

Sustainability report 2020



The best way
to predict the
future is to
build the
future

Summary



- 3 Welcome**
- 4 About our report
- 6 Word of the presidency
- 10 The year in summary
- 12 Facing Covid-19
- 17 MRV 2030 Vision and ESG agenda

- 69 Production: efficient and responsible operation**
- 71 Health and safety of our people
- 76 Quality of our product
- 78 Responsible Suppliers and Purchasing
- 81 Environmental efficiency

- 26 Identity: How we are and how we work**
- 27 MRV&CO
- 33 Our governance
- 39 Integrity
- 46 Risk Management

- 88 People: How We Build Trust**
- 91 Human capital development
- 96 Relationship with neighbors and communities
- 99 MRV Institute

- 49 Transformation: How we see the future**
- 50 Strategy and perspective
- 55 Business Results
- 57 Innovation: vision and projects
- 63 Digital culture and customer journey

- 107 GRI Content Summary**
- 128 Annex: GRI indicators**
- 156 Statement of Independent Verification**
- 158 Credits**





Welcome



About our report

GRI 102-46, 102-50, 102-54, 102-56

Making dreams come true is our passion. Changing the world is an ideal of each one of us.

MRV was born from the desire to build budget properties for Brazilian families.

Over 41 years of history, this desire has materialized into a purpose: **to build dreams that change the world.** MRV has reinvented itself and expanded its operations to help build a world that is increasingly ours. Today, it is part of MRV&CO – a group of united companies, with national and international presence, changing lives through the conquest of a home.

In 2020, home was the protagonist of many changes. From within it, we were able to follow changes that made us rethink how we relate and consume. At MRV&CO, 2020 further accelerated the digital change, ensuring that we were ever closer to those who needed us.

In this Sustainability Report, we will show the paths we follow to change the world of our customers, members and society. The report covers the period from January 1st to December 31st, 2020, and brings consolidated data from the companies MRV Engenharia, Prime and MRL Engenharia. When so indicated, it includes data from Urba Desenvolvimento Urbano, Luggo and AHS, which are part of MRV&CO.

Once again, we have adopted the Global Reporting Initiative (GRI) Standards, an Essential agreement option, to disclose economic, environmental, social and governance (ESG) indicators. The selection and organization of content was based on materiality – our list of the most relevant sustainability topics, updated in 2020 – and topics related to our industry. The document is published annually. In this 2020 edition, it has undergone an independent external verification process by BVQI (please see letter at the end of this document).

Good reading!

Navigating through the report We have adopted the following standards to reference our material themes, GRI Standard indicators and the United Nations (UN) Sustainable Development Goals (SDGs).

Images of this report

We emphasize that the photos in which people appear without masks were taken before the Covid-19 pandemic.



If you have any questions about the report, talk to us through the website, by email or by phone (31) 3165-7100. GRI 102-53

Material themes

-  Access to housing
-  Human capital
-  Health, Safety and Well-Being
-  environmental preservation
-  Climate changes
-  Our clients
-  Innovation
-  Ethics and transparency

Sustainable Development Goals (SDGs)



SDG Reduced version



GRI indicators

The GRI contents are highlighted throughout the publication. E.g.: GRI 101-2

Know who we are talking about
GRI 102-45

When we mention MRV, we are referring to MRV Engenharia e Participações, Prime and MRL Engenharia. Most social and environmental indicators we presented in this report are from MRV.

When we mention "MRV&CO", we are also including Luggo, Urba and MRV US (AHS).

In practice, in this report we deal with the corporate profile, strategy and business results, consolidating MRV&CO's data, in alignment with our financial statements. In sustainability data, we refer to MRV, MRL and Prime.

Access our ESG videos here:



Discover our YouTube channel here:



Word from the presidency

GRI 102-14, 102-15

A success indicator only makes sense if it is connected to a real and relevant objective.

At MRV&CO, we have built a way of acting and working that has as its greatest success indicator our ability to welcome the dreams of customers and turn them into reality.

We are a platform for housing solutions. Through it, we reinforce the desire to innovate and change – ranging from the construction site to how we think about our socio-environmental and economic impact.

In recent years, we have lived a journey of maturation, guided by the purpose of building dreams that change the world.

Inspired by a vision of sustainability in line with the Development Goals Sustainable Development (SDG) of the United Nations, we have a clear expansion plan to achieve the construction of 80,000 new homes per year by 2025. We are confident in our vocation to change lives. And we want to be an example of integrating society's demands into the business, generating consistent economic and financial results.

Right now, we cannot start a message about 2020 without talking about the complexity of everything we experience in the context of the Covid-19 pandemic. Since the arrival of the new coronavirus in Brazil, it was necessary to adapt to protect lives and guarantee the continuity of our operations. It was also necessary to deal with the biggest resilience test in the history of MRV&CO.

A concept so close to our daily lives – safety – has become even broader. We implemented a checklist with more than 100 items, including procedures and personal protection equipment; we reorganized stopovers and accommodations; and we offer channels for dialogue on health and welfare for associates.

Turning our gaze to society, we joined other large companies to invest more than BRL 28 million in measures to support municipalities and states and in public facilities to face the pandemic. Confident in the solidity of our sector, we also joined the “Don't Fire” movement, aimed at protecting jobs.

We also develop models to manage the risks of our supply chain, which was under severe pressure due to the high demand and scarcity of some raw material.

For MRV&CO, 2020 was a year of high expectations; after all, we are at a unique moment of consolidation of our housing platform: a multifunding model that brings more capillarity, efficiency and relevance to our business in different income groups of the Brazilian population. And, even with route adjustments and adjustments to the impositions of the difficult time that affects us all, we continue firm on that agenda.

In the United States, we took AHS to explore new regions, with developments in Florida and launches that, in 2021, reach the states of Texas and Georgia. In Brazil, Luggo and Urba continued to deliver our value proposition with businesses that give new meaning to the living experience, leaving a positive legacy in the cities.

We also launched the Sensia brand, focused on the middle class, offering attributes of innovation and customization, which guarantees our presence in various income groups, from affordable housing, which is our core business.

We had historical records, with 54 thousand units in gross sales and R\$8.7 billion in sales volume, in addition to net revenue of R\$6.6 billion.

This expansion brings, in itself, a sense of urgency in digital transformation, in innovation, as well as in improving the journey of our MRV&CO customers. Therefore, we have invested more than R\$50 million in innovation, technology, research and development during the year.

Our marketplace was strengthened, and we consolidated the adaptation of our sales cycle and construction monitoring to the digital environment. The objective is to achieve innovation by the client and for the client – and we believe we are on the right path, thinking about each moment of the relationship cycle so that the client feels comfortable, safe and fulfilled when doing business with us.

**Together we open doors
to new homes.
And new dreams, at all times.**

We build together with our customers the achievement of a better life. We make possible dreams and transformation with each new home – and this is the axis of each MRV&CO move.

Our ESG agenda, in the context of this expansion, has become even more relevant. We are preparing to join the Science Based Targets initiative, which implies the establishment of science-based goals for reducing greenhouse gases, and we signed the Charter of the Amazon, an initiative of the Brazilian business community in favor of the preservation of our biodiversity.

I, Eduardo Fischer, became a Leader with Impact of the Brazil Network of the Global Compact and an ambassador for the SDG 11 - Sustainable Cities and Communities, reaffirming our commitment

public with the SDGs and the Ten Principles of the Global Compact of the United Nations. Our priority causes include **fostering more sustainable cities**, that make housing more economical and efficient.

We also look for innovations specific to our **environmental impact**. Our energy strategy is a highlight: for our own consumption, we assess the future energy needs of our works, offices and sales and the feasibility for deploying photovoltaic plants. We have inaugurated the first one, in Uberaba (MG), with a generation capacity of 1GWh/year, and we started the implementation of another one in Bahia. For employees, we established a partnership for the MRV team in Minas Gerais to have access to cleaner and cheaper energy and, in December 2020, we launched the same discount project for clients and condominiums.

We also feel our responsibility to **generate qualification opportunities and access to education** for thousands of Brazilians, in addition to continuing to focus on the structure needed to put ideas into practice, on an ongoing basis, with the best governance, compliance and risk management practices.

For all this to exist, we pay special attention to people, always. Hence our commitment to ensuring the well-being and safety of everyone who works with us and participates in some way in our production.

In 2020, we had the sad experience of, for the second year, recording preventable deaths in MRV construction sites. There were three fatal accidents in the period, a situation that we considered unacceptable and to which we responded immediately with attention, investment and dedication: we launched the program “Building dreams safely”.

The purpose is to understand and act thoroughly to improve the company's safety culture. In addition to providing assistance to family members who have lost loved ones, we study the conditions of each accident to curb any and all risks and so that 2021 marks a return to the levels that made us recognized for occupational safety.

Achievements, difficulties, progress and challenges define the picture of our journey in 2020 – a year that definitely cannot be forgotten, but at the same time it gave us good reasons to hope. We reach 2021 still threatened by the uncertain horizon of a pandemic scenario, with peaks of contagion in the country; on the other hand, **the very nature of the civil construction sector places us as agents of economic** recovery, with opportunities in all our businesses.

Our Sustainability Report reflects MRV&CO's commitment to being accountable for these and other decisive matters for us and our stakeholders. And as leaders of this resilient and solid organization, we reaffirm here our pride in effectively and directly transforming people's lives.

We know that health, education and housing are fundamental concerns in the world. And home, in its widest understanding, permeates all such longings. We are talking here about a dignified and favorable space for human development; of sanitation; physical and property security; of growth and development of civility and urbanity among people.

We are also talking about dreams and achievements, which feed and stimulate each of us, and society as a whole – a **collective in which every family matters. Every person matters. Every project and every dream matter.**

Understanding and demonstrating the impact that our business has is essential, and moreover, it is a source of great satisfaction for all of us at MRV&CO.

And also for that, we thank for the effort and dedication of the entire team in preserving lives and in building and fulfilling our customers' dreams.

Eduardo Fischer and Rafael Menin
Presidents



The year in summary

More than data, a translation of our values.



ACCESS TO HOUSING

R\$ 236 million

invested in works, projects and infrastructure with benefits to the neighborhoods of our projects

Vizinho do Bem

present in 9 MRV operational units in 5 states

1 in every 150 Brazilians

lives in an MRV

54 thousand units

in gross sales



HUMAN CAPITAL

19.058 associates

294

was the positive balance of hires in the year

R\$ 6.9 million

allocated to Instituto MRV [1% of MRV&CO's net income]

630 thousand + people

impacted by projects focused on education



HEALTH, SAFETY AND WELL-BEING

R\$ 2 million

invested in safety training

100% of employees

and third parties covered by management systems in Health and Occupational safety

443 attendances in Sua Mente Program [aid to the worker's mental health]



ENVIRONMENTAL CONSERVATION

Reduction

In the use of hazardous products

+ 18% of reduction of waste generation

67% of projects launched with solar power

100% of new suppliers

contracted based on social and environmental criteria



CLIMATE CHANGES

24% less Emissions

by energy acquisition as compared to 2019

Preparing to sign the

Commitment to Science Based Targets Initiative

(SBTi), for future public target of reduction of GHG

Support Announced to Amazon Council,

working for the acquisition of wood without generating deforestation in the biome

1 photovoltaic plant

for own consumption implemented in Uberaba, producing 1 GWh/year

1 plant Photovoltaic

with installation started in Bahia [480 MWh/year]

Energy discount project -

partnership with a specialized company, for customers and employees in MG



OUR CLIENTS

200 thousand clients

active over the last five years

70%;

of increased use of our marketplace



INNOVATION

Over R\$ 50 million

invested in innovation, technology, research and development

20 professionals

mobilized at the MRV Research and Development Center

R\$2.2 million

invested in BIM (Building Information Modeling)



ETHICS AND TRANSPARENCY

6.3 thousand participations

in the revision of the Code of Conduct

503 reports

on the Confidential Channel

56 employees integrated

into the Integrity Guardians program

Facing Covid-19

GRI 102-11, 103 | 403

The courage to face challenges with determination and positivity.

Since the detection of the first suspected cases of the new corona virus in the country and the announcement of the Covid-19 pandemic by the World Health Organization (WHO) in March 2020, at MRV&CO, we have striven to understand the coping measures and the risks associated with Sars-CoV-2 for our employees, partners, customers and society.

A **Crisis Management Committee** consisting of executives was soon implemented to constantly assess the scenario and as preventive measures in the production chain. Looking beyond our construction sites has gained even more importance; after all, in addition to 30,000 direct and indirect associates. We are also responsible for providing quality information, with transparency, to more than 40,000 shareholders who invest in our business.

External communication of all the adopted measures took place from the beginning, with clear information on the consequences of the social isolation measures and *lockdowns* decreed in each location with an MRV&CO project. At the time of the first Covid-19 peak in Brazil, we had around 20% of our works stopped. A few weeks later, our sector – considered essential – took over the portion of worksites that had been affected.

We work in all projects with strict safety and hygiene protocols.

An extensive checklist of personal protection equipment, by safety experts and leaders present at each site, is maintained daily.

We also take measures to ensure that our customers are served throughout the year with as little impact as possible, while protecting people in administrative and commercial activities. Thus, we were able to ensure the financial health of the business in a period of extreme difficulty. Learn about the main measures below.



Offices

- **Reduction of about 85%** of the team working in person at the headquarters, with the mobilization of these employees to the home office system. In the second half of 2020, there was a partial return of the team; at the end of the first quarter of 2021, Covid-19 advance led to new measures of distancing and adoption of remote work;
- **Risk group employees** and pregnant women working in home office;
- **Professionals with flu-like symptoms** are advised not to come to work;
- **Suspension** of national and international travel and participation in events;
- **Restricting the access** of visitors and suppliers to offices;
- **Provision** of sanitizer and cleaning processes intensified in common areas and at strategic points;
- **Care and prevention measures** at the administrative headquarters:
 - Reprogramming and reducing the limit of people in elevators;
 - modification of the layout of the cafeterias and restaurant considering the social distance;
 - temperature measurement;
 - preventive communication actions in all channels.

Sales

- **Strengthening** online sales channels and virtual sales, encouraging the use of the website, WhatsApp and other tools;
- **Coverage Expansion** the digital sales platform to cover the entire cycle – purchase, contracts, subscriptions, visits and monitoring of works – on online platforms;
- **Sales shifts**, with prior and individualized scheduling;
- Adoption of the home office system for sales team employees within risk groups or pregnant women;
- **Intensified hygiene actions** in booths, providing appropriate materials.

Construction

- **Temporary leave of employees** from risk groups, pregnant women or with symptoms / contact with people with symptoms;
- Access control with temperature checking and spraying of products effective against the new corona virus;
- **Supply** of individual sanitizing kits;
- **constant sanitation** of shared tools;
- **In the accommodations:**
 - reorganization of accommodation for single rooms;
 - increased inspection visits;
 - guidance on contact risks;
 - shifts for snacks, coffee and lunch of 20 to 30 minutes in cafeterias, with a minimum distance of 1.5 meters;
- **Increase in sanitation points,** lavatories and water supply points;
- Health, Safety and Environment Dialogues (HSED) held only in open areas, with Covid-19 on the agenda and guidance extended to family and friends;
- **Intensified prevention and awareness communication,** with guidance posters and always using official material published by MRV&CO.

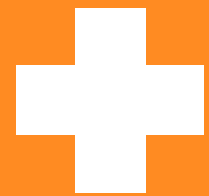
Actions with Customers

- Adoption of the virtual practice for events and meetings for the implementation / installation of condominiums, avoiding the risks of agglomeration;
- **High security protocols** for face-to-face activities such as key delivery and individualized care;
- **Answering calls** of Technical Assistance focusing on urgent matters, and carried out in accordance with state decrees and with each moment of coping with the disease.

We guarantee integrity of our time in offices, works and shifts guided by science and respect for life.



Mental health: revitalized Sua Mente program



Since 2018, MRV&CO offers office and administrative activities employees the Sua Mente Program, for **online and free care by psychologists and psychiatrists**. In 2020, the program was updated, focused on intense work for the team's mental health, given the challenges faced in the context of the pandemic. In the year, there were 443 calls registered. **GRI 403-6**

Covid-19 cases and deaths

There were many – and intense – efforts to prevent the spread of Covid-19 at MRV&CO, with the involvement of people and the support of our technology framework and secure processes. We managed to keep the contagion rate in our activities under control. There were 4,344 suspected cases and 621 cases confirmed in 2020.

Even so, unfortunately, in the year, we registered a death by Covid-19 of an own employee, who worked as doorman in Campinas (SP) region. We also had the death of two outsourced brokers who worked with us. We provide assistance to families, and we extend our solidarity to them – just as we do to the families of victims of the disease in Brazil and globally.

Our contribution to facing the new corona virus

MRV&CO, the Menin family, Log CP and Banco Inter contributed, in total, R\$ 28.2 million to fight the pandemic throughout 2020.

This amount includes social investments and donations made by the Menin family, the parent company of MRV, for the purchase of respirators, personal protective equipment and material for direct use in the service to the population.

In the first month of the pandemic, actions in partnership with the government of Minas Gerais and the Federation of Industries of the State of Minas Gerais (FIEMG) resulted in R\$ 10 million for the acquisition of mechanical respirators for the state hospital network.

Together with Localiza and Inter and BMG banks, we also announced the donation of R\$ 2.8 million to needy families in Belo Horizonte, destined to an entity that distributed food cards with amounts equivalent to basic baskets.

The action with the NGO Amigos do Bem was also highlighted. Together, MRV&CO, BTG Pactual Digital and Cyrela announced donations on behalf of its customers to the entity, operating in the northeastern hinterland: 2,200 food baskets for 11 thousand people.

With the word, our partners



"I would like to recognize the importance of companies such as MRV, LOG and Banco Inter that helped to create and were some of the companies that sponsored the development of respirators produced by Tacom. With this movement, we donated 1,600 respirators to the government of Minas, which made a difference in the fight against Covid in our state."

Flávio Roscoe,
President of FIEMG

"Private companies have a fundamental role in social transformation in this Critical moment. We are still far from our goal of bringing food to everyone who is hungry. The contribution of MRV and Inter has been fundamental to go through this very challenging time."

Edu Lyra,
CEO of the NGO
Breeding Hawks

"We are living through a unique crisis and our health system will need all the help to face it. We want to relieve and contribute to the priorities of the SUS and therefore, we did not set a collection target, nor a deadline for completion. Companies as MRV are playing a key role in this challenge."

Carola Matarazzo,
CEO Movimento Bem Maior

MRV 2030 Vision and ESG schedule

Transformation is capable of conquering the world. And it starts at home.

Increasingly, the evolution of the environmental, social and governance agenda (ESG – Environmental, Social and Governance) of organizations is a topic of greater attention in society and in the financial market.

At MRV&CO, we believe that the challenges of global agendas – such as the United Nations Sustainable Development Goals (SDGs) –, more than risks, are **opportunities to positively impact our sector and many lives**: not only for those who relate to us directly and indirectly, but for society in general.

Year by year, we mature in ESG themes. It is a natural path – and it is following this path that, since 2019, we have the **2030 MRV Vision**: a document that reflects our understanding and **our position as agents of change** from the SDGs.

Our relationship with SDGs GRI 102-12

Our strategy is linked to the Sustainable Development Goals.

Since 2016, MRV&CO is a signatory of the SDG and the Global Compact of the United Nations. As an initiative aimed at defending ten principles in the areas of human and labor rights, the environment and combating corruption, this is **an agenda that speaks directly to our priority sustainability issues.**

And more than strategy: our way of being, working and acting.

Since 2016, we have been carrying out internal analysis on our performance in relation to the SDGs; in 2018, we launched our first study on the issue; and in 2019 we evaluated all the positive and negative impacts of our activities in relation to the 169 goals of the 17 Objectives. We keep our own policies for points related to the SDGs; As of 2016, we have aligned goals to the themes, with a direct impact on the Profit Sharing (PLR) of our main executives, the Presidency and selected operational positions.

We are very proud to say that, **today, our presidents (CEOs) are disseminators and internal leaders regarding the Sustainable Development Goals of the United Nations** and our commitment to the agenda.

SDGs are part of MRV&CO's routines and are covered in employee training, engagement and internal communication actions, and sustainability risk analysis. They are also integrated into the Sustainability Policy and our actions concerning the environment, supplier management, development and promotion of safety, social investment, corporate governance and risk management and internal controls.

MRV&CO is part of the Advisory Council of Rede Brasil (CORB) of the UN Global Compact, of the Institutional Committee of the Ethos Institute and of the C15 Committee of the Corporate Sustainability Index (ISE).

- We are also listed on B3's ISE portfolio for the fifth consecutive year.
- Our CEO Eduardo Fischer participates in Rede Brasil's Leadership with Impact program of the Global Compact, which focuses on positioning CEOs as sustainability mobilizers within companies and in external relations.

Direct action on the SDG 11 GRI 102-20



Eduardo Fischer, CEO of MRV&CO, through Leadership with ImPact, is an ambassador for SDG 11, which aims to **make cities and human settlements inclusive, safe, resilient and sustainable.**

As an organization, we can directly contribute to four goals:

11.1 by 2030, guarantee access for all to decent, appropriate and affordable housing; providing basic services and urbanize precarious settlements in accordance with assumed goals in the National Housing Plan, with special attention to vulnerable groups;

11.3 by 2030, increase inclusive and sustainable urbanization, improve capacities for planning, social control and participatory, integrated and sustainable management of human settlements, in all units of the federation;

11.6 by 2030, reduce the per capita negative environmental impact of cities, improving air quality indexes and the management of solid waste; and ensure that all cities with more than 500,000 inhabitants have implemented air quality monitoring systems and solid waste management plans;

11.a support economic, social and environmental integration in metropolitan areas and between urban, peri-urban, rural and twin cities, considering people's territories and traditional communities, through inter-federative cooperation, reinforcing national, regional and local development planning.

Diagnosis and action:

MRV 2030 Vision

In 2019, MRV&CO completed a process of diagnosis and mapping of impacts positive and negative aspects of our activities and opportunities for evolution to achieve our goals.

The basis was the vision of the Institute for Applied Economic Research (Ipea) on the relationship of the SDGs with the Brazilian reality, along with our purpose and our business vision.

We disclose the results of this analysis in MRV 2030 Vision, a public and accessible document that presents our proposal to contribute to the sustainable development agenda. In it, we detail projections for 27 goals defined as priorities for our work in this decade.

See the document [here](#).

The Sustainable Development Goals and MRV's Value Chain

 Land

MRV has incorporated into its land acquisition processes the assessment of climate and environmental risks, to reduce the environmental impact of its projects and increase their resilience



 projects

The design stage determines the potential socio-environmental performance of an enterprise, making it the most important stage for achieving long-term results for the construction sector. Sustainable projects promote performance and eco-efficiency in the construction and use of real estate



 suppliers

All MRV suppliers must comply with labor rules and are encouraged to participate in education and environmental impact reduction programs. MRV also works with its suppliers in the development and absorption of innovations



 construction

Between the implementation of the construction site and the completion of a project, there are environmental impacts and impacts on the communities neighboring the works. Sustainability is achieved through more agile, cleaner, economical and safer technologies and construction process



 use and occupation

MRV's projects contribute with the reduction of the housing deficit in Brazil and the vulnerability of low-income populations. The company also seeks to contribute to sustainable cities, improving local infrastructure and enabling the reduction of water and energy consumption.



 governance

Maintaining the highest standards of corporate governance is now essential to meet various stakeholders of the

organizations and generate the environmental, social and economic performance necessary to ensure the continuity of the business. Our governance

seeks to expand the company's positive impact when dealing with the SDGs related to the operation and our impacts



Global Compact - 10 principles we follow in our business routine



Businesses must support and respect the protection of internationally recognized human rights.



Make sure you do not participate in violations of these rights.



Businesses must support freedom of association and the effective recognition of the right to collective bargaining.



The elimination of all forms of forced or compulsory labor.



The effective abolition of child labor.



Eliminate employment discrimination.



Businesses must support a preventive approach to environmental challenges.



Develop initiatives to foster greater environmental responsibility.



Encourage the development and diffusion of environmentally friendly technologies.



Businesses must fight corruption in all its forms, including extortion and bribery.



The 2020 ESG target was met: we signed a commitment to the Science Based Targets Initiative (SBTi). This leads MRV&CO to design greenhouse gas reduction targets to combat climate change and comply with the terms of the Paris Agreement. **Read more on p. 87.**



Amazon Council

In August 2020, MRV&CO, together with 50 other large companies in the country, took on the challenge of supporting the Amazon Council. The objective is to contribute with solutions to curb illegal deforestation in the Amazon, reduce the environmental impact of the use of natural resources and value and preserve biodiversity. **Read more on p. 80.**

New materiality

GRI 102-21, 102-40, 102-42, 102-43, 102-44, 102-47, 103-1

A fundamental instrument to guide our communication and our ESG management is materiality, carried out following the guidelines of the Global Reporting Initiative (GRI).

The concept in detail

Reports from organizations should focus on what is really crucial for goals to be achieved and for managing the social, environmental and economic impacts of the business. We were able to advance this through materiality, which is a process - of consultation and engagement with the public - and a principle that governs our management and our ESG communication. The material aspects of MRV&CO reflect the matters considered the most significant and decisive in stakeholder assessments.

Between 2020 and 2021, we updated our matrix of material themes, with the support of specialized consulting, in a four-step process:



1. Identification

sectorial analysis, benchmark and studies of documents, commitments and corporate goals;

2. Prioritization

consultation with internal and external audiences, including 12 interviews with MRV leaders, 12 interviews with external stakeholders – supplier, investor, ESG specialist, customer, community, collaborator and collaborator of the banking sector – and online questionnaire with 673 participations and 176 answers commented by the consulted ones, with 30% of external participation and 70% of collaborators;

3. Analysis

mapping of priority themes by audience, with risk x impact and probability x weightings magnitude of the themes, considering the consultations with the public and the leadership;

4. Validation

comparative presentation of the material themes of 2020 and the new listing, with analysis and approval by senior leadership MRV&CO.

We arrived at a list of eight material themes - eight major axes, all dealt with in our management. And, mainly, all connected to the challenges of the MRV&CO business and the topics that inspire a journey of maturation for years to come. Get to know each of them below:



ENVIRONMENTAL CONSERVATION

Our challenge:

Protection of the environment, with the reduction of environmental impacts associated with the planning, implementation and operation of projects

Our focus:

Controlling our impacts on water and energy and the use of materials, in addition to studying ways to reduce intervention in green areas

GRI Indicators:

301-1, 302-1, 302-2, 302-3, 302-4, 303-1, 303-2, 303-3, 303-4, 303-5, 304-1, 306-2

SDG connected to MRV 2030 Vision:

- 7** – targets 7.1 and 7.3
- 6** – targets 6.1, 6.3, 6.4
- 12** – targets 12.2, 12.5, 12.6
- 15** – targets 15.4 and 15.5



CUSTOMER SATISFACTION AND QUALITY

Our challenge:

Meeting customer expectations, assertive planning, quality assurance, certifications, delivery of sustainable products and ombudsman

Our focus:

Ensure a qualified journey to customers in the various channels and meet and exceed quality expectations of our projects and projects

GRI Indicators:

G4-CRE08

SDG connected to MRV 2030 Vision:

- 12** – targets 12.2, 12.5, 12.6



INNOVATION FOR SUSTAINABILITY

Our challenge:

Development of new construction technologies, implementation of models of acceleration of smarter city projects and promotion of life cycle analysis

Our focus:

Ensure our contribution to sustainable and intelligent models of housing / housing, in the contexts of the regions in which we operate

GRI Indicators:

102-2

SDG connected to MRV 2030 Vision:

- 9** – targets 9.a, 9.b and 9.c
- 11** – target 11.c
- 17** – target 17.16



ACCESS TO HOUSING

Our challenge:

The contribution to reducing the housing deficit, improving the quality of life and giving a new meaning to the home

Our focus:

Ensure that MRV acts to combat the Brazilian housing deficit with affordable products that promote social impact in communities

GRI Indicators:

102-40, 102-43

SDG connected to MRV 2030 Vision:

- 1** – target 1.b
- 10** – targets 10.4 and 10.2
- 11** – targets 11.a and 11.c



ETHICS AND TRANSPARENCY

Our challenge:

Integrity in relationships and processes, compliance culture, combating corruption, due diligence and managing the Code of Conduct

Our focus:

Strengthen the standards of relationship with partners and public entities, evaluating and mitigating all compliance risks in the chain

GRI Indicators:

102-16, 102-17, 205-1, 205-2, 206-1, 307-1

SDG connected to MRV 2030

Vision:

16 – targets 16.b and 16.10

17 – targets 17.7 and 17.17



HEALTH, SAFETY AND WELL-BEING

Our challenge:

Occupational health and safety for all audiences, healthy and safe working conditions and contribution to mental and physical health

Our focus:

Evolve in strengthening the culture of protection and respect for life, with a focus on accident prevention, zero deaths and the team's physical and mental well-being

GRI Indicators:

403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10, G4-CRE06

SDG connected to MRV 2030 Vision:

3 – target 3.9

8 – targets 8.3, 8.5, 8.7, 8.8



CLIMATE CHANGES

Our challenge:

Assessment of climate change impacts, emission reduction targets, adaptation and resilience to the climate issue

Our focus:

Ensuring that our businesses contribute to the transition to a low-carbon economy, reducing emissions throughout the production cycle

GRI Indicators:

305-1, 305-2, 305-3, 305-4, 305-5

SDG connected to MRV 2030 Vision:

13 – targets 13.2 and 13.3



HUMAN CAPITAL

Our challenge:

A motivating, diverse and inclusive work environment, with policies for training, retention, combating discrimination and ensuring human rights

Our focus:

Stimulate the team's human and professional development; ensure an environment free from harassment and non-compliance; watch over the rights human and labor and build development ties with communities

GRI Indicators:

102-8, 102-21, 102-40, 102-43 413-1, 404-1

SDG connected to MRV 2030 Vision:

4 – targets 4.b and 4.6

5 – target 5.a

8 – targets 8.3, 8.5, 8.7, 8.8

10 – targets 10.2 and 10.4



Alliances and commitments

GRI 102-12

Brazil Network of the Global Compact, of the UN - since 2016, MRV&CO participates in working groups (WG): Action against Corruption, Action for SDGs, Action for Water, Action for Climate, Action for Rights Humans and Action to Communicate and Engage

We also participate in the Leadership with Impact Program; Anti-Corruption Collective Actions; Inova 2030: Young Innovators in SDG; Empowering Refugees Program, a joint initiative of the Global Compact; UNHCR and UN Women (since 2018); and the Advisory Board of the Brazil Network of the Global Compact (Corb)

United Nations Global Compact – signatory company since 2016

Ethos Institute – participation since 2016 in various GTs (Integrity, Climate Forum, Human Rights) and in the Advisory Board

Brazilian GHG Protocol Program – since 2015, and today Golden Seal in the program

Commitment to the Climate – Ekos Institute – since 2019

CDP - since 2016

CDP Supply Chain – since 2018





Identity: How we are and how we work





MRV&CO

GRI 102-1, 102-2, 102-3,
102-4, 102-5, 102-7

A story always under construction.

