the market. Upon entering the emerging market of card management, the group took another leap forward with one of the products that is most featured in the company today. In all of this transitional process, the Nexxera Group was always found involved, and also the involvement in the market share became appropriate, from side to side, the moment of the order of a product to the delivery and payment of it.

Combining the innovative spirit to the search for technical excellence in the elaboration of new solutions have been the brand of Nexxera Group, that has enabled us to reach the leadership in different sectors of the market. It is part of our mission to work so that the facilities in financial and market operations permit us to have, more and more, time to do what we like the most and bring us more easiness to our daily lives.

2. MESSAGE FROM THE PRESIDENT [G4-1]

Ladies and gentlemen,

It is with great satisfaction that we launch one more edition of the Sustainability Reports of Nexxera Group. Two years have gone by since the last edition, and this time have come important results happening, especially in the social sphere, with strong reflexes in the environmental awareness, as well as the improvement of organizational management of Nexxera Group.

One of the biggest advances started and that have become even bigger challenges in the strengthening of engagement through employees, through volunteering, to contribute to social development programs and projects and environmental awareness. Other highlights were the programs aimed at improving the working environment and quality of life of the employee inside and outside of the company, led by Instituto Nexxera, with large advances.



Digital technology brings the possibility to facilitate once tiresome services so that we can value time and use it for more productive and pleasurable activities.

Therefore, it is important to note that notoriously, the economic and political situation of Brazil hurt our objectives a little, since there was a reduction in global profitability of our organization and of large clients that we wished to engage. Consequently, this has affected our plans, that won't stop them from being priority, but that they didn't totally meet the required goals as planned.

We know, however, that the challenges continue and we want to meet and expand the goals, adding support and other programs of relevance in the value chain of the group, among them, the community, fulfilling our desire to return to the society, a little of what it gives us as an organization, in addition to amplify the awareness of public relations of the importance of social, economic, and environmental sustainability, great care values with life.

We believe in a stronger Brazil and rebuilding itself facing the crisis of the recent years, what represents growth that should come together with a strong socio-environmental balance, strengthening our mission and our goals even more.

In the business scope, Nexxera Group will expand even more, solution that are digital, safe, and aligned with world tendencies, working to better the quality of life, the simplicity, and the rational use of natural resources, including the elimination of paper and the need to travel in many activities.

We have a bold goal in the Brazilian market and pretensions in the external market that are under evaluation, considering the current political-economic scenario of Brazil, especially. In this context, the minimum challenge of growth for 2016 is of 30%, without considering, still, the great opportunities that the crisis brings. Our goal is to continue to grow, but with the firm intention to maintain stability through a controlled budget. We see a light starting from the political-economic stabilization of Brazil for 2017 with higher reflections in 2018 and we maintain investments for big leaps starting from that moment.

We want that with this report, that we now follow the GRI (a big goal met), not only report what we have done or can do, but invite you to know even more about the companies of the group, its solutions, and how to adhere or spread yourself in the programs and solutions that we are developing so that together we can attend the common objectives against the issue of sustainability and growth.

Have a great read!

Edson Silva
CEO of Nexxera Group



of management, for bringing subsidies to rethink and innovate methods and strategies starting from the indicatives that help us prioritize the quality of published information. Counting on a sustainability committee that is part of the governance and exists since 2010 for the production of this report, a group arising from this committee was responsible to study the GRI in a deeper way.

The professionals involved in this process, conducted a survey in all of the company of the aspects what would have most relevance to business. There were 18 indicators listed, such as information security, employee development, everything that brings and impact and that is relevant for us to be an increasingly better company. We asked to the stakeholders in this survey, which would be, in their opinion, the most relevant aspects inside of those we had surveyed. The aspects were evaluated with grades that went from "very relevant" to "a little relevant". The survey, formatted in a well-objective way, helped us rethink the relation with our strategic publics (re-prioritized in 2014) and the material aspects of our business according to the involved parts.

Continually improve the management of Nexxera Group is, in short, the points that make this report a fundamental instrument in addition to the disclosure of the corporate practices and governance (without denying the importance and the need for transparency). Our objective is to search for the model that brings us closer to our stakeholders to reach our goals, proposing and carrying out improvements to help us make Nexxera Group, a company increasingly more sustainable.

The GRI is clear in stating that the quality assurance in the disclosed information requires before anything, concrete engagement of the related parts to the business environment of the company, that confirms its importance as a strategic instrument for the improvement of services and of the group management.

3. ABOUT THE REPORT – GRI-G4 [G4-28] [G4-29] [G4-30] [G4-31] [G4-32] [G4-33]

This report, that brings information and reports referring to the years of 2014 and 2015 (biannual), represents a significant change and very relevant for Nexxera Group. Throughout the years, our reports (before annual) were increasingly taking care to follow the guidelines of the Global Reporting Initiative (GRI), the most important method used in sustainable reports in the whole world. If it served as an inspiration in the last reports, starting from this edition, we will fulfill the commitment to follow the official model of GRI in its most recent updated version (G4 - Essential). In other words, this report represents the first in which we have effectively followed and based on the GRI since its conception up to the production. Nexxera Group noticed that the GRI is more than an instrument of disclosure of our actions, projects and results, it is also an important and strategic tool

Contact for more information about the report: 55. 48. 2106 5672 - sustentabilidade@nexxera.com

4. PROCESS OF CONTENT DEFINITION OF THE REPORT [G4-18] [G4-19] [G4-20] [G4-21] [G4-24] [G4-25] [G4-26] [G4-27] [G4-S01]

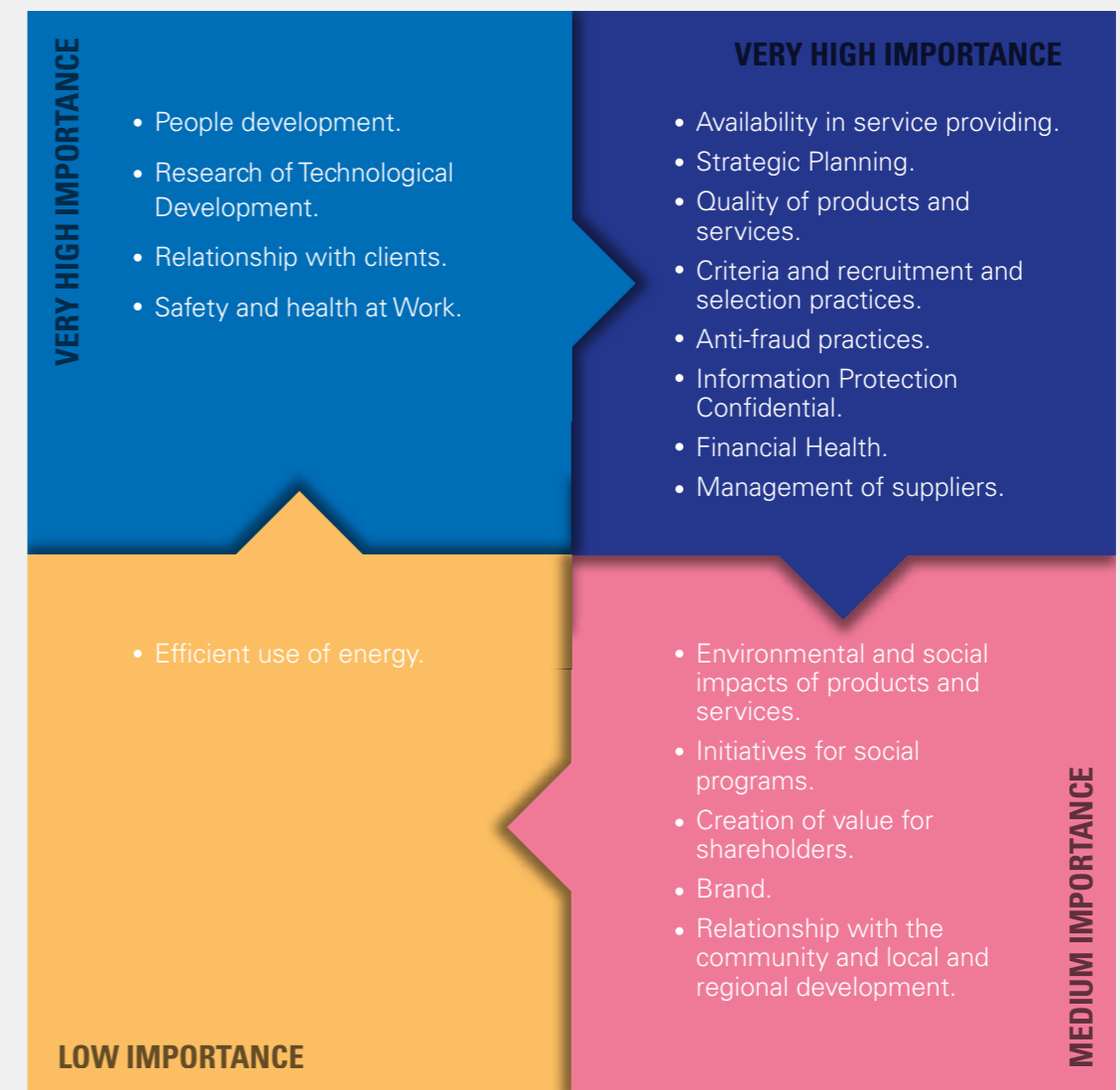
The Global Reporting Initiative (GRI) is the most important method used in sustainability reports in the world. This report is the first of Nexxera Group to effectively follow the method starting from the concept up to production, and this way it has also been a strategic tool of management.

It is up to the Sustainability Committee, that is part of the governance since 2010, the mission to study GRI for this report. The professionals involved in this process, conducted an internal survey in the company and with the stakeholders of the aspects what would have most relevance to business. Of the 18 basic indicators, the ones that would be chosen were those that became to be the base of the content of this report. Each indicator was classified as "low relevance", "medium relevance", "high relevance", and "very high relevance". Although some companies that follow the GRI select the classified as high and very high relevance, opted here to focus principally on the indicators of very high relevance.

The chosen indicators in this process were: availability in the services provided, strategic planning, product and service quality, criteria and practices of hiring and selection, protection of confidential information, anti-fraud practices, financial health, and management of suppliers. In the following item, it is possible to verify the materiality matrix.

4.1 Materiality matrix

We can define the materiality matrix, in a brief way, how the graphic representation of important sustainability themes for a company, defining the indicators of GRI that will be reported in the sustainability report. The following is possible to verify the materiality matrix of Nexxera Group in more detail.



4.2 Engagement of interested parties

Engagement of the interested parties for the Nexxera Group means a constant interaction and communication that aims to meet individual and collective needs through mechanisms that permit to solve problems, envision potential partnerships and alliances, always through and ethical and transparent action, respecting the diversity of opinions in order to construct healthy and long lasting relationships.

Recently, Nexxera Group redefined its map of stakeholders, those which participated in the definition of material aspects that we will treat in this report.

Climate survey, leader engagement, valuing of ideas (Nexxera Award of Sustainability), discussion forums through work committees and team involvement embody the *engagement of Nexxera employees*. Therefore, starting in 2016, other practices with strengthen this process that has opportunities of evolution.

Satisfaction surveys, *customer service*, visits, among other actions that marked the importance of clients in the conception of business and in the continuous improvement.

In 2015, Nexxera Group conducted a survey with the *surrounding community*. A test after one year of presence in the region of Florianópolis where the headquarter of Nexxera Group is found. The proposal was to understand what they thought about the company and the positive and negative impacts with the installation of the company. There is a lot to advance in relation to the management plan, but we already take in important information in this interface that shows that we generate movement in the local economy, although some care to observed about mobility (given the increase in the number of vehicles and employees), and 100% show that they are very curious to get to know the company. Actions will be thought towards this direction in 2016. An important point says respect is an important material aspect defined by the interested parties in the elaboration of this report, related to the Management of Suppliers.

It is an important public, but Nexxera Group still hasn't been able to advance in the reformulation of this engagement, which involves knowing better who they are and the impacts that they bring to our company, in addition to improve the contractual relationship, that already put forward recommendations on some sustainability practices. Publicly, through this report, we confirm the awareness that we have to prioritize the management and engagement of this public.

Map of Nexxera Stakeholders

Maintain the value chain of an open relationship, transparent, and ethical was always and important mark for Nexxera Group, that each year has been improving channels that guarantee the sustainable relationship with their principal public of relationships (stakeholders), that is, with the organizations and people that act directly or indirectly in the corporation, maintaining an intact and committed management already explicit in the Sustainability Policy of Nexxera Group.



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6. ORGANIZATIONAL PROFILE

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6.1. Nexxera Group

Founded in 1992 by the partners Edson Silva, Edenir Silva, and Rui Fernando Müller, Nexxera Tecnologia e Serviços S.A. emerged as a company of electronic transfer of financial data and obtained in a small amount of time- but with a lot of work- the condition to lead in this sector of the market (today called EDI – Electronic Data Interchange). From this, cultivating values like pioneering, innovation, and, entrepreneurship, Nexxera expanded its service network so that the transported data would generate important financial information for corporate management, through intelligent products that structure and organize this data and improve the management, reduction of time and costs and increase the efficiency. Of the rationalism and organization of the circulating information increasingly larger, many innovating products may be developed and put into the market.

Nexxera Group has solutions that contribute to change and strengthen the relations between banks, companies, suppliers, and people, facilitating and increasing the security of electronic transactions in order to bring benefits and value added to all of the sectors of society. In this increasing automation of financial processes, cash has been increasingly disappearing in the circulation, automating processes and transforming in electronic active, in which increases the need of a digital platform even more, that helps maintain, control, and consolidate this financial circulation model. In 2014, a vertical digital that involved electronic means of payment especially focused on the B2C segment began to be structured and developed. That way, we reinforced the great value chain that our solutions attend, permitting us to reach 956 thousand CNPJs and two million individuals. This situation favored the entry of a new niche in the market, and in the beginning of 2015, began the launch of the digital vertical solutions of Nexxera Group.

With all of the transformations occurring in the service structure of the company, today, Nexxera Group is divided into two large verticals: one corporative, that develops, innovates, and sells solutions already consolidated in the business world B2B of Nexxera, and a digital call, attentive to new market movements, will solutions directed to the MPE, PF, and B2C, through large projects, gateway, digital wallet and capture.

