



# PROGRESS REPORT COP 2019

Brazilian Micro and Small Business  
Support Service (Goiás)





**SEBRAE GOIÁS**

**President of the State Deliberative Council**

Ubiratan da Silva Lopes

**EXECUTIVE BOARD**

**Managing Director**

Derly Cunha Fialho

**Wanderson Portugal Lemos**

Technical director

**Igor Montenegro Celestino Otto**

Director of Administration and Finance

**EXECUTIVE MANAGEMENT OF ADMINISTRATION AND FINANCE**

**Manager**

Carlos Vinícius Parreira Aires

**Project Manager**

Marcos Fernando Passos

**CONTENT ELABORATION**

Maria Cristina Franco Paulino

Ambiente Consultoria

**PROFESSIONAL EMPLOYEES**

George Gustavo Souza Toledo - Analyst

Thamara Tuanny de Almeida Rosa - Analyst

Isadora Luiza Rezende Braga Araujo - Intern

Igor Rodrigues de Almeida – Intern

**SERVIÇO DE APOIO ÀS MICRO E PEQUENAS EMPRESAS (Sebree Goiás)**

Avenue T-3, nº 1.000, Setor Bueno - Goiânia (GO) – ZIP CODE 74215-095

0800 570 0800 / [www.sebraego.com.br](http://www.sebraego.com.br)



# Progress Report - COP 2019

Period covered by the Progress Communication (COP):  
January 2018 to December 2019

## 1. Statement of Continued Support for the Global Compact

We at Sebrae Goiás are pleased to reaffirm our commitment to upholding the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labor, Environment and the Fight against Corruption.

After 4 years dedicated to structuring a new corporate culture, focused on sustainability criteria, we can say that in 2019 we began to reap the rewards of this work. We started and are ending the year with a clear strategy, set priorities and the right people in each place. During this period, we laid the foundations for the transformation of the culture of products and services, in which the client Sebrae Goiás becomes the protagonist. Also this year, we formally began integrating the principles of sustainability into our business activities, incorporating the strategic direction for 2020.

It was a year that demanded from Sebrae Goiás, the reorientation of the organization's planning, especially in the commercial and marketing actions, and intensified our approach with our Client, focus of all the improvements and investments made in 2019. We chose to continue the construction. This relationship through innovation of products and services, considering here the new phase of qualified professionals to attend with the implementation of the new SGF - Supplier Management System taking the place of the old SCG - Accredited Management System, new forms of such as On-Line service and other innovative products developed by the Innovation Management Unit – UGS.

**We are prepared for a long journey, which we know will be challenging and marked by overcoming and achievement.**



In this Progress Communication, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to share this information with our stakeholders using our main communication channels.

Good reading,

**Managing Director**  
Derly Cunha Fialho  
**Wanderson Portugal Lemos**  
Technical director  
**Igor Montenegro Celestino Otto**  
Director of Administration and Finance



## 2. Mission, Vision, Values and SIG Policy

**Business:** Small Business Development and Sustainability

**Mission:** To promote competitiveness and small business development and stimulate entrepreneurship.

**Vision:** To have excellence in the development of small businesses, contributing to the construction of a fairer, more competitive and sustainable state and country.

### **SIG Policy Rev.00 Date Created 05.05.2018**

To seek the satisfaction of customers, employees and other stakeholders, performing their activities with competence, social responsibility, sustainability, quality and efficiency, promoting the development of entrepreneurship in Goiás.

Guidelines:

- Commitment to ethics, transparency, respect for stakeholders and respect for human rights.
- Commitment to comply with legal requirements, applicable standards, and other requirements subscribed by the organization;
- Commitment to the promotion of sustainable development regarding environmental protection, pollution prevention and prevention of worker health and safety, in order to reduce impacts and risks to business and society.
- Commitment to continuous improvement of the integrated management system. Being the result of this performance, constantly communicated to stakeholders.

Values:

- Ethic
- Knowledge
- Professionalism
- Commitment
- Commitment to the customer
- Sustainability

### 3. Corporate Profile

#### **Sebrae. The strength of the Brazilian entrepreneur.**

The Brazilian Micro and Small Business Support Service (Sebrae) is a private entity that promotes the competitiveness and sustainable development of small business enterprises - those with annual gross revenues of up to R \$ 4.8 million.

Acting with a focus on strengthening entrepreneurship and accelerating the process of formalization of the economy through partnerships with the public and private sectors, training programs, access to credit and innovation, encouraging associations, trade fairs and business roundtables.

The solutions developed by Sebrae range from the entrepreneur who intends to open his first business to small companies that are already consolidated and are looking for a new position in the market.

To ensure service to small businesses, Sebrae operates throughout the national territory. Where there is Brazil, there is Sebrae. In addition to its national headquarters in Brasilia, the institution has service points in the 27 Federative Units, where courses, seminars, consultancies and technical assistance for small businesses of all sectors are offered.

Sebrae Nacional is responsible for the strategic direction of the system, defining guidelines and priorities for action. State units develop actions in accordance with regional reality and national guidelines.

Sebrae is an enabler of development, but it is not a financial institution, so it does not lend money. It articulates (together with banks, credit unions and microcredit institutions) the creation of financial products suited to the needs of the segment. It also guides entrepreneurs so that access to credit is, in fact, an instrument of business improvement.

Having as a milestone the creation of the Sustainable Sebrae Program, Sebrae Goiás was based on the materiality found from the understanding of its context (internal and external), its prioritized stakeholders, its integrated management system, indicators, as well as the entire operational structure, serving as a scope of action regarding sustainability.

Thus, the Sustainable Sebrae Program encompasses sustainability guidelines composed of several themes of strategic and operational importance. It is through these guidelines that Sebrae Goiás, guides its actions related directly to the culture of sustainability since 2015, giving concatenation between the positioning and the commitments assumed, unfolding in plans and actions, control and mitigation of possible social and environmental impacts.

## "Meeting the needs of the present generation without affecting the ability of future generations to meet their"

In these 2 years (2018 and 2019), Sebrae Goiás worked on three levels of action of the Sustainable Sebrae Program, Environmental Responsibility, based on the requirements NBR ISO 14001: 2015, Social Responsibility, based on the requirements NBR 16001: 2012, BS OHSAS 18001: 2007 and NBR ISO 26000 and Economic Responsibility, based on the requirements NBR ISO 9001: 2015, applicable legal requirements and subscribed by the organization (Compliance). Thus allowing the construction of its social and environmental performance and sustainable development.

Since its inception (2015 - 2016), the Sustainable Sebrae Program aims to provide pathways through sustainable guidelines that can assist and guide Sebrae Goiás decisions, processes and projects, promoting and ensuring the practice of the principles of responsibility. social and environmental.

Thus, determining your **Goal**:

*“Act sustainably for the development of small businesses in the state of Goiás”*



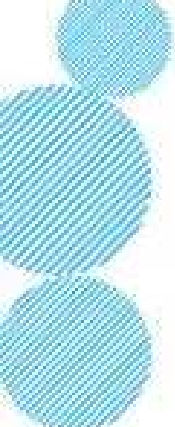
### 3.1. Sustainable Sebrae Program Guidelines 2019

According to the pillars of the Sustainable Sebrae program, Sebrae Goiás' social and environmental responsibility and social development guidelines were established for the year 2019-2020.

#### 1° Pillar: Economic Responsibility

##### **GUIDELINES:**

1. Incorporate the principles of social and environmental responsibility in the strategic planning of Sebrae Goiás.
2. Develop and predict products and services within the principles of social and environmental responsibility in the actions of individual and collective service projects.
3. Promote the sustainable and responsible use of financial resources in actions and projects.
4. Ensure the maintenance and compliance with the requirements of the Management System of Sebrae Goiás.

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5. Be in legal compliance with all laws applicable to Sebrae Goiás.
  6. Guarantee, along with the processes of contracting services and the purchase of inputs and materials, the need and importance of sustainability in the execution of services and in the development of products offered to Sebrae Goiás.


## 2° Pillar: Environmental Responsibility

### GUIDELINES:

1. Establish and meet goals for the efficient use of electricity, water and office supplies (paper, disposable cups, among others).
2. Keep the solid waste management plan up to date and control the LCP - life cycle perspective.
3. Reduce and neutralize CO2 emissions.
4. Contribute to the preservation and environmental conservation of the surrounding area.
5. Map and develop sustainability solutions, aligned with the reality of Sebrae Goiás clients.
6. Purchase products and services from suppliers committed to labor and environmental laws.

## 3° Pillar: Social Responsibility

### GUIDELINES:

1. Ensure that the physical facilities of Sebrae Goiás meet the principles of accessibility.
  2. Ensure the safety and prevention of accidents to employees and customers who circulate in the physical facilities of Sebrae Goiás.
  3. Promote respect for diversity and spread the culture of peace in the corporate environment.
  4. Strengthen and expand internal practices to promote health, well-being and quality of life.
  5. To elucidate and disseminate the Social and Environmental Responsibility theme to Sebrae Goiás clients, emphasizing the importance of this practice for the development of their business.
  6. Disseminate free knowledge and information on social and environmental responsibility to local society.
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## 4. Stakeholders Engagement

Stakeholders can be conceptualized as elements that affect or are affected by a particular institution at the institutional and / or operational levels. They are commonly referred to as stakeholders. Knowing who are the stakeholders of Sebrae Goiás and identifying their needs and expectations are paramount to defining the strategy of operation so that the institution can fulfill its mission.

Each review of the Strategic Direction (usually every four years), is performed by UGE / GEGOV, the identification / review of stakeholders through alignment meetings with the managers that make up Sebrae Goiás.

Considering that an institution cannot meet all stakeholders in its business, after identification, UGE / GEGOV, together with the leaders of Sebrae Goiás, promotes the prioritization of Sebrae's activities with them.

For prioritized stakeholders, the needs and expectations of each are identified. This survey is made by specific methodologies, according to each stakeholder. The work is developed by UGE / GEGOV together with other Units involved, as appropriate.

To fulfill its commitments to meet the needs and expectations of stakeholders, Sebrae Goiás establishes the action plans that will be developed. The plans are prepared by each of the Units involved with each of the prioritized Stakeholders, with the support of UGE / GEGOV.

Indicators and targets show proper monitoring and performance to meet the challenges of the strategy to meet the needs and expectations of each prioritized Stakeholder. These indicators and targets are established by each of the Units relevant to each of the prioritized Stakeholders, with the support of UGE / GEGOV.

Each Responsible Unit shall monitor the action plans and goals / indicators defined.