We have over four decades of history and absolute leadership in Brazil and Latin America and we work intensely connected to our values and our purpose. We learned that, in order to welcome all the people and the different dreams that come to us, it is necessary to think about each one.

Since our foundation in 1979, we have positioned ourselves as a company capable of generating results and, at the same time, responding to housing bottlenecks in the country, with quality properties, well located and in competitive conditions for acquisition by clients.

The base of our business is MRV Engenharia e Participações S.A., a Brazilian construction company and developer headquartered in Belo Horizonte (MG). Over time, we have expanded and diversified businesses, partnerships and activities, in the form of a platform that operates throughout Brazil and also internationally: **today, we are MRV&CO.**

MRV&CO is a housing platform of companies that work to develop and deliver the most adequate housing solution for each need and stage of life; to the different projects and objectives of clients of all profiles.

These are solutions that today impact 1 in every 150 Brazilians, in addition to hundreds of families abroad. That's our job, and **We do this guided by the purpose of building dreams that changing the world**, in a positive movement for all partners in our production chain. **A business model that goes beyond building and real estate development.**

Between 2019 and 2020, we made even more progress in consolidating our housing platform with Luggo and took our first step of international expansion with the acquisition of AHS Residential, which is active in the North American market. Furthermore, we launched Sensia, a brand focused on the middle-income segment, whose first venture was announced in early 2021.



A leading voice

MRV Engenharia e Participações S.A. is a publicly-held company, which includes participation in the companies MRL, Prime, Urba, Luggo and AHS, with shares traded on the Novo Mercado of B3, the Brazilian stock exchange

We stand out in a segment that requires differentiated corporate governance practices –

a commitment that supports the agenda of integrating environmental, social and governance (ESG) topics into the business strategy.

We are also in the portfolio of 16 other capital market indices, and we maintain public commitments regarding the Sustainable Development Goals (SDGs) and targets related to the most relevant ESG themes for the business, society and the planet.

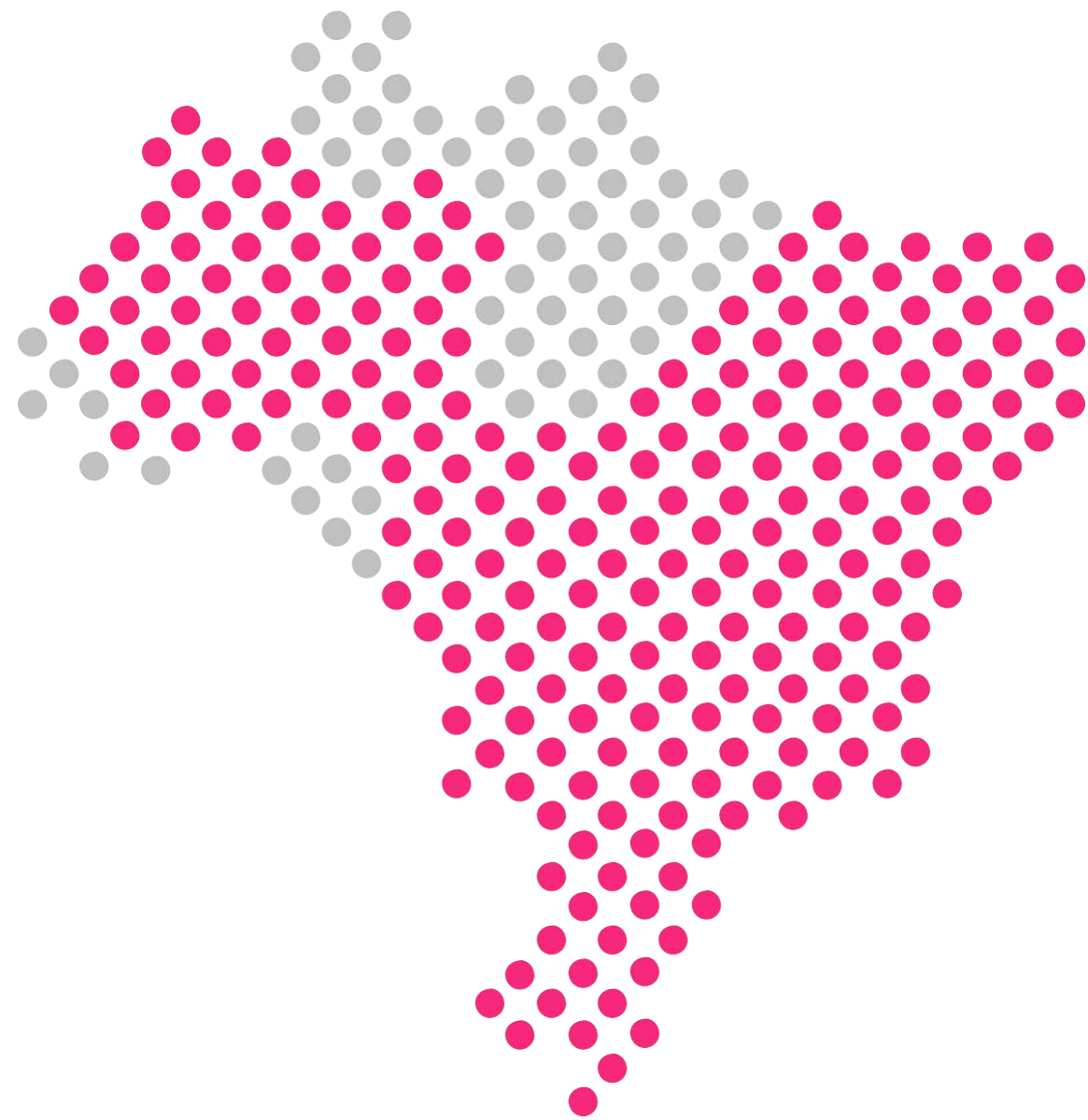
We are recognized as a leading voice in the industry – in sustainability, innovation, sustained growth and return to shareholders.

From 2007 onwards, we have multiplied our apartment delivery capacity a year by more than ten, and we have had a 300% jump in net income. In 2020 alone, MRV recorded a cash generation of R\$521.1 million, considering our business in Brazil.



1 in 150
Brazilians lives
in a MRV

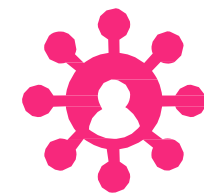
Presence and Impact



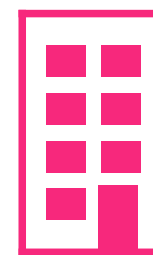
We are in
21
States + the Federal
District
162
cities in Brazil



19,058
own associates
in the Brazilain operations



7,939
suppliers
in our base



35,000+ apartments
built per year (on
average)

We are in
17
cities
in the US



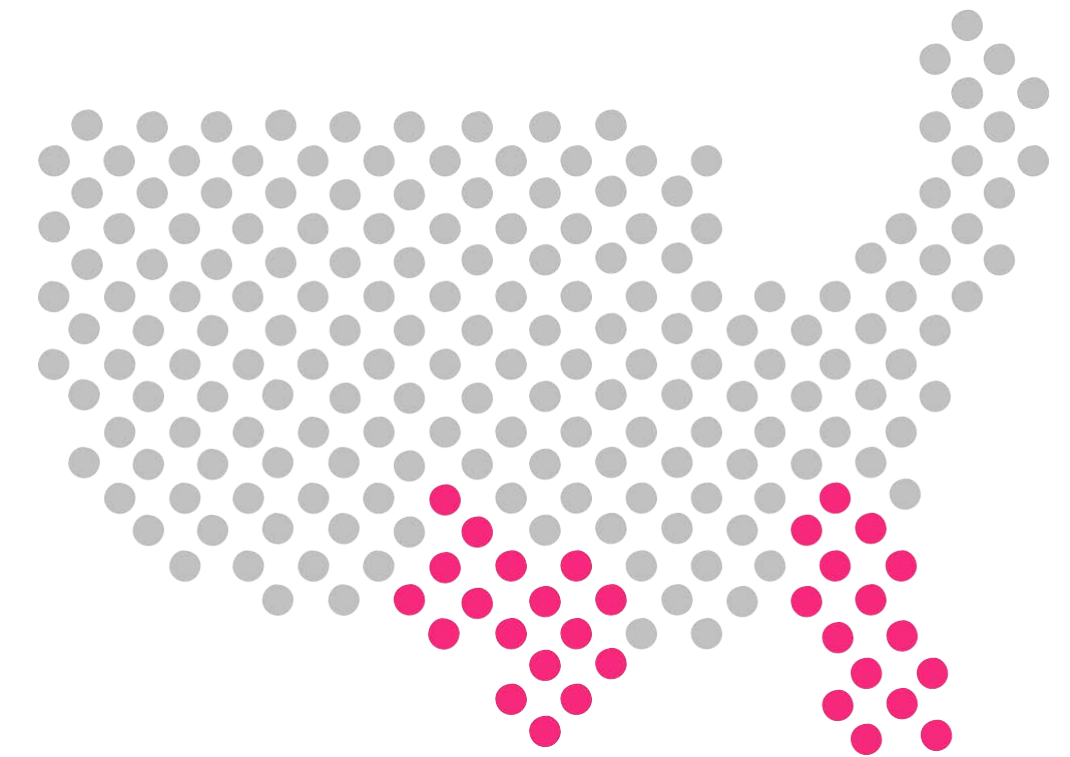
300
employees
in the United States



500,000+
residential units
sold since 1979



44,227
keys
delivered in
2020



MRV&CO Culture

Systematized in 2021, it translates our values, competences associated with them and our organization around the purpose. This is MRV&CO being and doing.

Our purpose

Build dreams that change the world.

Strategic Pillars 2021-2023



Customer at the center of the decisions



Prepared and engaged people for the MRV of the future



Accelerate the growth of the housing platform



Innovation and digital transformation in favor of the customer



Operational Excellence



Diversify funding, products and geographies

Our Values

Our customer is our commitment

We always do it right

our team is our strength

We share our achievements

We innovate to change

Cultural skills

Key behaviors for change

The customer is our reason

The dreams and needs of our customers mobilize all our deliveries and solutions

We question our processes and activities to deliver the best experience every day

Collaborating we go further

We collaborate a lot. We know that the best result comes from different perspectives

Our conversation is open and respectful. We actively listen and we communicate clearly

Real People

We recognize and celebrate the role of people

We invest in our development; we always seek to learn and expand our contribution.

We plan for excellence

We are agile in decision making. Planning and prioritizing are part of our daily lives

We are disciplined, deliver what we promise and simplify what can make us more efficient

We like to undertake

Restless, we seek and adopt best practices that generate more value for us and our customers

We have an entrepreneurial spirit. By innovating, we turn error and difficulty into an opportunity to grow and change

Brands and Units

GRI 102-2, 102-4, 102-6, 102-10

The companies and business units that are part of the MRV&CO housing platform, which was born with the global expansion of the business.



With a renewed brand and expertise and business history, it is a leader in housing for the low-income segment and carry out the entire life cycle of projects, from land development to the sale of units.



Focusing on the medium-income segment (classes B and C) and nationwide, the developer was launched in 2020 to develop projects with wide possibilities for customization and flexibility. Our performance expands the offer of housing solutions in key markets.



The Urban Development company of MRV&CO. Since 2012, it specializes in high-end subdivisions quality in strategic locations, designed to provide more convenience, fun and quality of life for people.



Startup created from MRV's expertise, It brings to the country an innovative service format: building and renting their own apartments for classes B and C - consolidating the idea of a housing platform that provides convenience, simplicity to customers, with little bureaucracy .



It works in the construction of residential properties in the Midwest of Brazil – in Goiás, Mato Grosso, Mato Grosso do Sul and Distrito Federal – and up North, in Tocantins. Founded in 1994, it shares the same values as MRV, building dreams with ethics, environmental sustainability and a focus on change.



Since 2007, we have been a partner in the construction and sale of properties throughout the state of Rio de Janeiro and in the city of Juiz de Fora, in Minas Gerais. MRL has at its core the values of MRV and also maintains its focus on customer satisfaction, prioritizing sustainability, ethics and innovation.



Acquired in 2020, it is MRV&CO's first company abroad. It develops, builds and manages condominiums for rent in the US – an integration that allows the creation of quality housing, close to large cities and at affordable prices.



Access. Quality. Customization

Feasibility and innovation go hand in hand.

Over the years, MRV&CO has become a leader in housing financing models linked to federal programs and the use of FGTS resources.

We operate at the base of the segment and we are proud that today we have businesses at MRV&CO that also range from land in urbanized subdivisions to properties filled with convenience, state-of-the-art technology and innovative customer experience models.

MRV is the largest developer of the Casa Verde e Amarela Program (formerly Minha Casa Minha Vida). It also has a long history of relationship with Caixa Econômica Federal, which manages the program. There are 40 thousand units delivered annually in the program focused on affordable housing.

Our core business is in the financing of economic properties – by means of Casa Verde e Amarela Program, with FGTS or from clients with income immediately above the program limit, who use funding from the Brazilian Savings and Loan System (SBPE). There are five product lines dedicated to these families:

Eco

For tier 2 of Casa Verde and Amarela, that is, families with gross income of up to R\$4,000, with a focus on high quality access and savings for the clients' daily lives.

Bio

For band 3 of the program, with gross income of up to R\$7,000, or through SBPE. It brings a differentiated finish to projects with the option of a balcony, elevator, equipped leisure facilities and sustainability components.

Premium

Exclusively adopts funding SBPE and includes products with a differentiated location, plants with special options and attributes of innovation and sustainability.

Garden

Offer houses with private area in closed condominiums.

Class

Aimed at the middle-income segment, with projects endowed with technological amenities and benefits such as connectivity and security systems.

Our governance

GRI 102-18



Ethics and transparency are the foundation of our work.

MRV&CO follows the standards and guidelines of B3's Novo Mercado and good governance practices corporate governance of the Brazilian Institute of Corporate Governance (IBGC) and the Brazilian Securities Commission (CVM). All our processes and relationships are based on ethics, transparency and the professional conduct of the business, which reinforces and drives the company's protagonism and leadership.

The ownership structure of MRV&CO combines shares owned by our founder and controller with shares owned by investment funds, executives, directors and other minority shareholders. The **balance of vision between the parties** is ensured by principles that govern our governance and management bodies (see our practices [here](#)).

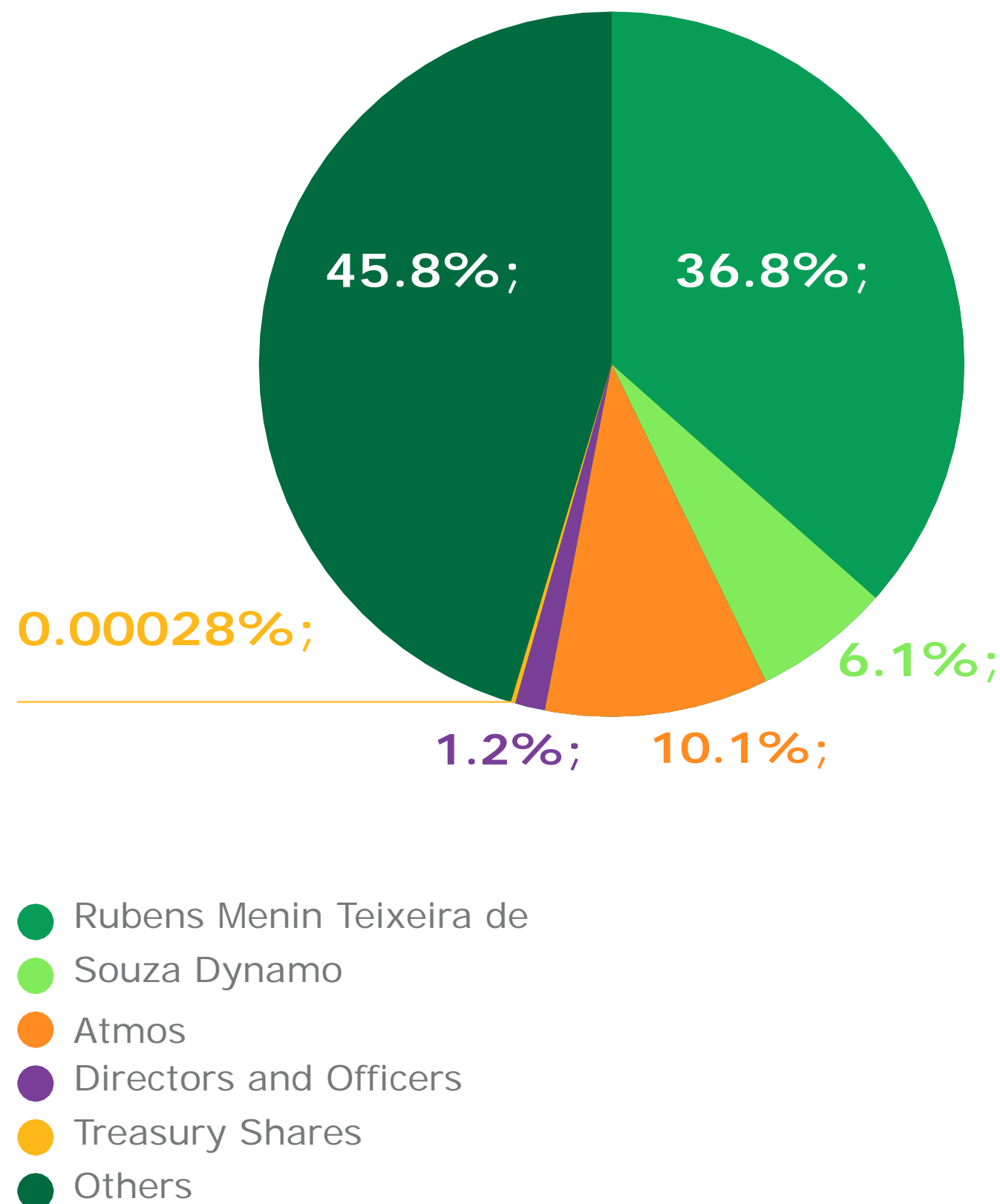
Our **commitment to not only achieving corporate sustainability, but also to leaving a social, environmental and governance legacy for future generations**, is reinforced with the participation of MRV&CO on the Corporate Sustainability Index (ISE) for the fifth consecutive year, in addition to other segmented portfolios on the Brazilian stock exchange.

The highest governance body is the Board of Directors, composed of eight members, four of them independent - which exceeds the requirements of the Novo Mercado and demonstrates the effort to ensure appropriate representation to minority shareholders.

In addition to the Board of Directors, we have in our structure:

- Seven Executive Boards;
- Audit Committee (three members);
- Six Statutory Committees;
- Two Non-Statutory Committees.

Shareholding composition (12/31/2020)



Board of Directors

GRI 102-19, 102-22, 102-23, 102-26, 102-27, 102-28, 102-31

MRV's Board of Directors is responsible for the general guidance of the businesses, defining the corporate strategy, overseeing our performance and monitoring the main risks and opportunities. It is also responsible for appointing and removing members of the Board Executive and determine her scope of work and remuneration.

Another sphere that has gained importance in the body's routine is the ESG (environmental, social and governance) agenda, which is subject to at least annual reviews with validation and/or consent of the directors, with the support of the Construction Financing, Institutional Relations and Sustainability Executive Board, and the advice of the Governance, Risks and Compliance and the People Committee, in social and environmental aspects. On the financial side, support is provided by the Statutory Audit Committee, Finance Committee and Operations Committee.

The body holds regular quarterly meetings, in addition to extraordinary summons by the president or any of its members. The directors are elected by the shareholders at the General Meeting, with respect to the rule of two or 20% of independent directors, as determined in the Novo Mercado regulations. Members residing abroad are admitted, with tenure subject to the constitution of an attorney with powers required by corporate law, resident and domiciled in Brazil.

Among the eight members of the Board of Directors, we have two women and six men. Four members are independent directors, and most are over 51 years of age. In line with best practices, no Executive Director is part of the Board of Directors, and the Chairman of the Board of Directors is not part of the Executive Board.

The terms of current members extend through March and April 2021.

Members

Position

Election
DateTerm of
Office

Rubens Menin Teixeira de Souza	President	3/15/2019	3/15/2021
Marcos Alberto Cabaleiro Fernandez	Advisor	3/15/2019	3/15/2021
Sinai Waisberg	Independent Advisor	3/15/2019	3/15/2021
Betania Tanure de Barros	Independent Advisor	3/15/2019	3/15/2021
Leonardo Guimarães Corrêa	Advisor	3/15/2019	3/15/2021
Antônio Kandir	Independent Advisor	3/15/2019	3/15/2021
Sílvio Romero de Lemos Meira	Independent Advisor	5/30/2019	4/30/2021
Maria Fernanda Nazareth Menin Teixeira de Souza Maia	Advisor	12/16/2019	4/30/2021

Audit Committee

It acts independently from management and external auditors. Its main powers are to oversee the acts of the directors and verify the fulfillment of their legal and statutory duties; opine on the annual management report and quarterly analyze the balance sheet and other financial statements, reporting conclusions and opinions to shareholders.

Our bylaws provide that the Fiscal Council will function on a non-permanent basis. It was installed at the request of the shareholders at the Annual and Extraordinary General Meeting held in Thursday, April 16, 2020

Members

Position

Election
DateTerm of
Office

Thiago da Costa e Silva Lott	Fiscal Advisor	4/16/2020	4/30/2021
Paulino Ferreira Leite	Fiscal Advisor	4/16/2020	4/30/2021
Fernando Henrique da Fonseca	Fiscal Advisor	4/16/2020	4/30/2021

Executive Board

GRI 102-22, 202-2

MRV’s Executive Board consists of up to eight directors, being shareholders or not

- two president-directors
- one chief financial officer and Relations with investors;
- two executive directors of Commercial and Credit;
- One Executive Production Director
- One Executive Director Management and Development Human;
- One Executive Director Construction Financing Institutional Relations and Sustainability

The body carries out and guarantees that guidelines are met Company’s strategies, evaluating Opportunities, tactical measures and responses to the business challenges, Always According to the Bylaws and the Corporations Law.

The current board elected in 2019 Board of Directors Meeting office of two years, with possibility of reelection. The term of office extendable until the General Ordinary Meeting deciding On accounts of the fiscal year ended in 2020.

In 2019 and 2020, the Executive Directors and Presidency of MRV, of Prime, of MRL and of Urba have all been hired in the local community.

Members

Position

Date of Election

End of Office

Rafael Nazareth Menin Teixeira de Souza	Chief Executive Officer	3/15/2019	3/15/2021
Eduardo Fischer Teixeira de Souza	Chief Executive Officer	3/15/2019	3/15/2021
Ricardo Paixão Pinto Rodrigues	Executive Officer Finance and Relations with investors	3/15/2019	3/15/2021
Thiago Corrêa Ely	Executive Officer Commercial and Credit	4/17/2020	3/15/2021
Homero Aguiar Paiva	Executive Officer Production	3/15/2019	3/15/2021
Júnia Maria de Sousa Lima Galvão	Executive Director Management and Human Development	3/15/2019	3/15/2021
Raphael Rocha Lafetá	Executive Officer Institutional Relations and Sustainability	3/15/2019	3/15/2021

Consulting Committee

GRI 102-22

The committees are consultative bodies, with collegiate deliberation, which propose measures and assess related risks and opportunities to their areas of competence – recommending resolutions to the Board of Directors, to which they report. Since 2020, the structure has been composed of six statutory committees, in addition to two non-statutory ones.

- The Non-Statutory Committees support and advise the Executive Board
- The Statutory Committees support and advise the Board of Directors

Established in April and May 2020 by the Board of Directors, the Statutory Audit Committee and the Non-Statutory Financial Committee are the main innovations for the period.

Non-Statutory Committees		
Name	No. of members	Competencies
Ethics	5 with voting rights 1 without voting rights	Collegiate body responsible for deliberating ethical dilemmas and applying the Consequences Policy. The terms of office are for two years as permanent members, with voting rights.
Financial	5, being 1 independent	Implemented in May 2020, it advises and guides the board on economic and financial plans, investments, budgets, MRV&CO's capital structure, dividend distribution and performance indicators.

Statutory Committees

Name

No. of members

Competencies

Meetings
in 2020

Governance, risk
and Compliance

2 men
3 women:

Disseminate a culture of compliance, equity, accountability and corporate responsibility, addressing the various issues of compliance and risk (such as human rights, diversity and anti-corruption).

4

People

4 men
3 women, being
1 independent

Evaluate and propose development, retention and incentive practices, including compensation, succession, benefits, etc. processes.

4

Operations

5 men,
Being 1 independent

Ensure the correct planning and control of production, covering supplies, labor, schedules, productivity and impact control, among other topics.

0

Innovation

7 men, being
1 independent
1 woman

Propose and guide studies on innovation and digital transformation and monitor advances in technology and investments.

5

Legal Department

4 men
1 woman

Propose studies related to strategic themes in the legal sector and tax and corporate planning strategies, among others.

5

Audit

3 men, being
1 independent

Implemented in April 2020, its objectives are to monitor the quality control of financial statements, internal controls and risk management and compliance, in addition to giving an opinion on the hiring and dismissal of audit services.

5



Learn more Check out all the competences and composition of the committees, as well as their internal regulations, in further details [here](#).



Integrity

GRI 102-16, 103 | 205, 103 | 406, 103 | 409, 103 | 419

There is only one way to do things: the right way. That's what we believe.

The ethics, integrity and compliance agenda is part of the MRV&CO routine. On a daily basis, we interact with clients, suppliers and government representatives – and each interaction must take place within corporate norms and national and international legislation.

The culture of transparency – an ever-increasing demand from our customers and the market – translates into reporting channels, training, awareness-raising and dissemination actions, and constant review of policies.

The new Code of Conduct

In 2020, the maturation on all these themes led to the **revision of our Code of Conduct** ([access here](#)). It contains useful behavioral guidelines and definitions so that our entire value chain can identify risk situations and ensure good conduct at each stage inherent to our business.

<https://www.mrv.com.br/institucional/p/t/relaeamentos/codigo-de-conduta>

The collaborative review process had 71 suggestions from several collaborators and had the validation of leaders.

The new Code included topics previously worked on as separate policies; reinforced important themes - such as Diversity and Inclusion, Sustainability (Environmental, Social Responsibility and Corporate Governance) – and aspects related to the new General Data Protection Law, in addition to covering more critical and sensitive issues, based on reports and investigations of accusations in recent years.

The language and structure were also adjusted: the content is clearer, objective and understandable, facilitating the absorption of the content by different profiles of employees.

For 2021, online training is planned on the updated policy, and all employees must participate.

President Eduardo Fischer released the new Code of Conduct on video for all employees. A specific website was also created to disseminate the content, accessible via the intranet and by a QR Code displayed on the background of the screen of corporate computers; on stickers distributed to the offices and stores in all regions; on posters with specific themes at sales points and construction sites; and in all contracts with suppliers and partners.

More initiatives

Another novelty of the period was the structuring of the **Ten Golden Rules in Interaction with Public Authorities**. The rules control any risks of corruption, bribery and non-compliance in the relationship with representatives of the powers in the federal, state and municipal scope. What's more: we continue to make progress in our Responsible Purchasing and Supply Chain Monitoring Program (read more on page 80).

MRV&CO maintains **policies on relevant business topics** such as Anti-Corruption, Sustainability, Privacy, Transactions with Related Parties, Donations and Sponsorships, Consequences, Risk Management and Climate Change. Get to know them all [here](#).