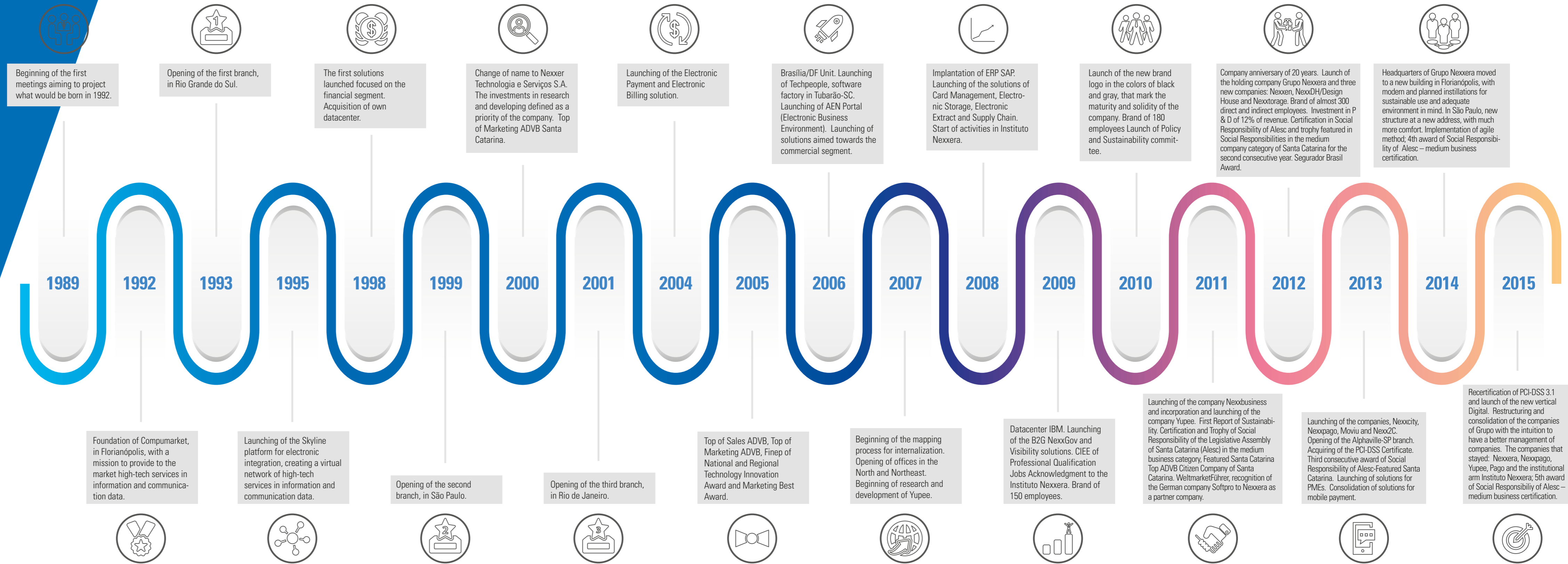
Already our digital line brings solutions B2B2C or B2C structured to provide ease to the users. They are products and services directed principally for individuals, micro and small entrepreneurs and EI, and that follow the news of the world market, through an effective and innovated development. A digital verticle works essentially with electronic means of payment, from pre-paid accounts to receiving and payments via cellphone, with and without card machines, in addition to free apps of financial management.

Currently, the challenge of Grupo is the restructuring of solutions, that have as a principal objective to improve the user experience with new interfaces and performance, and enhance the security of all solutions.

Reflecting on our journey, we can say that Nexxera Group is not exactly a company of technology; technology is not an objective, and yes a way for us to offer solutions to clients, within the financial focus and commercial. We do not sell software, we sell management solutions, facilities in financial and commercial transactions. On the road to economic and social development, technology is the route and not the final destination. The destination is the improvement in life quality, aware that time is a priceless asset, shortening the physical and symbolic distances between people and, above it all, the attitudes that will make the world a more balanced and sustainable place.

In our corporative line of business, we offer developed solutions for the B2B market that increases the performance of processes, searching the excellence in the delivery of the results and bring agility for the daily lives of the companies.

Time line



6.2. Companies of Nexxera Group

NEXXERA

Nexxera – the core of intelligence and development of the group, which includes the Shared Service Centers, areas that give support to all the group (middle areas), as the administrative sectors, of development, of programming, of marketing, finance, of talent management, etc., as well as all the development and sale of enterprise solutions.

pago

Pago – located in São Paulo, operates nationally in the market of data capture of credit and debit cards with 100% of their own solutions, innovating, and flexible in order to attend the needs of retailers and service providers. Our company is developing the software that stays inside the card machines, that brings all of the processing inside of Nexxera.

NEXXPAGO

Nexxpago – is responsible for all of the digital part of the company, with development in digital wallets, gateway of payments, of machine software, in addition to all of the embedded technology in these processes. Incorporated Nexxcity.

yupee

Yupee – company focused on individuals and that is aimed towards personal financial management. Through a website or application (app), provides an economical, intelligent, and innovative way to help in the organization of financial compromises.

INSTITUTO NEXXERA

Instituto Nexxera – it is not characterized as a company, but as an institutional bias of Nexxera Group that develops and supports of social responsibility projects within society.

Nexxsupply – The new company resulted in the growth of the vertical *Supply Chain*.

6.3. Brands, products, and services

Nexxera Group offers a wide range of products, solutions, and services, in which basically organizes in: Card Management, Connectivity, AEN Finance, and Supply Chain.

Card Management

In this unit, all of the information of sales by debit and credit cards are brought together in a safe and transparent way. With it, the control and analysis of values received by cards are easier, since it works with three levels of reconciliation: reconciliation of internal records of sale to the information received by the acquired, passing through the financial reconciliation and giving a strategic vision about the installment receivables in subsequent months, by card banner, by establishment, up to the bank reconciliation, verifying if the correct value was deposited in the operations in the company's account.

With operations in the sales, financial, and bank processes, Nexxera Group provides enabling solutions in all stages of the purchase and sale, automating processes of identification and reconciliation of data, and promoting visibility, control, and intelligence in the use of these.

Connectivity

First solution of Nexxera Group, the connectivity has as the principal security and cryptography in the transportation and communication of information through a network of connectivity. The own network of Nexxera Group is Skyline, where all of the communication process batch and web service occurs among the companies, suppliers, industries, and banks, with monitoring and total control. As an added value, Nexxcontrol is a tool that centralizes and manages on one platform, all of the data traffic, conduct monitoring and control, identifying and pointing out occurrences, in addition to maintaining total integrity of this information.

AEN Financeiro

Platform of great expertise of Nexxera Group in the relationships between companies, banks, and value chain referring to the financial transactions. Allows multi-bank management, multi-company, and multi-sectoral, centralizing the financial operations, in one place, facilitating the day-to-day of your company.

It is composed by diverse solutions like: electronic charging, electronic payment, electronic statement, electronic collection, conciliation, among others.

The Electronic Multibank Payment allows you to transact and manage in a global form, all of the payment orders of the companies. In addition to permit scheduling and confirmations, it even generates personalized reports with the possibility to receive the payment receipts in mailboxes or present to the supplier on the site.

The Electronic Multibank Charge, on the other hand, allows to administrate

all of the charging wallet, being made by generation and sending bills, with or without registration, providing personalized panels with information for each user.

The Electronic Statement consolidates all of the company's accounts of different institutions, in one portal, generating reports with crossing of information and intelligent charting.

Electronic Collection is a solution that acts principally in the market of utilities. Treated as an intelligent and agile way to manage all of the charges, whether it is done by bar codes or automatic debit in an account. Direct and searchable displays, all information on the situation of payments made, pending payments, bounced, canceled, with errors, and forms of payment.

The reconciliation is part of each process that aims to confront data and expected situations and performed, as well as, facilitate the management and treasury of the businesses.

Supply Chain

Platform responsible for the integration of market information, finances, and logistics in the companies, with maximum security and trust in sending and receiving information. Between the company and its value chain, there are not only purchase and sale processes; there are also orders, demand programming, restocking, campaigns, financial advance for payment of future deliveries, communication of divergence in the delivery (wrong quantity, product with a problem), among other stages. This solution is developed to offer to the industries, franchises, retailers, and all of its value chain, a better level of information and intelligence in its decision making through collective work, measurement and treatment of information to deliver the responsible valuable information for control and management of purchases, sales, stocks, missing stock, or shortage of goods.

Yupee

Managing personal finances permits from receiving a pay stub to recording expenses, payments and statements to guide the user the respect of his/her financial health and forms of investment or acquire.

Gateway

Service oriented for transactions by card and bill of pay with portals B2B, B2C, app, and multi-banner electronic solutions.

Digital Wallet

Multi-service user wallet where in addition to store your cards and manage spending, integrates vast and a differentiated set of services.

Mobile POS

Solution that simulates a POS on a cellphone.

Paid Cards

Solution that captures focused to promote PINPAD solutions, for automation, MPOS, or MiniPOS GPRS mobile with or without the printing of receipts and post-table with cable or wi-fi. Includes platform of management and advancement.

Nexx pago Capture

Capture solutions provided by Pago or other complimentary solutions of the market, developed for market niches including management and advancement.

6.4. Markets in which it operates

Nexxera Group principally attends to financial institutions, utilities, industry, retail, micro and small companies, individual entrepreneurs, segments for individuals, with great penetration in these markets, with focus in the mercantile sectors, logistics, financial, and electronic documentation. Acts on a global scale, strengthened in secure solutions in audited data centers Tier 3 PCI.

6.5. Address (headquarters and branches)

Headquarters:

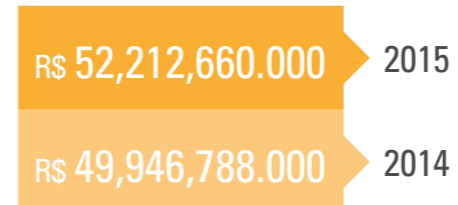
Nexxera Tecnologia e Serviços S.A - Holding
Rua Madalena Barbi, nº 181 - Centro
CEP: 88015-190
Florianópolis/SC - Brasil

Branch in SP:

Av. Ibirapuera, 2332 - Conjunto 101 - 10º andar
Torre Ibirapuera - Indianópolis
CEP: 04028-002
São Paulo/SP

6.6. Size of Nexxera Group

Item 1: Net Earnings



Item 2: Employees of the company

Total number of direct employees:



2015 = 232 employees



2014 = 238 employees

Item 2.1: Collective Negotiation Coverage

100% of the employees are covered by agreements of collective negotiation.



7. ETHICS AND INTEGRITY [G4-15] [G4-56]

The word “ethic” has probably never been used so much in the corporate world; at the same time, it was never so necessary to reinforce the compromise with ethical ideas, without those are impossible to imagine a fairer world. Professional ethics was always, since the creation of the first company of Nexxera Group, in 1992, the base of its growth. Without the ethical compromise with employees, partners, customers, suppliers, media, and the other interested parties, the group wouldn’t have even come close to the position that it occupies today.

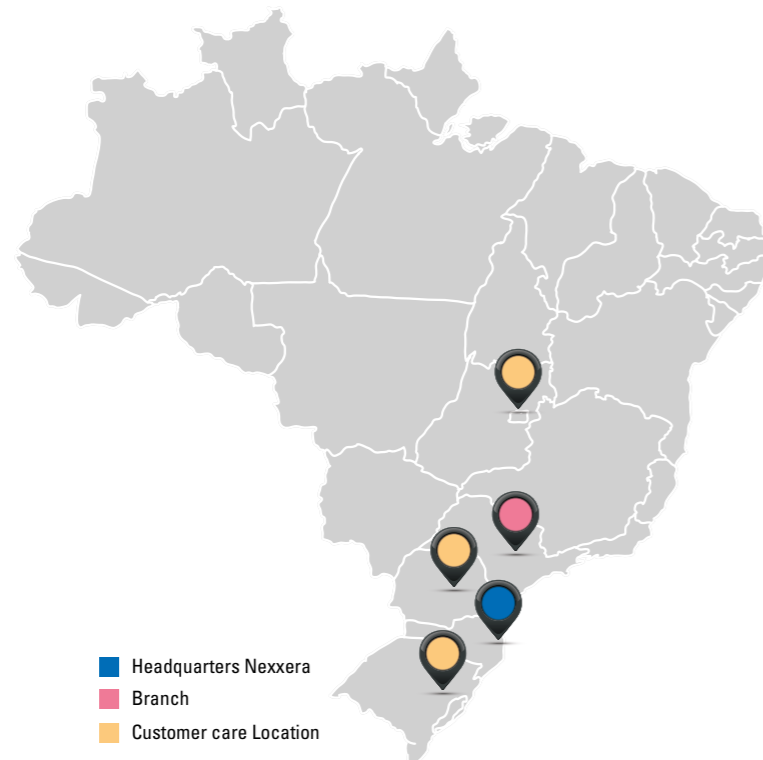
In 2013, looking to formalize and systematize what has always been the company’s commitment, Nexxera Group launched the Ethics Code and Conduct, that reflects on the culture, the values, and the socio-environmental performance and the standards of conduct considered essential in the day to day of Nexxera Group. This document guides the employees of the company and their stakeholders in conducting business, which should always take place in an ethical manner, socially responsible, and ecologically correct.

All of the employees undergo a training that aims to present and establish a commitment to ethical action according to the principles defined by the organization. The code compliance monitoring is the responsibility of the Management area.

Talent Management, through the total opening and absolute privacy to receive code violation communications, taking the necessary measures that preserve the principal ethics in the company’s routine. With these measures, Nexxera Group continuously reinforces the pact for responsibility, for correction, and for the compliance of the principals that have always guided and will continue to guide them.

We know that the customs, values, and the references change as the years go by, therefore, the ethical principals that we hold are non-negotiable. A promising future that doesn't depend only on the development of technology and of the economic growth, but principally of the appreciation of these principals that were always a part of the work philosophy of Nexxera Group.

Item 3: Location and Operations



7.1. Vision

To provide advanced solutions and services, adding innovation and benefits to the clients.

7.2. Mission

To be a global company, leader and reference, promoting results based on the social, environmental, and economic pillars.

7.3. Values

- Ethics
- Respect
- Innovation
- Quality
- Humility
- Integrity
- Honesty
- Determination
- Sustainability
- Engagement
- Value of people
- Proud to be Nexxera

7.4 Nexxera signatory of the Global Pact

Nexxera became, officially, a signatory company of the Global Pact, initiative of **ONU** through which important institutions worldwide take 10 principles to be followed by companies. More than eight thousand companies and four thousand organizations in the whole world are signatories of the Global Pact, being 1030 Brazilians and 39 of the sector of software and computer services, category of Nexxera, one of the most recent to joining the list of signatories.

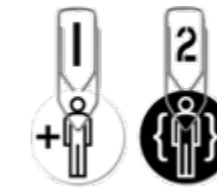
For Nexxera Group, it is a step in which we showed to be fully committed to contribute for us to be a better company and to have a better world to live in. They are the principals that Nexxera Group works with in the company and getting even stronger. The company rigorously complies to the work relationships, respecting all of the human rights of the employees of Nexxera Group. We have also taken on strengths with the principals that involve appreciation to the environment and anti-corruption mechanisms, with actions more effective every time, in environmental preservation, ethics, and integrity.



Network Brazil
WE SUPPORT

Principals of the Global Pact

Human Rights



1. The companies should support and respect the protection of human rights internationally recognized;
2. Ensure their non-participation in violation of these rights.

Work



3. The companies should support the association liberty and the effective acknowledgment of the right to collective negotiation;
4. The elimination of all of the forms of forced or compulsive work;
5. The effective abolition of child labor;
6. Eliminate discrimination in the work place.

Environment



7. The companies should support the preventive approach on environmental challenges;
8. Develop initiatives to promote greater environmental responsibility;
9. Encourage the development and diffusion of environmental-friendly technologies.