Responsible	Description
UGE/GEGOV	Coordinate the stakeholder management process.
Units/Managers	Contribute to the process of identifying, prioritizing stakeholders of Sebrae Goiás; act to identify stakeholder needs and expectations; perform translation of needs and expectations into action plans and define indicators for monitoring; monitor action plans and targets / indicators defined for each stakeholder under its management

Perspective	Strategic Objective	Indicator	RPI
Stakeholders (Institutional Outcome Indicators)	To be the reference institution in promoting small business competitiveness	1. Rate of results achieved in service projects	60%
		2. Service Effectiveness Index	8,1
		3. Sebrae Recommendation Index (NPS)	77,10%
		4. Small Business Image Index	8,54
	Contribute to national development by strengthening small businesses	5. Society image index	8,9
Processes (Performance Indicators)	Having excellence in service, focusing on results for the customer.	1. Customer Satisfaction Index	9,0
		2. Number of Small Business Owners Served	80.792
		3. Number of Potential Entrepreneurs Served	95.368
		4. Number of PN answered	100.990
		5. Number of MEI attended	57.046
		6. Number of ME attended	37.313
		7 Number of EPP Met	6.631
		8. Small Business Service with Specific Innovation Solutions	8.000
		9. N. of loyal PNs	50.495
		10. Number of Small Business Served Through Digital Services	Undefined
		11. Rate of users returning to Portal Sebrae	Undefined
	Boosting a favorable environment for the development of NP	12. Number of municipalities with development policies in place	6
	Promote entrepreneurial education and culture	13. Number of Potential Entrepreneurs Served	15.930
Provide knowledge about and for Small Business	14. Number of hits to Portal Sebrae contents	Undefined	
Articulate and strengthen the strategic partner network		Undefined	
Have excellence in the development of products, services and communication channels and customer service appropriate to customer segments.	15. Applicability index of products and services	Undefined	
Ensure effectiveness and transparency in resource use and results reporting	16. Audit / Compliance Compliance Index		
Resources (Performance Indicators)	Develop and retain committed human capital, motivated and with skills focused on innovation and results	17. Favorability Index	70%
	Expand and strengthen supplier network	18. Supplier Satisfaction Index	7,0
	Having the best technology and infrastructure for Sebrae management and customer service	19. Internal Customer Satisfaction Index	8,0
		20. Sustainability Index in Management	0,5
		21. Infrastructure Maturity Index	Undefined

The Value Chain reflects the way Sebrae Goiás organizes its macro processes, creating synergy and creating value for Stakeholders. Considering also that Relationship with Stakeholders is done through:

- Communication Relationship Channels.
- Treatment of Manifestations

Strategic Map		Value chain
	Strategic objectives	Main Processes
<b>Interested parts</b>	To be the Reference Institution in promoting the competitiveness of small businesses. Contribute to the state's socio-economic development by strengthening small businesses.	-Relationship with the Market - Institutional Articulation
<b>Process</b>	Having Excellence in Service, focusing on the Result for the Customer.	- Interact and Answer - Deliver - List
	Enhance a Favorable Environment for Small Business Development.	- Interact and Answer - Deliver - List
	Promote Entrepreneurial Education and Culture.	- Interact and Answer - Deliver - List
	Provide Knowledge about and for small businesses.	- Strategy
	Articulate and Strengthen the Strategic Partner Network.	-Institutional Articulation
	Having Excellence in offering and applying Products, Services and Communication and Service Channels appropriate to the Customer segments.	- Interact and Answer - Deliver - List
	Ensure Effectiveness and Transparency in Resource Utilization, Revenue Generation and Reporting of Results	-Corporate governance - Relationship with Market
	<b>Resources</b>	Develop and Retain Committed, Motivated and Competent Human Capital with Innovation and Results Achievement skills.
	Expand and Strengthen the Supplier Network.	operating resources
	Having the best Technological and Infrastructure Solutions for Sebrae Management and Customer Service	technological resources

## 5. Governance

Sebrae Goiás structured its governance process by concentrating on a formal document that brings together good management and governance practices to support Sebrae Goiás' actions in Continuous Improvement and the pursuit of management excellence through mechanisms to Direct, Evaluate and Monitor Performance. with a view to fulfilling the mission of the institution. (CDE demand - directed to project execution - Functional Scope Modeling for implementation of the Governance Model in accordance with Resolution No. 172/2017). We highlight the continuous and evolutionary process of Management Maturity through the Management Excellence Model (21st edition) in conjunction with SGI Sebrae Goiás, enabling the development of the institution with changes, innovations and constant evolution. Currently stands out the process of Digital Transformation.

Sebrae adopted as its fundamental concept of Corporate Governance: System by which companies and other organizations are directed, monitored and encouraged, involving the relationship between partners, boards of directors, supervisory and control bodies and other stakeholders with Essential Practices in the strategic business direction aimed at providing credibility, transparency, equity and value. (Source: IBGC, Code of Best Practices of Corporate Governance, 5th Edition, 2015).

For Sebrae Goiás, the Principles of Governance are based on the set of Practices, which have the purpose of contributing so that the Results intended by the Stakeholders are achieved by enhancing the Leadership, Strategy and Control Axes.

The Governance process of Sebrae Goiás follows the principles established in the Bylaws, Internal Rules of the Sebrae Goiás Deliberative Council, Internal Rules of the Fiscal Council of Sebrae Goiás, Internal Rules of the Sebrae Goiás, Resolutions and Management Excellence Model. Documents that structure the Moral and Legal Responsibilities pertinent to the main Stakeholders that make up the Governance Model of Sebrae Goiás:

- SDC - State Deliberative Council
- FC - Fiscal Council
- Executive Board.

### 5.1. *Governance Mechanisms Sebrae Goiás*

Strategic Direction - Allows ensuring Long Term Vision, aligning Values and ensuring Mission compliance, allows managers to define strategies and actions that ensure business sustainability.

Transformative Leadership - Allows the legacy to be perpetuated with constant development and preparation of leaders seeking to achieve high levels of performance through Organizational Values and Principles and Organizational Culture.

PMG - Management Improvement Plan and Action Plans from Assisted Self-Assessment and Internal and External Audits - Allows follow-up of the actions resulting from the

Management model - Structured documents that compose all strategic and tactical actions of Sebrae Goiás as a result of:

- Strategic planning.
- Assisted self assessment.
- Internal and External Audits.
- Other actions arising from management proactivity.

Sebrae Goiás bases its Governance model on the principles established and adopted by IBGC / Brazilian Institute of Governance and FNQ / National Quality Foundation.

## 5.2. Identified Benefits

- 1-Formalization of the Governance Process.
- 2-Structuring the Governance Area.
- 3-Modeling of the Governance Secretariat.
- 4-Board, Board and Board Evaluation Model.

## 5.3. Roles, Responsibilities, and Organizational Authorities (G4-45 até G4-49)

The authorities at Sebrae Goiás are defined through the organizational chart, schematically presented, according to Sebrae Goiás Internal Regulations, supported by designation ordinances

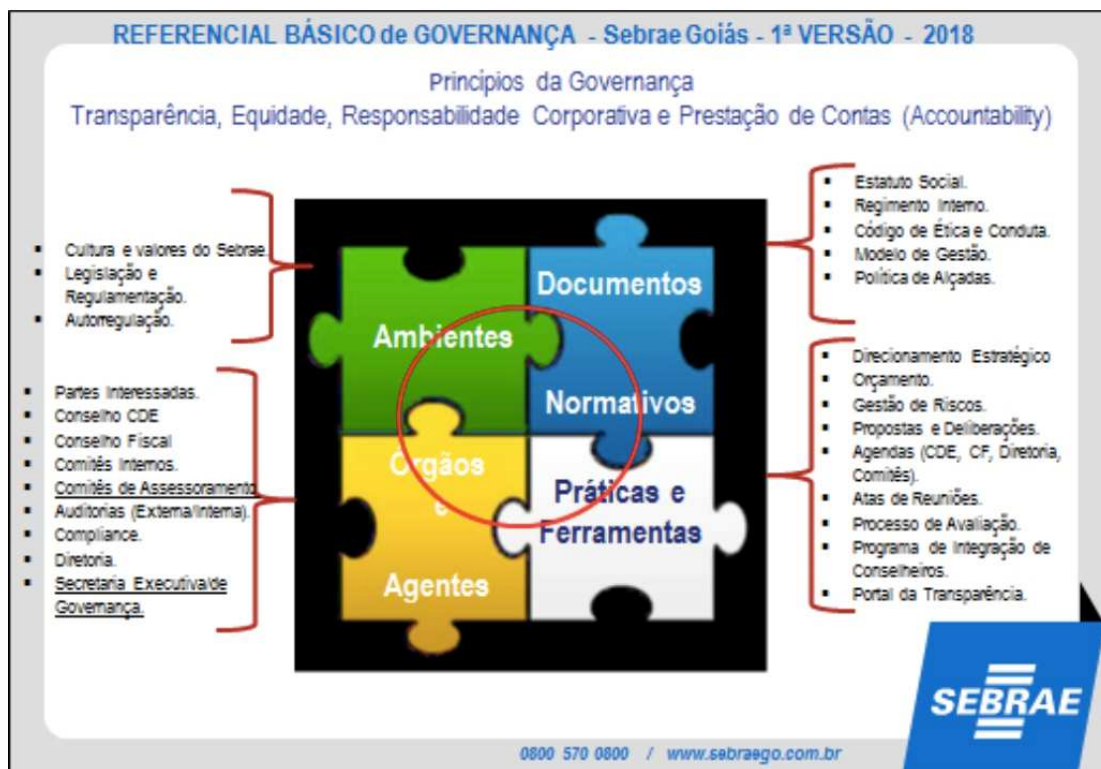


The roles, responsibilities and organizational authorities were duly established in the Function Manual and the GSP Manual with proper communication and training (as

records available in the People Management Unit), considering the governance theme we have the following roles and responsibilities:

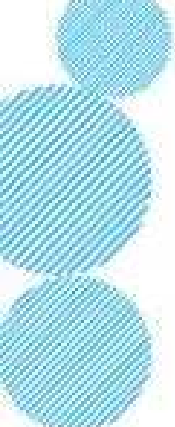
- SDC - State Deliberative Council: Decide on Strategic Business Directions, Monitor Management, Approve Budgeting and Accountability, Accountability to Stakeholders and Make proposals to contribute to the institution's development and results
- Management / Executive Board: Responsible for the Management Command, with duties different from those of the CDE, avoiding the accumulation and interposition of functions.

The competences and attributions are contemplated in the Internal Regulation Sebrae Goiás.



Sebrae Goiás adopts control methods that seek to ensure that the entire structure of its processes is carried out in accordance with the standards and resources planned to achieve the relevant purpose, through:

- Statute of the Sebrae Goiás.
- Internal Rules of the Deliberative Council.
- Code of Ethics and Conduct of the CDE.
- Internal Regulation of the Fiscal Council.
- Board of Governance Committee. Internal Rules of the General Secretariat.
- Internal Regulation of Sebrae Goiás.
- Sebrae Goiás Performance Evaluation Process.
- Multiannual plan
- Objectives and goals.



The leadership of Sebrae Goiás has as its main focus the customer and the continuous improvement of the adequacy, sufficiency and effectiveness of the management system in order to constantly increase its performance.


The participation of the Top Management of Sebrae Goiás, is composed of the Executive Board (Superintendent Director, Technical Director and Director of Administration and Finance, with Executive Management: Executive Management of Governance - GEGOV, Executive Management of Administration and Finance - GEAF, Management Customer Service Executive - GEAT and Executive Solutions Management - GESOL, who directly participate in the evolution of the management system through periodic meetings, survey and management of risks and opportunities that may affect the compliance of products and services and the ability to establish new goals over the years.