Highlight actions in 2020

- Collaborative Review of the Code of Conduct
- Start of the Guardians of Integrity program (with 56 approved employees, in 26 cities in our area of operation)
- Creation of Golden Rules in Interaction with Public Authorities
- Lives on the corporate social network with entities such as Global Compact and Transparency International to address the fight against corruption
- Implementation of the Ethical Perception Survey

Integrity Program GRI 102-25

We value **open and honest communication**: at MRV&CO, everyone should feel comfortable asking and raising questions, without fear of retaliation or punishment. This is essential to strengthen the culture of integrity and address potential complications before they become bigger issues.

We are all responsible. Every person at MRV&CO is fundamental so that our ethical and transparent conduct is always a reality.

The Integrity Program articulates all corporate instruments and unfolds into actions at all levels of MRV&CO. Click here to know its pillars, benefits and events and news promoted by Compliance.

We maintain a Statutory Governance, Risk and Compliance Committee linked to the advisory structure of the Board of Directors, which has as goals:

- to disseminate the Company's commitment to a management based on the pillars of corporate governance and business ethics and ensure this;
- evaluate and monitor the Company's risk exposures, monitoring and supervising risk management;
- ensure the investigation and analysis of critical cases by the leadership and strengthen the agenda in the strategic agenda.

Our compliance management is based on the pillars of **training/awareness**, availability of **relationship channels**, **due diligence** for the integrity of its production chain and risk analysis, with a special focus on fighting corruption.

Communication Channels

To receive and clarify doubts, report concerns and receive complaints

Talk to Compliance

Focused on employees,

in addition to answering questions, guides and respond to review requests

from suppliers in the aspect of and integrity. In 2020, there were 1,155 calls, as compared to 1,391 and 984 in 2019 and 2018, respectively. The numbers reflect trust in a culture stronger and stronger transparency. *More complex cases were addressed to the Ethics Committee.*



1,155
calls
Received by Talk to Compliance Channel

Talk to
Compliance GRI 102-17

2020

2019

Δ 2020/
2019

Due diligence of integrity performed	664	765	-13%;
Gift declarations analyzed	64	250	-74%;
Terms of commitment with the government analyzed	147	142	4%;
Question analysis and Guidelines	123	133	-8%;
Statements of Bonds for analysis of Conflicts of interest	115	66	74%;
Institutional letters to insert compliance clauses or clarifications of redflags by vendors	25	34	-26%;

Confidential Channel

Here, the guarantee of confidentiality is complete. The channel is managed by company outsourced, and the reports are verified by the Risks and Internal Audit area, which assesses all possible violations.

Verification of complaints received is done with independence, caution and responsibility, fairly and impartial. In case of proof, disciplinary measures are taken and/or applicable legal provisions.

In 2020, there were 503 reports, 100% of them addressed and treated during the year. In 2019, we had 679 reports - the fall is related to isolation intensified in the pandemic.

Access to Confidential Channel

site: www.canalconfidencial.com.br/mrv

e-mail: canalconfidencialmrv@br.ictsglobal.com

Telephone: 0800 888 2833



Integrity Guardians

The compliance culture multipliers project at MRV&CO This is the MRV&CO action that prepares people responsible for clarifying Integrity issues, disseminate actions to promote compliance and train our team on the subject in the different places of operation.

During 2020, the first step was taken, with more than 100 entries received for the group of 56 guardians, now distributed in 26 cities. For 2021, the goal is to consolidate the project with missions, so that guardians can disseminate compliance content across the wide geographic scope of MRV&CO's operations. We also intend to do a new round of recruitment of guardians at the end of the year, to further expand the program's reach.

Ethical Perception Survey

We are listening to our employees

In 2020, we conducted our first perception survey on ethics at MRV. We managed to get a response from 862 employees, who shared with us how they are assimilating ethical issues at MRV&CO



862 associates participated in the survey of perception on ethics at MRV

Trainings & events GRI 205-2

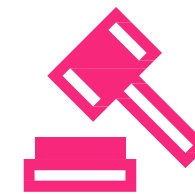
The Covid-19 pandemic changed the routines of events related to the theme of Integrity. No actions such as the Integrity Weeks have been carried out in the last year, due to social distancing. Still, several training fronts and events were active in 2020.

The calendar of ongoing or mandatory training, such as the integration of new employees, was kept – all 2,039 new administrative employees underwent online training regarding the culture of integrity, which trains employees on the MRV&CO Integrity Program, the guidelines of the Brazilian Anti-Corruption Law, the Anti-Corruption Policy and the channels of ethical communication, Confidential Channel and Talk to Compliance, in addition to training on the Code of Conduct. And for 2021, recycling related to the revision of the document is planned.

Administrative employees with access to a computer (about 6,300) must undergo training on the new Code of Conduct, or have access to the locked corporate e-mail, with release only after completion of training.



6,300 associates must carry out the training in the new Code of Conduct



Compliance Events

In line with the current situation, the highlight in Compliance Events was the holding of two lives to raise awareness of the International Day Against Corruption in December 2020, viewed in total by approximately 4,000 employees.

- **"Corruption - What do I have to do with it?"** was the theme of the first of them, with the presence of a specialist from the United Nations Global Compact
- **Research on combating corruption in Brazil** in the context of the pandemic was on the agenda at the second live, which featured a researcher from International Transparency



Training for suppliers and partners

- **5th Sustainability Event**, which reinforces our commitment to recognizing and developing suppliers from an environmental, social and compliance point of view
- The **Alliance for Integrity** invited MRV to partner with a global initiative to build and promote solutions to strengthen transparency and integrity in the economic system, to be launched in the first half of 2021

Relations with public authorities GRI 102-13

All relations between our team and federal, state and municipal representatives are guided by the Anti-Corruption Policy.

As a construction company and developer with a core business historically related to affordable housing, today with an emphasis on Casa Verde e Amarela Program, MRV&CO understands that the risk of corruption is part of its business routine. That's why we develop actions to mitigate this risk.

The MRV&CO Compliance area directly monitors the company's relationships with the government, and our policy is clear:

- **Employees, third parties and business partners** are prohibited from receiving, promising, offering and/or give, directly or indirectly, any advantages to public agents or individuals and legal entities related to them.

- **It is also prohibited to fund, sponsor or contribute** to acts harmful to the public administration, and use representations to hide or disguise interests or the identity of beneficiaries.
- **It is also forbidden to hire companies** appointed by a public agent without involvement of the Supply sector; or the hiring of companies that have a public agent as a partner, or consultants who exercise a public function related to the activities of MRV&CO.

With this, we avoid cases of conflicts of interest and risk of undue processing.

Constant monitoring, clear policies and updated rules: this is how MRV&CO values our team and our relationships with different scopes of government.

The Golden Rules in Interaction with Public Authorities

During 2019, we conducted at MRV&CO a prioritization study of riskier processes. In 2020, it unfolded in the **Golden Rules on Interaction with Public Authorities**. In line with corporate policy, the rules spread in Simplified way the practices for relations with this important link of our chain.

The presence of MRV&CO in the public scope goes beyond the relationship

direct, in the design of **housing programs and partnerships** in the municipalities and locations in which we operate. It also materializes with our participation in sectorial discussions, on topics such as government housing programs, conditions for the sector's competitiveness in the country and access to credit and development for the sector, among others -through the Brazilian Association of Real Estate Developers (Abrainc), the Civil Construction Industry Unions (Sinduscon) of the states and the Brazilian Chamber of Construction Industry (CBIC).





Risks management

GRI 102-14, 102-15, 102-29, 102-30

Pay attention to our impacts to build dreams safely.

We have at MRV&CO a **multi-level structure** to ensure the identification, prioritization, treatment and control of all financial and non-financial risk factors that could affect our results and our reputation.

Our Risk **Management Policy** defines methodologies, responsible bodies, guidelines and processes to monitor and ensure that the topic is on the senior leadership's agenda.

From the Board of Directors - through its advisory committees - to the managers of technical areas, passing through the Compliance area, we define responsibilities and levels of authority for the management of operational risks (related to areas and/or processes, with limited scope) and strategic (capable of affecting the company and its perpetuity).

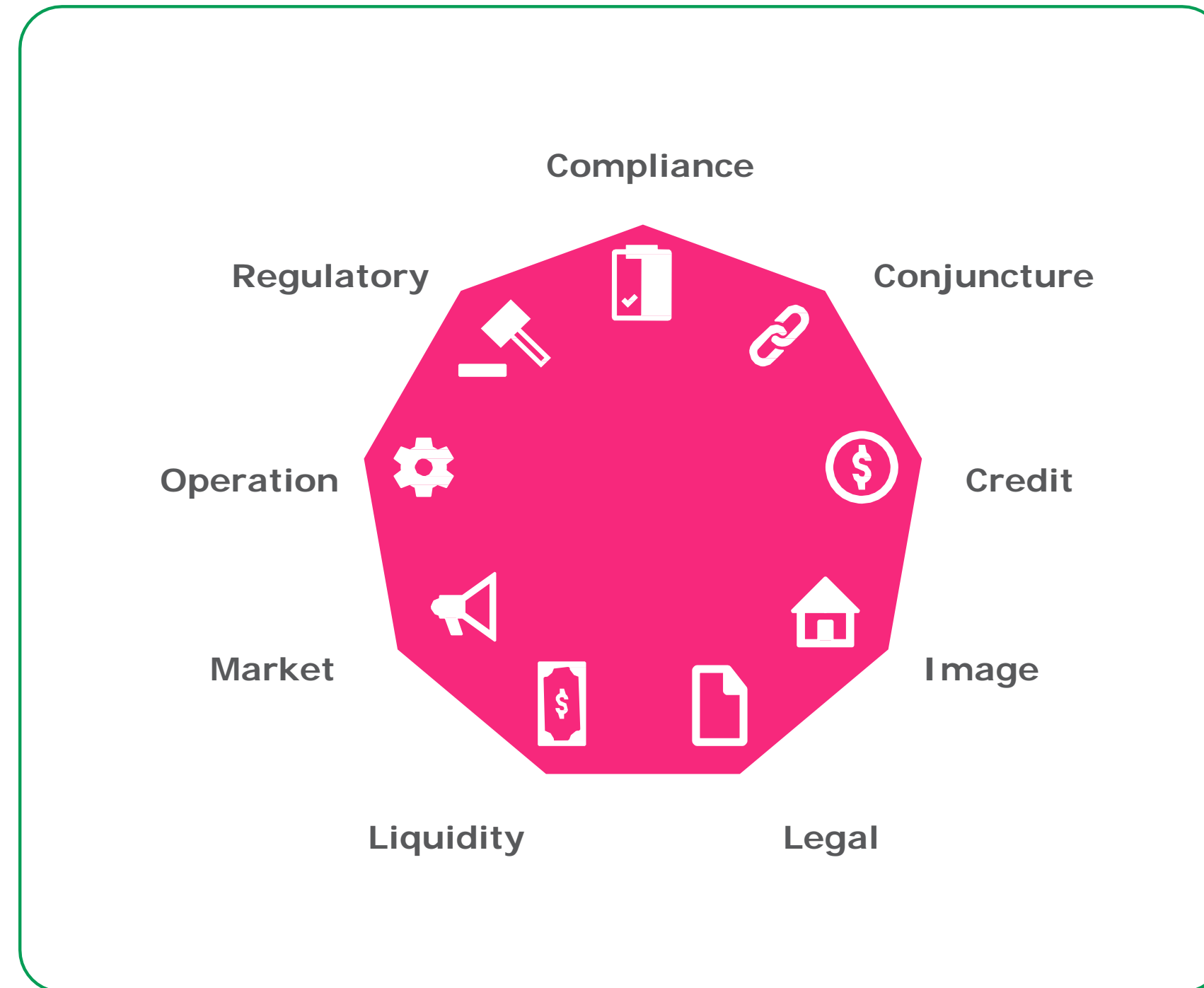
Risks managed by our matrix

Every six months, MRV's Risk Matrix is evaluated and revised. It includes the identification of critical factors in nine categories:

- **Compliance**
- **Conjuncture**
- **Credit**
- **Image**
- **Legal**
- **Liquidity**
- **Market**
- **Operation**
- **Regulatory**



9 risk groups are part of our MRV matrix



Today, 25 risks are monitored in these 9 categories. They include environmental, social and governance (ESG) aspects, such as human rights risks - which involve the possibility of slave and/or child labor occurring in the production chain – and labor and environmental risks, including the aspect of climate change, addressed in specific policies.

Our Risks area qualifies risks every six months and sends diagnoses to senior management, mapping processes, indicators and incidents of materialization or almost materialization of each of them.



The impact of the pandemic

In 2020, the risk matrix was directly influenced by the emergence of Covid-19. The pandemic exposed the company to a number of uncertainties – related, on the one hand, to the market environment and the conditions for maintaining its activities; on the other, to risks involving your team and health and safety issues.

Therefore, we set up a **specific matrix** focused on the risks and impacts of the pandemic on business and operations. Among the analyzed points:

- the reflection of the recession on default, sales and revenue indicators
- changes in pricing and production costs due to the devaluation of the real against the dollar health, safety and environmental issues (HSE)
- cybersecurity and data protection issues

How we assess sustainability risks

ESG topics with potential impact on our business are treated with a **specific methodology** for strategic risks of sustainability.

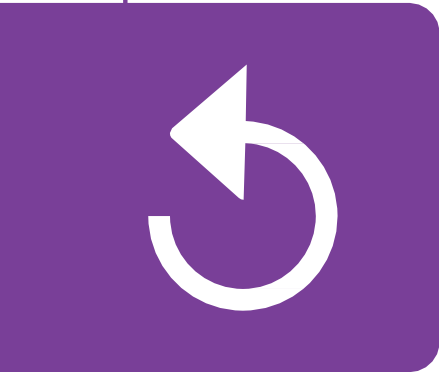
In general, we look at our context, our risks and our opportunities, as well as the relationship of the subject at hand with our strategic direction - a reflection that results

in the qualification and quantification of risks and in a SWOT matrix to identify the best way to control each factor.



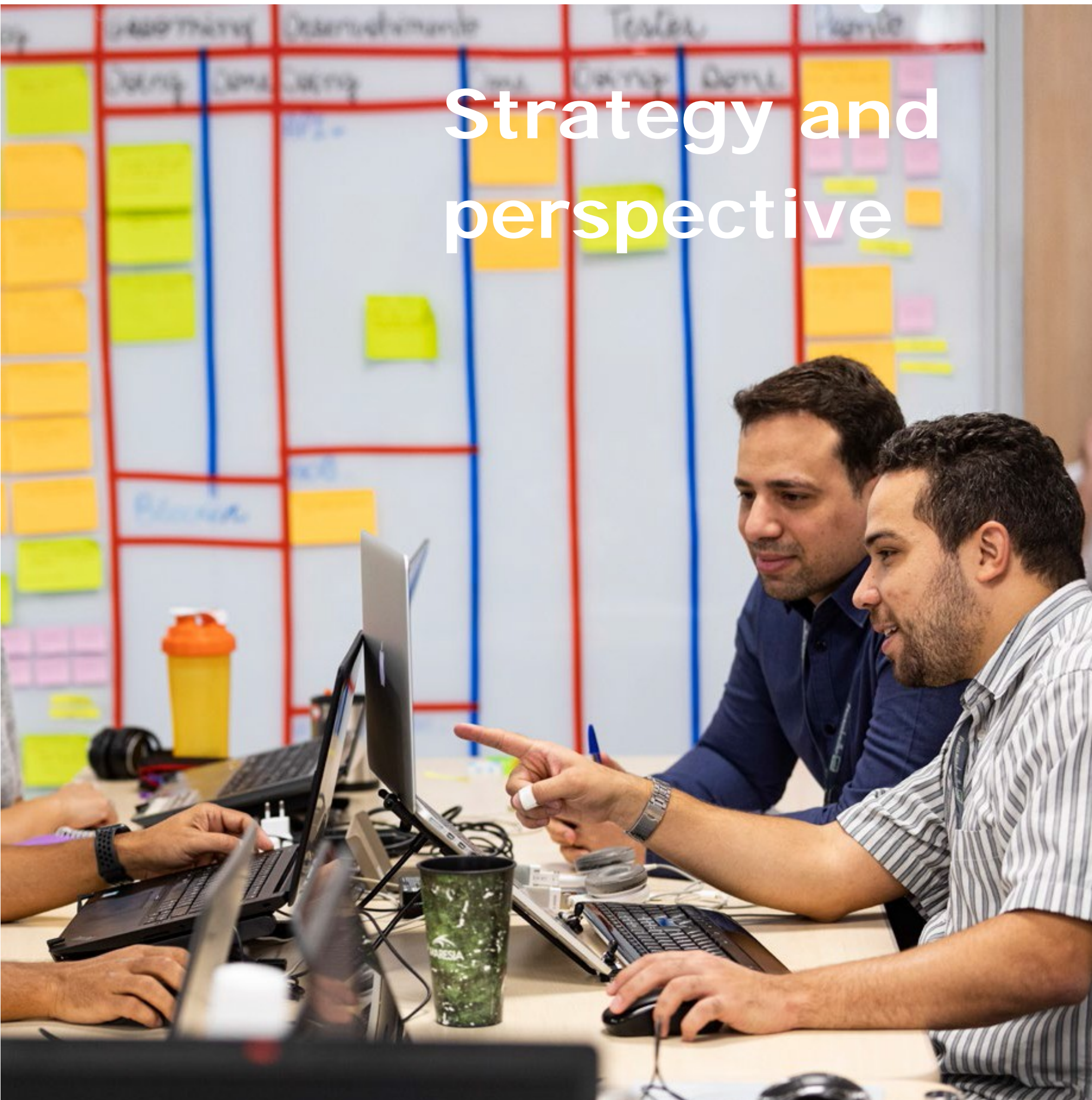
More information

See details on MRV's risk categories: [click here.](#)



Transformation: How we see the future





Strategy and perspective

To be a reference, inspiration, action, innovation and quality are needed.

Our 40-year trajectory has taken us to a place of reference in the civil construction sector . We follow a path of innovation, quality in execution and cost efficiency.

We were born from MRV, a construction company guided by great capacity to respond to Brazilian housing needs, and we evolve more and more, redefining our history and becoming MRV&CO – a housing platform formed by a group of companies, which offers solutions for different moments of life.

Transformation was - and is - a key concept-for us.

Transformation through strategic partnership with leading financial institutions in housing credit.

Transformation with the involvement of our employees, a dedicated and enthusiastic team that shares each of our values.

Transformation with the support of suppliers and institutions, multiplying results.

Transformation for Brazilian families who, entrusting us with a great dream, have conquered their home.

MRV&CO's Strategic Planning reinforces this transforming trend and combines it with high standards of excellence, safety, quality and productivity. In recent years, we have experienced a vigorous cycle of growth and expansion across all regions of Brazil, in addition to the US, going from 3,000 to more than 40,000 units built in 2020.

We are also inspired by the challenges of humanity, by dialoguing with social, environmental and governance (ESG) criteria and the United Nations Sustainable Development Goals (SDGs) – something that we express in our public commitments.

Even with the turmoil that started in 2020 with the Covid-19 pandemic - which should cause a consolidated decline

We remain committed to sustainable growth and to act in segments that promote access to qualified housing.

of 2.8% in civil construction –, MRV&CO stands out in a sector that plays a fundamental role in the country's economy and in job creation. The housing deficit in Brazil in 2020 was still almost 8 million homes, according to data from the Brazilian Institute of Geography and Statistics (IBGE). The gradual rearming of the economy and business opportunities should lead the segment to grow 4% already in 2021, according to estimates by the Brazilian Chamber of Construction Industry (CBIC).



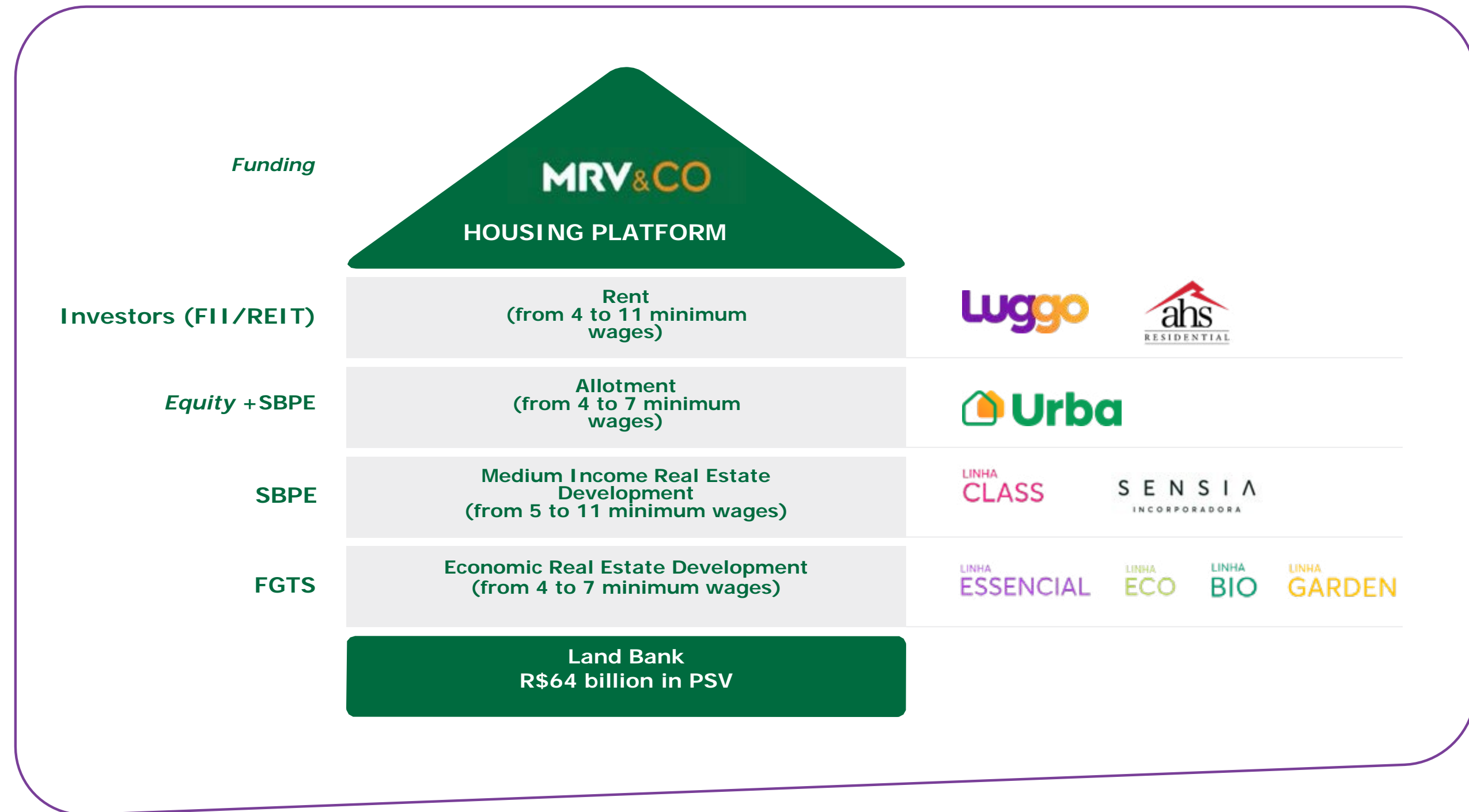
Housing platform: plan and practice

In recent years, we have studied market scenarios to invest, with MRV&CO, in diversifying the business model and attracting more customers who want to make their dreams come true with us.

The idea was to expand funding possibilities for housing projects – without giving up the core business of affordable housing, financed via FGTS or SBPE – and, thereby, reach different customer profiles and diversify sources of income.

At the same time that it reduced risk exposure, this movement opened up for MRV&CO the possibility of investing in brands that already contribute to our result and purpose.

The middle-income segments – above the limits of the Casa Verde e Amarela Program – and low-income housing



continue to support our impact on society. To them, on the platform, we added more adapted and consolidated products: a portfolio that reflects trends and transformations in living standards and relationships with the home in the 21st century.

Global expansion: AHS

As of 2019, the international expansion movement gained momentum at MRV&CO – and resulted in the acquisition, in early 2020, of AHS Residential, operating in the United States in the South Florida region. The company works at all stages of the chain with highly efficient construction solutions, such as concrete structures adapted to areas subject to climatic events such as hurricanes and storms.

AHS strengthens its diversification strategy with a new client base and expertise in property lease management. At the end of 2020, the first development after the acquisition was sold, with a gross margin of 28.7% (Deering Groves), and reached a land bank of US\$ 1.4 billion.

In 2021, we consolidated operations in the country by inaugurating projects in Texas and Georgia, markets with high growth potential, especially in the Houston, Texas area.

Innovation in living: Luggo

The property rental segment began to be explored with Luggo, a startup created by MRV.

Luggo proposes a new housing concept, based on convenience and innovation in developments, with a 100% digital rental operation. Responsible for land purchase, development and construction, MRV delivers the projects for rent, sale to a real estate investment fund (FII) and administration/maintenance by Luggo. At the end of 2020, the four projects sold to the FII achieved 97% occupancy.

Prominence in allotments: Urba

Present in more than 16 Brazilian cities, Urba counts on investment from MRV&CO and explores, as a plotter, land with potential for residential projects and urbanized commercials aimed at the middle class.

At the end of 2020, it reached R\$1.1 billion in its land bank, equivalent to 11,200 units. Urba's gross sales increased 67% during the year; net sales, on the other hand, increased by 89.6%.

With an eye on the middle class: Sensia

Released during 2020, the new brand delivers as differentials privileged location, flexibility and customization of plants and incorporation aimed at the medium-income, with properties with values from R\$310 to R\$600 thousand. The first project was launched in early 2021, in the city of Campinas (SP).



Towards 80 thousand units

The housing platform that we propose for MRV&CO has the potential to grow by exploring new businesses that will complement the results already structured in our core business – affordable housing – with Luggo, Urba and AHS units.



How do we impact access to housing

Our strength lies in the business' ability to provide access to housing.

We know that this is our main vocation, but we go further, contributing to the materialization of the dream of owning a home and carrying out innovative projects that provide the well-being and satisfaction of our customers, in addition to valuing and benefiting the neighborhood of our projects. This theme was highlighted in our most recent materiality process, through which we consulted MRV's various stakeholders to map our most relevant sustainability themes. Our impact can be translated through some numbers:

1 in every 150 Brazilians

lives in an MRV

we had

gross sales of 54 thousand units

during 2020

400,000+ keys

delivered by 2020

ess ts

1



From dream to reality of positive results.

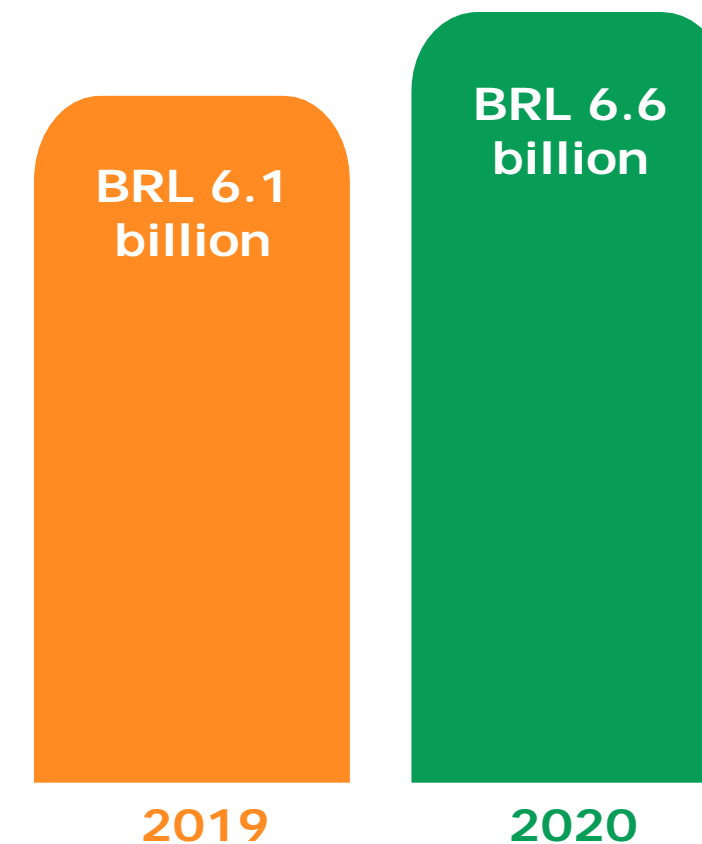
We closed the year 2020 with record operating and financial performance for MRV&CO, based on our strategic fundamentals and the recovery of results after the initial impact of the Covid-19 pandemic.

In the accumulated of four quarters, we had net income of R\$550 million and recorded the highest sales volume in MRV's history, with 54 thousand units (gross sales) and R\$8.7 billion in General Sales Value (PSV). The Net Operating Revenue was R\$6.6 billion.