Against Corruption



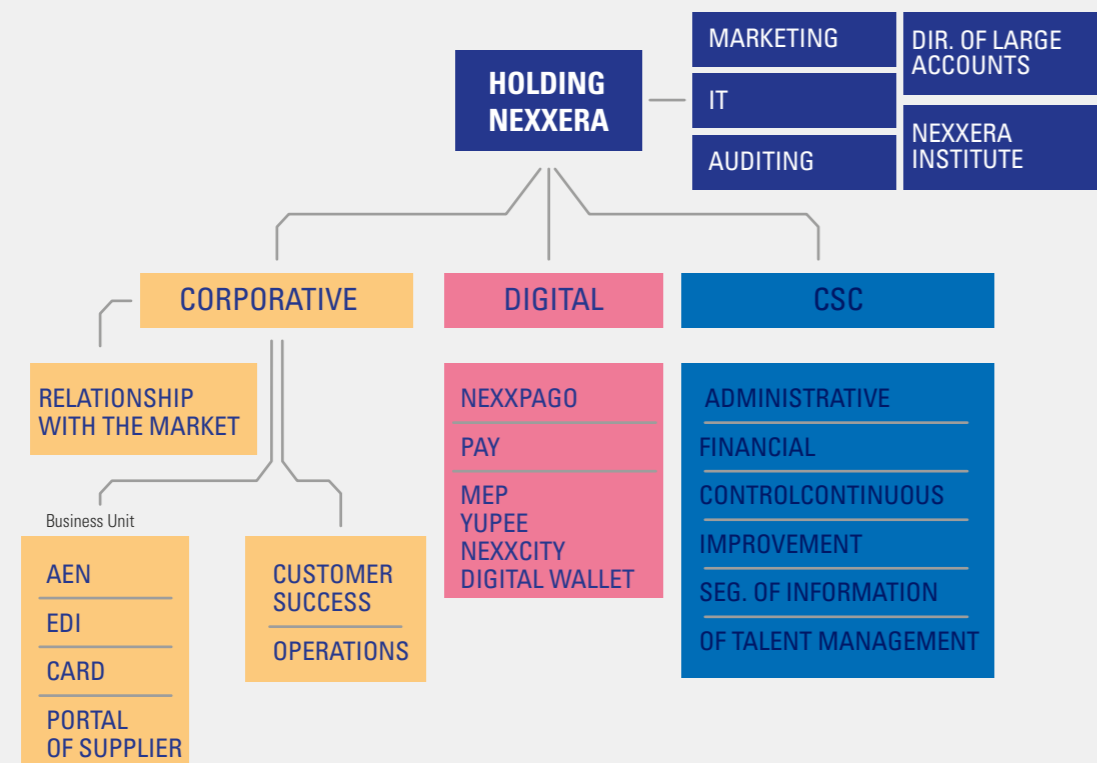
10. The companies should fight against corruption in every way, including extortion of bribery.

8. GOVERNANCE [G4-34]

One of the most important pillars of sustainability of Nexxera Group is the governance policy, that is always being rethought and improved. Based on the principals of creativity, dynamism, and engagement, and defines the set of regulations, decisions, customs, and ideas that shape how the institution is administered. For the improvements to continue in the capacity to produce more and better, Nexxera has its organizational management based on the model that brings it closer to the value chain of the company and strengthens the ties with the public relations, always with visits of development with social, environmental, and economic responsibility.

8.1. Organizational Chart

The scenario in which Nexxera Group operates has dynamism as the principal characteristic. It is necessary to maintain itself always attentive to the cultural and organizational transformations and tendencies, while maintaining innovation and creativity that have always been present in our history. The current organizational chart of Nexxera Group is the fruit of new ideas and concepts thought in a systematic and integrated form by all of the sectors of the company, always valuing their greatest asset: the people.



8.2. Sustainability Committee

With the evolution of the corporative governance policy throughout the years and studies of the theme, was implanted in 2010, the Internal Committee of Sustainability. Looking to align actions and interdisciplinary projects in all of Nexxera Group in a governance to generate sustainability management of the company. Therefore, the committee, made up of 14 people (of different areas and hierarchy of the organization), periodically meets to discuss sustainability starting from indicators. With the official adoption of the GRI principals in the production of this report, the indicators of the Ethos Institute, until used as a base of the actions of the committee, will add indicators of their own GRI. starting from which diverse actions were thought of.

In order to reach a performance always better than the previous year in the areas worked on by the committee, are established effective actions that should be implanted in Nexxera Group so that we have sustainability indicators more favored in the setting of management in the company, previously evaluating the impacts and results of these priorities.

Of the work of the Sustainability Committee, emerged from the plan of positions and salaries, new practices of recruiting and selection, ethics code, satisfaction surveys, to selective collection campaigns of garbage and environmental awareness, among other actions that are in constant analysis and improvement by the committee.

The committee, made up of 14 people, periodically meets to discuss sustainability from indicators.





One of the current goals is to strengthen the internal controlling, a great opportunity that we have transformed into reality.

9. STRATEGIC PLANNING [G4-13] [G4-20]

Nexxera Group realizes that great opportunities to improve their development of their strategic plan exists. There was testing about this theme in 2014 and 2015 that confirm the necessity to evolve. In this direction, Grupo finds itself in a new phase of planning with views of trennium 2016-2018, so that the financial growth will be the consequence of reorganization of the companies of the group, and not the objective. With a goal of three years between the 150 best Brazilian companies in order to work, this growth will be strongly determined by the management and development of talent that we have and that will come to work with us.

The big challenge, and, as an objective of success, to focus in a structured and standardized plan. The principal strategic action in the last years was the separation of the Grupo in two large verticals of business:

the Corporative, where business of Nexxera IT is touched, and the Digital, in which are new businesses related through payment: digital wallet, acquisition, payment of bills and other services.

This separation, therefore, since it couldn't be different, occurs with a strong alignment and integration between the businesses of each vertical. This way, the work focus of each vertical will be much clearer, in which will be the great differential for the next years. The two verticals have a presidency and board, with the board members delegating autonomy to the directors, making the management more decentralized and dynamic, in which will also start to give positive results.

One of the current goals is to strengthen the internal controlling, a great opportunity that has transformed itself into a reality. The Controlling was responsible for implementing a Zero Base Budget (see item 17.2 of this report). Nexxera Group believes that, in addition to generate indicators, it is essential to assess which of them really make a difference in corporate practices and deliver them in the shortest time possible. For this reason, the strengthening of the the strengthening of monitoring mechanisms and the greater focus generated by the Group structuring, in two verticals, are fundamental actions to be maintained and amplified.



9.1. Agile methodology

Starting from the end of 2014, Nexxera Group adopted a new work method for the software developing area: an agile method, that has origin in the philosophy Lean (Lean will be extended to all the Group's sectors), which in turn was inspired by the Japanese production system (toyotismo, or just-in-time). The agile method basically consists of a way to organize the work of the development area in order to search for the best quality, assertiveness, and agility in the delivery.

In other words, in the place of an isolating method for a long period for integral development of a product before launching it to the market, the agile method

calls for the updating and continuous improvement, delivering a part of the product by established period (timebox) and then re-evaluating the operation to improve the product. Agility in the delivery, fast learning, and consequently the generation of greater customer value are some of the gains that the agile methodology brings in a production system.

To enable this dynamic, it is used the MVP or MPV (Minimum Viable Product), a way to express one or more ideas to clients about certain product spending the least possible effort. This way may learn with the errors and exactly construct what the final user wishes in a short interval of time.

Nexxera Group has sought to deploy Lean not only in the development of software, but also in areas like Talent Management, for example, with recruiting and selection of professionals aligned with the values and practices of the team. One of the premises of this new way of thinking is having the right people in the right place, working with what they like and being valued for this, in which has a direct impact in the results of their work.

With results of this new way of thinking and execute the work, we have:

- **Turnover diminished:** we lost three people in nine months. Two of them went to Europe in order to open their own business;
- **Bugs diminished:** we diminished around 30% of bugs in 2015, comparing with what happened in 2014.

- **Translation Sector:** We reorganized the process of translation in diverse ways (Prioritize, Kanban, Process, Papers, Communication, Tickets in Jira, etc.). This way was possible to diminish the quantity of people on the team and this way maintain productivity. Today the sector is an example for the company in relation to processes Lean.
- Through the process Lean, we are registering all of the solicitations of our customers (internal and external) in JIRA, in which improved communication a lot, prioritizing and the notion of bottlenecks within the teams;
- With the creation of teams and the concept of "owner" of the product, we had only three incidents outside of the work hours (serious problems in production) in the last nine months.

10. SUSTAINABILITY FOR NEXXERA

[G4-16] [G4-20] [G4-21]

In the last years, it was becoming more clear in the philosophy of the company, shared with employees, partners, customers, community and suppliers, what the meaning of sustainability is much more ample than the care with the environment, even being one of the absolute fundamental principle. Sustainability has a relation with actions that permit and favor the continuous development, regular and possible to be maintained long term.

In other words, it is the set of practices that can harmonize the company's growth with social and environmental development, since without these principles becomes inviable to maintenance of the solid development and healthy of the business, with continuous commitment, perfection of daily practices, and strategies, and principally the maintenance of the ethical relations and transparent with the public of relationship.

Indicadores (Ethos, GRI).

Indicators (Ethos, GRI) Governance (Sustainability Committee of Nexxera Group), commitment practices (internal and external) come turning sustainability fundamental in the corporative management of Nexxera Group. Within this philosophy, our sustainability policy is fundamental in the following principals:

- Focus on the business management whose goals drive the triple social-environmentally economic results, impacting in a better world each time for us to live in. This way, Nexxera Group ensures a practice that consolidates sustainable development.
- Continuously improving the processes, products, and services aiming for sustainable results and exceeding the expectations of its public of relationship.
- Offer innovative products and services that improve the life of it consumers (direct and indirect).
- Comply with legislation and applicable to business rules of Nexxera Group.
- In addition to the use of its product/service, encourage rationalization of natural resources, Nexxera Group also commits itself to promote internal and external initiatives that aim to the protection of the environment.
- Promote the personal and professional growth of its employees in search of continuous improvement in the work conditions, health, and security.
- Invest in the social responsibility in the communities, through Instituto Nexxera.



10.1. New Sustainability Campaign in the company

In July of 2015, Nexxera Group launched a campaign focused on the symbolism of sustainability, bringing to the agenda to strengthen the commitment to sustainable actions, including the appropriate use of common spaces and natural resources, continually seeking environmental harmony in attitudes that provide a much greater impact on the day than just isolated events.

Nexxera Group knows that it is in daily life that the notion of sustainability is best sedimented and reaches every corner of the company, with a solid work of awareness and appreciation of collective action for sustainable development.

The campaign involved the dissemination of brands that represent Nexxera Environmental Sustainability, Nexxera Social Sustainability, and Nexxera Economic Sustainability. This way, little by little, understanding to be sustainable expands, passing to be a concept connected to not only to environmental preservation, but the integration of these three pillars.

The adoption of GRI as a base for the actions also makes part of this ample vision, integral and holistic of sustainability in the company. Also, the name "campaign" refers not to a specific event, but an identity created in order to inculcate this idea of sustainability in the business environment of the company.



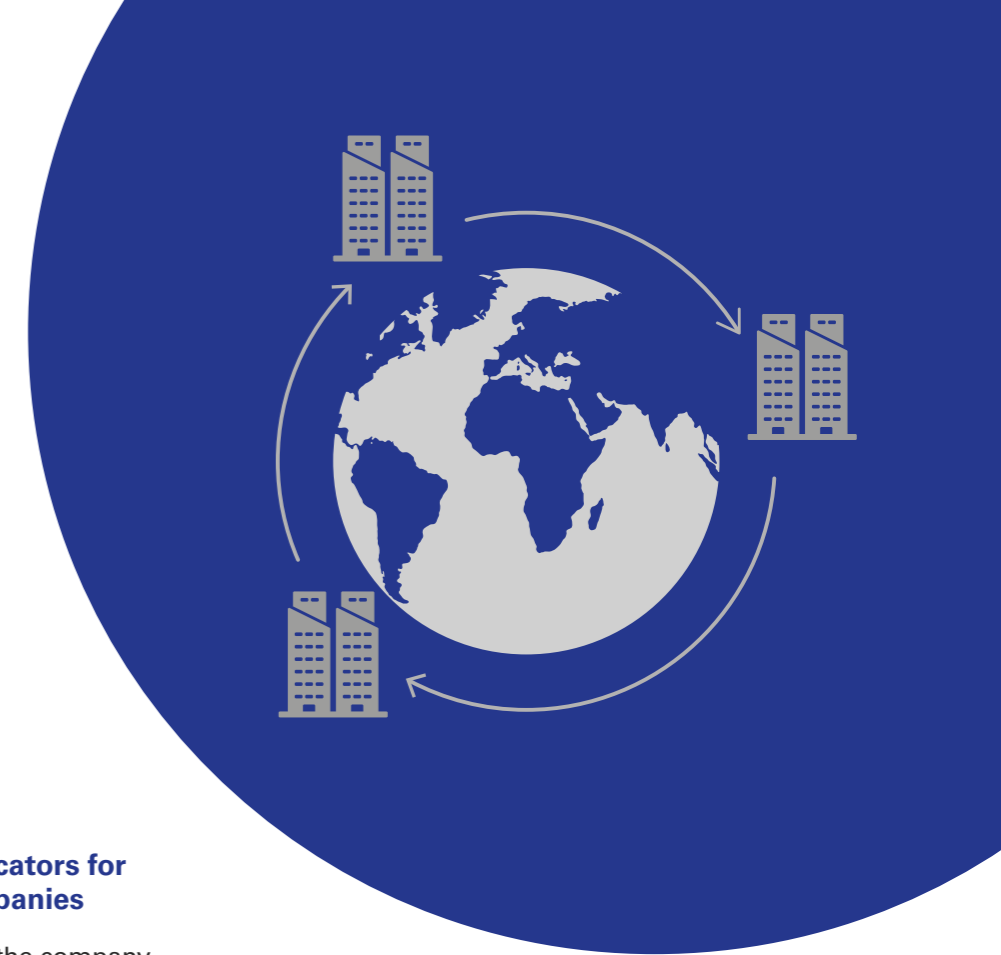
10.2 Sustainability indicators for technology-based companies

Nexxera understands that the company alone cannot guarantee a sustainable future, because of this, believe in a collective construction to make the brand much more stronger of its actions together with other companies. Therefore, the company has been participating actively with the Vertical Governance and Sustainability of the Catarinense Association of Companies and Technology (ACATE), in addition to have a "chair" in the council of the institution.

The vertical has been proposing business, methods, and actions for sustainable development in the technology sector of Santa Catarina in the last three years.

In 2015, Nexxera came together with other organizations to build and publish a management tool for technology-based companies, taken as a pioneering initiative in the country in sustainability in the IT field.

With 169 indicators of auto-evaluation, the project was thought of considering the reality of the technological companies. The companies have gone through a training process to understand the purposes and the discussions on this important diagnosis, that was based on market indicators (Ethos, GRI, IBASE, ACATE, among others).



Nexxera understands that the company alone cannot guarantee a sustainable future, because of this, believe in a collective construction to make the brand much more stronger of its actions together with other companies.