The Top Management of Sebrae Goiás, demonstrates leadership and commitment to the integrated management system, according to the following actions:

- a) Being responsible for accounting for the effectiveness of the SGI, always in its Minutes of Meetings and Minutes of Critical Analysis made at the end of each internal audit cycle;
- b) Ensuring good understanding by employees and third parties working on behalf of Sebrae Goiás, its policies and the objectives of the SGI, ensuring that they have been established and are compatible with the context and strategic planning of the organization;
- c) Ensuring the integration of the requirements of SGI Sebrae Goiás, which includes NBR's ISO 9001: 2015, 14001: 2015, 16001: 2012 and OHSAS 18001: 2007, in the business processes of the organization;
- d) Promoting the use of the process approach and the risk mindset (which may be analyzed with the Aspects, Impacts / Hazards and Risk Assessment Worksheet and their appropriate information as per periodic communications between the areas of Sebrae Goiás under UEG supervision and control. and its Committees);
- e) Ensuring that the necessary resources for the management system are available, as established by internal projects which have regular budget monitoring via UEG and UGE;
- f) Communicating the importance and performance of its management system, according to requirements NBR's ISO 9001: 2015, 14001: 2015, NBR 16001: 2012 and BS OHSAS 18001: 2007;
- g) Ensuring that your SGI achieves the intended results;
- h) Engaging, directing and supporting people to contribute to the effectiveness of the management system;
- i) Supporting other relevant management roles to demonstrate how their leadership applies to the areas under their responsibility;

The Top Management of Sebrae Goiás, assigned the responsibility and authority to:

- a) ensure that the integrated management system complies with the requirements of the standards and is established, implemented and maintained;

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- b) ensure that processes deliver their intended outputs;
  - c) report the performance of the management system, such as environmental performance, quality management, health and safety and social responsibility, as well as opportunities for improvement;
  - d) ensure the promotion of customer focus in the organization;
  - e) ensure that the integrity of the management system is maintained when appropriate changes are planned and implemented;
  - f) ensure that people in the workplace are responsible for quality, health and safety at work, environmental and social responsibility aspects;

These responsibilities and authorities were assigned by specific decree to the UEG team, which is assigned the nomenclatures of Management Representative, Environmental Representative, Occupational Health and Safety Representative and Social Responsibility Representative.

## 6. Ethics and Integrity

Focused on the strategic level of the organization, the Risk Management area, formed by the Risk Management committee, maps out the most relevant risks for the organization and its stakeholders, viewed from a perspective of probability and impacts. Through a structured process, the risk map guides preventive and corrective action plans. The process also serves as the basis for internal audit projects.

### 6.1. *Compliance*

It takes care of adherence to or compliance with codes of conduct and principles and reports directly to the Governance structure of Sebrae Goiás. Acting in conjunction with other areas, with the mission of ensuring compliance with legislation and internal principles and regulations. The Internal Audit unit team promotes the management of the theme, following the most advanced models and works supported by three pillars: Prevent, Act and Ensure.

The conduct and ethics management structure is completed with the Ethics Committee. The board assesses the need for measures for violations of the code and the rules and procedures reported through the ombudsman office channel and other non-compliant action recording methods.

Sebrae Goiás promotes a process of awareness throughout the year on the theme of corruption. To this end, various dissemination actions are developed throughout the organization to understand the theme, supported by guidelines set forth in the following documents:





Still having as support:

- Intranet (Connection) - available to 100% of the public working in a virtual environment;
- Polls - sent to 100% of the public working in a virtual environment.

## 6.2. Due Diligence (Environmental Aspects/ Hazard Identification)

Whereas Due Diligence refers to a comprehensive and proactive process for identifying the actual, potential and negative social, environmental and economic impacts of an organization's decisions and activities throughout the life cycle of its operational and organizational activity. to avoid or mitigate these impacts.

Sebrae Goiás determined, through OP G1 / 05 Identification of Sustainable Aspects, Impact / Hazard, Risk Assessment and Determination of Controls, its systematic characterization of operational risks and consecutively the systematic identification of aspects and significant impacts associated with the processes. / Activities developed by Sebrae Goiás, including those arising from routine and non-routine activities, developed by both employees and third parties. Relevant operational controls are established and documented, containing all the planning, execution and monitoring of the SGI Sebrae Goiás. Its identification comprises the following parameters:

- Applicable legal requirements;
- Concerns of internal and external stakeholders;
- Environmental, Social and Health and Safety Criteria, Classification of Degree of Criticality of Aspect / Risk, considering their significance.

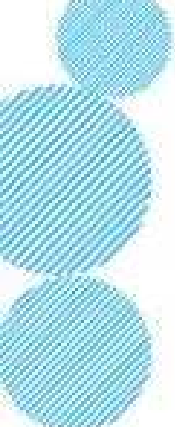
Socio-environmental impacts related to services / products and activities are duly identified and recorded in the Aspects, Impacts / Hazards and Risk Assessment Worksheet, and their identification methodology is standardized through OP G1 / 05 Sustainable Aspects Identification, Impact / Hazard, Risk Assessment and Control Determination.

In identifying these impacts, Sebrae Goiás considered in its internal and external contexts:

- The characteristics of the organization's workforce;
- The potential for human rights violations (according to each theme addressed, having the same specificity detailed in the Aspects, Impacts / Hazards and Risk Assessment Worksheet);
- The social, environmental and economic characteristics of the areas of operation;
- The history of performance in social responsibility;
- The relevant concerns of prioritized stakeholders.

## 6.3. Legal Requirements and Other Requirements

Compliance with applicable legal requirements and other requirements subscribed by the organization is the main commitment of the SGI established by Sebrae Goiás.



The main components of the management system of Sebrae Goiás, related to compliance with legal and other requirements are summarized in the following list, which are established, implemented and maintained through PO G1 / 06 Identification and Evaluation of Applicable and Other Legal Requirements.

- a) Policy established based on the commitment to comply with applicable legal requirements and others subscribed by the organization;
- b) Identification, accessibility and understanding of applicable legal requirements and other requirements subscribed by the organization, supported by the entire legal structure (UASJUR) of Sebrae Goiás;
- c) Establishment and fulfillment of objectives and goals that consider the need to comply with applicable legal requirements and other requirements subscribed by the organization, Indicator Panel - Environmental Planning - Objectives, Goals and Programs;
- d) Commitment to all persons who work for or act on behalf of Sebrae Goiás and whose work is related to significant aspect (s), have received adequate training regarding applicable legal requirements and other requirements subscribed by the organization, related operating procedures, and the consequences of not following them;
- e) Periodic assessment of compliance with applicable legal requirements and other requirements subscribed by the organization, according to the internal audit process of SG - PO G1 / 03 Internal Audit of the Management System;
- f) Identification of any circumstances of non-compliance and non-compliance with legal requirements and other requirements subscribed by the organization (and potential non-conformities and non-compliance with foreseeable requirements) and acting promptly for the identification, implementation and follow-up of corrective actions, PO G1 / 01 Manage PMG;
- g) Maintenance and management of records to prove compliance with applicable legal requirements and other requirements subscribed by the organization, via Sebrae Goiás electronic document system;
- h) (h) Addressing requirements-related aspects when conducting periodic audits of the management system;
- i) Consideration of changes in applicable legal requirements and other requirements subscribed by the organization, when conducting analysis by management, always with the support of UASJUR;

The commitment to comply with applicable legal requirements and other requirements subscribed to by Sebrae Goiás reflects a systematic approach to achieve and maintain improved SG performance.

## 7. Global Compact (Sustainable Development Goals)

Since 2018, Sebrae Goiás has been a signatory of the UN-established Global Compact, which mobilizes the global business community for values in the areas of human rights, labor and the environment.

It is with great pleasure that Sebrae Goiás reaffirms its support for the United Nations Global Compact and its mission to promote corporate sustainability in the areas of Human Rights, Labor, Environment and Anti-Corruption.

In this Engagement Communication, we describe our actions to continually support the Global Compact and its core principles. We are also committed to share this information with our various stakeholders using our main communication channels.

### 7.1. About Sebrae Goiás Actions for the Global Compact

Since joining the Global Compact in 2018, Sebrae Goiás has programmed and implemented actions to continuously support the Global Compact and its principles and to get involved with the initiative, always having as main principle the central themes of NBR 16001: 2012 and ODS - Development Goals. Sustainable



The activities directly linked to the global pact were planned in two projects, both of which are annual but renewable for the same period: Renewable Energy and Sustainable Sebrae Program, in addition to the direct and indirect participation of projects developed by Sebrae Goiás that allow the direct link to the themes. Therefore, we have the following Sebrae Goiás projects:

Link with Sustainability (requirements base NBR 16001: 2012 Annex D - Social Responsibility Issues)		
Project Name / Program		Link to which SDG
Remote Attendance - GO	D.7.3 Job creation and training	SDG 10 - Reduce inequality within and between countries
		SDG 4 - Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.
CM / UAC - Brazil Original - Goian Crafts	D.7 Community involvement and development	SDG 10 - Reduce inequality within and between countries
		SDG 12 - Ensure Sustainable Production and Consumption Standards.
Service Activities Contracts Free services (lectures and other individual services)	D.7 Community involvement and development	SDG 4 - Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.
		SDG 10 - Reduce inequality within and between countries
Growing in the Field - Beef Cattle	D.7 Community involvement and development	D.5.2 Sustainable use of resources / D.5.4 Protection of the environment and biodiversity and restoration of natural habitats / D.5.5 Fair operating practices / D.5.8 Promotion of social responsibility in the value chain
		SDG 12 - Ensure Sustainable Production and Consumption Standards
SDG 12 - Ensure Sustainable Production and Consumption Standards	D.7 Community involvement and development	D.4.3 Social dialogue / D.4.2 Working conditions and social protection
		D.3.4 Civil and Political Rights
		D.5.6 Responsible Political Involvement SDG 9 - Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
Development of Financial Cooperativism for Small Businesses of the State of Goiás	D.7 Community involvement and development	D.5.2 Sustainable use of resources / D.5.4 Protection of the environment and biodiversity and restoration of natural habitats / D.5.5 Fair operating practices / D.5.8 Promotion of social responsibility in the value chain.
		SDG 12 - Ensure Sustainable Production and Consumption Standards
Development and strengthening of the digital economy of the state of Goiás	D.7 Community involvement and development: D.7.1 Community involvement / D.7.2 Education and culture / D.7.3 Job creation and training / D.7.4 Technological development and access to technologies / D.7.5 Wealth and income generation / D.4.3 Social dialogue / D.4.2 Working conditions and social protection / D.3.4 Civil and political rights / D.5.6 Responsible political involvement / D.5.2 Sustainable use of resources / D.5.4 Protection of the environment and biodiversity and restoration of natural habitats / D.5.5 Fair operating practices / D.5.8 Promotion of social responsibility in the value chain.	SDG 9 - Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
		SDG 12 - Ensure Sustainable Production and Consumption Standards
DR / UAC - Development of Goiás State Alembic Cachaça	D.4.3 Social dialogue / D.4.2 Working conditions and social protection / D.3.4 Civil and political rights / D.5.6 Responsible political involvement / D.7 Community involvement and development. / D.5.2 Sustainable use of resources / D.5.4 Protection of the environment and biodiversity and restoration of natural	SDG 2 - End hunger, achieve food security and improved nutrition and promote sustainable agriculture. SDG 15 - Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, halt and reverse land degradation and halt biodiversity loss.