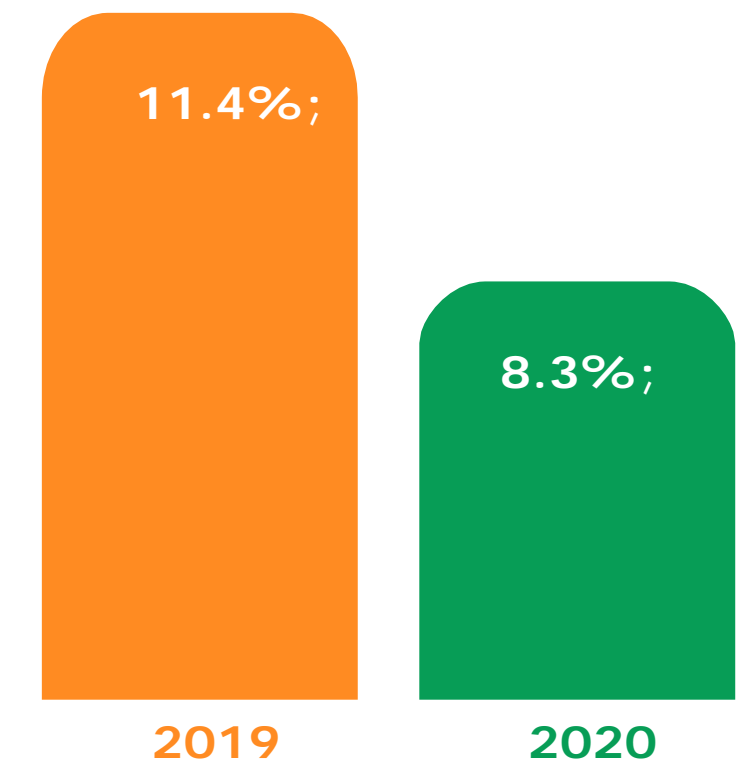
In the North American operation with AHS, we closed 2020 with a land bank of US\$ 1.4 billion, US\$ 359 million in projects under construction and six projects already under negotiation for sales, totaling US\$ 249 million. Luggo maintained its successful performance, with 97% occupancy of the projects already sold to the FII LUGG11 investment fund.

Urba also contributed to our results, with a robust land bank of R\$1.1 billion, PSV growth of 118% and net sales 89.6% above 2019, with R\$147 million in the consolidated for the year.

Net operating revenue



net margin



Statement of Added Value

(DVA) GRI 201-1

Economic value generated in R\$					
billion Generated	2020	2019	2018	Δ 2020/2019	Δ 2019/2018
Revenue	6.82	5.62	4.92	21.19%;	14.40%;
Economic value distributed in R\$ million					
Generated	2020	2019	2018	Δ 2020/2019	Δ 2019/2018
Employee salaries and benefits	869.55	769.47	621.53	13.01%;	23.80%;
Economic value generated in R\$ billion					
Withheld	2020	2019	2018	Δ 2020/2019	Δ 2019/2018
"Direct economic value generated" minus "distributed economic value"	6.82	5.62	4.30	21.19%;	30.96%;



KNOW MORE

See MRV&CO's 2020 financial indicators in detail in the Appendix.





Innovation: vision and projects

The transformation cannot wait.

Transforming the world through the dreams we build for our customers is a purpose that requires, today, a sense of urgency to deliver solutions that **revolutionize our work.**

MRV&CO's premise is to use innovation, whether incremental or disruptive, to realize MRV's 2030 Vision and our business plan.

The **Innovation area** exists to make this movement more dynamic. It reports directly to the Presidency of MRV, and receives investments to

- **build alliances with startups and research centers;**
- **study improvements applied to our core business;**
- **encourage a culture of innovation within the team and among our partners;**
- **accelerate the digital transformation of the business.**

We position ourselves in the market as a construtech. This means adding to the traditional process of real estate development, construction and sale a number of attributes, such as information technology, data science, automation and digitization of the housing experience and multichannel relationships with clients.

With suppliers, the focus is on efficiency and on identifying solutions that make the properties we deliver to each of our clients more sustainable, cost-effective, accessible and durable.

Among employees, we work with our ideas program and campaigns to encourage innovative thinking in different areas and processes.

With an eye on dialogue, partnerships and structured innovation actions, we are part of the **Building Technology Center (CTE)** – with the mission of transforming the Brazilian construction sector – and in 2020 we inaugurated the MRV Research and Development Center.

Investing in innovation, in our opinion, represents the dedication to promoting a digital, interconnected, resilient and capable business to talk to the market and the academy.



We've invested more than R\$530 million in innovation over the past eight years

BRL 51 million in 2020 alone

250+ IT projects have been conducted in the last five years

Action fronts

CUSTOMER EXPERIENCE

Focus on meeting expectations and connecting the business to cultural news and changes in ways of living

OPERATIONAL EFFICIENCY

Focus on solving business challenges with process innovations that revolutionize the work routine

DIGITAL TRANSFORMATION

Transversal front, which explores opportunities in technology, data science and changes in the company's commercial relations

Recognized innovation

VALOR INOVAÇÃO BRASIL 2020 AWARD

100+ INNOVATIVE

GRI AWARDS 2020

FORBES: 10 MOST INNOVATIVE COMPANIES

[KNOW MORE HERE](#)

More collaboration and dialogue

Open innovation has been one of the most relevant focuses of efforts and actions at MRV&CO in the last three years, also reinforcing our position as a provider of housing solutions.

The [MRV&CO innovation website](#) publicizes efforts on this front to the general public, in addition to acting as an inducer of business opportunities and connecting entrepreneurs and funders..

With the scale of MRV&CO's business in Brazil and the US, the **generation of results** is directly linked to the ability to develop standards for installations, coatings and coverings that improve logistical and material efficiency, without sacrificing quality standards and working for their dissemination. One of the highlights of 2020, the Research Center and

MRV Development implements the proposal to **create ties between the company's base areas and external partners.**

The space is located next to the Innovation and Technology Center (CIT) of the National Service for Industrial Learning (Senai) and the Federation of Industries of Minas Gerais (Fiemg), in Belo Horizonte. Among the many applications under study are new uses for drywall walls, creative applications of concrete and photovoltaic tiles.

The Center has 20 professionals dedicated to the study of materials and construction processes to improve the quality of the projects and the group's profit – and investments of R\$ 1 million are planned for it over the next 36 months.

In addition to the CTE and the Research and Development Center, MRV&CO bets on innovation by getting involved in other **spaces related to dialogue with startups:**

- Órbi, a startup acceleration project created in 2017 in Belo Horizonte;
- Innovation Reference Center (CRI) of Fundação Dom Cabral;
- ICON Hub, created by Sinduscon-SP in partnership with Neo Ventures.

Internally, the promotion of the generation and implementation of ideas is made possible by the **Gamified Ideas Program**. Focused on raising collaborations that change the company, the initiative registered more than 260 ideas during 2020 and 520 employees were awarded.



More integrated and connected production

MRV&CO is a pioneer in the implementation of a digital production platform, with full control of all stages of the business and potential for accelerating the construction and implementation cycles of real estate.

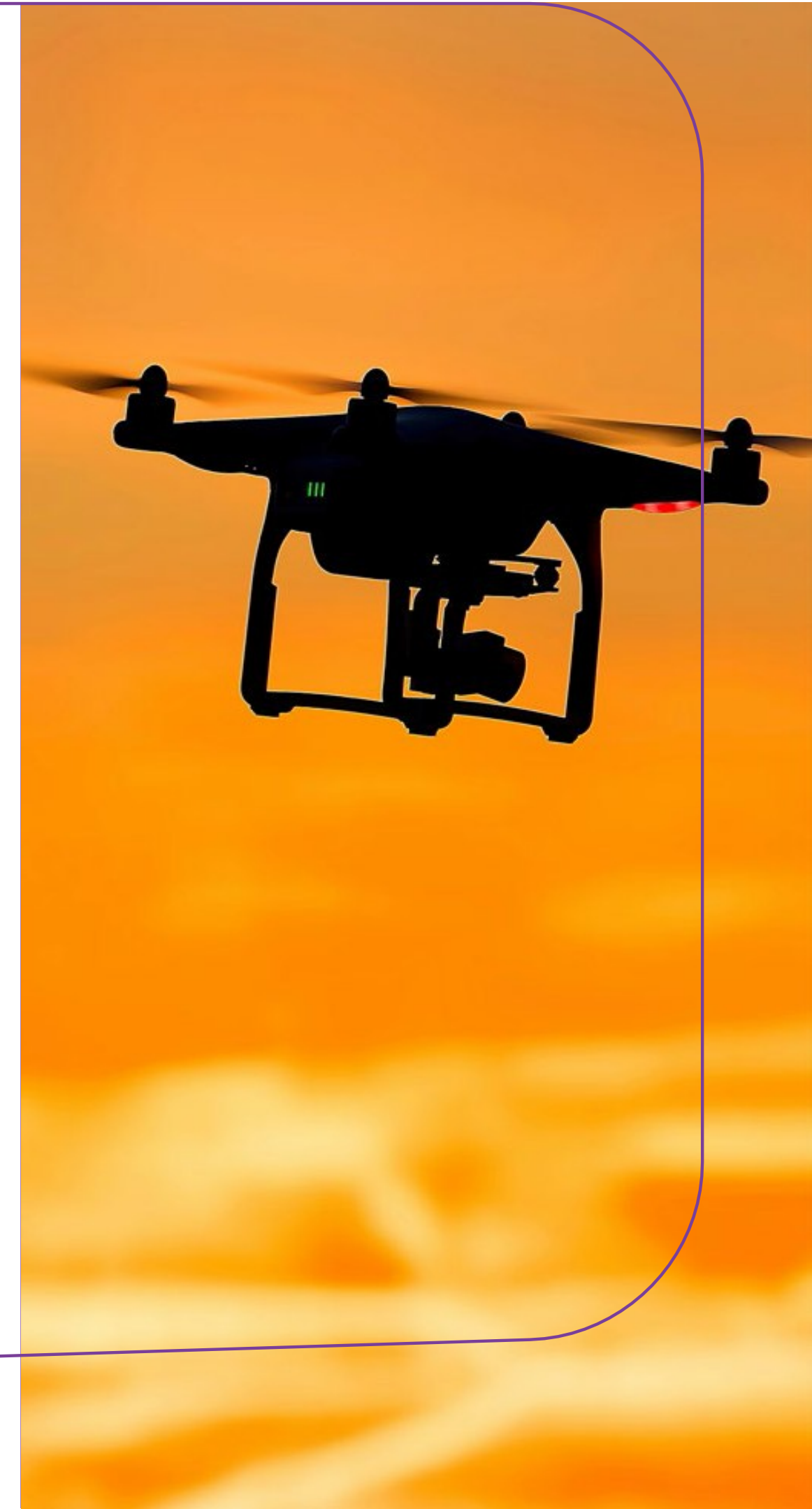
MRV Obras Mobile has been on the air since 2019 and was consolidated in 2020. The platform allows for greater standardization and control of our processes. See some of the tools:

- **Drones**
- **BIM (Building Information Modeling)**
- **PPM (Project Portfolio Management)**
- **FVS (Service Verification Sheet)**
- **Materials Management**
- **People and Access**
- **Technological Control**
- **Performance Standard Book**
- **Post-Delivery**
- **Risk Book**

A special highlight for **BIM**: with more than R\$2.2 million in investments, the resource makes it available to the management team of works, in a 100% digital way, all the information of the technical and architectural design of each development.

With BIM, we adopt virtual reality tools and create 3D digital prototypes. Deployment technology, challenging for a company the size of MRV&CO, also ensures precision that makes procurement and procurement processes more efficient.

The use of drones also stands out: it facilitates the risk assessment and management of works, with integration with BIM and the possibility of monitoring technical assistance. Another benefited area for drones is Real Estate Development, with the mapping of opportunities in land and areas in urban centers.



Prospection and land acquisition

The purchase and legalization of land, the initial phase of real estate development and our business model, is also integrated into MRV&CO's digital evolution.

The MRV Terrenos mobile system enables map-oriented navigation, land registration and checking important information about each property. With support from BIM and the use of drones, the system enables 100% monitoring coverage of land prospected and acquired by the state.

We also maintain the MRV DI, a resource dedicated to real estate development, which monitors the legalization and documentation of the company's land.

Environmental solutions for enterprises

MRV&CO is committed not only to providing access to housing and making dreams come true. We want this to happen with properties produced in a sustainable way, with attributes that benefit each family.

In addition to controlling environmental indicators (read more on page 81), we are studying ways to build with the least possible intervention and impacts on the neighborhood.

Speed is another important point: with the use of concrete walls, for example, we seek to reverse a history of lost productivity in previous years – something natural given the company's growth and expansion, but which is a point of enhancement. For this, we have as a base standardization and agility in the construction of buildings.

Using natural resources and materials efficiently and improving business productivity are significant challenges that have a direct impact on our ESG commitments and customer satisfaction.

Another essential innovation front is the search for clean and renewable energy solutions, with the least possible impact on the environment. We understand the importance of delivering economic category properties that bring benefits in this regard - including generation potential by reducing costs and reversing revenue from local electricity generation.

Today, we deploy photovoltaic energy on a large scale; we hope that 100% of our projects have

this type of system until 2030. In 2020, we managed to reach 67% of projects launched with capture of solar energy, against 70% in 2019, 60% in 2018 and 30% in 2017. In time: from 2017 to 2020, the panels installed in 30 MRV projects produced more than 4.5 GWh of clean and renewable energy*.

MRV&CO raises public awareness and accounts for the model's benefits through a website. Residents and potential customers can view projects with solar power plants and monitor the estimated energy generation in real time. Check it out by clicking [here](#).

* Estimated volume, considering module power, generation seasonality and location

SOLAR ENERGY

397 projects launched with photovoltaic panels, the equivalent of 125,665 units.

Life Cycle Assessment (LCA)

Also called life cycle analysis, it studies the environmental aspects and potential impacts (positive and negative) throughout the life of a product or service - from raw material extraction to final destination. For six years, the study has been adopted by MRV&CO for decision making. This assessment, which encompasses our entire value chain is carried out for various environmental aspects inherent to the routine of our projects, such as carbon (emissions), water resources, energy and photovoltaic panels.

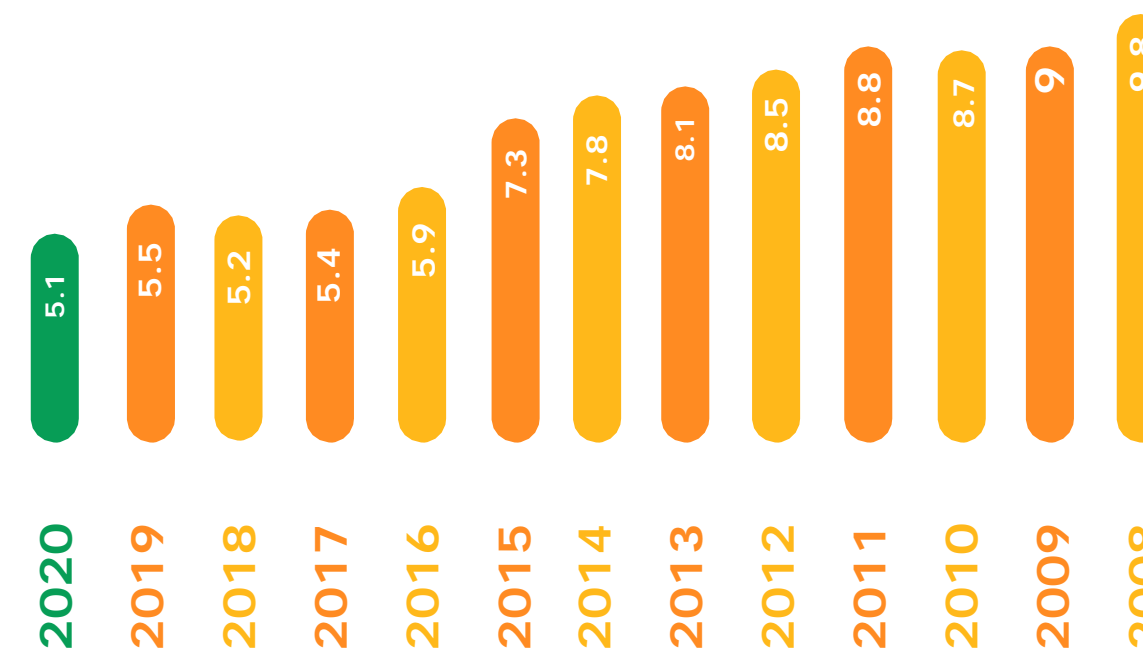
Solutions in application

- Concrete wall: fundamental to guarantee stability, safety and agility in production, the technology is present today in 96% of our works and allows the construction of a floor in just one day with aluminum forms integrated into the concrete structure. The method is, today, a mark of MRV's production
- Electrical harness: custom-made electrical hose kits, passed during the execution of the concrete wall, which are

benefit to the acceleration in the works, reducing the loss of material and the generation of debris. They generate greater operational efficiency, as they arrive at the works ready for installation - measured, cut and with all the wiring already inside of the hose

- Precast wall: also with benefits in time, the material speeds up the closing of construction sites and gives greater safety to production

Evolution of the Productivity Index



5.1

was our Productivity Index in 2020

Digital culture and the journey of the client

Commitment to the experience of our customers goes far beyond handing over the keys.

Different tools can make the journey to a home more practical, agile and connected and integrate technological solutions to real estate. At MRV&CO, every innovation produced and encouraged is focused on the customer.

Digital transformation is responsible for the changes in our way of relating in recent years. After all, bringing more convenience, practicality and welcoming to the our thousands of active customers are requirements for us to reach the MRV 2030 Vision.

In the same way as in the production journey, MRV&CO invests time and resources to make **relationships more agile, traceable and guided by data, without losing the close and human character**, so essential in our business.

The **MRV&CO Digital Housing Platform** is the point of convergence of these factors. Today, the system concentrates the main stages of our relationship with customers.

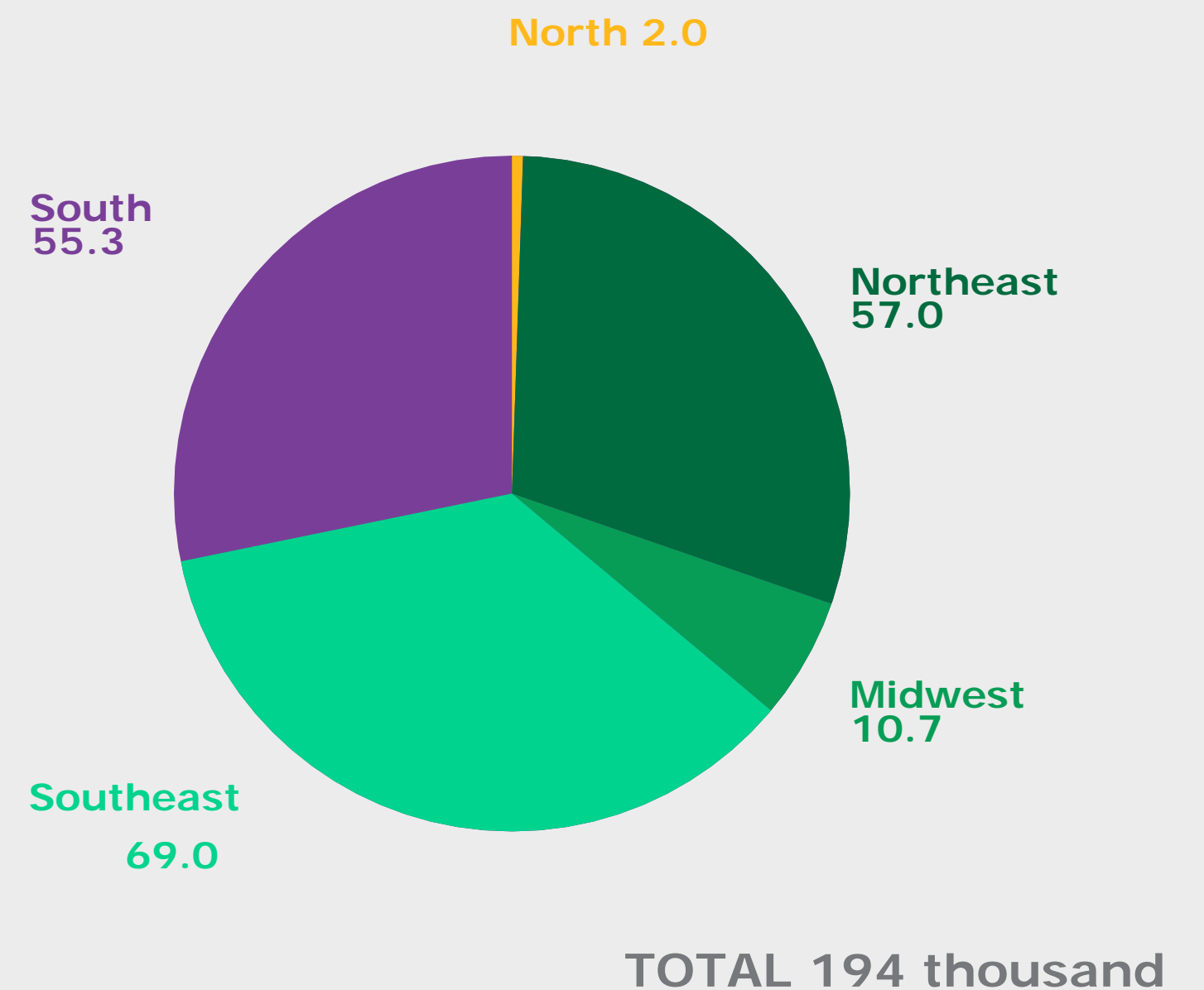
The pandemic and social isolation accelerated several processes, including the relationship with future customers. **The sale became 100% online** - from the presentation of the documents to the signing of the contract - to ensure safety and convenience to teams and customers.

During 2020, we held 17 online and synchronous condominium installation **meetings** – an unprecedented initiative in our history. And for consistent accountability for all, in a year full of impacts on our construction schedules, we also adopted virtual tours: buyers could view the progress of their condominiums on an exclusive platform provided by MRV&CO.

When it comes to our customers' journey, MRV&CO goes far beyond handing over the keys. We want to offer well-being and relationships. We want to be seen as more than after-sales technical assistance providers.

Investing in relationships, in innovation in products and services and in economic and environmental benefits represents our commitment and reflects our transforming vocation.

Number of customers by region in 2020 (thousand) GRI 102-6



The stages of the MRV client's + digital journey



1. KNOW

It is the moment of sale, when the client knows the attributes of your property. We value a digital and agile process, with artificial intelligence tools (bots and predictive models), which speed up service and customize product offerings according to the profile. The visit to the decorated apartment is virtual and, in 2020, we encourage a 100% digital dialogue with the sales teams.

2. PURCHASE

The digital contract solution was in approximately 92% of the negotiations successfully completed by the sales team in 2020. In addition to the evolution of this model in the context of the pandemic, we know that signing contracts with traceability and purchasing with a few clicks serve an increasingly technological customer profile.

3. FOLLOW

Once the property has been purchased, customers can follow their work via YouTube links. It is possible to verify the work performance indicators, understanding the financial obligations, preparing the move according to the delivery of the keys and, since 2020, even making virtual guided tours of the projects.

4. LIVE

The fundamental pillars are communication and guidance on condominium life; support in implementation with installation assemblies; the offer of services and products to enhance the living experience; access to condominium living facilities (reservation of spaces, visitor control, etc.) and the request for technical assistance.

Mia, our virtual assistant

In 2020, calls via chatbot were 277% more frequent than in the previous year. There were more than 618,000 contacts with Mia - who provides customers with information about keys, evolution of works and visits, duplicate of payment slips, renegotiation, technical assistance, income tax, debit balance consultation and much more.

During the year, 55% of services were digital, comparing all channels to Mia's service.

We are also part of the **Hey Update My Voice** movement, which addresses harassment. When Mia identifies a harassment situation, she makes it clear that it is a crime and displays data on the matter.



2.8 million interactions
with customers

BRL 13.8 million in renegotiations
carried out by Mia on WhatsApp with customers

Assistance
(one thousand)



Awards won:

Customer SA 2020: Gold in the Leaders in Digital Transformation category

Smart Customer 2020: Gold in the Customer Experience Automation category

XX ABT Award: Bronze in the Excellence in Customer Relationship category

SMART 2020 company with Mia's case

Satisfaction and loyalty

We are watching: we monitor our customers' **satisfaction indicators** regarding services – sales, technical assistance, customer service, ombudsman, etc. – and to products on a constant basis. MRV adopts the **Net Promoter Score (NPS)** methodology to understand loyalty to our brand and points for improvement.

2020 was a particularly challenging year for us. With social isolation, we had a significant increase in demand for digital channels. And, due to temporary stoppages and punctuality difficulties in the supply chain, we had delays in unit deliveries that resulted in complaints. Even so, **we kept the levels of satisfaction relatively stable** compared to the historical one.

In addition to covering relationships, technical assistance, engineering staff and a call center, the NPS includes surveys with residents between 6 and 12 months after receiving the property keys. Since 2020, MRV's NPS results comprise the Profit Sharing (PLR) of all employees.

MRV Service Channels

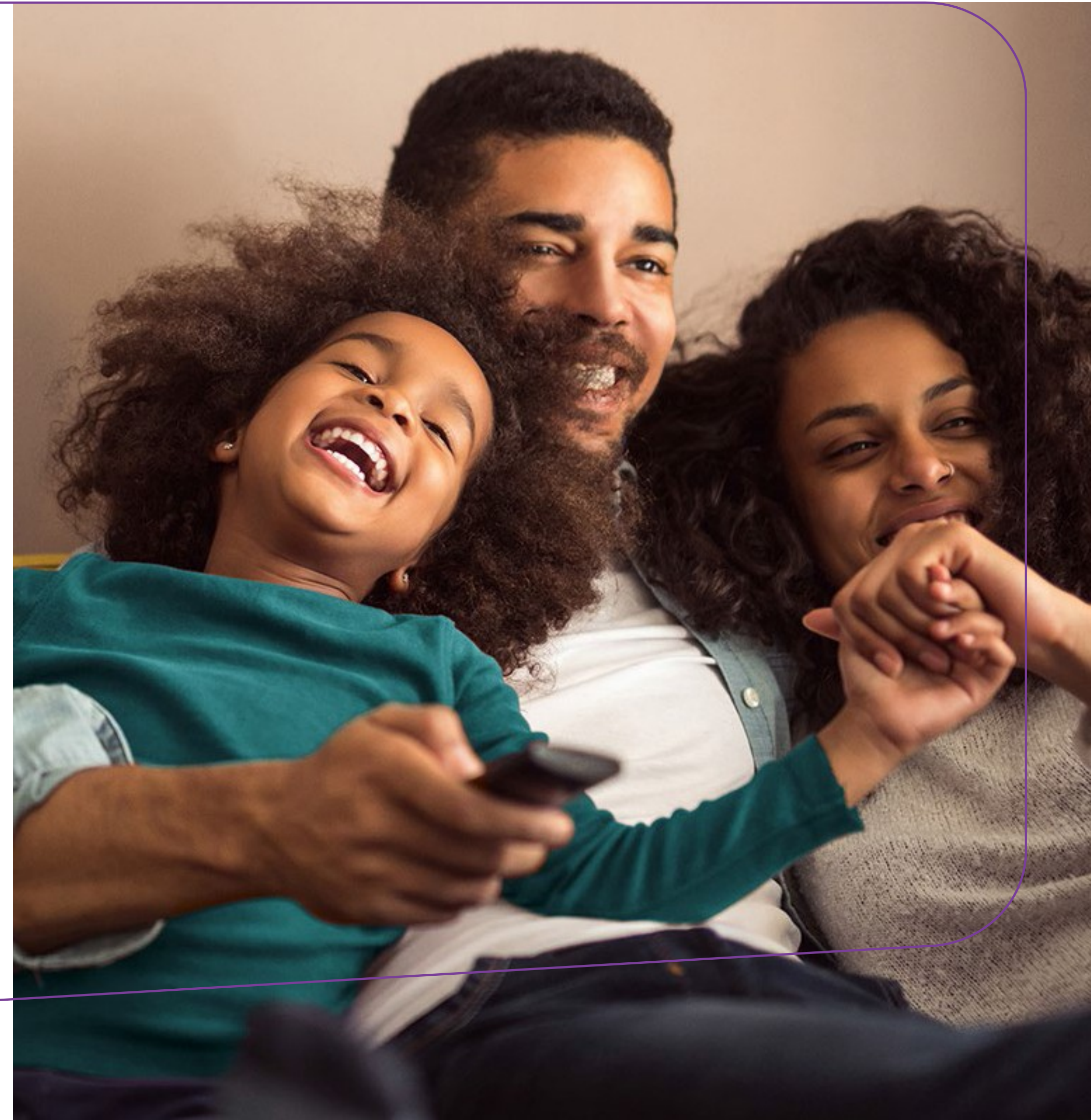
More than 37 thousand monthly contacts

WhatsApp (31-9900-9000),
with virtual assistant

Talk to us on the MRV platform (my
apê.mrv.com.br)

Social networks (Twitter and
Facebook, MRV profile responds)

Telephone (31) 4005-1313,
Monday to Friday, from 8 am to 9 pm



Marketplace MRV

The volume of negotiations for products and services on MRV's marketplace was one of the highlights of the year, with a jump of more than 70% in 2020. Solutions such as customized furniture, small increments and aesthetic and functional interventions in the properties after delivery are offered in this environment, accessible to the customer after the delivery of the keys.