12. QUALITY OF PRODUCTS AND SERVICES [G4-21]

Through the application of the method Lean and Agile we have sought to increase the quality of our products and services. In order to reach these goals, Nexxera Group has done the following:

- Initially, we created concept of the “owner” of the product, launch though teams with Responsibility to maintain and products.
- We created a process in which all of the necessities and problems registered in a tool of control of tickets (JIRA). With tool, the team conducts with each team to guarantee the priority of activities and all of the processes defining the information that stays registered.
- We look for constant learning employees for middle of seminars, library of books and courses, looking at of the quality of our products and services.
- We brought the concept of continuously improved for inside of the teams. All of the teams have the responsibility to improve. At the end of each month, by process of Review, should be presented to improvements that the team made.
- We utilized the process of revision of code (Code Review) so that the members of will be ok. team evaluates the code of the before approving the new version for customers.
- We used a tool of version control of our products, to guarantee that the team knows what is being done, and by who was done.
- We have a process of tests automated that verify if the main features are operating. This process always happens before the a new version for the customers.
- We have indicators of performance to evolve “its” for each team. The principal indicator is the quantity of bugs by product which are monthly comparative.
- We conduct monthly audits with this is being followed.
- We have special servers of our for each of the stages of process of development:
 - » Development Server: increase each developer performs its development it its machine and after send for this server to focusing to “join” its code with the code of others.
 - » Test Server: through the version approved by developers go to the test environment, in that our testing team makes verifications to to guarantee that everything.
 - » Approval Server: of the other the version approved by testers go for analysis of business, that has as responsibility guarantee that which should be done was really done.
 - » Production Server: the version approved by business analysts is launched for our customers.

Innovation is the principle that amplifies and solidifies the company over the years.

11. NEXXERA INNOVATION [G4-21]

Nexxera is a company that was born under the aegis of innovation, in other words, innovation is the principle that amplifies and solidifies the company over the years. The concept of cloud computing for example, it's the form that are systems were developed since 1992, a method that had not yet been released. This shows that the pioneering spirit has been with Nexxera since its foundation to the present day.

In the past two years, with the innovation spirit that is in the DNA of Nexxera Group, the company has searched to reduce bureaucracy, considering that the bureaucracy is one of the aspects that make innovation slower than the market wishes it to be. The implantation of Lean and of the methods derived in our processes is one of the forms found by the company to search for the necessary agility to follow the fast pace of the modern world.

The constant updates and modifications for permitted improvements by the agile method become the more well-aimed products, since the adjustments and the improvements happen in the own process of prototyping, development, and test in the market. This dynamic permits the improvement in seconds, allowing to take the products faster and with more efficiency to innovation of the products to the market.



13. FOR OUR CUSTOMERS

[G4-14] [G4-21] [G4-EC7]

Data security is absolutely fundamental for the business of Nexxera Group. With the change of the physical structure, the entire backup process was reviewed, with acquisition of specific products for the backup of the production environment. The safeguard of bank data stays guaranteed with a backup system interconnected between the São Paulo system and the Florianópolis system, with recording of most important data replicated on tape and the storage of the tapes in safes. The less important data and one that may be discarded after use don't go on tape, but stay on the appliance of the backup. Whereas the most important data, those that are necessary to be safeguarded, leave the appliance, go to the tapes and after to the safe. The backup of the production environment is managed through the solution HP Data Protector.

This was a great evolution started in the middle of 2014, since it brings agility to the rescue and safety of the data. In addition to this, with the connection directly from the headquarters, it eliminates the cost and time spent with the recovery and transportation of tapes of the Data Center.

Still in respect to this theme, Nexxera Group also conducts continuous orientation work with the employees to construct collective practices about data security, including outside of the work day, disseminating knowledge in other environments.

14. AVAILABILITY IN PROVIDING NEXXERA SERVICES [G4-14] [G4-21] [G4-EC7]

The availability of the services has a directly related to the safeguard of both the system and the operations. Nexxera Group hosts its solutions in specialized Data Center (DC) providers that have globally accredited certifications, such as ISAE3402 and ISO 27001 and PCI, besides their strict physical and logic controls to meet the most demanding safety and availability requirements. Which are: Uol Diveo (Primary DC) and Equinix (Contingency DC), both located in Barueri-SP.

The Primary DC assets and services are totally balanced, they are distributed into two segregated racks which account the charge balancing and automatic replication of data. With this, in case a loss or complete unavailability of a rack occurs, the services are routed to another rack in an automatic and clear way.

The Contingency DC has rack with the necessary assets and services to keep the services with a similar performance as of the Primary DC. However, this DC is only activated when there a total unavailability of the Primary DC. For the next years, The Group Strategy Planning previews transformation in the current Contingency model to the Asset-Asset model, ensuring even more speed in the restoration of the System Services.

Nexxera Group hosts its solutions in specialized Data Center (DC) providers that have globally accredited certifications.



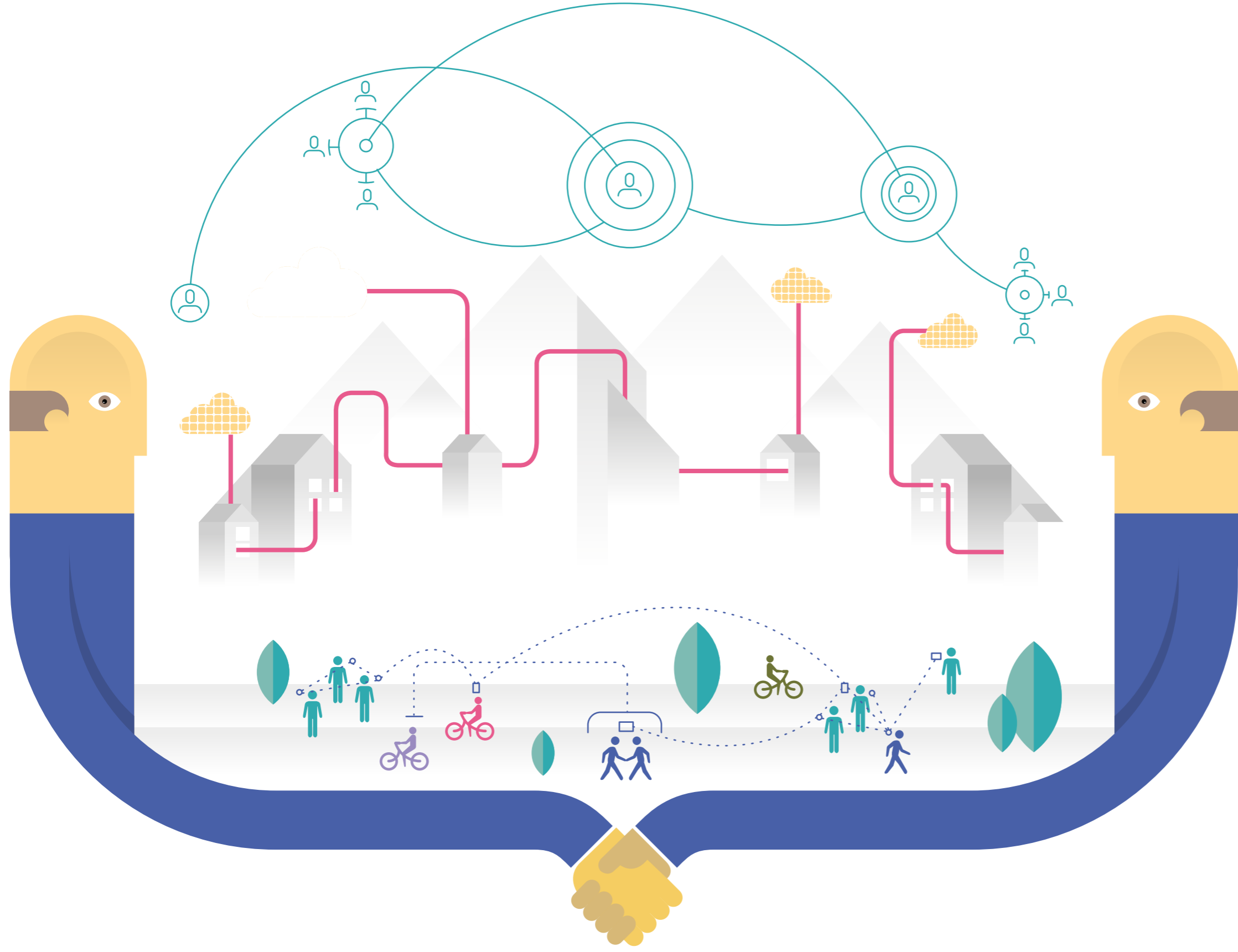
New Headquarter

All of Nexxera Group's operation (including administration of networks and systems, support, and establishment) is done at the headquarter in Florianópolis. The new building, about 5,000m² that harbors the Nexxera Group, keeps a new AC system in contingency with its Data Center and a power generator capable of maintaining functioning in all of the operations for an entire day without need of refill, which has positive impacts in productivity and customer support.

As of the network aspect, the structured cabling was made by certified company

and there was a big investment in acquiring equipment that enables the Network Central Management. In addition, the use of raised floor allows any physical relocation of electric switching points and network in a quick, practical, and safe way.

At the end of 2015 a training for fire prevention and combat was made with the participation of 20 people, on an eight hour presentation at the building's auditorium to check the focal points in each floor. A fire brigade team is being planned for the building.





15. NEXXERA GROUP AND ITS TALENTS

[G4-20] [G4-21] [G4-DMA] [G4-LA1] [G4-LA2] [G4-LA3] [G4-LA6] [G4-LA7] [G4-LA8] [G4-LA9] [G4-LA11]

With almost 240 employees in the years contained in this report, Nexxera Group has a generation whose majority (about 66%) is defined as Millennials, also known as Generation Y (born between 1980 and 2000). In literature they are said as sons of Generation X and grandsons of the Baby Boomers. With very peculiar characteristics, such as the interest for the digital world - they're deeply acquainted with timely mobile devices -, have the expectation of obtaining information and entertainment available anywhere and at any moment.

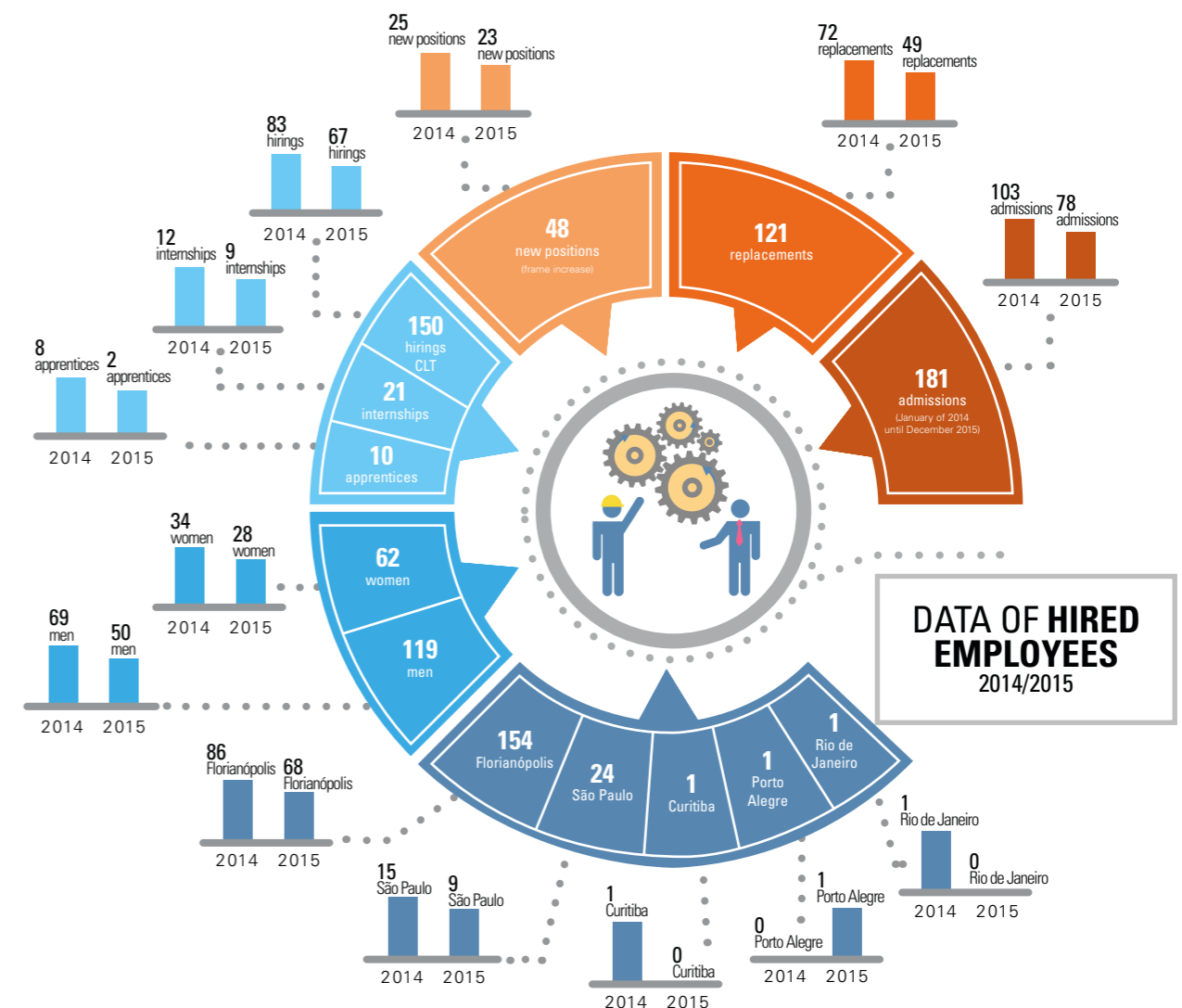
They're stimulated in the workforce to execute multiple tasks regardless of the end activities, and have become the ones responsible for diffusion of new software and/or hardware. Evidently Nexxera is not composed

exclusively by this generation, and what enriches this connection between the "ages" is the respectful share of knowledge and behavior, seeking the renovation of ideas and processes practices inside the company.

With an audience highly competent and committed, Nexxera Group

has been establishing practices of people management that comprehends these special features based on a corporate culture of excellence, high performance, and responsibility, harnessing values and results.