<b>DR / UAC - Agroforestry Sustainability</b>	habitats / D.5.5 Fair operating practices / D.5.8 Promotion of social responsibility in the value chain	SDG 6. Ensure availability and sustainable management of water and sanitation for all
<b>Female Entrepreneurship - Pilot Goiás</b>	D.4.3 Social dialogue / D.4.2 Working conditions and social protection / D.3.4 Civil and political rights / D.5.6 Responsible political involvement / D.3.3 Discrimination and vulnerable groups	ODS 5 - Alcançar a igualdade de gênero e empoderar todas as mulheres e meninas
<b>Productive Chaining - COMPLEM - Sebrae GO - Milk Production Chain</b>	D.4.3 Social dialogue / D.4.2 Working conditions and social protection / D.3.4 Civil and political rights / D.5.6 Responsible political involvement / D.7 Community involvement and development. / D.5.2 Sustainable use of resources / D.5.4 Protection of the environment and biodiversity and restoration of natural habitats / D.5.5 Fair operating practices / D.5.8 Promotion of social responsibility in the value chain.	SDG 12 - Ensure Sustainable Production and Consumption Standards
<b>EP Mega Moda</b>	D.4.3 Social dialogue / D.4.2 Working conditions and social protection / D.3.4 Civil and political rights / D.5.6 Responsible political involvement / D.3.3 Discrimination and vulnerable groups	SDG 12 - Ensure Sustainable Production and Consumption Standards
<b>EP Sebrae - Hermann Hering Foundation and Cia. Hering</b>	D.4 Working practices / D.4.1 Employment and employment relationships / D.4.2 Working conditions and social protection / D.4.3 Social dialogue / D.4.4 Occupational safety and health / D.4.5 Human development and on-site training of work	SDG 12 - Ensure Sustainable Production and Consumption Standards
<b>Strengthening the Strategic Partner Network</b>	D.4.3 Social dialogue / D.4.2 Working conditions and social protection / D.3.4 Civil and political rights / D.5.6 Responsible political involvement	SDG 3 - Ensure a healthy life and promote well-being for all at all ages
<b>Innovation and Competitiveness Management</b>	D.4 Working Practices / D.6 Consumer Issues	SDG 9 - Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation. SDG 4 - Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.
<b>Sebraetec GO Management and Support</b>	D.4 Working Practices / D.6 Consumer Issues	SDG 9 - Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation. SDG 4 - Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
<b>GO - Entrepreneurial Education 2019</b>	D.4 Work practices / D.6 Consumer issues / D.7 Community involvement and development.	SDG 8 - Promote sustainable, inclusive and sustainable economic growth, full and productive employment and decent work for all
<b>GO - Service Integration</b>	D.4 Work practices / D.6 Consumer issues / D.7 Community involvement and development.	SDG 8 - Promote sustainable, inclusive and sustainable economic growth, full and productive employment and decent work for all
<b>GO - Central Brazil Project - Renewable Energy</b>	D.5 Environment / D.5.1 Pollution prevention / D.5.2 Sustainable use of resources. / D.5.3 Mitigation and adaptation to climate change / D.5.4 Protection of the environment and biodiversity and restoration of natural	SDG 12 - Ensure sustainable production and consumption patterns. SDG 13. Take urgent action to combat climate change and its impacts

	habitats / D.5.5 Fair operating practices / D.5.6 Responsible political involvement / D.5.8 Promotion of social responsibility in value chain./ D.5.9 Respect for property rights	
<b>GO-Promotion and Market Access</b>	D.4 Work practices / D.6 Consumer issues / D.7 Community involvement and development	SDG 8 - Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all. SDG 9 - Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
<b>Governance and Sustainability</b>	D.2 Organizational governance. SDG 6. Ensure the availability and sustainable management of water and sanitation for all.	SDG 7. Ensure reliable, sustainable, modern and affordable energy access for all. SDG 12 - Ensure sustainable production and consumption patterns. SDG 13 - Take urgent action to combat climate change and its impacts
<b>Incubation of Innovative New Business</b>	D.4 Work practices / D.6 Consumer issues / D.7 Community involvement and development	SDG 9 - Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
<b>Investe Turismo Goiás - Chapada dos Veadeiros Region and Gold Region</b>	D.4.3 Social dialogue / D.4.2 Working conditions and social protection / D.3.4 Civil and political rights / D.5.6 Responsible political involvement / D.7 Community involvement and development. / D.5.2 Sustainable use of resources / D.5.4 Protection of the environment and biodiversity and restoration of natural habitats / D.5.5 Fair operating practices / D.5.8 Promotion of social responsibility in the value chain	SDG 8 - Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all. SDG 9 - Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
<b>IPÊ Laboratories - Ideas, Prototyping and Entrepreneurship</b>	D.4 Work practices / D.6 Consumer issues / D.7 Community involvement and development.	SDG 8 - Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all. SDG 9 - Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
<b>LIDER - Leadership for Regional Development.</b>	D.4.3 Social dialogue / D.4.2 Working conditions and social protection / D.3.4 Civil and political rights / D.5.6 Responsible political involvement	SDG 17 - Strengthen the means of implementation and revitalize the global partnership for sustainable development
<b>Municipalization of Development Policies in the State of Goiás</b>	D.4.3 Social dialogue / D.4.2 Working conditions and social protection / D.3.4 Civil and political rights / D.5.6 Responsible political involvement	SDG 17 - Strengthen the means of implementation and revitalize the global partnership for sustainable development
<b>Pre Startup Online Acceleration</b>	D.7.4 Technological development and access to technologies	SDG 17 - Strengthen the means of implementation and revitalize the global partnership for sustainable development
<b>Brazil's Most Productive Program - Food &amp; Beverages industry</b>	4.3 Social dialogue / D.4.2 Working conditions and social protection / D.3.4 Civil and political rights / D.5.6 Responsible political involvement / D.7 Community involvement and development. / D.5.2 Sustainable use of resources / D.5.4 Protection of the environment and biodiversity and restoration of natural habitats / D.5.5 Fair operating practices / D.5.8 Promotion of social responsibility in the value chain.	SDG 8 - Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all. SDG 9 - Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
<b>Most Productive Brazil Program - Furniture Industry</b>	D.4.3 Social dialogue / D.4.2 Working conditions and social protection / D.3.4 Civil and political rights / D.5.6 Responsible political involvement / D.7 Community involvement and development. / D.5.2 Sustainable use of resources / D.5.4 Protection of the environment and biodiversity and restoration of natural habitats / D.5.5 Fair operating practices / D.5.8	SDG 8 - Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all. SDG 9 - Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation

	Promotion of social responsibility in the value chain	
<b>Brazil's Most Productive Program - Apparel &amp; Footwear industry</b>	D.4.3 Social dialogue / D.4.2 Working conditions and social protection / D.3.4 Civil and political rights / D.5.6 Responsible political involvement / D.7 Community involvement and development. / D.5.2 Sustainable use of resources / D.5.4 Protection of the environment and biodiversity and restoration of natural habitats / D.5.5 Fair operating practices / D.5.8 Promotion of social responsibility in the value chain	SDG 8 - Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all. SDG 9 - Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
<b>Service Network Repositioning and Modernization</b>	D.4 Work practices / D.6 Consumer issues / D.7 Community involvement and development	SDG 17 - Strengthen the means of implementation and revitalize the global partnership for sustainable development
<b>SEBRAE INTEGRA - Process Improvement and Automation</b>	D.2 Organizational Governance	SDG 8 - Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all. SDG 9 - Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
<b>Sebrae / GO in the Small Business Innovation Program</b>	D.4 Work practices / D.6 Consumer issues / D.7 Community involvement and development	SDG 17 - Strengthen the means of implementation and revitalize the global partnership for sustainable development
<b>Innovation Challenge Management System</b>	D.4 Work practices / D.6 Consumer issues / D.7 Community involvement and development	SDG 8 - Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all. SDG 9 - Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation

Source: Management Excellence Unit

For a better perspective of the level of contribution of Sebrae Goiás to each SDG and its linked goals, we have the following scenario:

SDG	SDG Goals	How	Evidence - Sebrae Goals
<b>Goal 1.</b> End poverty in all its forms, everywhere	1.2 By 2030, reduce by at least half the proportion of men, women and children of all ages living in poverty, in all their dimensions, according to national definitions.	Stimulating entrepreneurship with free service. Territorial Project	Territorial development forums. PNE State Schools.
<b>Goal 2.</b> End hunger, achieve food security and improved nutrition and promote sustainable agriculture	2.1 By 2030 ending hunger and ensuring access for all people, particularly the poor and people in vulnerable situations, including children, to safe, nutritious and sufficient food all year round	DR - UAC - Agroforestry Sustainability	Project Actions
	2.3 By 2030, double the agricultural productivity and income of small food producers, particularly women, indigenous peoples, family farmers, pastoralists and fishermen, including through secure and equal access to land, other productive resources and inputs, knowledge, financial services, markets and opportunities for value added and non-agricultural employment	DR - UAC - Agroforestry Sustainability	Project Actions



	2.4 By 2030, ensure sustainable food production systems and implement resilient agricultural practices that increase productivity and production, help maintain ecosystems, strengthen adaptability to climate change, extreme weather, droughts, floods and other disasters, and to progressively improve the quality of land and soil	DR - UAC - Agroforestry Sustainability	Project Actions
	2.5 By 2020, maintain the genetic diversity of seeds, cultivated, farmed and domesticated animals and their wild species, including through diversified and well-managed national and regional seed banks and plants, and ensure access and the fair and equitable sharing of benefits arising from the use of genetic resources and associated traditional knowledge, as internationally agreed.	DR - UAC - Agroforestry Sustainability	Project Actions
	2.b Correct and prevent trade restrictions and distortions in world agricultural markets, including the parallel elimination of all forms of export subsidies and all export measures having equivalent effect, in accordance with the mandate of the Doha Development Round.	DR - UAC - Agroforestry Sustainability	Project Actions
	2.c Take steps to ensure the proper functioning of food commodity markets and their derivatives, and facilitate timely access to market information, including food stocks, to help limit extreme food price volatility.	DR - UAC - Agroforestry Sustainability	Project Actions
<b>Goal 3.</b> Ensure a healthy life and promote well-being for everyone at all ages.	3.5 Strengthen prevention and treatment of substance abuse, including narcotic drug abuse and harmful alcohol use	UGP - People Management	Internal campaigns against alcohol and drug use - SIPAT predicted
	3.6 By 2020, halve global deaths and injuries from road accidents	PMU - People Management - Avoiding commuting / traveling at night time.	Direx Ordinance that determines times for travel by car.
<b>Objective 4.</b> Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	4.2 By 2030, ensure that all girls and boys have access to quality early childhood development, preschool care and education so that they are ready for primary education.	Service Activities / Entrepreneurial Education Contracts	Lectures and Courses
	4.3 By 2030 ensure equal access for all men and women to affordable quality technical, vocational and higher education, including university	Service Activities Contracts / Regional Care / Entrepreneurial Education	Lectures and Courses
	4.4 By 2030, substantially increase the number of young people and adults who have relevant skills, including technical and professional skills, for employment, decent work and entrepreneurship.	Service Activities Contracts / Implementation of actions of the National Entrepreneurial Education / Entrepreneurial Education Program	Municipal Schools that implemented the JEPP / Lectures and Courses / Attendance List of training. Photographic records of entrepreneurship events promoted by schools
	4.7 By 2030, ensure that all students acquire the knowledge and skills needed to promote sustainable development, including, inter alia, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and nonviolence, global citizenship and valuing cultural diversity	Service Activities Contracts / Implementation of actions of the National Entrepreneurial Education / Entrepreneurial Education Program	Municipal Schools that implemented the JEPP / Lectures and Courses / Attendance List of training. Photographic records of entrepreneurship events promoted by schools