Hand on the Wheel: connecting people and businesses

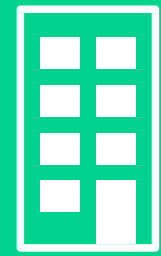
More collaboration and interaction between interests and needs in residential developments: this was the motivation for structuring Mão na Roda, the digital platform so that all families who own MRV properties can purchase or advertise services.

By the end of 2020, Mão na Roda already had more than 14 thousand registered residents and 250 thousand accesses to products, solutions, consulting and services in general, in areas as varied as physical education, psychology, legal and legal assistance, resale and food production, among others.

Luggo customer journey

With Luggo, MRV delved into the segment of built and leased properties and took on the challenge of developing a digital housing platform suitable for Such segment. In it, the client can manage and formalize their rent, in addition to monitoring their housing needs.

The process is 100% digital, and the rental can also be done in a self-service model, as in the housing purchase platform. The tenant becomes part of our customer base, with access to the MRV marketplace to customize their living experience. Some of the Luggo properties' differentials: bike racks, on-demand parking spaces, local markets within the condominiums and hiring of cleaning, coworking and laundry services.



Production efficient and responsible operation



To change lives, excellence in design and execution is required.

To build dreams, it is essential to do it well.

The domain, control and efficient and safe management of all stages of the business cycle – from land acquisition to the sale of units – are part of our commitment to each client.

The production stage is at the heart of our activities, and involves 13,000 of the 19,000 MRV&CO employees – teams that work to ensure deliveries within the agreed deadlines and following established technical guidelines.

With an eye on the risks and opportunities that involve the team's physical integrity, respect for life, compliance and environmental efficiency, in 2020 we developed actions to review all safety processes.

We also implement supplier monitoring projects and invest in emergency actions to prevent the spread of the new corona virus on construction sites.

Integrity, safety and quality are the focus of our management model.

Excellence in projects and execution



Health and safety of our people

GRI 103 | 403, 403-7

PESO DA PLATAFORMA	CAPACIDADE DE CARGA	QUANTIDADE DE MATERIAL PERMITIDO
1,0 m = 112 kg	1,0 m = 470 kg	Duas opções de composição: 1) 2 colaboradores: 180 kg
1,5 m = 128 kg	1,5 m = 458 kg	
2,0 m = 144 kg	2,0 m = 445 kg	-10 texturas: 160 kg
2,5 m = 172 kg	2,5 m = 422 kg	Total: 330 kg
3,0 m = 175 kg	3,0 m = 420 kg	2)
3,5 m = 204 kg	3,5 m = 397 kg	2 colaboradores: 180 kg
4,0 m = 220 kg	4,0 m = 384 kg	2 Baldes de Soldador: 80 kg
4,5 m = 234 kg	4,5 m = 373 kg	2 Baldes de Água: 40 kg
5,0 m = 251 kg	5,0 m = 359 kg	3 Sacos Argamassa: 60 kg

Respect for life builds dreams with security.

Preventive action and a careful look at behavior, processes and risk factors are fundamental to guaranteeing respect for life in our operations.

The theme is challenging: after years of positive performance, in 2019 and 2020 we had the sad experience of recording fatal accidents, something that had not happened since 2007. There were two deaths in 2019; and in 2020 we lost two of our own employees, in Mauá and Cajamar (SP), and a third in Porto Alegre (RS)*. In addition to providing full assistance to family members, MRV rigorously investigated the conditions of deaths to understand what we failed to do and how to prevent further occurrences.

The leadership responded immediately: under the direct guidance of the Presidency, global class consultancy DuPont Sustainable Solutions, a reference in the culture of safe production, was hired to study the challenges and structure a plan to reinforce MRV's safety culture, **Construindo Sonhos com Segurança**. We assess all risk management gaps and map ways to integrate the guidelines at construction sites and

In 2020, all our efforts were focused on prevention to Covid-19 and the quality of health and safety processes at work.

* The death in Porto Alegre was not accounted for in the statistics of the consolidated indicator because it was an accident in a counterpart work without a direct link to the company. MRV financed the work for a local public agency, without a service contract with the contractor.

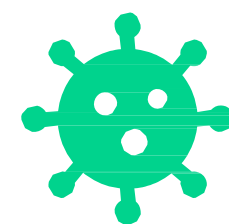
propose actions to raise awareness on the subject.

2020 also tested the resilience and quality of our processes with the Covid-19 pandemic. Aware of the seriousness of the scenario, we behaved in in line with guidelines from the World Health Organization (WHO) and public authorities:

- we adopted environmental review measures at construction sites, offices and sales and real estate credit activities;
- we implemented a checklist that today adds up to more than 100 pieces of equipment and items for risk reduction;
- for short periods, we had about 70 works stopped in several states. With the definition

construction as an essential sector, the works were gradually resumed in the second quarter.

In 2020, we registered 621 cases of Covid-19 among direct employees . Unfortunately, one employee death related to the disease was registered, as well as two outsourced professionals.



KNOW MORE
Check out the actions related to the fight against Covid-19 in the first section of this report.



Management and indicators

GRI 403-1, 403-2, 403-3, 403-4, 403-6, 403-7

It is a certainty that dialogues with the structuring of our **Health and Safety Management System** certified by ISO 45001 and applied to 100% of own and third-party employees, covering the entire execution of works and MRV's headquarters in Belo Horizonte.

Actions on the topic are also based on the group's Sustainability Policy and on the performance of the advisory committees to the Board of Directors.

The topic of Occupational Health and Safety (OHS) is managed at all levels, from local coordination to the Executive Board. Through the Annual Internal Audit Plan and the monitoring and management of works, which are increasingly digital, we preventively detect points that could become dangers to the integrity of employees.

Our impact prevention covers hazards, agents and sources that may represent occupational disease risks, identified through inventories consolidated in the Hazard and Risk Matrix (MPR). In them, control measures are established – elimination, replacement, engineering measures, administrative measures and related to protective equipment. Several programs are responsible for providing solutions and controls for these themes (see below).

Strengthening everyone's health and integrity is non-negotiable for working at MRV&CO.

Related actions

The actions related to health and integrity at MRV include, among mandatory or specific instruments of MRV:

- Work Conditions and Environment Program in the Construction Industry (PCMAT);
- Environmental Risk Prevention Program (PPRA);
- Occupational Health Medical Control Program (PCMSO);
- Hearing Conservation Program (PCA);
- Respiratory Protection Program (PPR);

- Health, Safety and Environment (DSSMA);
- Internal Work Accident Prevention Weeks (Sipat);
- Internal Accident Prevention Commissions (Cipa);
- Specialized Service in Safety Engineering and Occupational Medicine (SESMT);
- Health, safety and environmental campaigns, in line with PCMAT, PPRA and PCMSO,
- Safety training:
 - R\$2.1 million invested in 2019;
 - R\$1.9 million invested in 2020.

To ensure compliance with and monitor health and safety requirements that may appear in conventions and in collective labor agreements, we have a software of legal requirements to carry out this control, covering all works. One hundred Percent of our works undergo internal and external audits and monthly assessments on occupational health and safety standards, covering all workers. An internal regulation ensures and standardizes the management of the topic, including occupational medicine and occupational hygiene topics. The Cipas work at each construction site and, in partnership with SESMT, organize events and awareness programs. The evaluation of risks include collective protection measures – its result is a quantitative assessment, which supports investments and decisions. We have a

tool dedicated exclusively to the communication of workers in the area's matters: o Notify Security, accessible to any employee by envelopes deposited in a box. The occupational safety department checks, analyzes manifestations and takes the appropriate measures.

All information relating to worker safety is in the medical record with controlled access only to healthcare professionals. Thereby, MRV guarantees the confidentiality of information.

All of our employees and outsourced parties have the Right to Refuse to Work provided for in the Consolidation of Labor Laws (CLT). It is the autonomy of each individual to identify unacceptable risks in their task and, as they do not feel safe, communicate their person in charge to stop the activity until the risks are eliminated or minimized.

In our sustainability policy, we have a formal commitment of consultation and participation of workers. Also for this, we have an internal regulation that establishes the means adopted to dialogue with our workers and their representatives on issues of health and safety. All results are addressed, first, in monthly CIPA meetings and critical analysis meetings of the EDG management committees (acronym for Management Performance Team). Monthly and quarterly meetings are organized to engage leaders and workers' representatives and address consultation and participation mechanisms; changes that affect workers; incident investigation; health and safety indicators; and questions which were presented to the CIPA by the workers, among other topics.

Engagement that makes a difference

We invest heavily in communication and team engagement on safe behavior. For this, we maintain the Confidential Channel, the Right of Refusal and the Informe a Segurança tools, as well as meetings in forums such as Cipa.

As in previous years, we were systematically audited by the Public Ministry of Labor and representatives of the departments of Labor and Employment in the states in which we operate. No significant deviations were identified in the issues of health and safety that have resulted in the application of fines, sanctions or warnings.

Occupational Health

GRI 403-3, 403-6

Annually, our senior management defines objectives and goals in relation to the safety and health of the team. Among the topics covered are medical absenteeism, the number of cases of occupational diseases and the altered blood pressure index (IPA). We monitor this data with the involvement of executive directors. The coordinating physicians of the Occupational Health Medical Control Program (PCMSO) and the medical team analyze the results of annual reports and the Hearing Preservation Program (PCA), mapping weaknesses and points for improvement.

The workers at the headquarters have health plans, and the construction sites are supported by the entities that represent them, in accordance with the collective labor agreement. The head office

MRV has access to the Meu Doutor program. All of our employees, third parties and direct relatives have access to call center services aimed at Covid-19.

Since 2019, all workers classified in the Altered Pressure Index (IPA) have been monitored by specialist physicians and by the area of occupational medicine. In 2020, with Covid-19, everyone who was classified as a risk group adopted the home office or were relocated to activities with guaranteed social isolation.

Comparing medical absenteeism in 2020 to 2019, there is a notable increase linked to Covid-19 and other diseases related to respiratory syndromes. In contrast, we maintained our index of **zero occupational disease cases**

. There are no employees at high risk of work-related illnesses, as per monitoring of indicators

measured and compiled in PCMSO reports and in compliance with regulatory standards.

For 2021, we continue with the goal of zero cases of occupational diseases and 100% of workers with IPA under control.

Risks and accidents at work GRI 403-9

We maintain goals for the different requirements of the management system. MRV works with safety indexes guided by parameters of the International Labor Organization, applied by the NBR 14280 standard and by the INSS: the frequency rate and the severity rate of accidents.

- Severity rate: the total days lost in typical accidents with leave per million hours/man worked at the company in a period

- Frequency rate: number of typical accidents per million man-hours worked

Rates are calculated for accidents with and without lost time.

In 2020, we had a 19.80% drop in typical work accidents within MRV compared to 2019. Consequently, there was a decrease in the frequency rates of accidents with lost time and in the severity rate.

0.09

Accident index of serious work (except deaths), compared to 0.10 in 2019.

7.4

Accident index of work in the year, compared to 7.5 in 2019.



KNOW MORE

Check out the complete data in the Annex.



The quality of our product

GRI 102-11, 103 | 416, 416-2, CRE08

Integrity: indispensable raw material.

The dreams of each customer are also precious to us.

Therefore, MRV&CO does not give up on delivering properties and projects of high quality, durability and resistance, in all brands and product lines. It is our role to manage risks associated with the health and safety of customers, in addition to monitoring supply chain processes with a focus on quality and integrity.

MRV's Sustainability Policy clearly defines risk controls in the execution of works, for workers and interested parties, in addition to environmental and reputational risk analysis. The sustainability risks and opportunities matrix and the matrix related to health and safety are also benchmarks. The topic is still on the leadership's agenda, through the statutory Governance, Risks and Compliance and Operations committees.

Each MRV residential is designed and built in accordance with Technical Standard NBR 15575 (Performance of Residential Buildings). The projects follow the rules of the Brazilian Association of Technical Standards (ABNT) and mandatory accessibility in the country.

In addition to ISO 9001 certification, MRV is also certified by the Brazilian Quality and

Habitat Productivity (PBQP-H). We have internal seals – MRV + Verde and Obra Verde MRV – applicable to our own projects, certifying sustainable construction parameters for works.

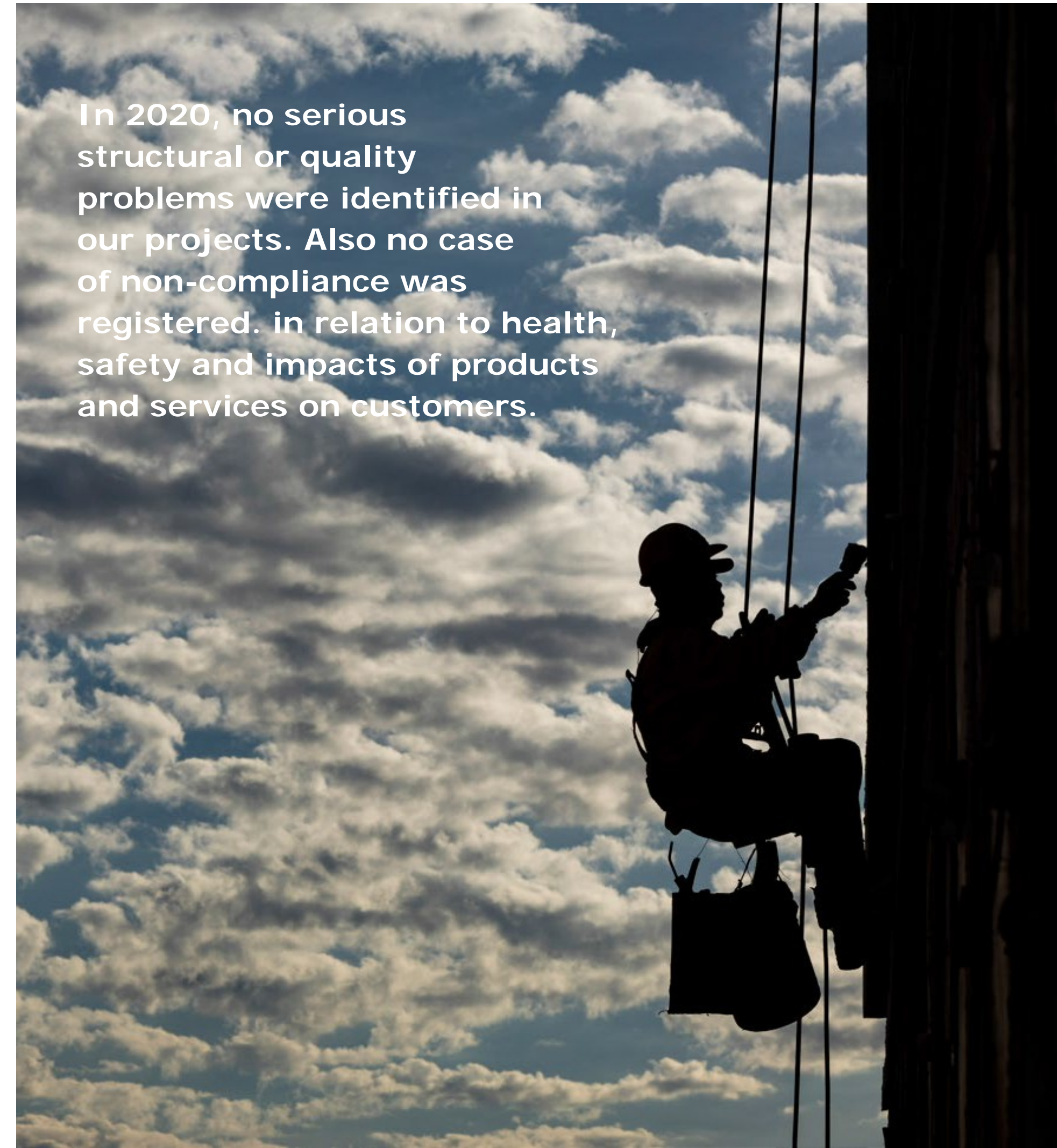
All works are examined from foundation and structure to finish in terms of safety, environment and production. NBR 15575 is verified in the external audits of the PBQP-H SiAC Level A. There are also biannual programs of

internal quality audits, with reports available on the intranet, in addition to annual external audits.

Readiness is very important – and for this, MRV is guided by REG 38,008, aimed at preparing and responding to emergencies. We carry out and document periodic simulations in the works, with effectiveness evaluation reports. In case of occurrences, two instruments are aimed at analyzing and investigating incidents and non-conformities and corrective actions.

In 2020, no serious structural or quality problems were identified in our projects. Also no case of non-compliance was registered. in relation to health, safety and impacts of products and services on customers.

Certification Type	Coverage	Goal
ISO 14001:2015	whole company	keep certification
ISO 45001	whole company	keep certification
MRV + Verde Seal	projects selected by Company Projects team	keep certification
Obra Verde MRV Seal	projects selected by Company Projects team	keep certification



Suppliers and responsible purchasing

GRI 102-9, 103 | 204, 103 | 308, 103 | 409, 103 | 414, 308-1, 409-1, 414-1

In value relationships, everyone wins

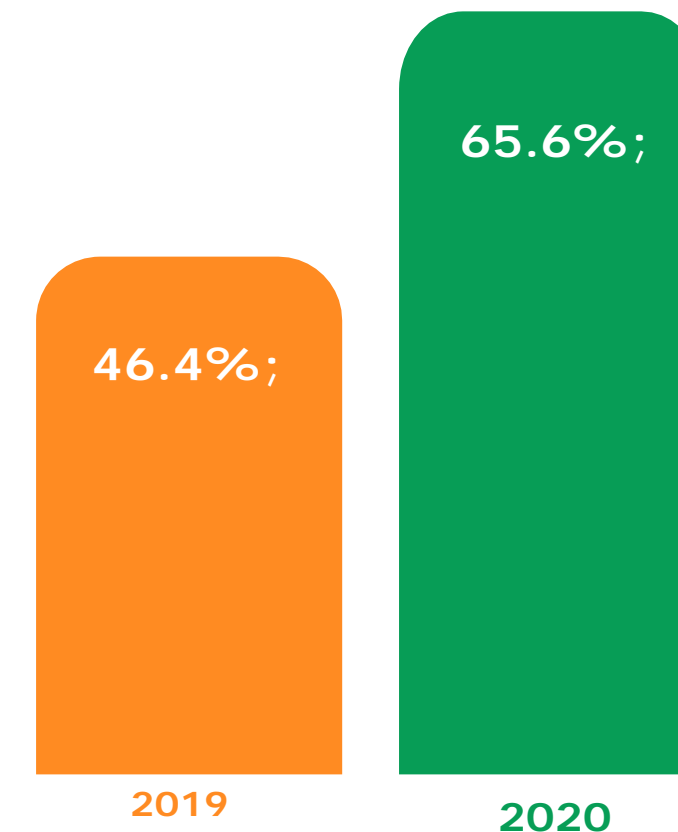
In 2020, we traded almost R\$1.5 billion with our base of more than 7,900 responsible suppliers of services, raw materials, equipment, technologies and labor that are fundamental to our routines.

MRV always seeks win-win relationships with the supply chain, based on transparency and integrity. We are guided by the registration in the Official List of Suppliers (LOF), a database developed through market research that guarantees good commercial conditions,

guarantee of supply and low risk of suspension or shortage.

In our business, we work, above all, with suppliers of direct and indirect services, equipment and materials. And we value local suppliers: in 2020, almost two-thirds of the total value of purchases went to them.

Quotation with local suppliers





Socio-environmental criteria

Resilient, high-quality business chains have a decisive impact on our work. In this aspect, our contribution begins at the stage of assessment and approval, and unfolds into actions to monitor risks and qualify our partners. The Supply area is responsible for examining the supply chain in terms of quality, safety and health, environment, social impact and compliance.

Since 2019, we have matured in the ESG agenda and started to apply social and environmental criteria when selecting new suppliers. In 2020, 100% of the 486 new partners were hired based on social criteria and also on environmental issues. In 2019, there were 2,230 hires and 100% sustainability assessments.

The evaluation process is qualitative and annual, with the completion of a questionnaire with 50 questions. As for the materials supplied, a technical assessment of adherence to safety and product quality norms and standards is carried out.

Labor and human rights issues are also considered in the control of risks in our chain. With the interaction of the Supplies, Employee Support areas (DAE) and Occupational Health and Safety, measures are taken, including due diligence, to combat forced labor or slavery.

The registration situations and working conditions of all employees – especially outsourced workers – are monitored to ensure that contractors and service providers operate in MRV projects in accordance with our values. We also carry out surveys with third parties,

we monitor mandatory monthly documentation and maintain field safety technicians to inspect accommodation and production fronts.

Care related to health and safety applies to all employees, own and third parties, according to Brazilian legislation and our responsibility in the construction management process. The operational safety assessment checklist occurs monthly in all works, with 700 applicable requirements.

100% of our new suppliers were hired based on social and environmental criteria.

Commitment: our operational goals

- Ensure that there is no tax assessment that mentions slave labor or degrading condition (including contractors);
- Ensure the performance of the internal audits provided for in the 2019 audit plan, which aims to prepare the ISO 14001 standard for external audit;
- Ensure that 100% of outsourced employees have all documentation complete and correct, as required by contractors and service providers.

Result:

In 2020, 100% of the scheduled audits were carried out. The consolidated data of all works is not yet 100% unified, and the expectation is to move towards a monitoring program systematized, with public data, in the next cycle.

Acquisition of wood

MRV&CO's policies are especially strict for purchasing material that is essential in various components and finishes of properties. We guarantee the origin of all wood purchased in our works, in addition to eliminating any and all hardwood from the purchasing chain.

In August 2020, we reinforced this stance by signing the Amazon Charter. It consolidates our

support to the Amazon Council to combat illegal deforestation. This commitment strengthens our commitment to SDG 12 (Sustainable consumption and production) and 15 (Terrestrial life). Also, since 2018, we have asked suppliers of wood products to respond to the CDP Supply Chain questionnaire, which assesses social environmental issues of its products and the company and the associated risks.



Environmental efficiency

GRI 103 | 307

The world is the stage for the dreams we build.

Respect for the environment bears fruit and is directly connected to the premises of responsibility of MRV&CO.

We go beyond projects aimed at innovation in construction processes; in addition to technologies with a sustainability footprint in projects and products. We work intensively to reduce impacts directly related to our operation.

MRV maintains an HSE Management system that includes various indicators, data and information, including administrative and

production (construction sites). It is a tool adhering to the requirements of standards such as ISO 14001 and OHSAS 18001 / ISO 45001, which monitors the quality of processes with internal and external audit cycles.

In compliance with the Global Reporting Initiative (GRI) methodology, we collect and report indicators directly linked to the themes of the company's materiality that cover aspects such as materials, energy, water, waste and biodiversity.

We work to control our impacts on materials, waste, water, energy and carbon

In order to mobilize our leadership on these topics, five years ago we started to design goals related to Profit Sharing (PLR) of MRV presidents and executive directors for environmental issues such as energy, water and gas emissions. Greenhouse effect.

In addition to innovation - the case of the energy segment, to which we are publicly committed – and investments in technology and processes, this approach achieves the management of all the risks of our work routines.

We are aware of the environmental risks present at construction sites and other operations.

Among the improvements in environmental compliance in recent years:

- we monitor all our environmental notices and notifications;
- we structure computerized and integrated control of all compliance with environmental terms and commitments (licenses, authorizations, grants, etc.);
- we monitor critical activities – such as ETEs, artesian wells, concrete plants, etc. – with support from the corporate environmental area;
- we implemented procedural improvements for the authorization and execution of vegetation suppression and counterpart works; and
- we establish corporate monitoring of all non-conformities of works and their handling.



Energy

GRI 103 | 302, 302-1, 302-3

Our initiatives and investments aimed at energy efficiency are guided by MRV's Sustainability Policy and Climate Change Policy.

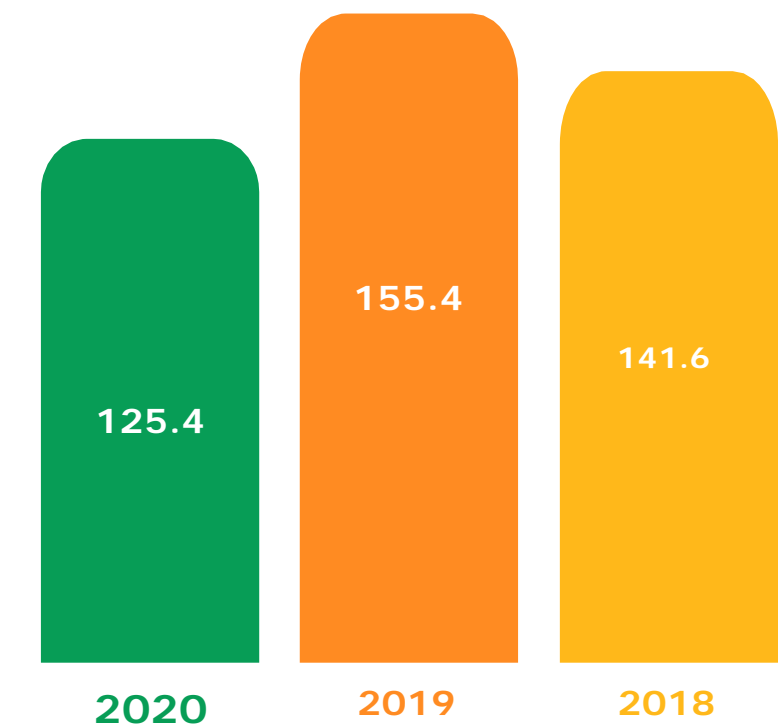
Energy consumption is mainly linked to the use of diesel and electricity, which are fundamental for transporting materials and for lighting construction sites and offices. The strategy here is to invest in photovoltaic energy, improving the mix of energy consumed by projects and works, and adopting our Obra Verde MRV and MRV + Verde sustainability seals, mandatory since 2015.

In 2020, there was a gross reduction of 8,900 GJ in purchased electricity – 12% of domestic consumption for the year. Energy consumption data are estimated, obtained by applying a conversion factor to the monetary consumption values of the power utilities. electricity.

During the year, we had two important highlights in the strategy of advancing the acquisition and generation of clean and renewable energy: we implemented our first photovoltaic plant for the consumption of works, sales shifts and offices, in Uberaba (MG), with a capacity of 1 GWh/year, and we started the installation of another one in the state of Bahia (480 MWh/year).

Another relevant front was the partnership with a specialized company that enabled our employees in Minas Gerais to discount up to 20% on the electricity bills based on clean and renewable energy. The company maintains solar farms, whose generated energy is injected into the local network and generates discounts on the bill. For customers of four projects – a total of 1,180 units –, discounts of 16% were offered on the account; for employees, the savings reach 18%.

Total energy consumption (thousand GJ)



CHECK +
 details about our
 energy usage indicators
 in the Annex.



Water

GRI 103 | 303, 303-1, 303-2, CRE02

Our consumption of water resources comes essentially from the works and, in them, from the preparation of cement, which generates a low volume of effluents.

MRV works on mapping the impacts associated with the consumption of water from different sources, defining objectives, targets and indicators and implementing action plans to achieve consumption targets.

Consumption levels are monitored with a system internal and dedicated teams: the construction teams carry out a quarterly critical assessment of the data.

MRV methodologies seek to prepare the company to anticipate and control all its impacts – such as reduced availability of resources and pollution risks. Among them is a water life cycle analysis (LCA) process.

Our main controls today:

- environmental qualification of suppliers;
- black smoke control for water conveyors;
- documentation controls;
- design of objectives and goals;
- systems in the works;
- Environmental seals Obra Verde MRV and MRV + Verde.

The effort to reuse is made on several fronts in the works: the water used in sinks, for example, is used in discharges from urinals. In concrete mixers, after decanting and filtering, the water is reused in equipment cleaning. There is also rainwater collected for cleaning and irrigation of gardens.

Reuse and recycling still face a challenge of scale: in 2020, they represented just over 0.03%; in 2019, 0.88% of the total consumed. Using a methodology equivalent to the one adopted for energy calculation, the resource consumption data are estimated, obtained by applying a conversion factor on the monetary values of consumption. The volume of reused water was 1,047.36 m³, and the total consumption reached 2,863,055.76 m³.

We are also attentive to the water disposal stage. For septic tank/filter/sink or compact ETE systems, the legal standards defined by applicable laws in the different operating locations are adopted. We have internal procedures and regulations to ensure the best adherence of our operation to laws and regulations.



CHECK +
details about our water usage indicators in the Annex

Materials and waste

GRI 103 | 301, 103 | 306



CHECK +
details about our generation and destination indicators in the Annex.

Efforts to improve construction processes and extract the maximum use of inputs and raw materials have direct benefits: the reduction of waste generated and a more rational use of materials.

Among the renewable materials consumed by MRV, laminate flooring stands out, which replaces ceramic floors in bedrooms and living rooms. In 2020, the volume used of this material more than doubled, with 849.7 thousand m².

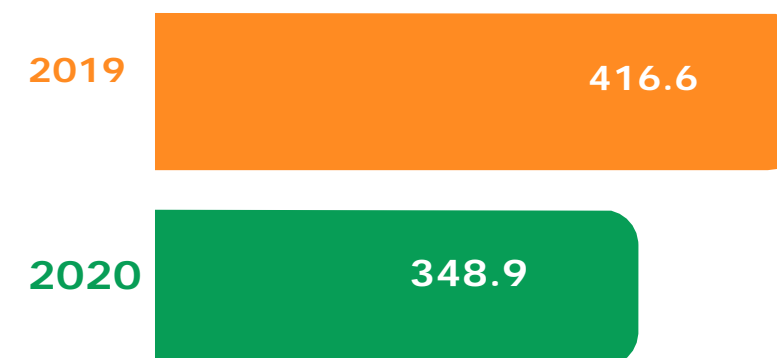
MRV waste management is guided by full monitoring of construction data. We qualify our providers

services, we carry out careful segregation in accordance with our Civil Construction Waste Management Program and formalize disposal only for licensed and approved companies.