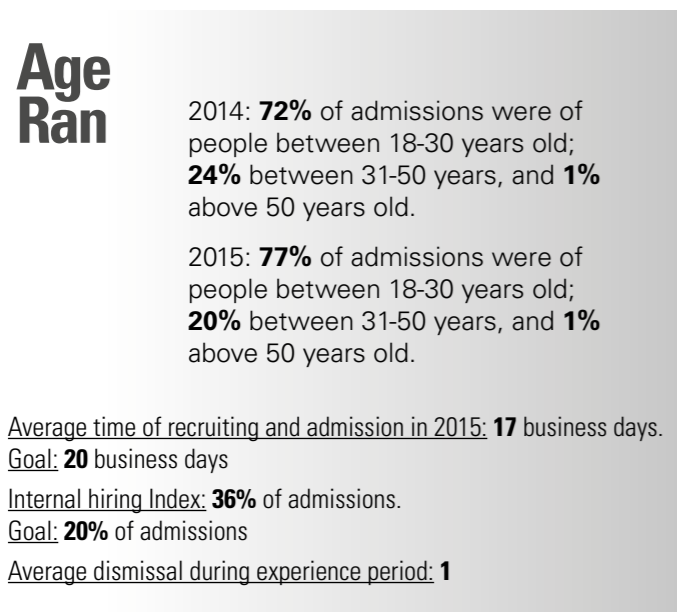
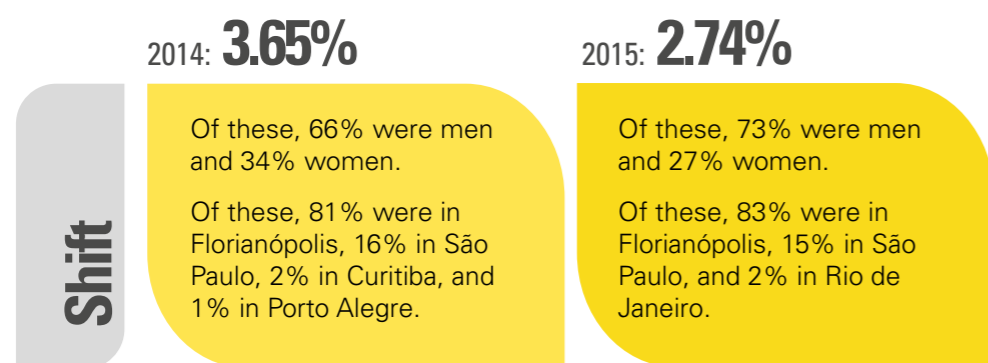
In 2014 and 2015 there were some initiatives that represent this proposal and will be strengthened from 2015.



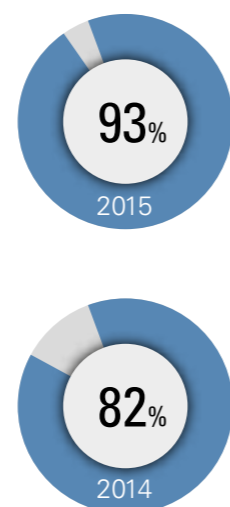
In the years covered by the report (2014-2015), 70% of the employees of Nexxera Group were male.

In terms of people management, Nexxera Group defends gender equality in opportunities brought by the company. The greater audience in the technology field is male. However, the company has clear policies that condemn any type of discrimination, such as code of ethics and conduct.

In addition, the Positions and Salaries Plan policy does not present discrimination regarding the employee's gender, the rules and criteria for promotion are the same for all.



Retention index



Check some activities developed during this period:

Positions and Salaries Plan: in this period Nexxera Group made salary frameworks of all employees based on research and defined salary policy. Still as part of the process, there was an important movement for descriptions and updates for all of the company positions.

Nexxera Group has been undergoing important changes and in the future it intends to walk to a career model that is closer to the employees' expectations. In this manner the career concept Y emerged, and career W more recently. There is value in knowledge and technical expertise of professionals in these models, and also the possibility to work in strategic projects for the organization. It is toward this field of career Y that Nexxera intends to migrate.

Performance Evaluation: project that began in 2014 and sought to evaluate the 360° Performance, covering professionals from the entire company (working more than a year at the company). Since then, Nexxera Group has been using a standard tool to measure the performance based on vision, mission, and corporate values to support the career plans of all employees. Important improvements will be established in 2016.

Some numbers that show the Nexxera talents who participated in the Performance evaluation.

PERFORMANCE EVALUATION					
TOTAL	MEN	WOMEN	ASSISTANTS	ANALYSTS	MANAGERS
2015	167 men total	71 women total	total of 119 assistants	total of 94 analysts	total of 20 managers
	128 participants / 76,64%	43 participants / 60,53%	71 participants / 59,66%	76 participants / 80,85%	20 participants / 100%
166 participants of 232 active employees / 71.55%					

PERFORMANCE EVALUATION					
TOTAL	MEN	WOMEN	ASSISTANTS	ANALYSTS	MANAGERS
2014	167 men no total	71 women total	total de 128 assistants	total de 92 analysts	total de 18 managers
	93 participants / 55,68%	34 participants / 47,88%	49 participants / 38,28%	65 participants / 70,65%	12 participants / 66,66%
126 participants of 238 active employees / 52.94%					

Development: in 2014 and 2015, there were internal and external trainings with the purpose to develop the employees, either for technical aspects, or for behavioral (especially associated with life quality). In the first year, 154 people participated in the trainings, totaling 1,209.30 hours. In 2015, 209 employees were trained – 2,327.45 training hours.

One of the remarkable projects was the **Knowledge Circuit**, a project that led the employees to know the company and its solutions even more. Topics discussed in this first edition of the project (2015): institutional, connectivity, receivables anticipation, billing and electronic statement, NexxCard, NexxCity, electronic payment, Customer Gateway, Vendor Gateway, SDG, Nexxpay, Supply Intelligence, and Yupee. The project was highly successful.

PROFILE OF NEXXERA AUDIENCE WHO UNDERWENT TRAININGS					
TOTAL	MEN	WOMEN	ASSISTANTS	ANALYSTS	MANAGERS
2015	161 employees	72 employees	119 total	90 total	23 total
	137 trained	72 trained	103 trained	83 trained	23 trained
	1.529h	798,45h	456 h men	662h men	269h men
	209 trained in 2,327.45 hours	381h women	311h women	112h women	
	TOTAL		837h for assistants	973h for analysts	381h for managers
AVERAG	9.49h/employee	11.08h/employee	7.03h/ assistants	10.81h/ analysts	16.56h/ managers
TOTAL	MEN	WOMEN	ASSISTANTS	ANALYSTS	MANAGERS
2014	167 employees	71 employees	122 hired	93 hired	23 hired
	109 trained	45 trained	76 trained	58 trained	20 trained
	823h	386h30	279h men	402h 30 men	141h 30 men
	154 trained in 1,209.30 hours	134h 30 women	206h women	46h women	
	TOTAL		413.30h for assistants	608 h for analysts	187h30 for managers
AVERAG	4.92h / employee	5.44h / employee	3.38h / assistants	6.53h / analysts	8.14h / managers



15.1. Financial education with the employees

In 2015, Nexxera Group implemented what we call pilot-project of Financial Education. The highly relevant topic aimed to contribute for a better quality of life of the employee, seeking to guide him/her for a balance in the financial life conduct, with the purpose to build a calm future for him/her and family. A project that is also aligned to the Sustainability Policy of Nexxera Group.

The project counted on the PGM (Project Group Manager), which defined the strategy along with a hired consultant, constituted by four hour long meetings. The proposal was to collect prints to format a content that is coherent with the real needs of Nexxera's employees. It is noteworthy that before the pilot-project, Nexxera ran a lecture called Dream: planning for your life. In that moment 58 people participated and 21 of them called themselves available to join the project.

Some of the discussed topics:

- How to discuss with family an adequacy of life standard to the actual financial situation.
- Personal finance for those considering marriage, children.
- How to resist consumption pressure.
- Tips for those who live alone.
- Budget control spreadsheets
- Yupee
 - » Additionally, the payslip became electronic and directly to the Yupee tool for a financial management through this solution.

Many other topics were discussed in the meetings.

"I started taking on my day to day some practices brought by the prof., which are being very useful. Specially regarding economy and planning. And more importantly, the conscience of financial education."

"Already on the second meeting, I decided that I should adjust the life standard for income, which is why I switched apartments, making my living expenditure not exceed 30% of my budget."

Some testimonies show the big result brought by this project, which will continue.

Nexxera wants to contribute each day for our employees' dreams to come closer to reality.

© RH estará promovendo durante o ano palestras de desenvolvimento pessoal e profissional. E para iniciar, na semana do meio ambiente, em conjunto com o Instituto, convidamos a todos para participar de um encontro que provocará uma reflexão sobre o alcance dos seus sonhos, com o consultor e professor Antonio José de Souza (AJS Treinamento & Desenvolvimento).

Sonho: planejamento para a sua vida



Data: 03/06
Local: 5º andar
Horário: 10h e 14h

As vagas são limitadas!
Confirme sua participação pelo e-mail rh@nexxera.com

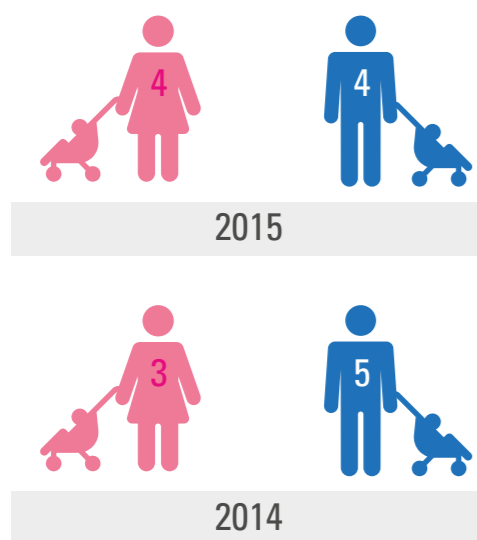


Programa de Treinamento & Desenvolvimento

15.2. Conceded benefits to employees

- Health Plan;
- Dental Plan;
- Life Insurance;
- Meal / Food;
- Transportation;
- Childcare Assistance;
- Bonus for seniority;
- Other than these, Nexxera Group has agreement with gyms, drugstores, beauty salons, language courses, universities, among others, that grant discounts to employees.

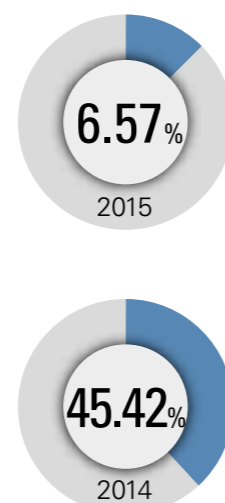
Maternity Leave / Paternity



* 100% of return.

Employment Health and Safety

Absenteeism



2015			
ILLNESS ASSISTANCE		FLORIANÓPOLIS	SÃO PAULO
Female	2	2	0
Male	3	3	0
WORK ACCIDENT		FLORIANÓPOLIS	SÃO PAULO
Female	0	0	0
Male	1	1	0
2014			
ILLNESS ASSISTANCE		FLORIANÓPOLIS	SÃO PAULO
Female	2	2	0
Male	5	4	1
WORK ACCIDENT		FLORIANÓPOLIS	SÃO PAULO
Female	0	0	0
Male	2	1	1

- Nexxera Group encourages physical activities, labor gymnastics, and walking and running activities - see Active Nexxera, which is shown on page 65, even though work activity is of low risk.
- All of Nexxera Group has formal agreements with unions that present topics related to health and safety.

Note: Nexxera Group publicly claims the commitment for equal opportunities and for diversity, as well respect for human rights.

Repels any type of discrimination and does not admit child labor or similar to slavery under any hypothesis in the company and its value chain.

15.3. Criteria and practices for recruiting and admission

In 2014, the under system of the Human Resources area, Recruitment and Selection went through a restructure in how to hire employees. The first step for this change was to align with the managers of the areas the profile of the employee to be hired. From the position's description, the HR (in 2016 the area will be named Talent Management - TM), along with the manager, map the behavioral competences and technical knowledge needed to fill such position.

The job position disclosure process was also altered, by exploring more social networks and using a more informal and stripped language to reach the target audience. The analysis of received resumes for the job positions has also been made by the area manager, evidently in addition to the Talent Management. By participating in this initial phase, the manager can better identify the people's profiles and understand how the recruiting and admission market is.

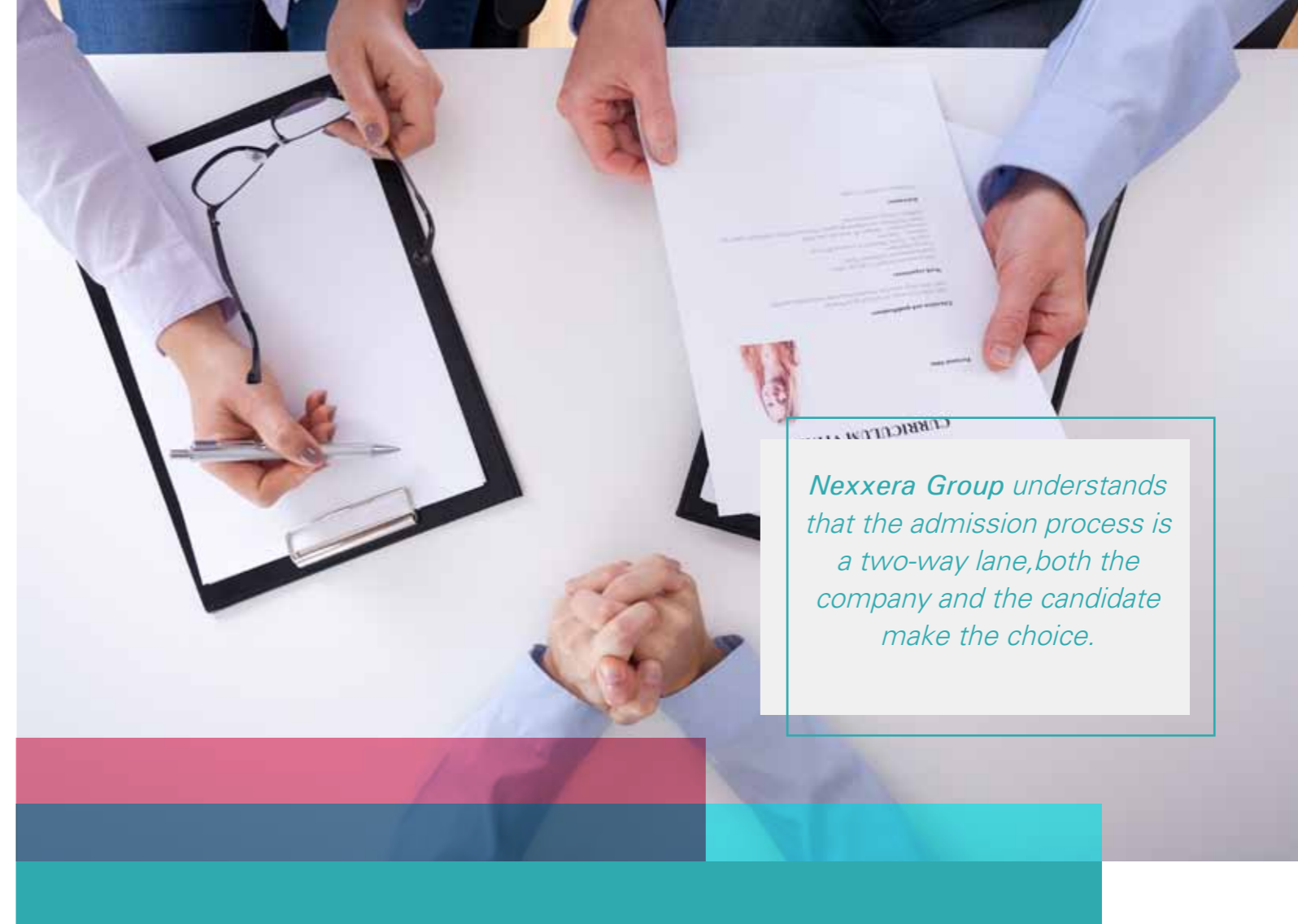
One of the most significant changes was the interview process. The manager has participated, along with the Talent Management area, in the first interview with the candidate. The interview made by competencies assists the manager in obtaining a systemic vision of the candidate, not being restricted to technical competencies, creating more agility and assertiveness

in the choices. During the interview the candidate is given explanations of the job roles, benefits offered, company history, and the phases of the admission process. In this way the candidate has all of the information needed to understand how the admission works.