	and the contribution of culture to sustainable development		
	4.c By 2030, substantially increase the pool of qualified teachers, including through international cooperation for teacher education, in developing countries, especially the least developed countries and small island developing states.	Service Activities / Entrepreneurial Education Contracts	Municipal Schools that implemented the JEPP / Lectures and Courses / Attendance List of training. Photographic records of entrepreneurship events promoted by schools
<b>Goal 5.</b> Achieve gender equality and empower all women and girls	5.1 End all forms of discrimination against all women and girls everywhere	Female Entrepreneurship - Pilot Goiás	Courses / Workshops / Lectures
	5.2 Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other exploitation	Female Entrepreneurship - Pilot Goiás	Courses / Workshops / Lectures
	5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.	Projects for Businesswomen / Leadership Courses / Female Entrepreneurship - Piloto Goiás	Courses / Workshops / Lectures
	5.a Undertake reforms to give women equal rights to economic resources as well as access to ownership and control over land and other forms of property, financial services, inheritance and natural resources in accordance with national laws.	Financial consulting and courses / Female Entrepreneurship - Piloto Goiás	Consulting / Course / Lecture
	5.c Adotar e fortalecer políticas sólidas e legislação aplicável para a promoção da igualdade de gênero e o empoderamento de todas as mulheres e meninas em todos os níveis	Female Entrepreneurship - Pilot Goiás	Courses / Workshops / Lectures
<b>Goal 6.</b> Ensure availability and sustainable management of water and sanitation for all and all	6.3 By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing the release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing safe recycling and reuse globally.	Agroforestry Sustainability Project	Promotion and participation in the field day event with the theme "Water and milk quality" to be held in São Luis de Montes Belos on 18/10/2019
	6.6 By 2020, protect and restore water-related ecosystems including mountains, forests, wetlands, rivers, aquifers and lakes.	Agroforestry Sustainability Project	Reforestation campaigns 1000 seedlings state of Goias
<b>Goal 8.</b> Promote sustainable, inclusive and sustainable economic growth, full and productive employment and decent work for all	8.1 Sustaining per capita economic growth according to national circumstances and, in particular, annual growth of at least 7% of gross domestic product [GDP] in Least Developed Countries	Entrepreneurial Education 2019 / Promotion and Market Access / Investe Turismo Goiás - Chapada dos Veadeiros Region and Gold Region / Brazil Most Productive Program - Food and Beverages Sector / Brazil Most Productive Program - Furniture Industry / Brazil Most Productive Program - Apparel and Footwear Sector / SEBRAE INTEGRA - Process Improvement & Automation / Innovation Challenge Management System	Courses, consultancies, workshops and lectures focused on management / Stimulation and strengthening of entrepreneurship through information and guidance passed on to entrepreneurs through free lectures and courses.

<p>8.2 Achieve higher levels of productivity in economies through diversification, technological modernization and innovation, including through a focus on high value added and labor intensive sectors</p>	<p>Provision of consulting and innovation and technology (Sebraetec) for MSEs / Entrepreneurial Education 2019 / Promotion and Market Access / Investe Turismo Goiás - Chapada dos Veadeiros Region and Gold Region / Brazil's Most Productive Program - Food and Beverage Sector / Brazil's Most Productive Program - Furniture Sector / Brazil's Most Productive Program - Apparel and Footwear Sector / SEBRAE INTEGRA - Process Improvement and Automation / Innovation Challenge Management System</p>	<p>Consolidated consultancies in SGCTec / Provision of subsidized consultancies for the implementation of innovative and technological processes for small businesses.</p>
<p>8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro, small and medium enterprises, including through access to financial services.</p>	<p>Provision of training and consultancy (management, entrepreneurship, innovation and technology) for MSEs / Consulting and projects of institutional articulation / Entrepreneurial Education 2019 / Promotion and Market Access / Investe Turismo Goiás - Chapada dos Veadeiros Region and Gold Region / Brazil Program More Productive - Food &amp; Beverage Sector / Brazil Program More Productive - Furniture Sector / Brazil Program Most Productive - Clothing and Footwear Sector / SEBRAE INTEGRA - Process Improvement and Automation / Innovation Challenge Management System</p>	<p>Consulting and Courses / Regulation and Implementation of the General Law for Small Business</p>
<p>8.4 Progressively improve the efficiency of global resources in consumption and production by 2030 and strive to decouple economic growth from environmental degradation, in accordance with the Ten Year Plan for Sustainable Production and Consumption Programs, with developed countries taking over the leadership</p>	<p>Entrepreneurial Education 2019 / Promotion and Market Access / Investe Turismo Goiás - Chapada dos Veadeiros Region and Gold Region / Brazil Most Productive Program - Food and Beverages Sector / Brazil Most Productive Program - Furniture Industry / Brazil Most Productive Program - Apparel and Footwear Sector / SEBRAE INTEGRA - Process Improvement &amp; Automation / Innovation Challenge Management System</p>	<p>Actions taken as planned by each project</p>
<p>8.5 By 2030, achieving full and productive employment and decent work for all women and men, including youth and people with disabilities, and equal pay for work of equal value</p>	<p>Entrepreneurial Education 2019 / Promotion and Market Access / Investe Turismo Goiás - Chapada dos Veadeiros Region and Gold Region / Brazil Most Productive Program - Food and Beverages Sector / Brazil Most Productive Program - Furniture Industry / Brazil Most Productive Program - Apparel and Footwear Sector / SEBRAE INTEGRA - Process Improvement &amp; Automation / Innovation Challenge Management System</p>	<p>Promote the development and strengthening of small businesses through the implementation of the General Law and training of entrepreneurs.</p>
<p>8.6 By 2020, substantially reduce the proportion of young people without jobs, education or training</p>	<p>Availability of actions of the National Entrepreneurial Education Program</p>	<p>High school teachers (2nd phase of elementary school) trained / Implementation of the National Entrepreneurial Education Program in schools and university centers.</p>

	8.8 Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular migrant women, and people in precarious employment.	Formalization of MEI / Entrepreneurial Education 2019 / Promotion and Market Access	MEI Courses, Lectures, Workshops / Formalization and Management Courses, Lectures and Workshops
	8.9 By 2030, develop and implement policies to promote sustainable tourism that generates jobs and promotes local culture and products.	Investe Turismo Goiás - Chapada dos Veadeiros Region and Gold Region / Investe Turismo Project	Consultancy for tourist mapping of municipalities / Implementation of Investe Turismo Project actions
	8.10 Strengthen the capacity of national financial institutions to encourage expanded access to banking, insurance and financial services for all.	Sebrae Agreement / Sicoob / Courses Goiás Fomento	Consultations with Credit Unions. / Courses / Promotion of Small Business Credit Seminars / Courses Goiás Fomento
<b>Goal 9.</b> Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.	9.1 Develop quality, reliable, sustainable and resilient infrastructure, including regional and cross-border infrastructure, to support economic development and human well-being, with a focus on equitable and affordable access for all.	De-bureaucratization by REDESIMPLES Implementation / Innovation and Competitiveness Management / Development and strengthening of the digital economy of the State of Goiás / Management and Support for Sebraetec GO / Regional Service / Innovative New Business Incubation / UEG - Integrated Management System / UFI - Amortization of Loans / UGI - Information Management / UGP - Digital Transformation: Engaging People for Change.	Support to devious projects, consultancies, instructors, specialized attendance, Implementation workshops, entrepreneurial room, among others.
	9.2 Promote inclusive and sustainable industrialization and, by 2030, significantly increase industry's share of the employment sector and GDP according to national circumstances and double its share in the least developed countries.	De-bureaucratization by REDESIMPLES Implementation / Innovation and Competitiveness Management / Development and strengthening of the digital economy of the State of Goiás / Management and Support for Sebraetec GO / Regional Service / Innovative New Business Incubation / UEG - Integrated Management System / UFI - Amortization of Loans / UGI - Information Management / UGP - Digital Transformation: Engaging People for Change.	Promotion and market access / MEI Formalization Lecture
	9.3 Increase the access of small industries and other businesses, particularly in developing countries, to financial services, including affordable credit and their integration into value chains and markets.	De-bureaucratization by REDESIMPLES Implementation / Innovation and Competitiveness Management / Development and strengthening of the digital economy of the State of Goiás / Management and Support for Sebraetec GO / Regional Service / Innovative New Business Incubation / UEG - Integrated Management System / UFI - Amortization of Loans / UGI - Information Management / UGP - Digital Transformation: Engaging People for Change / FAMPE	"Goiás Fomento" and Financial Consulting Course / Courses, Lectures, Consulting / Holding Small Business Credit Seminars
	9.4 By 2030, modernize infrastructure and rehabilitate industries to make them sustainable, with increased resource efficiency and increased adoption of clean and environmentally sound industrial technologies and processes; with all countries acting in accordance with their respective capacities	Sebraetec GO Management & Support / Regional Service / Innovative New Business Incubation	Sustainability Consulting / Small Business Credit Seminars