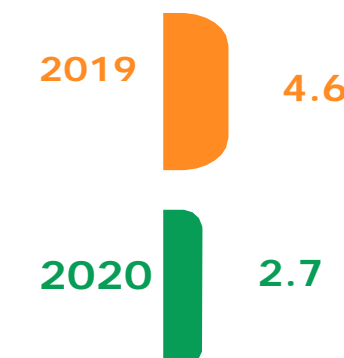
Among the measures adopted are reverse logistics, recycling and the search for precast or pre-manufactured material that reduces the need of rework and the incidence of breaks. In this context, the partnership with cooperatives and recycling companies is very important. In 2020, 38.3 thousand tons were destined for recycling.

Waste (in thousand m³)

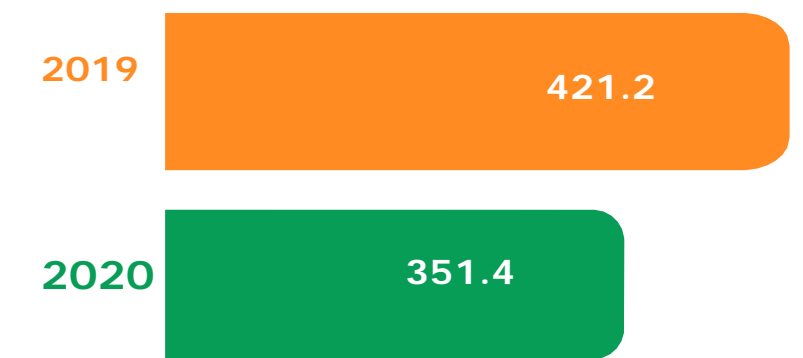
not dangerous



dangerous



Total



Emissions

GRI 103 | 305

The search for qualified control of greenhouse gas emissions reflects MRV's commitment to combating irregularities and dedicated management of the impacts of climate change.

Our main guidelines here are the Climate Change Policy, the sustainability risks and opportunities matrix and the Carbon Management Plan.

On our own initiative, we are part of the CDP, reporting information requested by funds and investors. We are also connected to the CDP Supply Chain Program, which supports us in defining supplier engagement strategies through the analysis of risks and opportunities associated with climate change and GHG management.

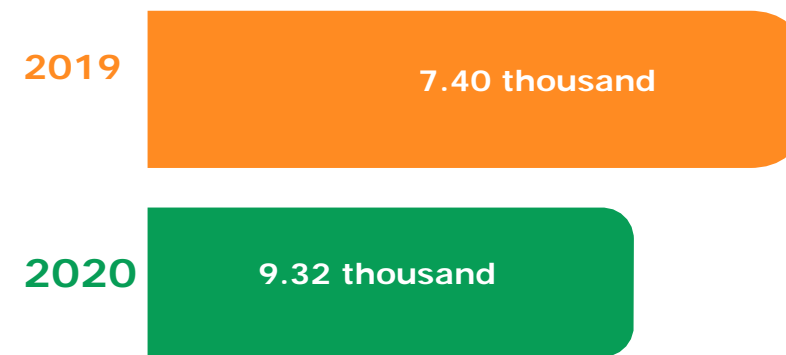
In direct emissions (scope 1), our main impacts come from the transport of materials, products, waste, employees and passengers; in indirect, the main impact is related to the acquisition of goods and services.

In 2020, in the pandemic scenario, we had a significant reduction in indirect emissions. In the case of indirect emissions by acquisition of energy, we achieved a 24% drop in emissions compared to 2019.

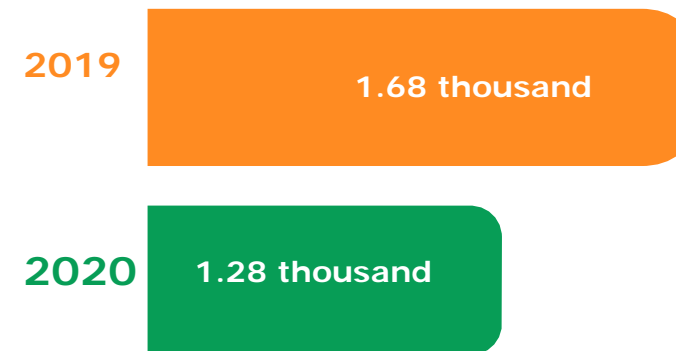
Reductions in indirect emissions were linked to the pandemic scenario.

Total emissions (in tCO₂e and) 2

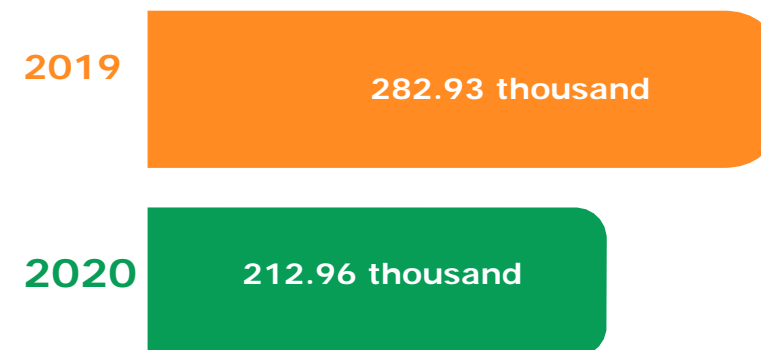
Scope 1



Scope 2



Scope 3



6.25 GRI 305-4

It is the intensity of our GHG emissions. The value is lower than the 7.3 recorded in 2019.

Reduction

of over 68 thousand

tCO₂e of GEE as compared to 2019. The company has compensated 11 thousand tCO₂e by purchasing certified carbon credits **GRI 305-5**



CHECK + details about our emission indicators in the Annex.

Science Based Targets SBTi initiative -Acknowledgment:

Reflecting MRV's effort to be a reference on the global climate agenda, in early 2021 we signed an unprecedented commitment among companies in the sector to adopt targets for reducing greenhouse gas emissions. A SBTi is supported by CDP, Global Compact, World Resources Institute (WRI) and World Wildlife Fund (WWF).

Our effort turns to one of the most complex and challenging global environment agendas: climate change. Making that commitment was one of the top leadership's ESG goals, reiterating our maturation in the subject and the search for public and measurable goals for the reduction of greenhouse gas emissions.

In practice, as a signatory of the SBTi MRV sets these goals, minimizing the impact on the increase in the earth's temperature and contributing directly to the Paris Agreement.



MRV commitments to the climate

- Science Based Targets Initiative (SBTi)
- CDP
- CDP Supply Chain Program
- Climate Forum Working Group – Ethos Institute
- Commitment to the Climate Platform – Ekos Institute
- Climate Action Working Group – Global Compact
- Climate Business Initiative (IEC) - Global Compact



People: How We Build Trust





We work for people. To change lives. To build dreams that change the world.

Social capital and human capital are key components in MRV&CO's business model. **People and communities are at the heart of our growth.**

For MRV to implement the housing platform and be able to positively contribute to society, it is necessary to have a committed team, which believes in what it does and is capable of building relationships of dialogue and trust with the communities. In other words, a team that understands that “neighbor” is a broad and very important concept for our business.

We are a developer and construction company with a presence and influence in the lives of hundreds of thousands of Brazilians. Our projects are located in more than 160 cities throughout Brazil. In 2020 alone, there were more than 400 active construction sites in 122 municipalities.

With **actions to engage the team and connect with our neighbors**, we seek to reinforce and position MRV as a company that is legitimately committed to people and what they do best.

Our stakeholders

GRI 102-40

Employees

The more than 19,000 people who fulfill our purpose of building dreams and making a difference

Clients

Our reason for being and our focus of performance with excellence and integrity

Suppliers

They make it possible to carry out our works and deliver high quality products

Governments

Strategic partners in relations to offer affordable and decent housing to Brazilian families

Investors and shareholders

Shareholders, funds and retail investors who every day trust our business and contribute With their capital in the company for strategic projects

Communities

Neighbors of the projects, they deserve our attention for the positive social impact that we can generate; associations and community leaders

Sectoral associations Entities that defend the interests of the construction sector Providers

Investment Analysts

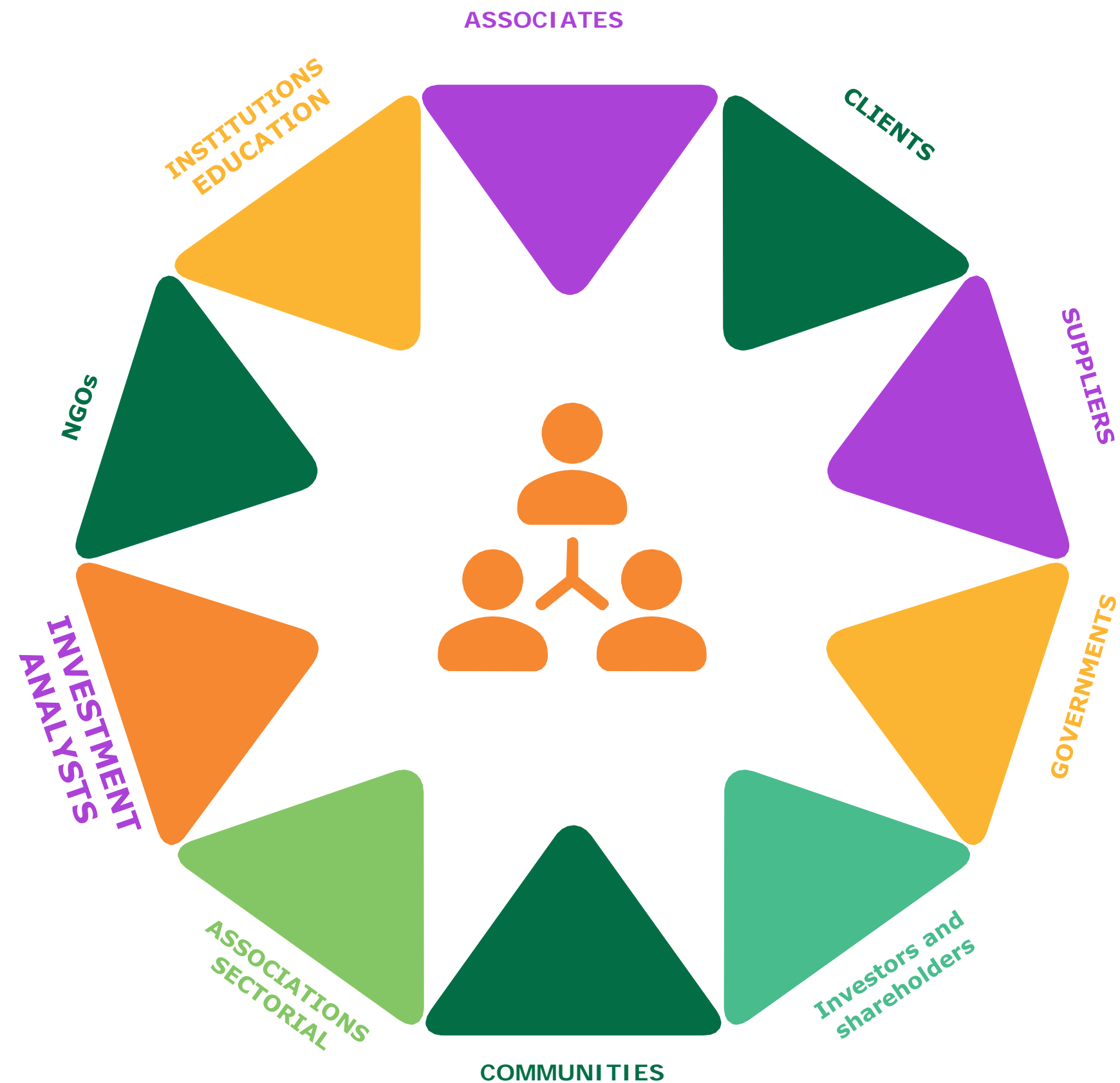
Stock analysts and portfolio managers with an expert eye on the capital market

NGOs

Mobilized in the online consultation, they represent organized civil society

Educational institutions

Academics and researchers representing universities where they work



Human capital development

People are there to be noticed And grow more and more.

In addition to ensuring respect for the life of each employee or third party who works in our offices, sales operations and construction sites, MRV&CO also works to ensure the development of competences, diversity, inclusion and talent retention.

We are about 19 thousand people, committed from the first to the last minute of the workday with the purpose and commitments of the company.

The People Management Policy, revisited in 2019, stipulates several pillars and guidelines for human development, in direct connection with the business strategy, to ensure an appropriate development of the potential of our people.

In recent years, we have matured in the theme. We have achieved **greater awareness of diversity** – although we still have a long way to go – and we have strengthened our **pride of belonging and a culture of safety**.

Our efforts today are focused on strengthening the digital culture among the attributes of our team, encouraging innovative thinking and investing



intensively in education. We are a business group conscious of our role as an agent for transforming people. And that is why we invest in encouraging studies and in technical and professional qualification, making our team the reflection of a prosperous and mutually beneficial business.

We also evolved with the study of how our team sees MRV and the environment we promote: in August 2020, we started the Employee Experience Surveys. The first compiled data will be released in the next cycle.

GRI 102-43, 102-44

Employees by type of employment contract and region ¹ GRI 102-8	2020		2019		2018		Δ 2020/2019 (%)		Δ 2019/2018 (%)	
	P	T	P	T	P	T	P	T	P	T
Total		19,058		18,516		22,494		3		-18
Total by employment agreement	18,013	1,045	17,389	1,127	21,315	1,179	4	-7	-18	-4
% by employment agreement										
South	15.21	14.26	14.15	10.83	18.51	15.27	11.34	22.13	-37.63	-32.22
Southeast	372.19	501.34	58.73	74.80	55.30	66.41	-0.15	-11.39	-13.35	0.00
Midwest	4.94	5.65	5.91	5.06	8.73	7.63	-13.44	3.51	-44.78	-36.67
Northeast	21.72	7.37	20.01	8.07	16.62	9.58	12.45	-15.38	-1.78	-19.47
North	1.52	1.24	1.20	1.24	0.84	1.10	31.10	-7.14	16.11	7.69

¹ Read permanent and temporary, respectively, for the abbreviations P and T.

Check

Details about our team profile in the Annex

Attraction and retention 103 | 401

To attract the best professionals, MRV has structured programs for trainees, internships (focused on Civil Engineering students, in the Young Talents program), minor apprentices and inclusion. During 2020, more than 13 thousand hires were made, and the turnover rate was 0.67.

Working at MRV should be an enriching, rewarding and stimulating experience. We adopt a number of measures aimed at ensuring

satisfaction and favoring the retention of talent in our staff. We offer benefits such as:

- life insurance
- health plan
- disability assistance
- maternity leave and paternity leave
- pension fund and benefit plan
- meal ticket
- private pension

Relevant actions

- **PDL** - Development Program for all MRV leadership
- **PDE** - Development Program for all MRV engineers
- **Trainee Program** - Development for young recently graduated professionals
- **Young Talents Program**, focused on promoting the acceleration and development of young professionals (or in training) in production, preparing them to become engineers
- **Learning trail** for areas/directors based on specific demands
- **Manager Acceleration Program**
- **Leading Transformation Program**, to promote the integration of top executives
- **Performance Management Cycle** - evaluation of the competences of leaders and non-leaders, promoting career committees to map potential successors and development actions
- **Share Program** (Internal Multipliers), promotion of knowledge management and multiplication
- **Mentoring program**

Training and Education

GRI 103 | 404

Boosting talent development is one of the many ways in which we exercise our transformative vocation.

Our vision of people development involves enabling the professional growth of each member of the team, meet the needs of the business strategy, strengthen the MRV&CO culture in all locations where we are present and improve our favorability among employees, attracting talent and training new leaders.

Desenvolver MRV is the course management platform that works

core competencies and skills for our business. The e-learning tools were fundamental during 2020 in the context of the pandemic, with training on various topics that reached more than 19,058 employees. In 2020, the average number of training hours was 0.03 per employee.

We also maintain programs aimed at specific audiences. The Acelera Program, for example, is aimed at the sales force and had more than 230 participations by managers during the year, with 65% of the managers certified; on the other hand the Leadership Development Program (PDL) mobilized more than 2,205 hours of training in

2020 (10 thousand hours in 2019) with meetings and digital activities for more than 600 leaders, sharing also for the first time in the year – with formatting for engineers.

Another important front is the Ser MRV Program. Implemented in 2018, it reinforces the organizational culture based on four pillars: Unite, Value, Move and Evolve.

The Mentoring Program once again allowed MRV leaders encouraging employees of potential and value to build careers of success in the company.





Diversity, respect and inclusion

GRI 103 | 405

We know that a diverse world is the ideal setting for achievements. Periodically, our corporate social network, our intranet and other institutional channels are full of messages that highlight the importance of the topic for the reputation and success of MRV&CO's businesses.

More than a question of image, it is a question of principles: respect is in line with everything we believe.

Our Code of Conduct is clear in showing that MRV&CO does not tolerate disrespect, harassment or cases of non-acceptance of the diversity that is so characteristic of our community.

Our sector has a history of male prevalence, especially in teams working on construction sites; even so, we seek to strengthen the presence of women at different levels: at the end of 2020, we had 20.6% female employees, compared to 6.19% in 2019.

By the end of 2020, we had 20.6% of female employees, as compared to 6.19% in 2019.

In 2020, we were able to deepen this agenda in connection with the Board of Human Development – area of attracting talent, through the MRV&CO Diversity and Inclusion Program. We had several actions in operations, with discussions of themes related to gender equality, racial equality, LGBTQIAP+ and People with Disabilities.

A Diversity Committee was also created, with professionals from different generations, genders, sexual orientation, races, region, area, among other aspects. The idea is to propose actions aimed at Diversity and Inclusion and at the pillars of equity.

Among the most recent measures is a study of all our workspaces, to identify places where PwDs can work with safety and potential for greater development.

Relationship with neighbors and communities

GRI 103 | 203, 103 | 413, 413-1, 413-2, 203-1, 203-2



Every time we acquire land and start a new venture, a cycle of relationship with the neighbors of the works also begins.

It is a process full of challenges and possibilities for evolution. Therefore, in addition to accountability and propositional dialogue, we seek consensus and satisfaction with our close presence. We seek to be catalysts for development – bringing affordable and qualified housing to different regions and locations across the country and making a difference in communities.

We believe in our potential to have positive indirect economic and social impacts. Generation of direct and indirect jobs for the local community, improvements to public roads, landscaping, construction of schools, day care centers and health centers, drainage, sewage, rainwater and

electrical – these are just some of the **actions that positively impact** the neighborhood of a project and its region.

We develop neighborhoods that have already been created or even encourage the creation of new communities, with improvements for the population. And we base our projects in the communities on inputs such as neighborhood impact studies (EIV) and conversations with neighbors, to adapt the improvements to the real needs of the local population.

On the other hand, we know that there are real and potential impacts of operations, reported by our neighbors and dealt with in our management: they include possible damage to homes; dirt; damage to the public road; dust; untimely noise; alarm triggered. All reported impacts are reversible, occurring with varying intensity and cyclical duration, according to the progress of the works.

Two fronts, in particular, represent our dedication to creating value for communities:

Vizinho do Bem Program

Created in 2016, Vizinho do Bem implements impact actions focused on local development.

The program has a structured agenda for serving communities and supporting social organizations. In 2020, it was present at nine MRV operating units in five states.

Our actions in neighboring communities are guided by policies and actions of

corporate character and impact analysis - which today encompasses our performance in the territories where the Vizinho do Bem Program is implemented.

In 2020, with the presence of the Covid-19 pandemic, the work of Vizinho do Bem, which has always been guided by proximity and dialogue with the communities in which it operates, had to be reinvented due to the need for social distance, and mainly due to the worsening socioeconomic context in which these communities are inserted.

The dialogue, which was in person, was transferred to a virtual format via WhatsApp. This instrument expanded the scope of communication, becoming the means for registering community members as a way to help them publicize their services, in addition to informing about the progress of the works and publicizing free classes and lectures.

In Rio de Janeiro and Salvador, we developed actions that supported seamstresses and their families to make masks, contributing to the generation and circulation of income in the communities involved. We supply material and, through Vizinho do Bem, we donated more than 10,000 masks to the various territories in which the program is present. Still focusing on income generation and female empowerment, in São Gonçalo (RJ), we offer courses for eyebrow designers and hair stylists.

In Contagem (MG), through Vizinho do Bem Program and the direct action of the production area, we helped families from communities severely impacted by the pandemic by donating food baskets and masks. Furthermore, in partnership with the city, we support the expansion of selective collection in the vicinity of the Mata Atlântica project, with 1 thousand houses included in the initiative.

Diálogo com Você Channel

Diálogo com Você applies to all MRV works. It is a communication tool for the neighbors of our works, with the objective of receiving and dealing with requests, mitigating possible inconveniences caused to them during the execution of the works.

The channel monitors and maps the possible impacts of our developments on neighborhood life, including damage to homes and public roads, dust, dirt, noise, and alarms going off. In 2020, we received 81% more contacts – which we directly associate with the Covid-19 pandemic and the longer stay of Brazilians at home, thus being more subject to the impacts of the works.

Diálogo com Você is available by email (dialogocomvoce@mrv.com.br) and telephone (31 4005-1313). Contacts are evaluated and directed to the construction teams, classified into different categories (suggestions, compliments, complaints and clarification of doubts).

Investments

GRI 203-1

In line with generating significant positive economic impacts in the regions in which it operates, MRV&CO allocated, in 2020, approximately R\$ 236 million on the following fronts:

Investment (R\$ million)	2020	2019	Δ 2020/ 2019
Road infrastructure	52.9	54.1	-2%;
Urbanization	46.7	47.1	-1%;
Drainage	36.5	29.7	23%;
Squares, parks and landscaping	25.3	27.9	-10%;
Sanitation	23.9	19.8	21%;
Water supply	23.9	21.5	11%;
Education	15.7	15.6	1%;
Electrical network	6.4	7.9	-18%;
Health	3.6	0.8	371%;
Urban mobility	1.2	0.8	54%;
Total	236.2	225.1	5%;





MRV Institute

Bringing equality and opportunity to everyone also changes the world.

With the MRV Institute, we take our purpose of building dreams that transform the world far beyond the world of our clients.

MRV&CO believes in the transformative power of education. It inspires the MRV Institute to invest its energy planning actions, creating programs, seeking partnerships, bringing together volunteers who think like us. The educational cause is at the heart of our social investment strategy.

Since 2014, we have structured the MRV Institute to direct resources and intelligence to the development and support of projects in the area of quality education, capable of transforming the country's reality.

Education is an investment with guaranteed return.

1% of the net income

of MRV&CO's business today – the equivalent of R\$ 6.9 million in 2020 – is allocated to the Institute's shares. The resources are donated to partnerships with companies, organizations and government agencies.

386,266

people directly benefited between 2015 and 2020

All data are audited and published annually on the MRV Institute website, together with the Activities Report. And we also monitor the results of all programs, projects and partnerships. For us, it is a source of great pride to see each of those benefited by educational projects, created or supported by the Institute, gain wings and fly towards a better future.

R\$ 30,5 million

invested in programs, projects and partnerships throughout the history of the MRV institute

+ 1 million

of people have already benefited directly and indirectly*

**The calculation for the number of beneficiaries indirectly considers the profile of the Brazilian family at IBGE.*

How we build a better world

Mission

Promote transformation of our country through education, the main foundation for the development of a nation, preparing citizens for life and forming the makers of the future.

Values

- Commitment - The MRV Institute is committed to the well-being of the communities where it operates, acting with responsibility to ensure a better life for all.
- Partnership - The joining of forces is fundamental for the development of actions, strengthening people and institutions to achieve common goals

Vision

Carry out positive and lasting transformations in society, contributing to a better future for the communities where we operate.

- Sustainability - Every action of the Institute is promoted with sustainable development in mind, analyzing social and environmental impacts.
- Respect - We work with and for people, respecting their differences and desires.
- Volunteering - We have a supportive team and eager to take care of the makers of the future.

You have to believe

It is essential today to talk about hope for better days and even greater changes. And if 2020 was a challenging year for society as a whole, Instituto MRV reinvented itself to continue bringing changes to children, adolescents and educators throughout Brazil.

Direct contact has been replaced by online, but the impact has not been less for that. Joining forces – something that has become even more important in this challenging scenario – the MRV Institute managed to achieve great results.

2020 - MORE THAN NUMBERS, LIFE STORIES

Over 630 thousand positively impacted people in 2020 in communities where MRV&CO is present

R\$ 6,9 million invested in 2020

1400+ volunteer hours of our associates

Initiatives that make a difference

MRV Volunteers

The internal program to involve volunteers among MRV&CO employees is a great success. Participants have 44 hours a year of working hours to dedicate to the Institute's volunteer actions, and they experience an intense and rewarding exchange of experiences.

4,064 volunteers have participated in the actions since the foundation of the MRV Institute

29,600 people directly benefited between 2015 and 2020

89.7 thousand people directly and indirectly benefited between 2015 and 2020

15 thousand hours dedicated throughout the history of the initiative

BRL 860 thousand already invested in MRV Volunteers

Some highlights:

Mentoring Empower Challenge – Ambassadors of Education •

Our volunteers act as mentors and encouragers for young people and groups enrolled in Empower, a digital platform created for high school students to develop solutions to problems in their schools and communities. Empower is a tool of the Ambassadors of Education, a Civil Society Organization founded by former students from public schools to awaken the protagonism of young people in changing the reality of public education.

Empower Challenge Curatorship - Ambassadors of Education • We also involved our team of volunteers to participate in the evaluation of projects enrolled in the Empower Challenge.

Right to Know • We take a team of volunteer MRV lawyers to our construction sites and offices to provide free legal advice to employees.

Voluntary Leadership • We invest in training employees to lead volunteer actions in cities. There are 14 leaders whose mission is to mobilize colleagues, valuing and promoting volunteer work.

Educating to transform

The space for non-profit institutions from all over Brazil to receive the support of the MRV Institute, in a collaborative process that leverages results and equalizes opportunities.

Public calls are made to select the most transformative social projects in the area of education, which will receive management support and financial support. The semi-finalists are selected by volunteers from the MRV Institute and the choice of winners is by popular vote.

54 thousand people
directly benefited

163 thousand people
directly and indirectly benefited

Over R\$ 3.2 million
already invested

3,699 proposals
already enrolled

198 volunteers
in the evaluations

In 2020 we reached the 7th edition of Educar para Transformar. Even in such an unusual year, actions did not cease: we encouraged projects to think of ways to continue collaborating with the development of children and adolescents.

The projects had the monitoring and management support of the social impact accelerator Hub Social, which helped in the training of professionals from the CSOs (Civil Society Organization), which further strengthened our connection with all institutions.

46 projects
winners

Over 10 thousand
impacted in 2020

BRL 686 thousand
invested in 2020

Over 40 thousand
popular votes





10 projects

of selected Civil Society Organizations

- Alavanca na Escola - Salvador**
 Working together with the management of partner schools to diagnose the challenges of teachers and students and develop solutions for public education.
- Catalyze a school! – São Paulo**
 Workshops that catalyze invention and creativity in the school's vacant classes, transforming pedagogical practices, in addition to digital literacy for teachers and students and community involvement.
- Conhecer, Acolher, Semear - Maringá**
 Training teachers to deal with relevant social issues in the school context, with the support of psychologists (conflict management), lawyers (social rights) and educators.
- Educando com a Horta – São José**
 Solid waste management, composting and healthy eating through the school garden, involving students in the learning process with the support of the responsible articulating teachers.
- Empreendedorismo - Do econômico ao social – Salvador**
 Salvador Mini-company and Community Leadership Program in partnership with schools, for business development and social projects that enhance learning in entrepreneurship.
- Escola empreendedora – Manaus**
 of a junior company at the IEA with training for teachers and students, highlighting entrepreneurship as a career option. Development of services to give sustainability to the junior company.
- Escola do Aprender – Porto Alegre**
 Teacher training with content in socio-emotional skills, culture of continuing education, active methodologies and emotional intelligence. *There was no sequence since it required face-to-face activities.
- Mamulengo na Escola: ludicidade, educação e autonomia - Fortaleza**
 Workshops on pedagogy and art, inclusive education and techniques for using puppet theater in the classroom, as well as strategies to bring families closer to the school environment.
- Plantando Saberes – Belo Horizonte**
 Restructuring of the school garden and training of effective collaborators to maintain the space; qualification of other green spaces in the school and training in sustainability.
- Sinergias pela educação – São Paulo**
 application of Design Thinking, involving teachers and students in the process of diagnosing and developing solutions to the challenges of the school, in addition to working on pedagogy through projects of social impact.

Your Son, Our Future

Seu filho, Nosso futuro program supports MRV&CO employees, investing in what they most cherish: their children. The MRV Institute guarantees them books, courses and school material as a means of supporting education.