It is also introduced for some positions the group dynamic technique as the initial selection phase before the individual interview. Through this technique it is possible to evaluate competencies such as communication, team work, and leadership. Together, the TM and the manager choose the candidates that are more apt to proceed to the individual interview.

Another change introduced in the admission process were the psychological and technical evaluations. The psychological evaluation is composed by psychological tests on focused attention, logic thinking, and personality. The tests are chosen according to the area and activity of the candidate, for example, for the software development area the logic thinking tests are of extreme importance, since it already indicates the candidate's level of data analysis and capability of problem resolution. In addition to psychological tests, practical tests are used such as wording and programming exams. These tests also vary according to the area in which the candidate may come to work.

After having all of these results in hands, the Talent Management area, along with the manager, evaluate the performance of the candidates in each phase and then



Nexxera Group understands that the admission process is a two-way lane, both the company and the candidate make the choice.

define the one who has the desired profile for the job position. At this moment it is the TM's role to get in touch with the candidate to formalize that he/she has been hired for the role and to forward the legal procedures of admission.

Nexxera Group understands that the admission process is a two-way lane, both the company and the candidate make the choice, and in this way all of the candidates receive a feedback regarding the participation in the admission process, whether positive or negative. And for those who receive a negative feedback have their resumes saved in our database, in case there is another area where the candidate's profile is more fitting.

With the establishment of this new format we had a significant outcome in the drop of the number of dismissal during the experience period. In the years 2014 and 2015, there were 165 admissions, and only 9% of these employees were dismissed during the experience period.

The average time of recruiting and admission is 18 business days, overcoming the 2015 goal which was 20 business days. Although being a quick process compared to other companies in the IT market, we value the efficacy of the search of talents in the market.

Another significant change was the incentive on internal recruiting: 29% of the closed positions in the year of 2015 were given to employees who were already working in the company.

We have great success examples such as employee Matheus Henrique Cardoso, who started as Young Apprentice at Nexxera Institute. In 2014 he started college in Computer Sciences and was admitted internally for an internship position as technical support. With his good performance, he became a permanent employee five months later and currently works at the second level of service already.

“My trajectory at Nexxera Group started due to its social projects and specially by the sponsorship of the Volleyball team from the City of Palhoça, in which I was a part of. With this the opportunity as a Young Apprentice at Nexxera Institute emerged, the company in charge of these projects.

I was selected and took advantage of the opportunity to develop myself professional in addition to enhancing my personal knowledge. Close to the contract termination as an apprentice, a job opening for internship at the Technical Support sector showed up, in which I was selected since I was already majoring in the computing field.

In less than a year I became permanent in the sector at which I currently remain providing support to Nexxera customers. This will be my third year at the company and I can affirm that I am very proud to be Nexxera.”

Matheus Henrique Cardoso – employee from operations area - Florianópolis.

Nexxera Group understand that the Young Apprentice program develop future professionals and form great talents. In the yeas of 2014, of 16 hired interns, eight became permanent; in 2015, of 12 interns, eight became permanent. In other words, 60% of interns became permanent during a period of less than a year. We also have good experiences with young apprentices: of eight apprentices in 2014 and 2015, three were hired.



16. ACTIVE NEXXERA

The Active Nexxera program, idea that emerged in the second edition of the Nexxera Award on Sustainability, invites the employees to have the practice of walks and runs twice a week, guided at Avenida Beira-Mar Norte, in Florianópolis (the orientation is under the physical education professionals' responsibility). The initiative has the purpose to encourage the adoption of a continuous healthy lifestyle, strengthening the commitment of the company to well-being and quality of life of its internal audience.

Almost 20 employees participated in the first edition of the project and, for a continuous motivation, Nexxera Group introduced the rewards program, aiming to encourage regular participation with awareness of referred cares related to the activities' practices and the correct use of protection equipment (hats, water bottles, sunscreen, proper clothing), according to professional orientation.

NEXXERA
ATIVA





17. ECONOMY: FINANCIAL HEALTH OF NEXXERA GROUP [G4-20] [G4-21] [G4-DMA] [G4-EC1]

Nexxera Group, throughout its history, always had an investor profile and of high return on investment, with a business model based on recurring revenue that provides stability and predictability in the cashflow. The Group made in the last years and continues to make a great volume of investments with its own resources.

Approximately 11% of its net revenue is destined to new investments, either for research and development of new solution, or for improvement of current ones, which clearly shows the high financial capability of the Group. With a conservative posture in the management of its cash, keeping a strict limit of investments in proportion to the revenue, Nexxera Group can keep in the short, mid, and long terms great perspectives of sustainable growth, with solid and capable investment.

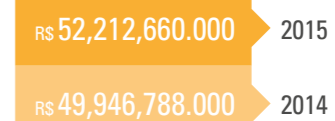
When the market grows, companies need an efficient management to not lose control of growth, and when there is an economic crisis and the market retracts, they need to improve management and automate processes to reduce costs.

17.1. Nexxera and the brazilian crisis

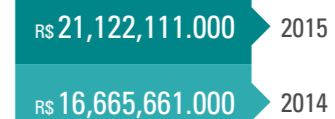
The economic crisis that Brazil has been going through over the last years affects Nexxera Group to some extent, specially because it affects the customers. On the other hand, the offered solutions are always well regarded as tools to improve the efficiency of the companies. When the market grows, companies need an efficient management to not lose control of growth, and when there is an economic crisis and the market retracts, they need to improve management and automate processes, reducing costs. This means that, in one situation or another, the solutions of the Group are shown as important to the market and are able to meet demands.

In 2014 and 2015, Nexxera Group obtained growth. Although it was less than the projected, it deals with relevant data under the crisis context. With the fall of some market sectors, some contracts needed to be renegotiated, but with a diversified action - today Nexxera Group works in all of the market segments - it is possible to keep a high volume of businesses and a sustainable growth.

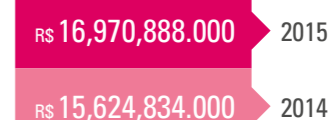
Net Revenue (NR)



Operational Result (OR)



Gross Payroll (GP)



TOTAL ADDITIONAL AMOUNT TO BE DISTRIBUTED

DISTRIBUTION OF AMOUNT ADDED (DAA)	In 2015: R\$ 49,607,438.02	In 2014: R\$ 38,144,852.42
	22% government	23% government
	32% employees	39% employees
	17% shareholders	41% shareholders
	16% third parties	6% third parties
	13% retained	-10% retained

17.2. Zero Base Budget

Zero Base Budget (ZBB) is a genre of budgetary planning with a level of complexity and maturity much higher than the others, for as much for its execution and for its operation it is necessary to meet some crucial requirements and points. The choice of a ZBB is always associated with a restructure and to the organization's need in learning and growing the management level of its resources. The ZBB establishment plan, for presenting certain complexity, was adapted to the real need of Nexxera Group, yet following the fundamental principles and points of the methodology.



Mobilize the people

The ZBB application demands a big team preparation. In the first moment we had trainings that presented basic concepts that are yet very important for us to be able to engage everyone in the project. There were some meetings with presentations, debates, and dynamics with which we obtained the commitment of managers from all areas and top management.

Divide the company into units

It is necessary to divide the company in budgetary units. Each area was divided with a budgetary unit in order to be analyzed individually. This action also met with the restructure of cost centers (the units mentioned before).

Breakdown company's strategies

A company's strategy is traced aiming to reach its goals according to its mission. In this manner some questions were asked to all areas, such as:

- What goals do you want to accomplish?
- Why would the customers choose us and not our competitor?
- In what processes must we be impeccable?
- What do we need to develop our human and intellectual capital?

Make an analysis of each unit

By analysis the objectives of each area, it is easily possible to identify in their objectives a great compatibility with other areas or even the same objectives. This kind of analysis causes us to optimize the resources within the areas, which also takes part in the restructure since we can combine areas and/or sectors inside the same unit, even though at first sight they may be under different management.

Define the basic budget called threshold

Threshold is the minimum cost a company needs to develop its activity. The expenses beyond the threshold are incremental. After evaluating the remaining information, such as mission, vision, and strategies, it is possible to see what the area or company really need to exist in its wholesomeness, which means, the basic resources in order for them to function and reach their goals. Anything that is not contemplated in the threshold is considered investment and must be dealt apart.

Classification of fixed expenses of each budgetary unit

Through the presentation of a database, described with activities and consistent argument, the manager will defend the increments needed in the budget, defined as fixed expenses.

Structured costs review

With all of the company's restructure it is necessary reorganize its costs structure, especially when a Zero Base Budget project is initiated, for the responsibilities within each area need to be reviewed and directed to the correct people.

Budget by business unit

Fundamental action with vision driven to results. The segregation of resources allows us to have a more thorough analysis of how much resource is consumed in each business line of the company, each product/service offered and each team internally.



18. ENVIRONMENTAL PERFORMANCE

[G4-DMA] [G4-EN3] [G4-EN8] [G4-EN23] [G4-EN31]

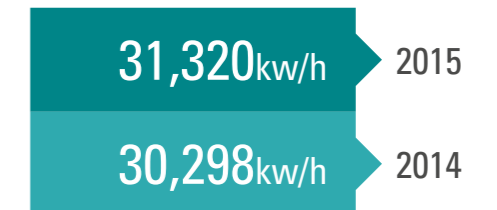
Boosting environmental insights and practices in the management Nexxera Group is a path that reunites conjugated efforts for the improvement of environmental indicators, which has been progressing each year. Although being a company of services with technological base, Nexxera Group once again publicly admits its commitment with the environment.

18.1. Environmental Nexxera Group

In partnership with the Talent Management and Ongoing Improvement areas, constituted in 2015, has the mission to follow-up and record the quality of Nexxera's workplace environment, aiming for the well-being of employees and at the same time seeking solutions for the reuse and/or rational use of resources that affect the environment (electric power, water, creation of waste, etc.).

The group makes periodic visits to the sectors to reinforce the information regarding the correct division of waste, to guide the proper use of natural resources and collective places (shared office space, restrooms), with the goal to always encourage and keep good sustainability practices in Nexxera group and create a collective sense of cooperation and mutual respect.

Average electric power consumption (headquarter)



*Santa Catarina Electric Centers Source

Average water consumption (headquarter)



*Santa Catarina Water and Sewage Company Source

TOTAL WASTE WEIGHT

PAPER	1379kg
PLASTIC	539kg
GLASS	260kg
TAILINGS	8978kg

*Safe control from 2015 on.

18.2. New building installations in Florianópolis

In September of 2014, Nexxera Group (HQ) moved to a new and modern building located at the capital of Santa Catarina. Other than the worries of the installations, the location was also an important factor for the employees to be able to continue having the ease of displacement to their homes.

The negotiation allowed Nexxera Group to adapt the construction project to the build to suit model (real estate market term to identify long term lease agreements in which the building is built to meet the interests of the tenant, already predetermined). This process was very positive to the group since we were able to adjust the construction according to the principles of sustainability and innovation that accompany us for a long time.

The new HQ has raised floors on the floors (which greatly facilitate the moving process of sectors and the employees' comfort), anti-fire carpet and lining, air insufflator for the AC system (which sucks the air from the outside environment and filters it before sending it pure inside the building), carbon dioxide exit devices in the rooms, among other structural solutions, improving the comfort and performance of employees.

In addition, the sanitary system (restroom toilet and sink) counts on valves with timer, significantly contributing to saving water. The company has specific storage area for recycled waste, facilitating the weight and followup of recycling indicators. On the outside, the building is covered with a special film that decreases the intake of solar radiation, enabling a more comfortable environment in the company and with pleasing temperature.

The generator group counts on a system of electronic burn. This means that it practically burns all fuel used, and the smoke output is almost zero (clean burn), and the specific cowl reduces up to 80% of the noise emission when the generator is active.

The building already counts on 80% of LED lights and bulbs, and the goal is to reach 100%, reducing power consumption and also causing the company to save.



This process was very positive to the group since we were able to adjust the construction according to the principles of sustainability and innovation that accompany us for a long time.

18.3. Zero Trash Week

The Zero Trash Week was created by Zero Trash Institute and aims to promote the concept of zero trash in institutions and in society through effective actions of reuse incentive and good use practices. The campaign period in 2015 was from 26 to 31 of October, and in Nexxera it broke down into two actions: on the first we had a donation campaign of books and magazines, with collection made at the reception of Nexxera Group (HQ) for its reuse. The books and magazines were forwarded to Citizen OAB, for further delivery to registered schools. On the second action, also during the week, we passed guidelines to minimize paper prints and for theresponsible use of electronic trash.



Number of attendees in 2 years by the programs brought by Nexxera Institute: 4,126 people

19. SOCIAL RESPONSIBILITY IN THE COMMUNITIES [G4-S01]



Nexxera Institute is the institutional arm of Nexxera Group which exists since 2003 and develops actions and projects primarily linked to the community. Solidifying the group commitment with socio environmental responsibility, 3% of company's net revenue are destined to Nexxera Institute, in which in this way has the condition to develop in a planned and ongoing manner (therefore in sustainable manner) the social programs and projects of defense and rights execution, providing inclusion actions to the population under socially vulnerability of poor communities, specially in Florianópolis region. Sports, culture, the environment, and professional qualification are the action pillars of the Institute, with aims for the promotion of citizenship, for the improvement of the life quality, and for the social inclusion, in a sustainable manner.

In these last years, Nexxera Institute has been acting in Florianópolis in three big regions: Florianópolis (Island), Florianópolis (Continent), and Palhoça.

19.1. Vision, mission, values

Vision

To be the benchmark in the community and in other relationship audiences of the Nexxera Group in the execution of projects, promoting social, environmental, and economic development.

Mission

To promote to the community and to other relationship audiences of the Nexxera Group that enable social inclusion and sustainable development.

Valores

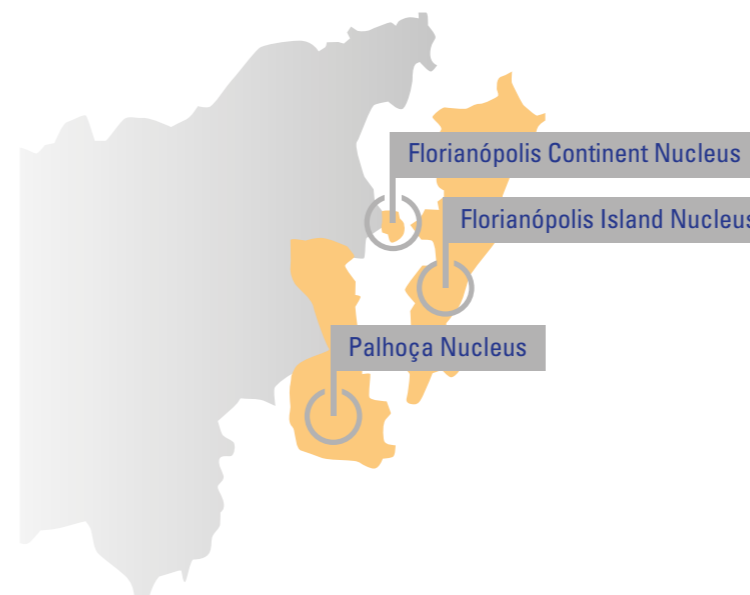
- Ethical and egalitarian relations
- Dialog and transparency
- Credibility
- Responsibility and commitment
- Respect
- Sustainability

19.2. Recognition

The Nexxera Group received the Social Responsibility Certification of the Legislative Assembly of Santa Catarina for the 4th and 5th year in a row (2014 and 2015). In addition to the company's internal indicators, the award is also Nexxera Institute's merit due to all practices developed in the communities in Florianópolis.