	9.5 Strengthen scientific research, improve the technological capabilities of industrial sectors in all countries, particularly developing countries, including by 2030, by encouraging innovation and substantially increasing the number of R&D workers per million people and spending. public and private research and development	Development and strengthening of the digital economy of the state of Goiás / Events Innovation	Startup weekend event
	9.c Significantly increase access to information and communication technologies and strive to provide affordable and universal internet access in least developed countries by 2020	Development and strengthening of the digital economy of the state of Goiás / Events Innovation	Startup weekend event / Campus party
<b>Goal 10.</b> Reduce inequality within and between countries	10.1 By 2030, progressively achieving and sustaining income growth for the poorest 40% of the population at a rate higher than the national average	Remote Assistance - GO / Service Activities Contracts / Original Brazil - Handicraft Goiano	MEI formalization lecture
	10.2 By 2030 empower and promote the social, economic and political inclusion of all, regardless of age, gender, disability, race, ethnicity, origin, religion, economic status or otherwise.	Service Activities Contracts	MEI formalization lecture
	10.3 Ensure equal opportunities and reduce inequalities in outcomes, including through the elimination of discriminatory laws, policies and practices and the promotion of appropriate legislation, policies and actions in this regard.	Service Activities Contracts	MEI formalization lecture
	10.4 Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality.	UGP - People Management	Sebrae Goiás Code of Conduct
	10.b Encourage official development assistance and financial flows, including foreign direct investment, to those states where the need is greatest, in particular least developed countries, African countries, small island developing states and developing countries. landlocked according to their national plans and programs	Remote Assistance - GO / Service Activities Contracts / Original Brazil - Handicraft Goiano	Service Actions
<b>Goal 12.</b> Ensure sustainable production and consumption patterns	12.2 By 2030 achieve sustainable management and efficient use of natural resources	Original Brazil - Goian Handicraft / Growing in the Field - Beef Cattle Raising / Development of the Small Business Financial Cooperativism of the State of Goiás / Development of the Goiás State Alembic Cachaça / Agroforestry Sustainability / Productive Chaining - COMPLEM - Sebrae GO - Chain Milk / Governance and Sustainability	Sustainability Consulting
	12.3 By 2030, halve global per capita food waste at retail and consumer levels, and reduce food losses along production and supply chains, including post-harvest losses	Original Brazil - Goian Handicraft / Growing in the Field - Beef Cattle Raising / Development of the Small Business Financial Cooperativism of the State of Goiás / Development of the Goiás State Alembic Cachaça / Agroforestry Sustainability / Productive Chaining - COMPLEM - Sebrae GO - Chain Milk production	Sustainability Consulting

	12.4 By 2020, achieve environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international milestones, and significantly reduce their release to air, water and soil to minimize their negative impacts on human health and the environment	GO - Brasim Central Project - Renewable Energy / Governance and Sustainability	Sustainability Consulting
	12.5 By 2030 substantially reduce waste generation through prevention, reduction, recycling and reuse	Original Brazil - Goian Handicraft / Growing in the Field - Beef Cattle Raising / Development of the Small Business Financial Cooperativism of the State of Goiás / Development of the Goiás State Alembic Cachaça / Agroforestry Sustainability / Productive Chaining - COMPLEM - Sebrae GO - Chain Milk / Governance and Sustainability	Sustainability Consulting
	12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and integrate sustainability information into their reporting cycle.	Development and Financial Cooperativism for Small Businesses of the State of Goiás	Sustainability Consulting
	12.7 Promote sustainable public procurement practices in accordance with national policies and priorities.	Original Brazil - Goian Handicraft / Growing in the Field - Beef Cattle Raising / Development of the Small Business Financial Cooperativism of the State of Goiás / Development of the Goiás State Alembic Cachaça / Agroforestry Sustainability / Productive Chaining - COMPLEM - Sebrae GO - Chain Milk / Governance and Sustainability	Consulting, Instructional and Technical Assistance / PNAE Consulting
	12.8 Develop and implement tools to monitor the impacts of sustainable development on sustainable tourism that generates jobs, promotes local culture and produce.	Original Brazil - Goian Handicraft / Growing in the Field - Beef Cattle Raising / Development of the Small Business Financial Cooperativism of the State of Goiás / Development of the Goiás State Alembic Cachaça / Agroforestry Sustainability / Productive Chaining - COMPLEM - Sebrae GO - Chain Milk / Governance and Sustainability	Consultorias referente á sustentabilidade
<b>Goal 13.</b> Take urgent action to combat climate change and its impacts (*) (*) Recognizing that the United Nations Framework Convention on Climate Change [UNFCCC] is the primary intergovernmental international forum for negotiating the global response to climate change .	13.2 Integrate climate change measures into national policies, strategies and planning	Governance and sustainability / GO - Central Brazil Project - Renewable Energies	Sustainability Consulting
	13.3 Improve education, raise human and institutional awareness and capacity on climate change mitigation, adaptation, impact reduction and early warning	Governance and sustainability / GO - Central Brazil Project - Renewable Energies	<ol style="list-style-type: none"> <li>1. Study of energy potential from renewable energy sources of the State of Goiás.</li> <li>2. Identifying the bottlenecks that renewable energy can help solve.</li> <li>3. Identification of model units and suggestion of adaptations in view of the suitability for receiving technical visits to the small business chain.</li> </ol>

			<p>4. Preparation of five (5) booklets containing content extracted from energy potential studies from renewable energy sources in the states of Goiás, Federal District, Mato Grosso, Mato Grosso do Sul and Roraima</p> <p>5. Support in events promoted by the Permanent Forum of Issues Related to the Energy Sector of the State of Goiás. Accompanying the articulation, integration, governance organization.</p>
<p><b>Goal 15.</b> Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, halt and reverse land degradation and halt biodiversity loss</p>	<p>15.1 By 2020, ensure the conservation, restoration and sustainable use of inland terrestrial and freshwater ecosystems and their services, in particular forests, wetlands, mountains and arid lands, in accordance with the obligations arising from international agreements.</p>	<p>DR / UAC - Agroforestry Sustainability</p>	<p>Sustainability Consulting</p>
	<p>15.2 By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally.</p>	<p>DR / UAC - Agroforestry Sustainability / Forestry Projects</p>	<p>Sustainability Consulting</p>
	<p>15.3 By 2030, combat desertification, restore degraded land and soil, including lands affected by desertification, droughts and floods, and strive to achieve a land-neutral world</p>	<p>DR / UAC - Agroforestry Sustainability</p>	<p>Sustainability Consulting</p>
	<p>15.4 By 2030, ensure the conservation of mountain ecosystems, including their biodiversity, to enhance their ability to deliver benefits that are essential for sustainable development.</p>	<p>DR / UAC - Agroforestry Sustainability</p>	<p>Sustainability Consulting</p>
	<p>15.5 Take urgent and significant measures to reduce natural habitat degradation, halt biodiversity loss and, by 2020, protect and prevent the extinction of endangered species.</p>	<p>DR / UAC - Agroforestry Sustainability</p>	<p>Sustainability Consulting</p>
	<p>15.8 By 2020, implement measures to prevent the introduction and significantly reduce the impact of invasive alien species on terrestrial and aquatic ecosystems, and control or eradicate priority species.</p>	<p>DR / UAC - Agroforestry Sustainability</p>	<p>Sustainability Consulting</p>
	<p>15.a Mobilize and significantly increase funding from all sources for the conservation and sustainable use of biodiversity and ecosystems.</p>	<p>DR / UAC - Agroforestry Sustainability</p>	<p>Sustainability Consulting</p>
	<p>15.b Mobilize significant resources from all sources and at all levels to finance sustainable forest management and provide adequate incentives for</p>	<p>DR / UAC - Agroforestry Sustainability / Forestry Projects</p>	<p>Sustainability Consulting</p>

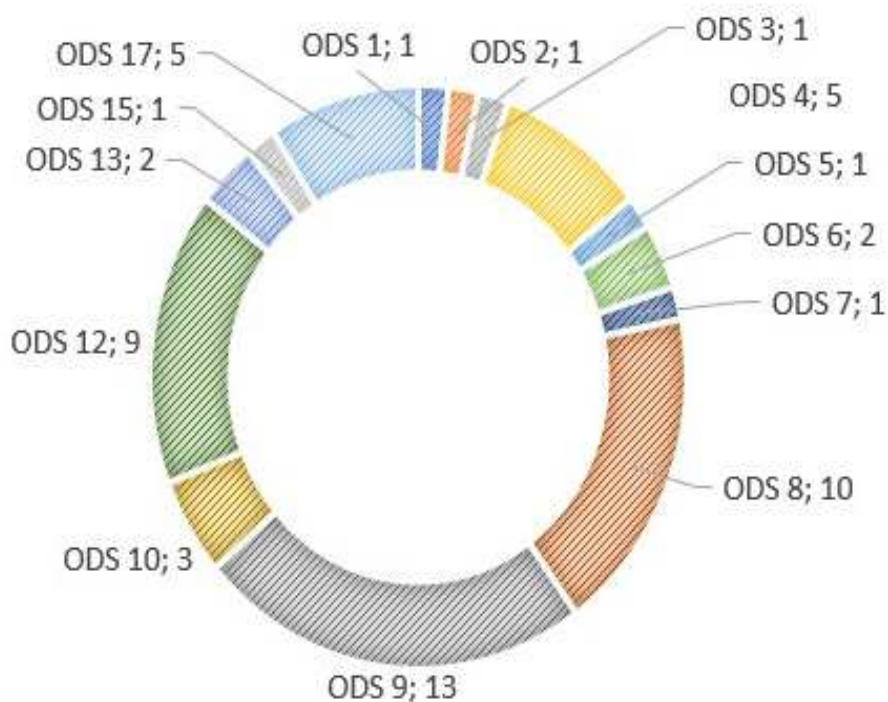
	developing countries to promote sustainable forest management, including conservation and reforestation.		
<b>Goal 16.</b> Promote peaceful and inclusive societies for sustainable development, provide access to justice for all, and build effective, responsible and inclusive institutions at all levels.	16.2 Stop abuse, exploitation, trafficking and all forms of violence and torture against children	UASJUR - Legal Advisory Unit	Supplier contract clauses.
	16.3 Promoting the rule of law at national and international level and ensuring equal access to justice for all	UASJUR - Legal Advisory Unit	Supplier contract clauses
	16.5 Substantially reduce corruption and bribery in all its forms	UASJUR - Legal Advisory Unit	Supplier contract clauses
	16.10 Ensure public access to information and protect fundamental freedoms in accordance with national law and international agreements.	UASJUR - Legal Advisory Unit	Applicable Legal Requirements Control
	16.b Promote and enforce non-discriminatory laws and policies for sustainable development.	UASJUR - Legal Advisory Unit	Applicable Legal Requirements Control
<b>Goal 17.</b> Strengthen the means of implementation and revitalize the global partnership for sustainable development.	<b>Technology</b>		
	17.6 Improve regional and international North-South, South-South and triangular cooperation and access to science, technology and innovation, and increase knowledge sharing on mutually agreed terms, including through better coordination between existing mechanisms, particularly United Nations level, and through a global technology facilitation mechanism	Leaders for Regional Development - LIDER / Municipalization of Development Policies in the State of Goiás	Sustainability Consulting
	<b>Training</b>		
	17.9 Strengthen international support for effective and targeted implementation of capacity building in developing countries to support national plans to implement all sustainable development objectives, including through North-South, South-South and triangular cooperation.	Leaders for Regional Development - LIDER / Municipalization of Development Policies in the State of Goiás / Small Business Innovation Program	Sustainability Consulting
	<b>Trade</b>		
	17.11 Significantly increase developing country exports, in particular with a view to doubling the share of least developed countries in global exports by 2020.	Consulting	Export-focused consultancies
	<b>Policy and institutional coherence</b>		
	17.13 Increasing global macroeconomic stability, including through policy coordination and coherence	Leaders for Regional Development - LIDER / Municipalization of Development Policies in the State of Goiás / Small Business Innovation Program	Sustainability Consulting
17.14 Increasing policy coherence for sustainable development	Leaders for Regional Development - LIDER / Municipalization of Development Policies in the State of Goiás / Small Business Innovation Program	Sustainability Consulting	