- Presentation** of the universe of literature to children from zero to five years old: Kit Leiturinha, with children's books to encourage early reading pleasure and create moments of joy and affection between parents and children.

- School supplies kits** with backpack, case, ruler, pencil, eraser – and more booklet notebooks, scissors, glue and crayons for children aged 6 to 10, and spiral notebooks and ballpoint pens for teenagers aged 11 to 14 years old.

- For young people aged 15 to 24**, courses that cover current needs and prepare them to face – and overcome – the challenges of the labor market.

- FuturaMente** - professional and skills development for the labor market, taught by our volunteers in virtual meetings. Online course in Information Technology and programming, in partnership with the company Oracle.

31.7 thousand children and young people
already directly benefited

95.2 thousand children and young people
directly and indirectly benefited

BRL 1.9 million
invested in the project between 2017 and 2020

2020 Highlights:

- Lá vem história:** a moment of online storytelling, by volunteers trained with the necessary content.

- Sentir e aprender:** trained volunteers, employees and their children make sensory toys together.

We help our team to invest in what each employee is most precious: their kids.





Instituto iungo

Relevant novelty in 2020, **Instituto iungo** was structured in partnership with the Education Secretariat of the State of Minas Gerais and the Civil Society Organization (OSC) Humbiumbi.

Instituto iungo was created to connect teachers, managers, research centers and education specialists in order to form and strengthen **teaching practices networks, production of materials and exchange of experiences**. It became the fourth pillar of action of the MRV Institute and counted with an initial investment of R\$ 3.6 million.

The NAP/USP (Research Nucleus in New Pedagogical Architectures of the University of São Paulo), the Pontifical Catholic University of Minas Gerais are also partners of iungo.

(PUC Minas) and the Minas Gerais and Santa Catarina State Departments of Education.

The work focuses on the professional development of educators throughout Brazil, and is organized into three interdependent axes:

Paths of continuing education for educators to deepen knowledge, build ethodologies and strengthen personal, social and professional.

Research on relevant topics for teaching action in partnership with leading universities.

Production of teaching materials to support the work of educators and students.

During a year of pandemic, we worked intensively to support public school teachers in the remote education scenario.

iungo in 2020

In a debut year marked by empty schools and remote education as the only resource for students and teachers, the unexpected challenge fueled the Institute's work:

- relevant training to support thousands of public school teachers in Brazil in the face of the new scenario;
- partnerships with state education networks and top universities;
- production of qualified materials for teachers and promoted dialogues with educators across the country.

Over 4 thousand

educators in training programs

188 thousand views

of web conferences, training lives and video classes

Future

Our connection to the Objectives of UN Sustainable Development

MRV&CO is a signatory of the Global Compact, a UN initiative to mobilize the business community in relation to the SDGs, reaffirming its commitment to sustainable development.

The MRV Institute is part of this commitment. Its performance is in line with several of the SDGs:

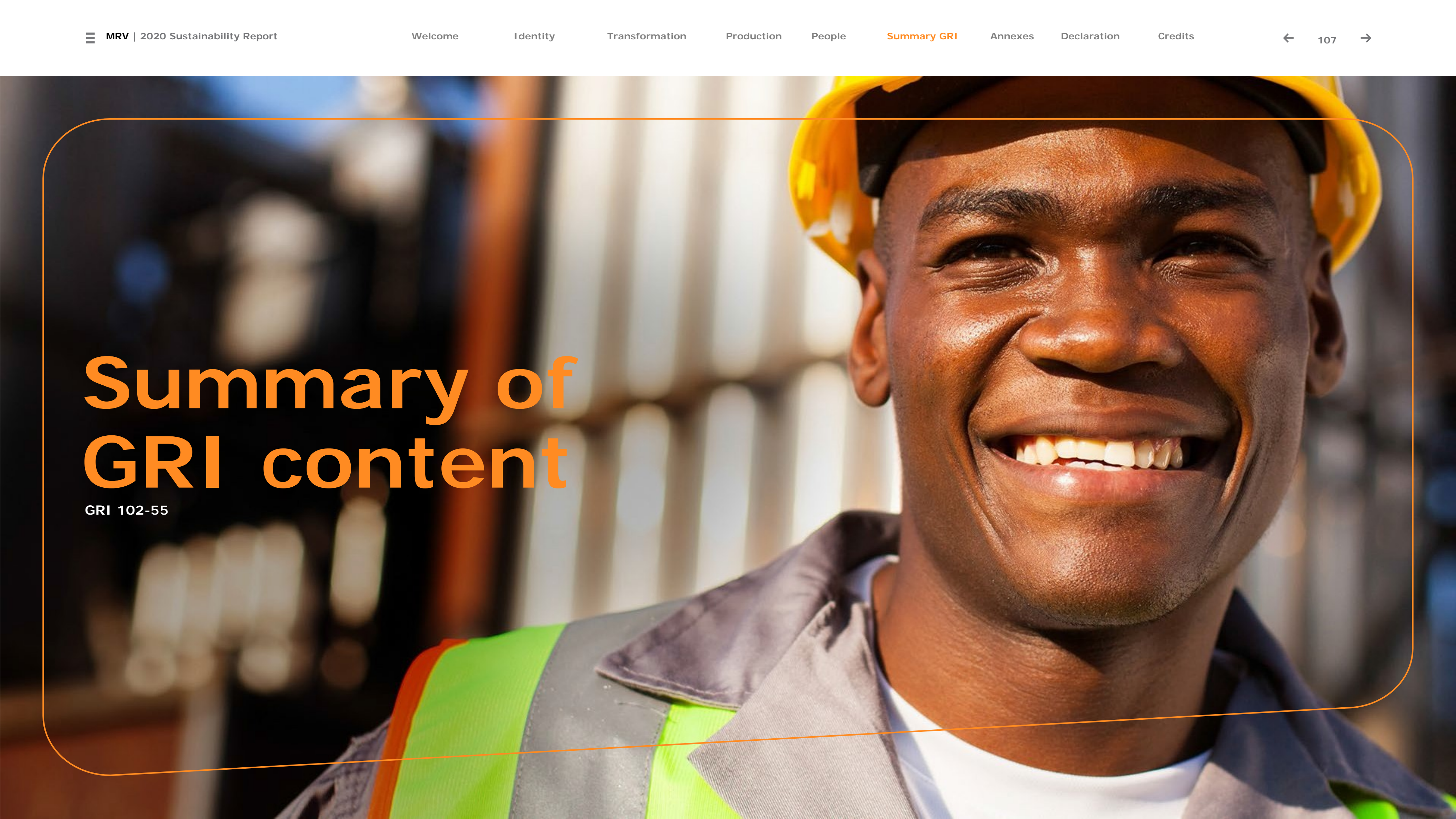


*Analysis performed with the application of specific methodology on the influence of the SDGs in the MRV Institute

More than believing in the transforming power of education, we have the conviction that it is only with education that we can make the world a better place, with more opportunity and equality for our makers of the future.

Summary of GRI content

GRI 102-55



General Contents

GRI 101: Fundamentals 2016

	GRI 101 has no content	
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Organizational profile

GRI	Content	Page/URL	Omission	Sustainable Development Goals
GRI 102: General contents 2016	102-1 Organization Name	27		
	102-2 Activities, Brands, Products and Services	27 and 31		
	102-3 Location of organization's headquarters	27		
	102-4 Location of operations	27 and 31		
	102-5 Nature of ownership and legal form	27		
	102-6 Markets Served	31 and 64		
	102-7 Organization Size	27		
	102-8 Information on Employees and Other Workers	92 and 144		8. 10
	102-9 Supply Chain	78		
	102-10 Significant changes in the organization and its supply chain	31		
	102-11 Precautionary principle or approach	12 and 76		
	102-12 External initiatives	18 and 25		
	102-13 Participation in associations	45		

Strategy

GRI	Content	Page/URL	Omission	Sustainable Development Goals
GRI 102: General contents 2016	102-14 Statement by the highest executive	6 and 46		
	General contents 2016	6 and 46		

Ethics and integrity

GRI 102: General contents 2016	102-16 Values, principles, standards and codes of behavior	39		16
	102-17 Mechanisms for Ethics Guidance and Concerns	42		16

Governance

	102-18 Governance structure	33		
	102-19 Delegation of authority	34		
GRI 102: General contents 2016	102-20 Responsibility for Positions and Roles 118 of executive level by economic, environmental and social topics			
	102-21 Stakeholder consultation on economic, environmental and social topics	22		16
	102-22 Composition of the highest governance body and its committees	34		5. 16
	102-23 President of the highest governance body	34		16

Governance

GRI	Content	Page/URL	Omission	Sustainable Development Goals
GRI 102: General contents 2016	102-25 Conflicts of interest	41		16
	102-26 Role played by the highest governance body in defining purpose, values and strategy	34		
	102-27 Collective knowledge of the highest governance body	34		
	102-28 Performance evaluation of the highest governance body	34		
	102-29 Identification and management of economic, environmental and social impacts	46		16
	102-30 Effectiveness of risk management processes	46		
	102-31 Analysis of economic, environmental and social topics	34		
	102-33 Communicating Critical Concerns	The communication of critical concerns to the Board of Directors is carried out by the directors and managers, who are responsible for receiving, identifying, evaluating and submitting critical issues of relevance.		
	102-34 Nature and total number of critical concerns	There were no incidents or critical concerns that required referral and analysis by the Board of Directors.		

Stakeholder engagement

GRI 102: General contents 2016	102-40 List of stakeholder groups	22		16
	102-41 Collective Bargaining Agreements	100% of employees are covered by collective bargaining agreements.		8
	102-42 Identification and selection of <i>stakeholders</i>	22		
	102-43 Approach to stakeholder engagement	22 and 129		
	102-44 Main concerns and topics raised	22 and 129		

Report practices

GRI	Content	Page/URL	Omission	Sustainable Development Goals
GRI 102: General contents 2016	102-45 Entities included in the consolidated financial statements	5		
	102-46 Definition of report content and topic boundaries	4		
	102-47 List of Material Topics	22 and 130		
	102-48 Restatements of information	None.		
	102-49 Changes to the report	None.		
	102-50 Period covered by the report	4		
	102-51 Date of most recent report	2020		
	102-52 Report issuance cycle	Annual		
	102-53 Contact for questions about the report	5		
	102-54 Reporting statements in accordance with the GRI Standards	4		
	102 -55 GRI Content Summary	107		
	102-56 External verification	4 and 156		

Material Topics

Economic Development

GRI	Content	Page/URL	Omission	Sustainable Development Goals
GRI 103: Management Model 2016	103-1 Explanation of the material topic and its limit	22		
	103-2 Management method and its components	55		
	103-3 Evaluation of the management model	55		
GRI 201: 2016 economic performance	201-1 Direct economic value generated and distributed	56 and 130		8. 9
	201-4 Financial support received from the government	In 2020, there was no direct financial support from the government.		

Market presence

GRI 103: Management Model 2016	103-1 Explanation of the material topic and its limit	22		8. 10
	103-2 Management method and its components	78		
	103-3 Evaluation of the management model	78		
GRI 202: Market presence 2016	202-2 Proportion of senior management hired from the local community	36		8

Indirect economical impacts

GRI	Content	Page/URL	Omission	Sustainable Development Goals
GRI 103: Management Model 2016	103-1 Explanation of the material topic and its limit	22		
	103-2 Management method and its components	96		
	103-3 Evaluation of the management model	96		
GRI 203: Direct economical impacts 2016	203-1 Investments in infrastructure and service support	96		9, 5, 11
	203-2 Significant indirect economic impacts	96		3, 1, 8

Purchasing Practices

GRI 103: Management Model 2016	103-1 Explanation of the material topic and its limit	22		8, 10
	103-2 Management method and its components	78		
	103-3 Evaluation of the management model	78		
GRI 204: 2016 Purchasing Practices	204-1 Proportion of Spending on local Suppliers	78		8

Corruption Fighting

GRI	Content	Page/URL	Omission	Sustainable Development Goals
GRI 103: Management Model 2016	103-1 Explanation of the material topic and its limit	22		
	103-2 Management method and its components	39, 40, 41, 42, 43 and 44		
	103-3 Evaluation of the management model	39, 40, 41, 42, 43 and 44		
1205-1 Operations assessed for risks 1 related to corruption		MRV&CO does not control operations submitted to risk assessments related to corruption.		16
GRI 205: Fighting Corruption 2016	205-2 Communication and training in anti-corruption policies and procedures	44		16
	205-3 Confirmed cases of corruption and actions taken	There were no confirmed cases of corruption in 2020.		16

Materials

GRI 103: Management Model 2016	103-1 Explanation of the material topic and its limit	22		8. 10
	103-2 Management method and its components	85		
	103-3 Evaluation of the management model	85		
GRI 301: 2016 Materials	301-1 Materials used, broken down by weight or volume	134 e135		8. 12
	301-2 Raw materials or recycled materials used	134 e135		8. 12

Energy

GRI	Content	Page/URL	Omission	Sustainable Development Goals
GRI 103: Management Model 2016	103-1 Explanation of the material topic and its limit	22		
	103-2 Management method and its components	83		
	103-3 Evaluation of the management model	83		
	302-1 Energy consumption within the organization	136. 137		7, 8, 12, 13
	302-4 Reducing energy consumption	137		7, 8, 12, 13
GRI 302: Energy 2016	302-5 Reductions in energy requirements In 2020, the figure was 8,835.50. We adopt products and services on the premises of IPCC 2006; Sinduscon SP 12012; SIN - National Integrated System; MC-iTIC - Ministry of Culture and Innovation; CNPE 2017; Lima 2010; BEN 2015; PBGHG Protocol 2016; ANPI-SLP-SET 2019.			7, 8, 12, 13

Water and Effluents

GRI	Content	Page/URL	Omission	Sustainable Development Goals
GRI 103: Management Model 2016	103-1 Explanation of the material topic and its limit	22		
	103-2 Management method and its components	84		
	103-3 Evaluation of the management model	84		
	303-1 Interactions with Water as a Shared Resource	138		6, 12
	303-2 Management of impacts related to water discharge	84		6
GRI 303-3 Water intake		In 2020, no water was collected in regions with water stress. See more on page 138.		8, 6, 12
GRI 303: Water and Effluents 2018	303-4 Water Disposal		There are no water/wastewater volume meters installed in the company. The control of deviations in effluent disposal standards is decentralized. Each work analyzes the monitoring results and handles deviations.	6
	1303-5 Water consumption		Information not available - collected water volume and supplier water consumption are not available. Not applicable: water collection is not carried out in areas of water stress.	6

Emissions

GRI	Content	Page/URL	Omission	Sustainable Development Goals
GRI 103: Management Model 2016	103-1 Explanation of the material topic and its limit	22		
	103-2 Management method and its components	87. 88		
	103-3 Evaluation of the management model	87. 88		
GRI 305: 2016 Emissions	305-1 Direct emissions (Scope 1) of greenhouse gases (GHG)	140, 141, 142 and 143		3, 12, 13, 14, 15
	305-2 Indirect emissions (Scope 2) of greenhouse gases (GHG)	140, 141, 142 and 143		3, 12, 13, 14, 15
	305-3 Other indirect emissions (Scope 3) of greenhouse gases (GHG)	140, 141, 142 and 143		3, 12, 13, 14, 15
	305-4 Greenhouse Gas (GHG) Emission Intensity	142		14, 13, 15
	305-5 Reduction of greenhouse gas (GHG) emissions	143		14, 13, 15

Effluents and residues

GRI	Content	Page/URL	Omission	Sustainable Development Goals
GRI 103: Management Model 2016	103-1 Explanation of the material topic and its limit	22		
	103-2 Management method and its components	85		
	103-3 Evaluation of the management model	85		
GRI 306: 1306-2 Waste, broken down by type and disposal method 2016		138		6, 3, 12

Environmental compliance

GRI 103: Management Model 2016	103-1 Explanation of the material topic and its limit	22		8. 10
	103-2 Management method and its components	81. 82		
	103-3 Evaluation of the management model	81. 82		
GRI 307: Environmental compliance 2016	307-1 Non-compliance with environmental laws and regulations	In 2020, there was no relevant environmental process that could impact the company's activities.		16

Suppliers environmental evaluation

GRI	Content	Page/URL	Omission	Sustainable Development Goals
GRI 103: Management Model 2016	103-1 Explanation of the material topic and its limit	22		
	103-2 Management method and its components	79		
	103-3 Evaluation of the management model	79		
GRI 308: 1308-1 New suppliers selected with iBase environmental assessment on environmental criteria suppliers 2016		79 and 80		

Employment

GRI 103: Management Model 2016	103-1 Explanation of the material topic and its limit	22		8, 10
	103-2 Management method and its components	93, 92, 94		
	103-3 Evaluation of the management model	93, 92, 94		
GRI 401: Employment 2016	401-1 New hires and employee turnover	148		8, 5, 10
	401-2 Benefits provided to full-time employees that are not provided to temporary or temporary employees. part time	Standard employee benefits are: life insurance, health plan, disability and disability allowance, maternity/paternity leave, pension fund/benefit plan, and stock ownership plan. All apply to all MRV and MRV&CO units, except LOG (not included in the scope of this report). To offer the benefits, there is no difference in the workload.		5, 3, 8

Occupational health and safety				
GRI	Content	Page/URL	Omission	Sustainable Development Goals
GRI 103:	103-1 Explanation of the material topic and its limit	22		
Management	103-2 Management method and its components	12 to 15; 71 to 75		
method 2016	103-3 Evaluation of the management model	12 to 15; 71 to 75		
	403-1 Occupational health and safety management system	73 and 74		8
	403-2 Hazard identification, risk assessment and incident investigation	73 and 74		3. 8
	403-3 Occupational Health Services	73, 74 e 75		3. 8
	403-4 Worker participation, consultation and communication to workers regarding occupational health and safety	73 and 74		8. 16
GRI 403: Occupational health and safety 2018	403-5 Training of workers on occupational health and safety	The qualifications are carried out in HSE environment training; NR18 and NR35 introductory training; and other legal training (NR11, NR12, NR06, NR26, NR33, etc.). The level of training is monitored through audits.		8
	403-6 Worker's health promotion	73, 74 e 75		3
	403-7 Prevention and mitigation of impacts on occupational health and safety directly linked to business relationships	73 and 74		8
	403-8 Employees covered by an occupational health and safety management system	100% of workers are within the scope of health and safety systems.		8
	403-9 Occupational accidents	75		8, 3, 16
	403-10 Occupational diseases	In 2020, we maintained an index of zero cases of occupational diseases.		3.8. 16

Training and Education

GRI	Content	Page/URL	Omission	Sustainable Development Goals
GRI 103: Management Model 2016	103-1 Explanation of the material topic and its limit	22		
	103-2 Management method and its components	91, 92, 93, 94 and 95		
	103-3 Evaluation of the management model	91, 92, 93, 94 and 95		
GRI 404: Training and education 2016	404-1 Average hours of training per year, per employee	150		4, 5, 8, 10

Diversity and equal opportunities

GRI 103: Management Model 2016	103-1 Explanation of the material topic and its limit	22		8. 10
	103-2 Management method and its components	95		
	103-3 Evaluation of the management model	95		
GRI 405: Diversity and equal opportunities 2016	405-1 Diversity in governance bodies and employees	153		5. 8

Non discrimination

GRI	Content	Page/URL	Omission	Sustainable Development Goals
GRI 103: Management Model 2016	103-1 Explanation of the material topic and its limit	22 92, 93 e 94		
	103-2 Management method and its components	92, 93 e 94		
	103-3 Evaluation of the management model			
GRI 406: Non-discrimination 2016	406-1 Cases of discrimination and corrective measures taken	In 2020 three cases of discrimination have been Registration. The three cases that were received through the Confidential Channel were dealt with and the appropriate administrative measures taken.		5. 8

Forced or slave-like labor

GRI 103: Management Model 2016	103-1 Explanation of the material topic and its limit	22		8. 10
	103-2 Management method and its components	78 and 79		
	103-3 Evaluation of the management model	78 and 79		
GRI 409: Forced or slave-like labor 2016	409-1 Operations and suppliers with significant risk of cases of forced or slave labor	78 and 79		5. 8

Local Communities

GRI	Content	Page/URL	Omission	Sustainable Development Goals
GRI 103:	103-1 Explanation of the material topic and its limit	22		
Management Model 2016	103-2 Management method and its components	96 and 97		
	103-3 Evaluation of the management model	96 and 97		
GRI 413:	413-1 Operations with Engagement, Impact Assessments, and Local Community-Driven Development Programs	96 and 97		
Local communities 2016	413-2 Operations with significant potential negative impacts – actual and potential – on local communities	96 and 97		1. 2

Social evaluation of suppliers

	103-1 Explanation of the material topic and its limit	22		
GRI 103: Management Model 2016	103-2 Management method and its components	78 and 79		
	103-3 Evaluation of the management model	78 and 79		
GRI 414:	414-1 New suppliers selected based on environmental criteria	78 and 79		8, 5, 16
Social evaluation of suppliers 2016	414-2 Negative social impacts in the supply chain and actions taken	78 and 79		8, 5, 16

Consumer health and safety

GRI	Content	Page/URL	Omission	Sustainable Development Goals
GRI 103: Management Model 2016	103-1 Explanation of the material topic and its limit	22		
	103-2 Management method and its components	76 and 77		
	103-3 Evaluation of the management model	76 and 77		
GRI 416: Consumer Health and Safety 2016	416-1 Assessment of health and safety impacts caused by categories of products and services		Reason for omission: not applicable	
	416-2 Cases of non-compliance regarding health and safety impacts caused by products and services	76 and 77		16

Socioeconomic compliance

GRI 103: Management Model 2016	103-1 Explanation of the material topic and its limit	22		8. 10
	103-2 Management method and its components	39		
	103-3 Evaluation of the management model	39		
GRI 419: 2016 socio-economic compliance	419-1 Non-compliance with socio-economic laws and regulations	In 2020, the Company disbursed a total amount of R\$ 597,231.74, as a fine, imposed by Procon de Londrina, arising from cases in which the company did not carry out repairs to properties due to The lack of guarantee.		16

Consumer health and safety

GRI	Content	Page/URL	Omission	Sustainable Development Goals
G4-CRE06	Percentage of organization operating in compliance verified with an internationally recognized health and safety management system	100% of employees, supervised employees and independent contractors have undergone internal verification and are in compliance with the health and safety management system(s), eg OHSAS 18001, or equivalent.		
G4-CRE08	Type and number of sustainable certifications, labeling and classifications – voluntary or mandatory – for the construction, management, occupation and requalification of the enterprise	76 and 77		

Sustainable Development Goals

- 1. Poverty eradication
- 2. Zero hunger
- 3. Good health and well being
- 4. Quality education
- 5. Gender equality
- 6. Clean water and sanitation
- 7. Affordable and clean energy
- 8. Decent employment and economic growth
- 9. Industry, innovation and infrastructure
- 10. Reduction of inequalities
- 11. Sustainable cities and communities
- 12. Responsible consumption and production
- 13. Combating climate change
- 14. Underwater life
- 15. Life on earth
- 16. Peace, justice and strong institutions
- 17. Partnerships in support of goals

Annex: Indicators GRI

Note:

Some of our indicators do not have a full three-year historical series, due to the unavailability of some data in 2018. The tables are the most extensive series we've been able to report in this reporting cycle.



About our report

Engagement and materiality: our priority themes by audience GRI 102-42, 102-43, 102-47

Stakeholders	Themes	Stakeholders	Issues
Shareholders/ Investors	Customer satisfaction Innovation and technologies Waste management Environmental preservation Access to housing	Employees	Ethics and transparency Customer satisfaction and quality Environmental preservation Human development Innovation and technologies
Suppliers and Contractors	Ethics and transparency Innovation and technologies Supply chain Environmental preservation Efficiency in the use of natural resources	Specialists	climate change urban development human development health, safety and well-being waste management
Communities and Associations/ Community Leadership	environmental preservation Efficiency in the use of natural resources Waste management Urban development health, safety and well-being	Clients	Customer satisfaction and quality Environmental preservation Responsible relationship with the community Ethics and transparency Efficiency in the use of natural resources
Banking sector - Capital providers	Customer satisfaction Innovation and technologies Waste management Environmental preservation Access to housing	NGOs	Health, Safety and Welfare Ethics and Transparency Responsible relationship with the community Customer satisfaction and quality environmental preservation

Our economic indicators

Income Statement for the Year GRI 201-1

Profits and Losses MRV&CO - value in million BRL	2020					2019					Δ 2020/2019				
	MRV (Inc. Imob.)	Urba (Allotment)	Luggo (Rent)	ANHS (Rent US)	Consolidate MRV&CO	MRV (Inc. Imob.)	Urba (Allotment)	Luggo (Rent)	ANHS (Rent US)	Consolidate MRV&CO	MRV (Inc. Imob.)	Urba (Allotment)	Luggo (Rent)	ANHS (Rent US)	Consolidate MRV&CO
Net operating revenue	6,491.2	88.9	-	66.1	6,646.4	5,996.6	58.4	0.8	-	6,055.7	8.2%;	52.4%;	-	-	9.8%;
Cost of properties sold and services provided	-4,661.1	-54.4	-	-56.5	-4,772.0	-4,176.2	-37.0	-0.2	-	-4,213.5	11.6%;	47.1%;	-	-	13.3%;
Gross profit	1,830.2	34.5	-	9.6	1,874.3	1,820.3	21.4	0.6	-	1,842.3	1.0%;	62.0%;	-	-	1.7%;
Gross margin	28.2%;	38.8%;	0.0%;	14.6%;	28.2%;	30.4%;	36.6%;	72.2%;	-	30.4%;	-7.2%;	6.0%;	-100.0%;	-	-7.2%;
Other Operating Revenue (Expenses)	-1,176.7	-22.6	-10.9	49.7	-1,160.6	-1,095.2	-21.4	15.0	-	-1,101.6	7.5%;	5.6%;	-172.9%;	-	5.3%;
Commercial Expenses	-635.7	-9.3	-3.0	-1.2	-649.3	-582.6	-8.6	-1.1	-	-592.3	9.1%;	8.1%;	184.8%;	-	9.6%;
Commercial Expenses / ROL	-9.8%;	-10.5%;	-	-1.9%;	-9.8%;	-9.7%;	-14.7%;	-133.2%;	-	-9.8%;	1.0%;	-28.5%;	100.0%;	-	0.0%;
General and Administrative Expenses	-370.9	-14.5	-1.7	-46.2	-433.4	-341.2	-10.5	-0.01	-	-351.7	8.7%;	38.6%;	16900.0%;	-	23.2%;

Our economic indicators

Income Statement for the Year GRI 201-1

Profits and Losses MRV&CO - value in million BRL	2020					2019					Δ 2020/2019				
	MRV (Inc. Imob.)	Urba (Allotment)	Luggo (Rent)	ANHS (Rent US)	Consolidate MRV&CO	MRV (Inc. Imob.)	Urba (Allotment)	Luggo (Rent)	ANHS (Rent US)	Consolidate MRV&CO	MRV (Inc. Imob.)	Urba (Allotment)	Luggo (Rent)	ANHS (Rent US)	Consolidate MRV&CO
G&A / ROL	-5.0%;	-16.3%;	-	-69.9%;	-6.5%;	-5.7%;	-17.9%;	-1.3%;	-	-5.8%;	0.0%;	-8.9%;	-100.0%;	-	12.1%;
Other net operating income (expenses)	-121.2	-0.9	-6.2	97.1	-31.2	-96.6	-5.0	16.0	-	-85.6	25.4%;	-81.7%;	-138.8%;	-	-63.6%;
Equity equivalence result	-48.9	2.1	-	-	-46.7	-74.7	2.7	-	-	-72.1	-34.6%;	-20.8%;	-	-	-35.1%;
Operating result before financial result	653.4	11.9	-10.9	59.3	713.7	725.2	-0.04	15.5	-	740.7	-9.9%;	-31518.4%;	-170.3%;	-	3.6%;
Financial result	84.1	2.6	0.04	-39.7	47.0	136.6	0.6	-0.001	-	137.2	-38.4%;	319.8%;	-3700.0%;	-	65.8%;
Financial expenses	-64.2	-4.2	-0.1	-40.0	108.5	-52.4	-5.7	-0.02	-	-58.1	22.5%;	-25.9%;	260.0%;	-	86.7%;
Financial revenues	58.9	1.5	0.1	0.3	60.8	114.9	3.9	0.01	-	118.9	48.7%;	-61.2%;	542.9%;	-	-48.8%;
Financial income from customers ¹	89.4	5.3	-	-	94.7	74.1	2.4	-	-	76.5	20.6%;	120.2%;	-	-	23.8%;

¹ Financial income from clients from real estate development.