Nexxera Institute Nucleus (2015):



In 2014 and 2015 Nexxera Group was recognized by SC We Can Movement for contributing to the goals of Development of the Millennium through the practices developed by Nexxera Institute.



19.3. Practices from the Political-Pedagogic Plan

The Political-Pedagogical Plan (PPP) of Nexxera Institute was built after a collective process of consultation, interviews, meetings, and discussion forums involving educators, users, technical staff and managers of the institution, presenting theoretical and methodological insights in order to strengthen the role, identity, and operation of the developed projects, in a formation context for human development.

The social educators have the PPP as an instrument which gives them the clearest dimension of what the Nexxera Institute thinks in relation to your audience and the extent of understanding of education and the important role of the social educator. To intensify the relationship with the audience served, to focus on the particularities of the pedagogical intervention racing to a third sector organization, to improve service processes are also PPP goals.

To intensify the relationship with the audience served, to focus on the particularities of the pedagogical intervention racing to a third sector organization, to improve service processes are also PPP goals.



19.4. Nexxera Group Volunteers: Voluntários Nexx

The Institute made a research with the Nexxera employees regarding the interest to participate in volunteer actions and obtained a significant return of 22% of the reached targeted-audience. With this high interest index of employees acting in volunteering activities, after meetings with social institutions with the goal to disclose the needs of those and to arrange the interests shown by the employees, the Nexx Volunteers program was launched in October of 2014. The purpose

is to strengthen the relation between the company and society even more, and to spread solidary ideals by stimulating the practices of the employees' volunteering actions on several social demands of the community, which is also important for the employees' own professional growth.

Thirty four employees already subscribed to the Nexx Volunteers Program, which correspond to 15% of total Nexxera employees in Florianópolis. There were 168 hours of volunteer work completed by Nexxera employees since the program's launch until the end of 2015.

Goal for 2016:
reach 450 students
in the program.



19.5. Programs and projects developed by Nexxera Institute

Learn and Do Program

Facing the current scenario of economic difficulty, employability is one of the most important factors for the citizens. In this way, throughout its history, Nexxera has allocated a good part of its social investment to professional qualification, through Nexxera Institute. At a sustainability perspective, the material assistance alleviates, but is not enough to resolve a family's economic distress, being possible only by entering the job market.

According to the Brazilian Association of Human Resources (ABRH), only 16% of the economically active population of the country has some type of professional qualification. This scenario shows that the participation of the companies is fundamental for the improvement of this rate.

Thus, the professional qualification, in a scenario of high unemployment in which we are living, becomes a very important factor for the employability and, consequently, for the improvement of life quality. The Nexxera Institute has, in more recent years, worked for the maturity growth of the team of educators, who have contributed to the quality of our education. In 2014, we noticed an increase in the search of courses beyond our ability to deliver. Thus, some qualification which



were until now open to all age range came to focus on workers up to 40 years of age, with the purpose to contribute to the outplacement. Data shows that a lot of unfilled positions it caused by the lack of necessary qualification.

That's why the work of Nexxera Institute in the communities has strongly taken the inclusion, the education, and knowledge as fundamental elements for the change of the current scenario. The Learn and Do Program is the outcome of this vision from Nexxera on the reality we live today.

This program aims to provide to the youth and to adults between the ages of 14 to 40, primarily under unfavorable socio economic situations, a model based on courses that contribute to the equality of opportunities through an educational and learning process that are up to date with the demands of the job world.



The following free courses are available to the community:



INFORMÁTICA PROFISSIONALIZANTE

- **Professional Computing Course** 100 hours course load, syllabus with topics such as: Introduction to computing and operation system; internet, text editor, presentations, spreadsheets, advanced internet, with techniques directed toward the work universe, such as administrative routines, commercial wording, office routine, time management, etc.
- **Learn and Sell Course:** 80 hours course load, syllabus with topics such as: team work, diversity, professional ethics, working world, personal and professional image, in addition to sales processes and customer service (history, vision of retail market, new client profile, the salesperson, communication, the five service senses, financial education, etc.).



APRENDER a VENDER

In the year of 2014, 10 classes were made. The Professional Computing Course met a total of 142 students distributed in 9 classes, and the Learn and Sell course met 14 students in one class, of which six were already employed right after the end of classes.

In 2015, there were 10 classes meeting a total of 149 students. In the Professional Computing Course there were 125 who were met and distributed into eight classes. In the Learn and Sell course, 24 students were met into two classes.

The partners of the Nexxera Institute for the Learn and Make Program in this period were: Federal Institute of Santa Catarina (IFSC), Florianópolis campus; Opportunities Generation Institute of Florianópolis (IGEOP)/Florianópolis City Hall; Secretary of Social Assistance of Florianópolis/Florianópolis City Hall; Florianópolis Commercial and Industrial Association (ACIF), in addition to the supporters InfoTV and CentroCópias.



In 2015, 3,103 students participated in the conversation.

Exchange of Ideas

The illicit drug use in the last years has increased at an alarming rate

and exceed all of the social, economic, political, and cultural frontiers. This increase may be attributed to several factors, among them the lack of trustworthy information regarding the dangers of drug consumption in long or short terms, the limited character of preventive activities (almost non existing in our country), and the lack of conscience on the extent of the problem.

The main goal of this project is to create conscience through prevention, with information on risks regarding the commercialization and use drugs with an approach that is differentiated and attractive pedagogically, with real stories brought by the journalist EdSoul.

During a two hour chat with Middle School students (between 150 and 200 students), EdSoul makes an extensive insight bringing his story as a resident from a poor community in Florianópolis and the stories of those who got involved with drugs and their real consequences.

In 2015, 3,103 Middle School students joined the conversation, between the ages of 12 to 18 years old. A total of 20 schools (10 in the first semester and 10 in the second) received the project.

The partners of the Nexxera Institute for the Exchange of Ideas during this period were: Jornal Hora of Santa Catarina and Maurício Sirotsky Sobrinho Foundation – RBS Group (affiliated with Rede Globo).



PIPE PROGRAMA DE INCLUSÃO PELO ESPORTE

Sports Inclusion Program (PIPE)

PIPE emerges in 2009 with the purpose to contribute so that children and teenagers of Florianópolis city may have opportunities to join athletic practices and complementaries to their school education. Nexxera Institute sees sports as a transforming agent, of citizenship value and social inclusion, a lot more than competition.

PIPE works with children and teenagers between the ages of 8 and 17, students from public schools of Grande Florianópolis. In the year of 2014 approximately 291 students were involved in the project. The integration is also another relevant outcome of the project, with the creation of activities such as little cups and festivals between the nucleus of the project, providing more living experiences between students at PIPE and the understanding of the reality of each nucleus and their communities.

Another important result with the growth of PIPE was the partnership with the Federal Institute of Santa Catarina (IFSC) and the City of Palhoça, which led to a competition team. The talents at PIPE were forwarded to the team that disputed games at the Volleyball Catarinense League, regional and state games. In the regional games the team was ranked between the first three in the child and infant categories.

In 2015 PIPE continued with the same partners and reached a total of 232 students, distributed between the nucleus: Novo Alvorecer Institute; Federal Institute of Santa Catarina (IFSC), Florianópolis Campus; Palhoça City Hall; and Secretary of Social Assistance of Florianópolis.



Floripa Live Hip Hop

Since its first edition in 2012, Floripa Live Hip Hop is a project sponsored by Franklin Cascaes Foundation through the City Law of Cultural Incentive and developed by the Nexxera Institute. The goal is to provide to children and teenagers the access to dance and the Hip Hop culture, by hanging out in shops that explore the techniques and values of this cultural manifestation, strengthening the Island of Santa Catarina in this manner of expression and occupation of cultural scope. The target audience of this project are children and teenagers between the ages of 6 and 17 from Grande Florianópolis.

For the realization of this project in 2014, our partners were Legião da Boa Vontade NGO and the IFSC Florianópolis Campus, meeting a total of 89 children and teenagers divided into nucleus.

For the closing of the project, an event was organized which had presentations prepared by the students. In this edition with counted with two dance educators and professionals.

In 2015 the project benefited 209 children and teenagers from several communities in Florianópolis, distributed to nucleus of the NGOs Novo Alvorecer Association, Legião da Boa Vontade, and at IFSC - Florianópolis Campus.

Through the Floripa Live Hip Hop Project, the democratization of art and culture is valued, as well as the cultural and identity roots of the audience arising from the poorest communities of the city, the respect towards the other's limit, the freedom of expression, a greater team work ability, self-esteem, among others.



Get to Work Project

In 2015, Nexxera Institute was invited to participate on the Get to Work Project, whose goal is to seek help to some socio assistance entities that meet children or the elder with emergency needs. The institution chose by Nexxera Institute was the Novo Alvorecer Association, an entity already partnered with the Institute.

The participation of the Institute was through a construction to reform a structural part of Novo Alvorecer, by fixing leaks and infiltrations that were hindering the complete functioning of the institution, in addition to the conclusion of the external painting and the court, done as a joint effort by the Nexx Volunteers.

The conclusion of this project is expected for 2016.

Social Campaigns

Nexxera Institute has also, throughout its history, been making social campaigns that contribute to minimize vulnerability conditions of the population from poor communities in the cities at which Nexxera Group is present. Check some campaigns executed throughout these last 2 years:



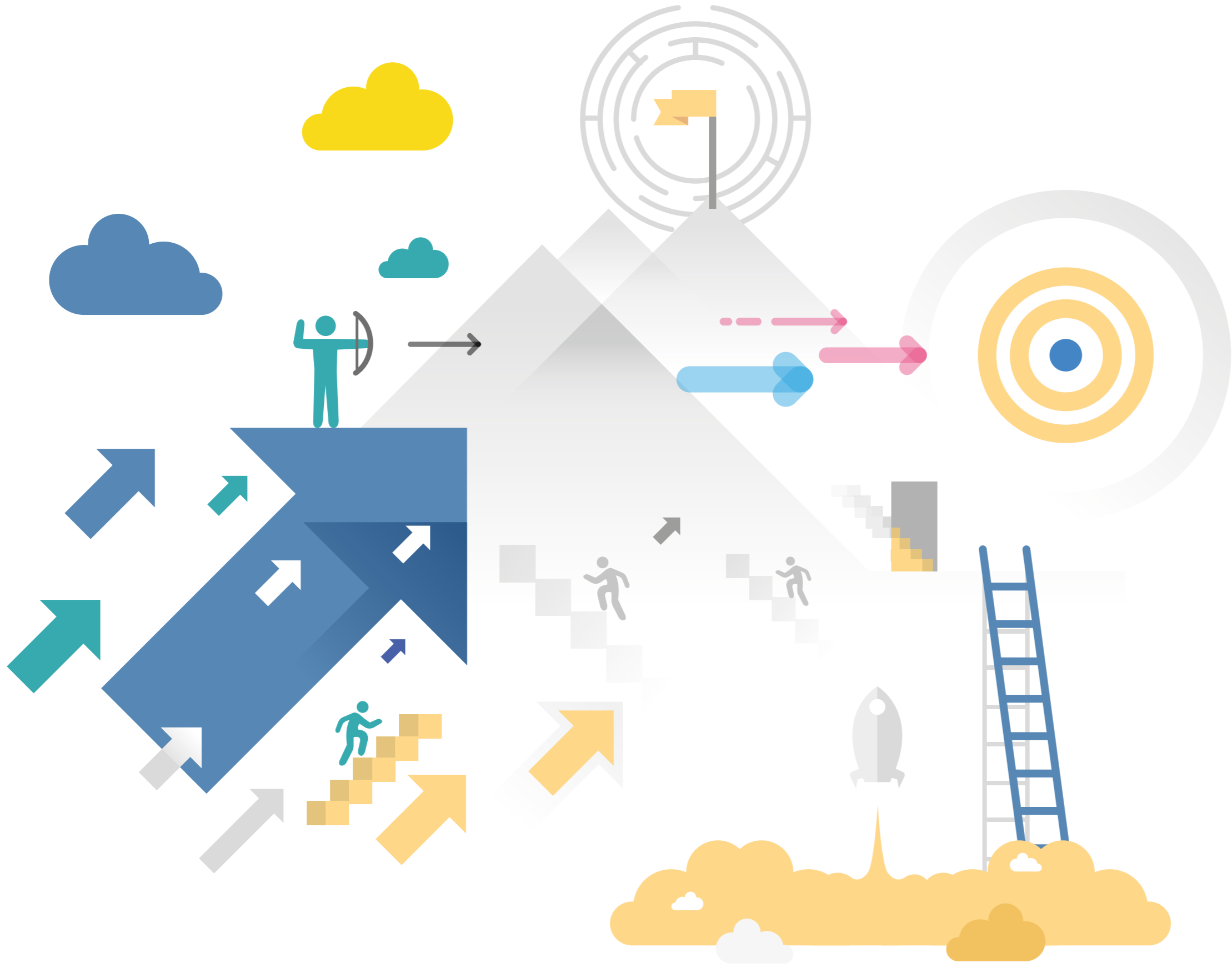
2014

- Campaign linked to the World Cup, with food donations (800g collected), as well as 1,100 school material items and 3,360 clothing pieces, shoes, blankets. Through this campaign the following institutions were served: Novo Alvorecer (about 80 beneficiary children), CADI (Whole Assistance and Development Center) at Frei Damião neighborhood, Palhoça, and SEOVE, female nursing home that received 1,400 personal hygiene items.
- The Christmas Campaign of the same year benefited three institutions. At Novo Alvorecer Association, 76 children and teenagers received gifts. At SERTE, institution located at Cachoeira do Bom Jesus, that shelters the elder and children, 51 elders and 6 children, received Christmas gifts. SEOVE was gifted with food items specially selected for the elders' Christmas supper, these items being requested by the institution's nutritionist. The delivery and organization of the gifts counted with the support of volunteers from the Nexx Volunteers Program.



2015

- The Christmas Campaign of 2015 benefited 79 children and teenagers of the Novo Alvorecer Association. The delivery of the gifts was done by volunteers from the Nexx Volunteers Program including a Santa Claus figure to make the day even more pleasing and fun for the children!



20. MAIN ACCOMPLISHMENTS IN 2014 AND 2015 [G4-13]

The years of 2014 and 2015 were marked by important initiatives and projects. Get to know some of them.

In 2014

- Inauguration of new HQ building of Nexxera Group, with ample structure and high end installations in Florianópolis,
- Inauguration of new Nexxera HQ in São Paulo.
- Implantation of quick methodology in the area Nexxera Group's Development.
- New version of Information Security Policy, already with the updated required by the PCI-DSS certification.
- New visual identity of the Nexxera Institute, which expresses with contemporary traces and three pillars of sustainability.
- Investment in the development of people and areas: incompany trainings on angular programming language, JS, participation on The Developer's Conference, behavioral abilities (emotional intelligence), among others.