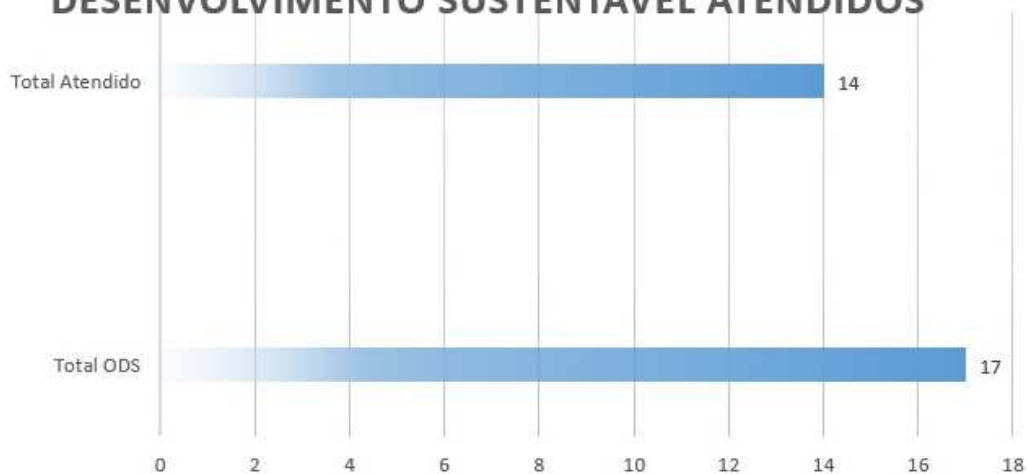
	17.15 Respect the political space and leadership of each country to establish and implement policies for poverty eradication and sustainable development.	Lideranças para o Desenvolvimento Regional - LIDER / Municipalização de Políticas de Desenvolvimento no Estado de Goiás / Programa Inovação nos Pequenos Negócios	Sustainability Consulting
<b>Multisectoral partnerships</b>			
	17.16 Strengthen the global partnership for sustainable development, complemented by multi-sectoral partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of sustainable development goals in all countries, particularly developing countries.	Leaders for Regional Development - LIDER / Municipalization of Development Policies in the State of Goiás / Small Business Innovation Program	Sustainability Consulting
	17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience of the resource mobilization strategies of these partnerships.	Leaders for Regional Development - LIDER / Municipalization of Development Policies in the State of Goiás / Small Business Innovation Program / Valorize Ipameri Project	Sustainability Consulting
<b>Data, monitoring and accountability</b>			
	17.19 By 2030, build on existing initiatives to develop sustainable development progress measures that complement gross domestic product [GDP] and support statistical capacity building in developing countries	Leaders for Regional Development - LIDER / Municipalization of Development Policies in the State of Goiás / Small Business Innovation Program	Sustainability Consulting

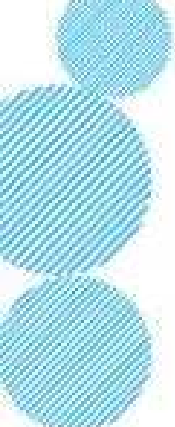
Source: Management Excellence Unit

## NÚMERO DE PROJETOS POR ODS



## OBJETIVOS GLOBAIS PARA O DESENVOLVIMENTO SUSTENTÁVEL ATENDIDOS





Sebrae Goiás also identified the issues pertinent to its Environmental Social Responsibility, considering the following central themes:

a) Organizational Governance

“Governance provides guidance, monitors, supervises and evaluates management performance, with a view to meeting the needs and expectations of citizens and other stakeholders. In this sense, Sebrae Goiás is structured to ensure effective governance through a clear structure. Units that respond in an integrated manner to questions related to plans, risks and controls, as well as the monitoring and monitoring of actions to ensure effectiveness, legality and compliance with stakeholder expectations.”

Based on this structure, Sebrae Goiás, through its Governance, has determined and promotes the maintenance of an environment and a culture in which the principles of social responsibility are practiced, making use of financial, natural and human resources in an efficient and balanced manner, always enabling the best case scenario, it provides a fair opportunity for underrepresented groups (including women, racial and ethnic groups) to hold leadership positions in the organization, establishes two-way communication processes with their stakeholders, identifying areas of agreement and disagreement and negotiating to resolve potential conflicts, monitors the implementation of decisions to ensure that they are followed in a socially responsible manner and determines accountability for the results of decisions and activities of the organization, whether positive or negative, periodically reviews and evaluates governance processes. of the organization; adjusting these processes according to the outcome of the analysis and communicating changes throughout the organization through their annual management report.

b) Human rights

When dealing with Human Rights, Sebrae Goiás has as its fundamental premises Human Rights Risk Situations, actions aimed at avoiding direct, advantageous and / or indirect complicity, any kind of discrimination and / or exclusion / offense to vulnerable groups, protection of rights. civil and political rights, as well as economic, social and cultural rights.

Also allowing the protection of the principles and fundamental rights at work, which include:

- Freedom of association and effective recognition of the right to collective bargaining;
- The elimination of all forms of forced or compulsory labor;
- The effective abolition of child labor;
- The elimination of employment and occupation discrimination.

c) Work Practices

Work Practices Sebrae Goiás guarantees daily practices that allow the availability of jobs and fair labor relations, duly supported by the code of ethics that allows the appreciation of specific requirements for employees, suppliers and partners. Thus providing working conditions and social protection, meeting criteria linked to occupational health and safety



practices (BS OHSAS 18001: 2007 Certification), human development and workplace training as well as social dialogue practice, where it is possible to listen and promote the return of issues on your ombudsman channel.

d) Environment (according to the principles of the Social and Environmental Responsibility Program and Sebrae Goiás);

Sebrae Goiás attributes sustainability as a value to the organization. Its performance is based on the dimensions of cultural, environmental, social and economic sustainability. For the organization, sustainability is of great importance, as it is considered at various times, such as decision-making by leaders, setting goals and indicators related to social and environmental responsibility, when establishing partnerships, when reviewing strategic direction. , multiannual planning, project planning, preparation of employees PADI, bidding in order to make sustainable purchases.

These actions allow the precise control of pollution prevention (through the management of waste from its activities), the sustainable use of resources, actions aimed at mitigating and adapting to climate change (CO<sup>2</sup> inventory accompanied by neutralization), environmental protection. Environment and Biodiversity (support for groups focusing on valuing and protecting biodiversity, sustainable use of natural resources and encouraging environmentally friendly urban and rural development).

e) Legal Practices of Operation

Sebrae Goiás also promotes loyal operating practices, promoting actions against corruption, responsible political involvement, fair competition practices, promotion of social responsibility in the value chain and respect for client property rights..

f) Consumer Issues

Factual and non-based information and fair contractual practices are the basis of the relationship between Sebrae Goiás and its customers, always providing information about products and services in a way that can be understood by them, allowing accurate decisions on the subject hired. Through its sustainable practices, Sebrae Goiás promotes consumer health and safety protection, consumer data protection and privacy, conscientious consumption, customer service and support and dispute resolution, education and awareness. Through 100% free training programs).

g) Community Involvement and Development

Community involvement is a proactive way for Sebrae Goiás to participate in problem prevention and resolution by establishing partnerships with local organizations and stakeholders. Sebrae Goiás contributes to its communities through its participation and support to civil institutions and through involvement in networks of groups and individuals that constitute civil society, through various projects, highlighting the LIDER project and collective care projects. These include support for the development of education and culture, support for job creation and training, technological development and access to technologies, opportunities for wealth and income generation, health practices and promotion of social investments.

All evaluations of these core themes are an integral part of the annual audit program, allowing for proper documentation, including evidence of the relevance and significance

of these topics to the management of social responsibility of Sebrae Goiás, duly associated with Projects and Programs developed by the organization.



Source: Management Excellence Unit

## 7.2. International and National Certifications

Since 2015, Sebrae Goiás has been in favor of process standardization and external declaration to validate its competence, thus acquiring its validation through international certifications NBR ISO 9001: 2015 (quality management), NBR ISO 14001: 2015 (environmental management) and BS OHSAS 18001: 2007 (health and safety management). Concluding his quest for sustainability assurance, NBR 16001: 2012 (social responsibility) certification, which is not considered international, was added to his curriculum.

### Human rights

- 1 - Support and respect the protection of internationally proclaimed human rights
- 2 - Ensure non-participation in human rights violations

### Evaluation, Policy and Goals

Sebrae Goiás is committed to an inclusive work environment that embraces and promotes diversity and equal opportunities. We value and respect the unique contributions of people with different backgrounds, experiences and perspectives. We treat all stakeholders - employees, customers, partners, suppliers - with respect and dignity as an individual and



as a result we do not tolerate illegal acts of discrimination. Our expectations and policies are articulated in our Code of Ethics and Conduct as outlined above.

### Implementation

The Sebrae Goiás Code of Ethics and Conduct was shared with all participants who stated that they knew, agreed and adhered to the commitments expressed therein. Additionally, in order to add more quality of life, comfort and well-being to those directly and indirectly involved in the actions performed by the organization, we continue to make improvements that make everyone's daily life more enjoyable and stimulate everyone to reach their full potential.

We work with flexible hours for employees, and invest in their ongoing development by offering performance appraisal, feedback, promotions, training and workshops.

### Outcome Measurement

In the period covered by this Progress Communication Report - 2018/2019 -, no cases of human rights violations were recorded in Sebrae Goiás, a result considered and present in our Sustainability Reports and Indicator Panels.

### **Labor Rights**

- 3 - Defend freedom of association and effective recognition of the right to collective bargaining
- 4 - Eliminate all forms of forced or compulsory labor.
- 5 - Effectively eradicate child labor
- 6 - Eliminate employment discrimination

### Evaluation, Policy and Goals

Sebrae Goiás is committed to defending freedom of association, eliminating forced and compulsory labor, abolishing child labor and eliminating discrimination. We are an organization that adheres to all labor laws and supports diversity in the workplace and in the world, rejects any form of discrimination and believes that the individuality of every human being must always be upheld and respected.

### Implementation

Sebrae Goiás fights forced or compulsory labor by ensuring that none of the persons with whom the organization has commercial relations have been, that is, accused of any form of forced or compulsory labor. The company has participants from different ethnicities, genders, religions, age groups and sexual orientations and there is no room for any form

of discrimination. All participants signed the formal Term of Commitment, stating that they are aware, agree and adhere to the document, rejecting forced or child labor.

As we work on this action in our contractual clauses, the contracts signed by Sebrae Goiás with its suppliers contain a clause regarding human rights (specifically child labor), compliance issues (anti-corruption) and environmental issues (compliance with applicable environmental legal requirements).



Source: Management Excellence Unit

Suppliers are hired based on technical, professional and ethical criteria, with price quotation and quality evaluation. Sebrae Goiás does not accept any legal violation by its suppliers and other business partners, especially child labor or in conditions similar to slavery, human rights violation, any form of discrimination and corruption practices. In the contracts there are also mentions about the non-agreement of Sebrae Goiás with practices that go against the environment, that do not respect the consolidation of labor laws and that cause negative impacts on the community.

Sebrae Goiás made a significant advance in 2019 regarding the evidence of these services to suppliers, with the implementation of a complete process of evaluation, approval and monitoring of critical supply chain agents. To deepen this work, it has in its standard documents the supplier code of conduct.



This document describes the non-agreement of Sebrae Goiás to have partners who practice child and slave labor in any of its businesses, the need for anti-corruption actions and good environmental practices. This monitoring process, the monitoring of the legal labor deliveries of the supplier, are foreseen in internal audit cycles which occurs annually by the Management Excellence Unit - UEG, which may be penalized or even blocked from the Sebrae Goiás purchasing system, as per described in item 4.1.1. This analysis is expected to be further refined by 2020 as a way of increasing engagement with suppliers.

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## Supply chain plays a strategic role in Sebrae Goiás operations.

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It is noteworthy that Sebrae Goiás, according to Resolution CDN 294/2018, which provides for the favored, differentiated and simplified treatment to be given to microenterprises, small businesses and individual microentrepreneurs in the bidding procedures carried out under Sebrae Goiás, Therefore, we have as our operating standard the favoring of our purchases for companies of this size, thus applying our reason for being.

### Outcome Measurement

Through this conduct, Sebrae Goiás provides a work environment where diversity and respect for individuality prevail, thus ensuring full coexistence among all, registering no discrimination.

## Environment

- 7 - Companies must support a precautionary approach to environmental challenges
- 8 - Companies should take initiatives to promote greater environmental responsibility.
- 9. Businesses should encourage the development and diffusion of environmentally friendly technologies.

### Evaluation, Policy and Goals

Although Sebrae Goiás is classified as low environmental impact, according to its operational activity, we are dedicated to creating a sustainable future in how we operate and in the work we do. As an organization specialized in customer service, we have the objective of emphasizing in our products and services the area of sustainability, we have the diffusion of environmental responsibility as our core business. Even before we decided to actively support the principles of the UN Global Compact in 2018, we have implemented a number of socio-environmental initiatives in our Sustainable Sebrae program as outlined above.

### Implementation

Considering the purpose of the Sustainable Sebrae program, that is, bringing sustainability to the small businesses of the state of Goiás, as a way to reduce costs and strengthen its brand.

Promoting the breadth of market analysis by each entrepreneur serviced by Sebrae Goiás, promoting the chance to glimpse business opportunities such as ecofriendly products, implementation of water reuse, increased trade in used goods and product repair services companies. repair and maintenance.

The Socio Ambiental management developed by Sebrae Goiás, treated as internal actions allowed several events, these being:



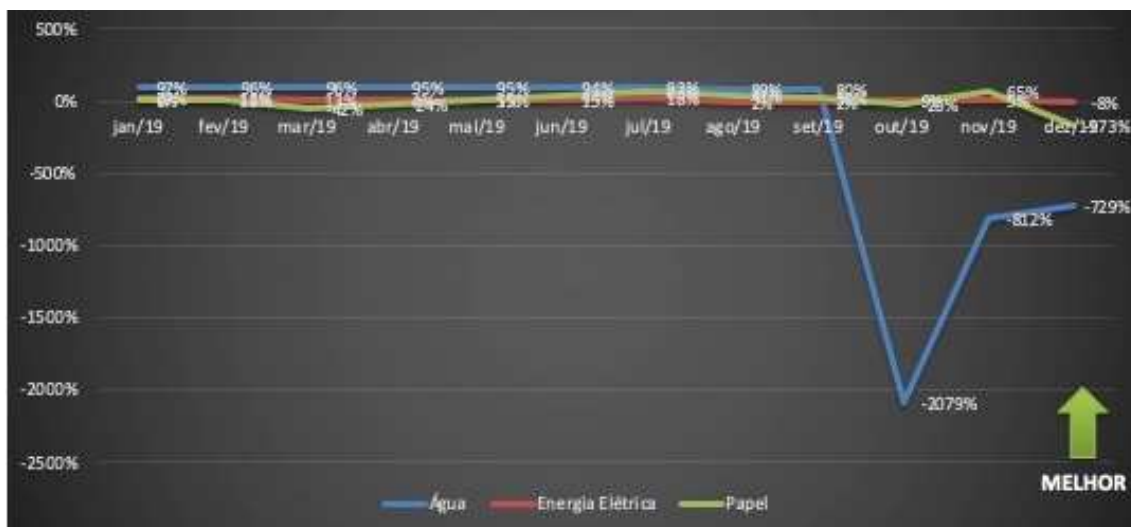
- Determination of Sustainability Index in Management, as a strategic indicator of management.
- Zero Paper Project
- SIPAT - Occupational Accident Investigation and Prevention Week
- Energy and GHG Measurements
- Zero Carbon
- Waste Management

### Outcome Measurement

These initiatives have resulted in a significant decrease in our sustainability index:



Source: Management Excellence Unit



Source: Management Excellence Unit



## Anti-corruption

10 - Fight corruption in all its forms, including extortion and bribery

### Evaluation, Policy and Goals

Sebrae Goiás is guided by honesty and integrity, adopting a zero tolerance policy with corruption, bribery and extortion, focused on the highest ethical standards. These standards are outlined in its Code of Ethics and Conduct for both employees, suppliers and partners, as previously presented. The Code explains the principles that cover appropriate conduct in a variety of contexts and describes the minimum standard of expected behavior.

### Implementation

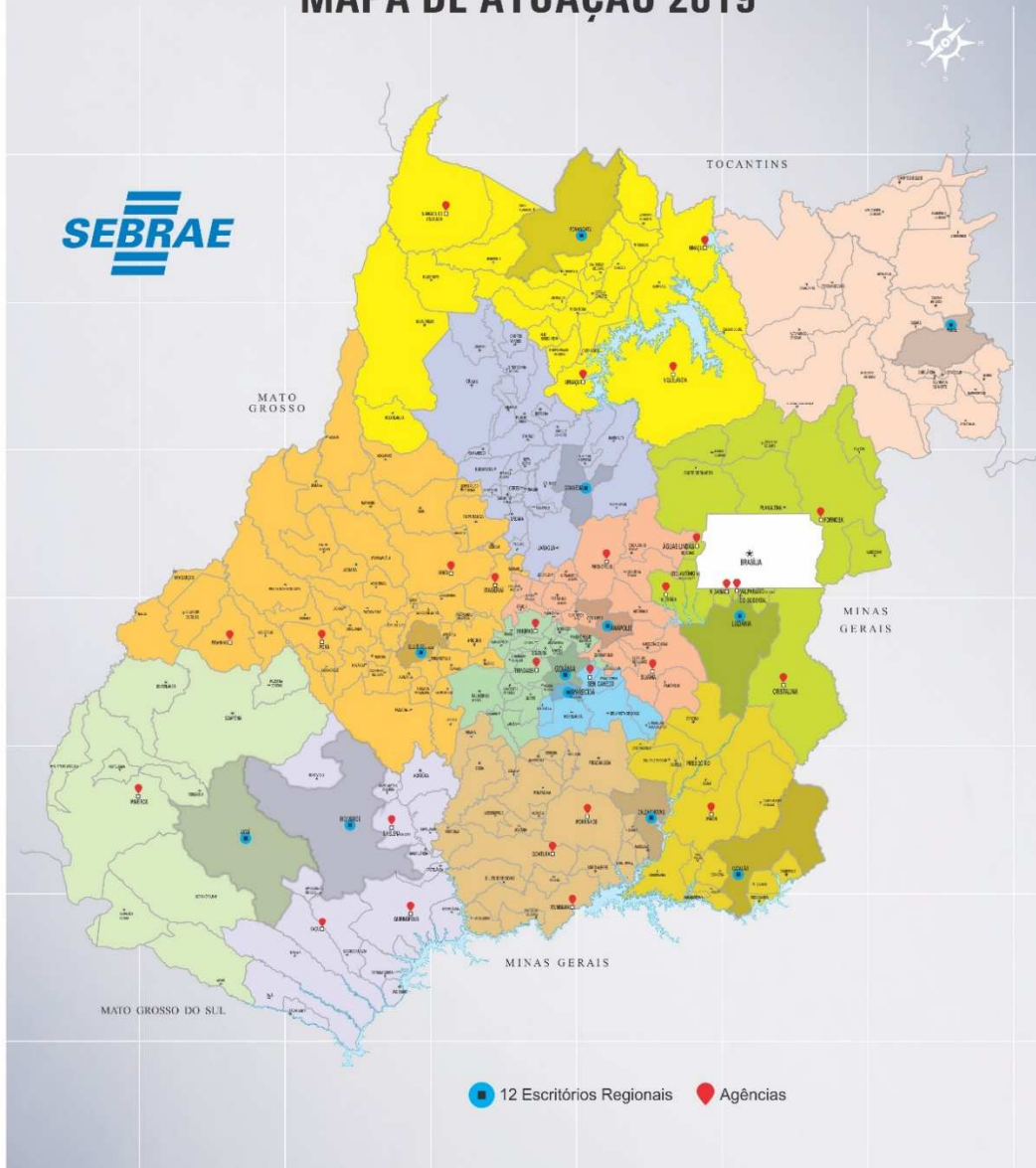
Sebrae Goiás complies with legal and tax rules, all information is available on our transparency portal. Participants, suppliers and service providers or any person on behalf of Sebrae Goiás is prohibited from making, offering or receiving payments or advantages to third parties directly or indirectly, in order to gain illegitimate advantage or to induce instructions or rules to be promulgated, revoked or violated. The organization strictly respects industrial and intellectual property rights as well as copyright. The same procedure is required of suppliers and service providers in business dealings with the company.

### Outcome Measurement

Due to the ethical stance and practices described above (formalized in our Code of Ethics), Sebrae Goiás has never received investigations, lawsuits, determinations, fines and other relevant events related to corruption, bribery, extortion or bribery.



# MAPA DE ATUAÇÃO 2019



## DIVISÃO REGIONAL DO SEBRAE GOIÁS

Regional Metropolitana I (Goiânia)	Regional Oeste (Luz de Moura, Bealão)	Regional Sudeste (Catalão)	Regional Leste (Luziânia)	Regional Norte (Parangatu)	Regional Sul (Caldas Novas)
<p><b>Regional Metropolitana I (Goiânia)</b></p> <p>População Total: 2.136.000 (2015)</p>	<p><b>Regional Oeste (Luz de Moura, Bealão)</b></p> <p>População Total: 418.274 (2015)</p>	<p><b>Regional Sudeste (Catalão)</b></p> <p>População Total: 418.274 (2015)</p>	<p><b>Regional Leste (Luziânia)</b></p> <p>População Total: 1.187.143 (2015)</p>	<p><b>Regional Norte (Parangatu)</b></p> <p>População Total: 309.617 (2015)</p>	<p><b>Regional Sul (Caldas Novas)</b></p> <p>População Total: 422.964 (2015)</p>



0800 570 0800  
[sebraego.com.br](http://sebraego.com.br)