In 2015

- Release of the new version of the Demand Management Macroprocess with the use of the PDS (Safe Document Portal) platform in their internal processes for customer relationships, providing greater speed and safety in the process.
- Relaunch of the Sustainability Campaign, with several actions to purposefully revive the sustainability concept along with the employees. See more information on item 10.1 of this report.
- Launch of the Volunteering program of Nexxera Group - Nexx Volunteers.
- Consolidation of the practices of internal and external communication, with the release of the Conexão newsletter (online newsletter targeted to the external audience and which offers special contents along with service offers), and new internal tools, such as corporateTV, among others.
- Formation of Nexxera Continuous Improvement team to support all of the organization.
- Deals with a multidisciplinary team that emerged to organize and rethink the form in which the work is executed, seeking innovation and enhancement of our operational processes.
- Continuity in the investment for knowledge: participation in events such as Florianópolis Agile Trends, internal trainings (generation Y, financial education, best practices of software development (better developer), among others.
- Projects on life quality, such as Active Nexxera (run and walk).
- Engagement of interested parts for the construction of materiality matrix (GRI).

21. GLOBAL REPORTING INITIATIVE

INDEX

GENERAL STANDARDS CONTENTS

INDICATOR	GRI	CLASSIFICATION	DESCRIPTION	PAGE (S) (TITLE)
Strategy and Analysis	G4-1	Essential	Presentation of the most senior decider of the organization regarding the sustainability relevancy for the organization and its sustainability strategy.	06
Profile Organizational	G4-3	Essential	Report the name of the organization.	18
	G4-4	Essential	Report the main brands, products, and services.	18
	G4-5	Essential	Report the location of the organization's HQ.	18
	G4-7	Essential	Report the property nature and legal form of the organization.	18
	G4-8	Essential	Report the markets in which the organization works.	18
	G4-9	Essential	Report the size of the organization.	18
	G4-10	Essential	Report the total number of employees.	18
	G4-11	Essential	Report the total percentage of employees covered by agreements of collective negotiation.	18
	G4-13	Essential	Report any significant changes occurred during the period covered by the report regarding size, structure, shareholder participation, or supply chain of the organization.	36, 88
	G4-14	Essential	Report if and how the organization adopts the approach or principle of precaution.	47, 48
	G4-15	Essential	List the letters, principles, and other initiatives developed externally of economic, environmental, and social character that the organization subscribes to or endorses.	29
G4-16	Essential	List associations participations (for example: sector associations) and national or international organizations of defense that the organization is an active part of.	40	

GENERAL STANDARDS CONTENTS

INDICATOR	GRI	CLASSIFICATION	DESCRIPTION	PAGE (S) (TITLE)	
Identified Material Aspects and Limits	G4-18	Essential	*Explain the adopted process to define the content of the report and the limits of the Aspects. *Explain how the organization implemented the Principles for Report Definition of Content."	10	
	G4-19	Essential	List all Identified material aspects in the process of report definition of content."	10	
	G4-20	Essential	For each Material aspect, report the Limit of the Aspect in the organization.	10, 36, 40, 52, 68	
	G4-21	Essential	For each Material aspect, report the limit outside of the organization, in the following manner: *Report if the Aspect is material outside of the organization. * If the Aspect is material outside of the organization, identify the entities, entity groups, or elements of which the aspect is material. In addition, describe the geography location in which the aspect is relevant for the identified entities. *Report any specific limitation related to the Aspect Limit outside of the organization.	10, 40, 44, 45, 47, 48, 52, 68	
	Engagement of Stakeholders	G4-24	Essential	Present a list of groups of stakeholders engaged by the organization.	10
		G4-25	Essential	Report the used base for the identification and selection of stakeholders for engagement.	10
G4-26		Essential	Report the approach adopted by the organization to involve the stakeholders, including the frequency of their engagement disclosed by type and group, with indication of some engagement specifically promoted as part of the report preparation process.	10	
G4-27		Essential	*Report the main topics and worries raised during the engagement of stakeholders and the measures adopted by the organization to approach these topics and worries, including the process of reporting them. *Report the groups of stakeholders that raised each one of the mentioned issues and worries.	10	
Profile of Report	G4-28	Essential	Covered period by the report for the presented information.	08	
	G4-29	Essential	Date of the previous most recent report.	08	
	G4-30	Essential	Issuance of Reports Cycle (annual, biannual, etc.)	08	
	G4-31	Essential	Inform the point of contact for the questions regarding the report and its content.	08	
	G4-32	Essential	Report the option agreement (essential or broad) chosen by the organization.	08	
	G4-33	Essential	Report the chain policy and practice adopted by the organization to submit the report for an external verification.	08	

GENERAL STANDARDS CONTENTS

INDICATOR	GRI	CLASSIFICATION	DESCRIPTION	PAGE (S) (TITLE)
Government	G4-34	Essential	Report the structure of the organization's government, including the committees of the highest governing body.	32
Ethics and Integrity	G4-56	Essential	Describe the values, principles, standards and norms of the organization's behavior, such as codes of ethics and conduct.	29

SPECIFIC STANDARDS CONTENTS

ECONOMIC PERFORMANCE INDICATORS

INDICATOR	GRI	CLASSIFICATION	DESCRIPTION	PAGE (S) (TITLE)
Management Form	G4-DMA	Essential	Report why the Aspect is material. Report the impacts that make them material. Report how the organization manages the Material aspect or their impacts. Report how the management approach is evaluated, including: Mechanisms for evaluating the effectiveness of management approach, the evaluation results of the management approach introduced and any adjustments in management approach.	52, 68, 70, 73
Aspect: Performance Economic	G4-EC1	Essential	Generated and distributed direct economic value.	68
	G4-EC7	Essential	Development and impact of investments in infrastructure and offered services.	47, 48

ENVIRONMENTAL PERFORMANCE INDICATORS

INDICADOR	GRI	CLASSIFICATION	DESCRIÇÃO	PAGE (S) (TITLE)
Aspect: Power	G4-EN3	Essential	Power consumption in the organization	73
Aspect: Water	G4-EN8	Essential	Total water removal by fountain.	73
Aspect: Sewage and Residuals	G4-EN23	Essential	Total waste weight disclosed by type and method of disposition.	73
Aspecto: Overall	G4-EN31	Essential	Total investments and expenses on environmental protection disclosed by type.	73

INDICADORES DE DESEMPENHO REFERENTES A PRÁTICAS TRABALHISTAS E TRABALHO DECENTE OCDE/UNGC

INDICADOR	GRI	CLASSIFICATION	DESCRIPTION	PAGE (S) (TITLE)
Aspect: Employment	G4-LA1	Essential	Total number and rate of new employee admissions and turnover by age range, gender, and region.	52
	G4-LA2	Essential	Benefits offered to full-time employees that are not offered to temporary employees or under a part-time regime disclosed by important operational units of the organization.	52
	G4-LA3	Essential	Rate of return of work and retention after maternity/ paternity leave disclosed by gender.	52
Aspect: Health and Safety at Work	G4-LA6	Essential	Types and rate of injuries, workplace illness, missed days, absence and number of deaths related to work disclosed by region and gender.	52
	G4-LA7	Essential	Employees with high incidence or high risk of illnesses related to work.	52
	G4-LA8	Essential	Topics related to health and safety covered by formal agreements with union.	52
Aspect: Training and Education	G4-LA9	Essential	Average number of training hours per year, by employee, disclosed by gender and functional category.	52
	G4-LA11	Essential	Percentage of employees that regularly receive performance analyses and career development disclosed by gender and function category.	52

SOCIAL PERFORMANCE INDICATORS RELATED TO SOCIETY

INDICADOR	GRI	CLASSIFICATION	DESCRIPTION	PAGE (S) (TITLE)
Aspect: Local Communities	G4-SO1	Essential	Percentage of operations with programs implemented for local community engagement, impacts evaluation, and local development.	10, 76

Nexxera Group advanced in implementing GRI - G4 A process that helped the organization review its management model.

In this view we confirm the commitment to evolve in the changes that make Nexxera Group more sustainable.

22. IBASE ANNUAL SOCIAL /BALANCE SHEET NEXXERA GROUP 2015

1 - BASE DE CÁLCULO		2015 AMOUNT (MIL REAIS)		2014 AMOUNT (MIL REAIS)	
Net Revenue (NR)		52.212,66		49.946,79	
Operational Result (OR)		21.122,11		16.655,66	
Gross Payroll (GP)		15.970,89		15.624,83	

2 - SOCIAL EXTERNAL INDICATORS	AMOUNT (MIL)	% ON GP	% ON NR	AMOUNT (MIL)	% ON GP	% ON NR
Food	1,153.00	7,22%	2,21%	1,160.66	7,43%	2,32%
Mandatory social charges	2,363.85	14,80%	4,53%	2,270.57	14,53%	4,55%
Private pension	0.00	0,00%	0,00%	0.00	0,00%	0,00%
Health	467.03	2,92%	0,89%	300,29	1,92%	0,60%
Work safety and health	14.22	0,09%	0,03%	14.44	0,09%	0,03%
Transportation	71.85	0,45%	0,14%	75.81	0,49%	0,15%
Education	33.32	0,21%	0,06%	31.55	0,20%	0,06%
Culture	0.00	0,00%	0,00%	0.00	0,00%	0,00%
Training and professional development	43.80	0,27%	0,08%	40.73	0,26%	0,08%
Childcare or childcare-assistance	7.82	0,05%	0,01%	8.86	0,06%	0,02%
Profit or result sharing	0.00	0,00%	0,00%	0.00	0,00%	0,00%
Others	0.00	0,00%	0,00%	0.00	0,00%	0,00%
Total - Internal social indicators	4,154.91	26,02%	7,96%	3,902.90	24,98%	7,81%

3 - SOCIAL EXTERNAL INDICATORS	AMOUNT (MIL)	% ON OR	% ON NR	AMOUNT (MIL)	% ON OR	% ON NR
Education	251.40	1,19%	0,48%	155.55	0,93%	0,31%
Culture	189.72	0,90%	0,36%	135.40	0,81%	0,27%
Health and sanitation	0.00	0,00%	0,00%	0.00	0,00%	0,00%
Sport	174.23	0,82%	0,33%	164.54	0,99%	0,33%
Combat against hunger and food safety	0.00	0,00%	0,00%	0.00	0,00%	0,00%
Others	0.00	0,00%	0,00%	121.72	0,73%	0,24%
Total contributions for society	615.35	2,91%	1,18%	577.21	3,47%	1,16%
Taxes (social charges excluded)	0.00	0,00%	0,00%	0.00	0,00%	0,00%
Total - External social indicators	615.35	2,91%	1,18%	577.21	3,47%	1,16%

4 - ENVIRONMENTAL	AMOUNT (MIL)	% ON OR	% ON NR	AMOUNT (MIL)	% ON OR	% ON NR
Investments related with production/ company operation	30.49	0,14%	0,06%	0.09	0,00%	0,00%
Program investments and/or external projects		0,00%	0,00%		0,00%	0,00%
Total environment projects	30.49	0,14%	0,06%	0.09	0,00%	0,00%
Regarding the establishment of annual goals to minimize waste, the consumption in general in the production/operation and increase the efficacy in the use of natural resources, the company		() does not have goals (x) meets from 51 to 75% () meets from 0 to 50% () meets from 76 to 100%			() does not have goals (x) meets from 51 to 75% () meets from 0 to 50% () meets from 76 to 100%	

5 - FUNCTIONAL BODY INDICATORS	2015	2014
No. of employee(s) at the end of period	232	238
No. of admissions during the period	77	97
No. third party employees	14	11
No. of interns	3	6
No. of employees between 16 and 18	3	7
No. of employees above 45 years old	16	12
No. of women who work in the company	65	33
% of chief positions occupied by women	26.09%	27.27%
No. of black people who work in the company	12	8
% of chief positions occupied by black people	0.00%	0.00%
No. of people with disability or special needs	4	7

6 - RELEVANT INFORMATION REGARDING THE PRACTICE OF COMPANY CITIZENSHIP	2015	GOAL 2016
Relation between greatest and lowest salary in the company	18.33	20.16
Total number of workplace accidents	3	0
The social and environmental projects developed by the company were defined by:	() board (x) board and management	() all employees () board and management (x) board and management () all employees
The safety and health standards in the workplace environmental were defined by:	(x) board and management () all employees	() all + Cipa (x) board and management () all employees () all + Cipa
As to union liberty, regarding the right of collective negotiation and to the internal representation of workers, the company:	() does involve (x) follow the OIT norms	() encourages comply with () does involve (x) follow the OIT norms () encourages comply with
The private pension contemplates:	() board () board and management	() all employees () board and management () board and management () all employees
The profit or result share contemplate:	() board () board and management	(x) all employees () board and management () board and management (x) all employees
In the selection of vendors, the same ethical and social and environmental responsibility standards adopted by the company:	() are not considered (x) are suggested	() are required () are not considered (x) are suggested () are required
Regarding the participation of workers in programs of volunteer work, the company:	() does involve () supports	(x) organizes and encourages () does involve () supports (x) organizes and encourages
Total number of complaints and criticisms of consumers:	in the company 0 at Procon 0 at Justice 0	in the company 0 at Procon 0 at Justice 0
% of complaints and criticisms met or resolved:	in the company 0 at Procon 0 at Justice 0	in the company 0 at Procon 0 at Justice 0
Total added amount to be distributed (in thousand R\$):	In 2015: R\$ 49,607,438.02	In 2014: R\$ 38,144,852.42
Distribution of amount added (DAA):	22% government 32% employees 17% shareholders 16% third parties 13% retained	23% government 39% employees 41% shareholders 6% third parties - 10% retained

7 - OTHER INFORMATION

The contacts for explanation of declared information are: sustentabilidade@nexxera.com and/or 55 - 48. 21065672

This company has a policy and management of sustainability and has not been measuring efforts to improve its indicators for each year.



23. 2016 AND 2017 CHALLENGES

The years 2016 and 2017 will be iconic and challenging.

The political economic scenario we live at requires strong insight on prior goals and actions on topics such as:

- sustainability of the organization focused on strict budget, ensuring employability and growth;
- enlargement of motivational programs and participation of employees, increasing the internal cooperative aspect to ensure growth and balance of the organization;
- ongoing investment and innovation, but enlarging the focus in verticals and promising markets;
- strong work on client bases, enlarging the faithfulness and identifying new opportunities;
- large focus in results and costs and risks reduction through new solutions, contributing to the financial health of our clients and cooperating in the reform and growth of Brazil.

24. BUSINESS

Publishing Board

Edson Silva – CEO of Nexxera Group

Edenir Silva – Vice President Nexxera Group

Andrea Silva – Director of Nexxera Institute

Carla Inácio da Cunha – Talent Management Manager

Sarah Silva – Nexxera Group Marketing Director

Camila Busarello – Nexxera Group Designer

Carolina Boll – Talent Management Assistant

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Sustainability Report – www.sustentabilidade.nexxera.com

Nexxera Group – www.gruponexxera.com

Nexxera Institute – www.institutonexxera.org.br

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