Our economic indicators

Income Statement for the Year GRI 201-1

Profits and Losses MRV&CO - value in million BRL	2020					2019					Δ 2020/2019				
	MRV (Inc. Imob.)	Urba (Allotment)	Luggo (Rent)	ANHS (Rent US)	Consolidat e MRV&CO	MRV (Inc. Imob.)	Urba (Allotment)	Luggo (Rent)	ANHS (Rent US)	Consolidat e MRV&CO	MRV (Inc. Imob.)	Urba (Allotment)	Luggo (Rent)	ANHS (Rent US)	Consolidate MRV&CO
Result prior to income tax and social contribution	737.5	14.5	-10.9	19.6	760.7	861.8	0.6	15.5	-	877.9	-14.4%;	2416.7%;	170.0%;	-	-13.3%;
Income tax and social contribution	-136.7	-3.0	-	-	-139.85	-126.8	-3.3	-	-	-130.0	7.9%;	-7.7%;	-	-	7.5%;
Net income for the period	600.8	11.5	-10.9	19.6	621.0	735.0	-2.7	15.5	-	747.9	-18.3%;	-520.0%;	-170.0%;	-	-18.0%;
Profit attributable to non-controlling interests	69.0	-	-	1.8	70.9	57.9	-0.2	-	-	57.6	19.3%;	-	-	-	22.9%;
Net income attributable to the parent company's shareholders	531.8	11.5	-10.8	17.8	550.1	677.1	-2.4	15.5	-	690.2	-21.5%;	-572.9%;	-170.0%;	-	-20.3%;
net margin	8.2%;	12.9%;		26.8%;	8.3%;	11.3%;	-4.2%;	1966.6%;	-	11.4%;	-27.4%;	-407.1%;	-100.0%;	-	-27.1%;

Our economic indicators

Local suppliers GRI 204-1

Purchasing budget spent with local suppliers ¹	2020	2019 ³	Δ 2020/ 2019
Budget for suppliers (BRL thousand)	1,450	2,148	-100%;
Amount spent with local suppliers ² (BRL thousand)	951	996	-4%;
% of budget spent with local suppliers	65.6	46.4	19,2 p.p

¹ The figures presented above refer to our entire 2020 purchase volume – and not just to specific operating units.

² Local suppliers are those that are located in the same state as the work.

³ 2018 data not available.

Our environmental indicators

Use of materials GRI 301-1

Material name ^{1, 2}	2020	2019 ³	Δ 2020/2019
thousand m³			
Sand	221	1,450	-85%;
Machined concrete	931	951	-2%;
tons			
Mortar	24	49	-52%;
Cement	168	21,883	-99%;
Crushed stone	97	376,636	-74%;
Texture	07	09	-26%;
Rebar/Steel Screen	18,177	38,297	-53%;
thousand m²			
ceramic tile	1,083	1,191	-9%;
Ceramic floor	626	991	-37%;

¹ The figures presented above refer to our entire 2020 purchase volume – not just specific operating units.

² Local suppliers are those that are located in the same state as the work.

³ 2018 data not available.

Our environmental indicators

Use of materials GRI 301-1

Material name ^{1, 2}	2020	2019 ³	Δ 2020/2019
km			
Pipe, stave and precast concrete ring	39	67	-41%;
Electric cable	220	380	-42%;
thousand units			
PVC pipe/connection for normal sewer	4,289	4,911	-13%;
Aluminum window	151	173	-13%;
Concrete block	6,602	12,231	-46%;
Sanitary ware	88	74	20
Meters	56	163	-66%;
Fiber cement tile	230	291	-21%;

¹ The figures presented above refer to our entire 2020 purchase volume – not just specific operating units.

² Local suppliers are those that are located in the same state as the work.

³ 2018 data not available.

Our environmental indicators

Power¹ GRI 302-1

Power consumption (thousand GJ) GRI 302-1	2020	2019	2018	Δ 2020/ 2019	Δ 2019/ 2018
Fuels from non-renewable sources	51	67	56	-24%;	20%;
Diesel	33	38	28	-13%;	35%;
Diesel	0	6	7	-100%;	6%;
LPG	0	1	1	-76%;	-33%;
Aviation kerosene	18	23	20	-22%;	12%;
Fuels from renewable sources (Ethanol)	0	5	3	-98%;	47%;
Electricity	74	83	82	-11%;	1%;

¹ Data are calculated based on monetary amounts paid to utilities, to which the applicable conversion factor is applied to obtain energy data in GJ.

Our environmental indicators

Power¹ GRI 302 -1, 302-1

Power intensity (thousand GJ) GRI 302-2	2020	2019	2018	Δ 2020/ 2019	Δ 2019/ 2018
Total power consumption within the organization (thousand GJ)	125	155	142	-19%;	10%;
Total power consumption out of the organization (million GJ)	2.1	2.9	3.1	-28%;	-7%;
Organization's total power consumption (million GJ)	2.2	3.1	3.3	-28%;	-6%;

¹ Data are calculated based on monetary amounts paid to utilities, to which the applicable conversion factor is applied to obtain power data in GJ.

Our environmental indicators

Water^{1 2 3} GRI 303-1, 303-3

Total volume of water withdrawn, by source (thousand m ³) GRI 303-1	2020	2019 ³
Rainwater collected directly and stored by the organization	1	18
Municipal water supply or other water supply companies	2,863	2,098

Percentage and total volume of recycled and reused water (thousand m ³) GRI 303-3	2020	2019 ³
Total water recycled and reused by the organization	1	18
Total water withdrawn	2,863	2,098
Percentage of recycled and reused water	0.03	0.88

¹The data are calculated based on the monetary amounts paid to the concessionaires, to which the applicable conversion factor is applied to obtain the water data in m³.

²We do not have segregated data on rainwater collected and stored by MRV. The data are consolidated in the "Total" line. ³ 2018 data not available.

Our environmental indicators

Generation of Waste GRI 306-2

Waste class and final destination	Waste type	2020	2019	2018	Δ 2020/ 2019	Δ 2019/ 2018
Hazardous Waste		2.7	4.6	2.5	-46.0%;	69.0%;
Industrial landfill	Empty chemical packaging	2.7	4.6	2.5	-46.0%;	69.0%;
Non Hazardous Waste		348.9	416.6	402.4	-16.0%;	4.0%;
Reuse	Concrete	1.8	4.0	3.9	-55.2%;	3.0%;
Recycling	Paper, plastic and metal	38.3	109.5	69.1	-65.0%;	58.4%;
Construction landfill	Waste Class A	181.7	182.6	244.4	-1%;	25.0%;
Industrial landfill	Non-recyclable and non-recoverable waste (Class C)	94.2	65.8	51.6	33.1%;	27.6%;
Reverse logistic		0.04	-	-	-	-
Total waste		351.3	421.2	405.1	-17.0%;	4.0%;

Our environmental indicators

GHG emissions GRI 305-1, 305-2, 305-3

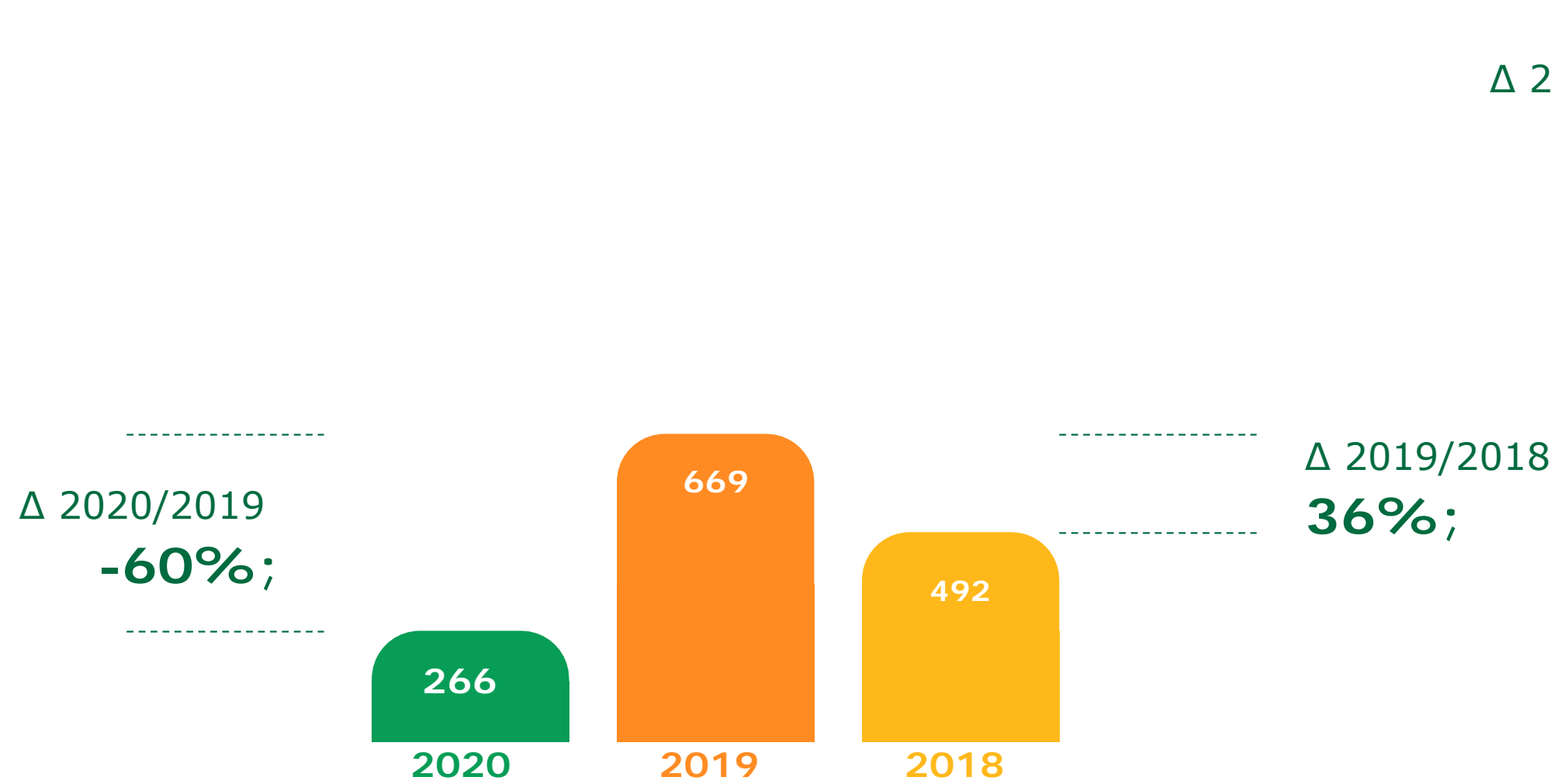
Direct GHG emissions – Scope 1 (tCO ₂ e) GRI 305-1	2020	2019	2018	Δ 2020/ 2019	Δ 2019/ 2018
Category	9,321	7,408	5,026	25%;	47%;
Biogenic	266	669	492	-60%;	36%;
Stationary combustion	2,247	2,541	0.5 ²	-12%;	480401%;
Mobile combustion	1,290	2,045	4,030	-37%;	-49%;
Fugitives	0.7	220.5	0.8	-100%;	27121%;
Land use change	5,517	1,933	502	185%;	285%;
Industrial processes	0	0	0	-	-

¹ Urba company information is not considered.

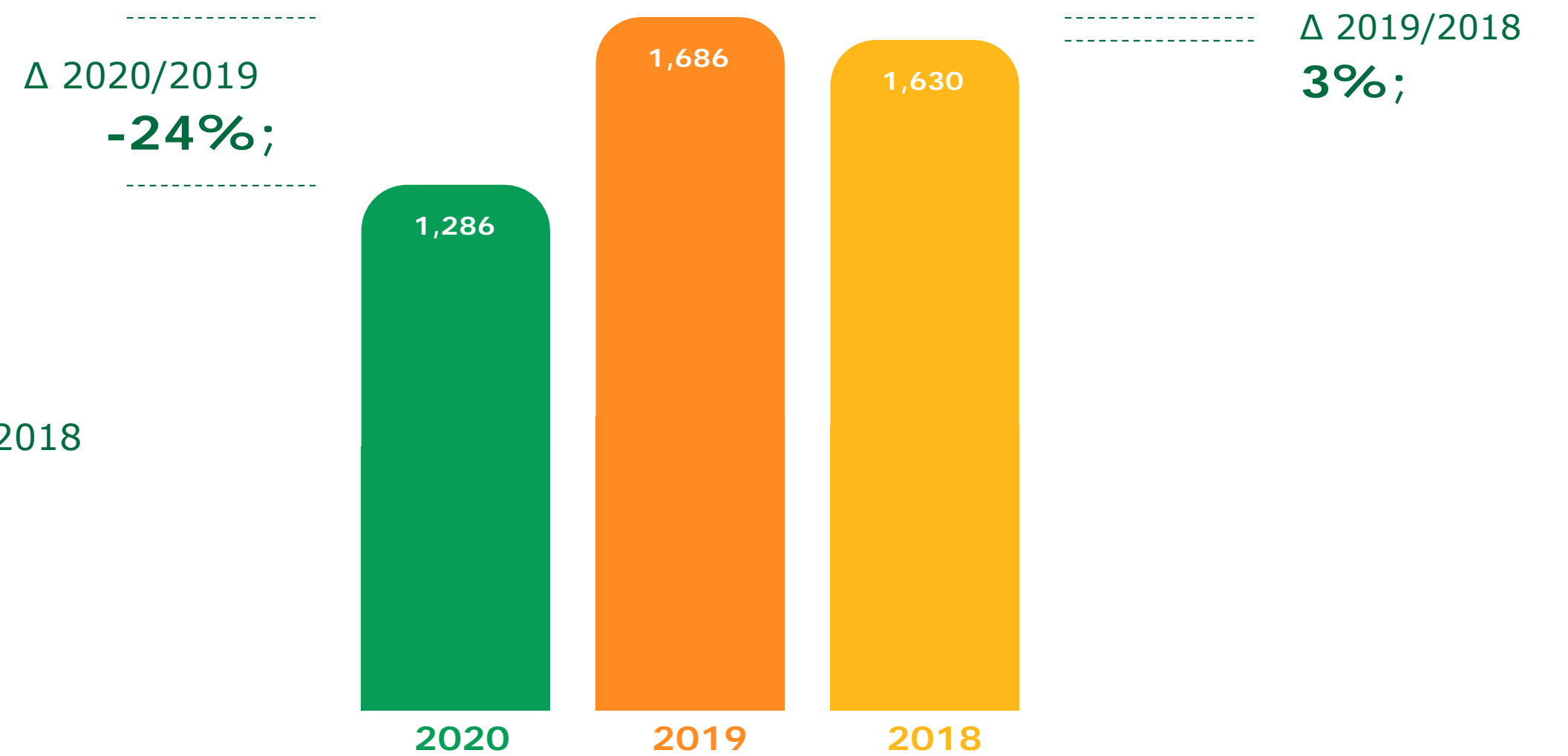
² In 2018, stationary combustion was allocated within mobile combustion, hence this expressive variation.

Our environmental indicators

Biogenic CO emissions (tCO₂e) Scope 1 ¹ GRI 305-1



Indirect emissions from acquisition of electricity (tCO₂e)¹ Scope 2 GRI 305-2



¹ *Urba company information is not considered. The emission factors used and the global warming potential (GWP) rates used were: Brazilian GHG Protocol 2016 Program. IPCC 2006; Sinduscon SP 2012; SIN – National Integrated System; MCTIC – Ministry of Culture and Innovation; CNPE 2017; Lima 2010; BEN 2015; ANPI-SLP-SEP 2019. The following documents have been used as methodology: IPCC 2006; Sinduscon SP 2012; SIN – National Integrated System; MCTIC – Ministry of Culture and Innovation; CNPE 2017; Lima 2010; BEN 2015; ANPI-SLP-SET 2019.*

¹ *Assumptions and methodology adopted: Brazilian GHG Protocol 2016 Program. IPCC 2006; Sinduscon SP 2012; SIN – National Integrated System; MCTIC – Ministry of Culture and Innovation; CNPE 2017; Lima 2010; BEN 2015; ANPI-SLP-SET 2019.*

Our environmental indicators

GHG emissions GRI 305-1, 305-2, 305-3

Other greenhouse gas emissions (tCO ₂ e) ¹ Scope 3 GRI 305-3	2020	2019	2018	Δ 2020/ 2019	Δ 2019/ 2018
Category	212,969	282,934	268,442	-25%;	5%;
Other Scope 3 (thousand) emissions	211,736	281,330	266,842	-25%;	5%;
Waste generated in operations	263	386	573	-32%;	-33%;
Business trips	970	1,219	1,027	-20%;	19%;

1 Assumptions and methodology adopted: IPCC 2006; Sinduscon SP 2012; SIN – National Integrated System; MCTIC – Ministry of Culture and Innovation; CNPE 2017; Lima 2010; BEN 2015; ANPI-SLP-SET 2019;

Intensity of GHG emissions GRI 305-4	2020	2019	2018	Δ 2020/ 2019	Δ 2019/ 2018
Intensity of gas emissions from greenhouse effect (tCO₂ e/up)	6.3	7.4	7.4	-15%;	0%;

Our environmental indicators

GHG Emissions GRI 305 -1, 305-1, 305-2, 305-3

Reduction of GHG emissions (tCO ₂ e) GRI 305-5	2020	2019	2018	Δ 2020/ 2019	Δ 2019/ 2018
From direct emissions (Scope 1)	9,321	7,408	5,026	26%;	47%;
From indirect emissions from energy acquisition (Scope 2)	1,286	1,686	1,630	-24%;	3%;
From other indirect emissions (Scope 3)	212,969	282,934	268,442	-25%;	5%;
Reductions from offsets	10,607	9,094	6,655	17%;	37%;

Our social indicators

Our team: profile, hiring and turnover GRI 102-8

Number of employees by gender and employment contract GRI 102-8

Gender	2020		2019		2018		Δ 2020/2019		Δ 2019/2018	
	M	W	M	W	M	W	M	W	M	W
Total	19,058		18,516		22,494		3%;		-18%;	
Total by gender	15,133	3,925	14,637	3,879	18,416	4,078	3%;	1%;	-21%;	-5%;
% by gender	79%;	21%;	79%;	21%;	82%;	18%;	0%;	0%;	-3%;	3%;
Permanent	14,641	3,372	14,065	3,324	17,825	3,490	4%;	1%;	-21%;	-5%;
Temporary	492	553	572	555	591	588	-16%;	0%;	-3%;	-6%;

¹Men

²Women

Our social indicators

Our team: profile, hiring and turnover GRI 102-8

Employees by age group	2020	2019	Δ 2020/ 2019
Up to 30	5,823	7,060	-18%;
Between 31 and 50 years old	11,128	9,299	20%;
From 51 years old	2,107	2,157	-2%;
Total	19,058	18,516	3%;

Our social indicators

Our team: profile, hiring and turnover GRI 102-8

Employees by area	% 2020	2020	%2019	2019	%2018	2018	Δ 2020/ 2019	Δ 2019/ 2018
Board	-	79	-	48	-	58	65%;	-17%;
Men	86%;	68	92%;	44	91%;	53	55%;	-17%;
Women	14%;	11	8%;	4	9%;	5	175%;	-20%;
Management	-	239	-	187	-	195	28%;	-4%;
Men	70%;	167	74%;	139	77%;	150	20%;	-7%;
Women	30%;	72	26%;	48	23%;	45	50%;	7%;
Leadership	-	938	-	1,004	-	1,086	-7%;	-8%;
Men	64%;	600	65%;	648	67%;	727	-7%;	-11%;
Women	36%;	338	35%;	356	33%;	359	-5%;	-1%;
Professionals	-	1,174	-	1,192	-	1,069	-2%;	12%;
Men	36%;	428	39%;	461	38%;	403	-7%;	14%;
Women	64%;	746	61%;	731	62%;	666	2%;	10%;

Our social indicators

Our team: profile, hiring and turnover GRI 102-8

Employees by area	% 2020	2020	%2019	2019	%2018	2018	Δ 2020/ 2019	Δ 2019/ 2018
Operational (administrative)	-	1,197	-	3,519	-	1,539	-66%;	129%;
Men	56%;	665	58%;	2,038	42%;	644	-67%;	216%;
Women	44%;	532	42%;	1481	58%;	895	-64%;	65%;
Operational (works)	-	14,386	-	11,428	-	17,368	26%;	-34%;
Men	88%;	12,713	94%;	10,725	91%;	15,848	19%;	-32%;
Women	12%;	1673	6%;	703	9%;	1,520	138%;	-54%;
Trainees and apprentices	-	1,045	-	1,127	-	1,179	-7%;	-4%;
Men	47%;	492	51%;	572	50%;	591	-14%;	-3%;
Women	53%;	553	49%;	555	50%;	588	0%;	-6%;
Overall Total	-	19,058	-	18,505	-	22,494	3%;	-18%;
Men	79%;	15,133	79%;	14,627	82%;	18,416	3%;	-21%;
Women	21%;	3,925	21%;	3,878	18%;	4,078	1%;	-5%;

Our social indicators

Our team: profile, hiring and turnover GRI 102-8

Individuals of governance bodies	2020	2019	2018	Δ 2020/ 2019	Δ 2019/ 2018
Board of Directors	8	8	7	0%;	14%;

Our social indicators

Our team: profile, hiring and turnover GRI 102-8

Number of hires and layoffs GRI 401-1	2020		2019		Δ 2020/2019	
	C ¹	D ²	C	D	C	D
Total	13,095	12,801	16,408	20,241	-20.2%	-36.8%
By gender						
Women	14.8%;	14.8%;	13.5%;	14.5%;	-12.6%;	-38.9%;
Men	85.2%;	85.2%;	86.5%;	108.8%;	-21.4%;	-20.5%;
By age						
Up to 30	34.5%;	31.4%;	40.3%;	45.5%;	-31.7%;	-46.2%;
Between 31 and 50 years old	57.1%;	56.5%;	49.5%;	63.8%;	-8.0%;	-30.9%;
From 51 years old	8.5%;	12.1%;	10.2%;	14.1%;	-33.6%;	-32.6%;
By region						
South	19.1%;	17.2%;	14.7%;	24.2%;	4.1%;	-44.6%;
Southeast	53.0%;	55.5%;	55.3%;	63.7%;	-23.5%;	-32.1%;
Midwest	4.1%;	5.2%;	5.7%;	11.0%;	-42.5%;	-63.3%;
Northeast	21.9%;	20.7%;	22.0%;	22.2%;	-20.8%;	-27.3%;
North	1.9%;	1.5%;	2.3%;	2.2%;	-33.9%;	-48.2%;

¹Hiring
²Layoff

Our team: profile, hiring and turnover GRI 102 -8, 401-1

Hiring and layoff rate GRI 401-1	2020		2019		Δ 2020/2019	
	C ¹	D ²	C	D	C	D
Total	0.69	0.67	0.89	1.09	0.50	0.21
By gender						
Women	0.49	0.72	0.57	0.62	0.10	0.10
Men	0.74	0.48	0.97	1.22	0.9	0.89
By age						
Up to 30	0.74	0.69	0.94	1.06	0.38	0.38
Between 31 and 50 years old	0.49	0.65	0.87	1.13	0.51	0.53
From 51 years old	0.69	0.74	0.78	1.07	0.11	0.11
By region						
South	0.87	0.76	0.93	1.54	0.21	0.17
Southeast	0.63	0.65	0.82	0.95	0.51	0.54
Midwest	0.57	0.7	0.86	1.66	0.11	0.11
Northeast	0.72	0.66	1.01	1.02	0.16	0.17
North	0.88	0.66	1.71	1.63	0.01	0.01

¹Hiring
²Termination

Our social indicators

Our team: training and performance

Average hours of employee training by gender GRI 404-1	2020 ¹
Men	0.02
Women	0.07
Total	0.03

¹Data for 2018 and 2019 not available.

Average hours of training of employees by functional category GRI 404-1	2020 ¹
Administrative	0.02
Coordinator	0.11
Board	0.04
Management	0.12
Total	0.03

¹Data for 2018 and 2019 not available.

Our social indicators

Our team: training and performance

Employees who received regular performance and development assessments by functional category ¹ (%) GRI 404-3	2020 %	2019 %	Δ 2020/2019 (in p.p.)
Board	76.67	94.44	-17.77
Women	100.00	100.00	00.00
Men	74.55	93.94	-19.39
Management	93.31	97.45	-4.14
Women	95.83	85.37	10.46
Men	92.31	100.00	-7.69
Head / coordination	89.49	97.10	-7.61
Women	90.74	100.00	-9.26
Men	88.30	94.40	-6.10
Technician / supervision	51.93	69.42	-17.49
Women	59.56	70.55	-10.99
Men	48.31	68.77	-20.46

Our social indicators

Our team: training and performance

Employees who received regular performance and development assessments by functional category ¹ (%) GRI 404-3	2020 %	2019 %	Δ 2020/2019 (in p.p.)
Administrative	45.16	86.21	-41.05
Women	49.48	84.57	-35.09
Men	39.21	88.68	-49.47
Trainees ²	0.00	68.42	-68.42
Women	00.00	77.77	-77.77
Men	00.00	60.00	-60.00
Overall Total	49.89	52.37	-2.48
Women	54.74	54.74	00.00
Men	49.89	49.89	00.00

¹ Operational positions had no performance evaluation in 2020. ² We did not have a Trainee program in 2020.

Our social indicators

Our team: diversity and equity

Employees, by functional category and gender (%) GRI 405-1	2020 (%)	2019 (%)	Δ 2020/2019 (in p.p.)
Board	57	59	
Women	7.02	8.47	-1.45
Men	93.98	91.53	-1.45
Management	243	186	
Women	30.04	25.81	4.23
Men	70.0	74.2	-4.23
Head / coordination	324	1,002	
Women	48.46	35.33	13.13
Men	51.54	64.67	-13.13
Technician / supervision	470	303	
Women	38.30	44.22	-5.92
Men	61.70	55.78	5.92

Employees, by functional category and gender (%) GRI 405-1	2020 (%)	2019 (%)	Δ 2020/2019 (in p.p.)
Administrative	2,611	3,864	
Women	61.13	57.48	3.65
Men	38.87	42.52	-3.65
Operational	1,928	13,146	
Women	28.58	8.88	19.7
Men	71.42	91.12	-19.70
Trainees¹	0	15	
Women	0	53.33	-
Men	0	46.67	-
Overall Total	19,058	18,516	
Women	20.59	21.24	-0.65
Men	79.40	78.76	0.73

¹ Cargos

positions had no performance assessment in 2020.

² *We had no Trainee program in 2020.*

Our social indicators

Our team: diversity and equity

Employees, by position category and gender (%) GRI 405-1	2020	2019	Δ 2020/2019 (in p.p.)
Board			
Up to 30	0.00	0.00	0.00
Between 31 and 50 years old	66.67	53.42	13.25
From 51 years old	33.33	46.58	-13.25
Management			
Up to 30	4.48	4.53	-0.05
Between 31 and 50 years old	88.06	89.30	-1.24
From 51 years old	7.46	6.17	1.29
Head / coordination			
Up to 30	14.51	29.50	-14.99
Between 31 and 50 years old	82.41	68.53	13.88
From 51 years old	3.09	1.97	1.12

Employees, by position category and gender (%)	2020	2019	Δ 2020/2019 (in p.p.)
Technician / supervision			
Up to 30	47.07	35.05	12.02
Between 31 and 50 years old	50.86	62.06	-11.20
From 51 years old	2.07	2.89	-0.82
Administrative			
Up to 30	47.07	67.74	-20.67
Between 31 and 50 years old	50.86	30.53	20.33
From 51 years old	2.07	1.73	0.34
Operational			
Up to 30	41.34	30.67	10.67
Between 31 and 50 years old	45.44	53.87	-8.43
From 51 years old	13.23	15.47	-2.24

Our social indicators

Our team: diversity and equity

Employees, by position category and gender (%) GRI 405-1	2020	2019	Δ 2020/2019 (in p.p.)
Trainees¹			
Up to 30	0.00	100.00	-
Between 31 and 50 years old	0.00	-	-
From 51 years old	0.00	-	-
Overall Total			
Up to 30	38.36	38.13	0.23
Between 31 and 50 years old	55.10	50.22	4.88
From 51 years old	6.53	11.65	-5.12

¹ We did not have a Trainee program in 2020. ²2018 data not available.

Our team: safety indicators GRI 403-9

Work accidents GRI 403-9	2020 Employees ¹
Number of hours worked	41,335,140
Number of deaths resulting from work accidents	3
Index of deaths resulting from occupational accidents	0.07
Number of occupational accidents with serious consequences (except deaths)	2
Index of occupational accidents with serious consequences (except deaths)	0.09
Number of mandatory reporting accidents at work (includes deaths)	250
Mandatory reporting accident rate at work (includes deaths)	7.40

¹ Numbers include third-party collaborators.

Statement of Independent Verification GRI 102-56

STATEMENT OF INDEPENDENT VERIFICATION – BUREAU VERITAS

Introduction

Bureau Veritas Certification Brazil (Bureau Veritas) was hired by MRV&CO, to conduct an independent verification of its 2020 Sustainability Report (hereinafter referred to as the Report).

The information published in the report is the sole responsibility of the management of MRV&CO. Our responsibility is defined according to the scope below.

Scope of work

The scope of this verification covered the Global Reporting Initiative™ Standards and Principles¹ for Sustainability Reporting and refers to the reporting period from January 1st to December 31st, 2020.

Responsibilities of MRV&CO, and Bureau Veritas

The preparation, presentation and content of the Report are the sole responsibility of MRV&CO's management. Bureau Veritas is responsible for providing an independent opinion to Stakeholders in accordance with the scope of work defined in this statement.

Methodology

The verification included the following activities:

1. Interviews with those responsible for the material topics and content of the Report, including the GRI indicators associated with the material topics;
2. Analysis of documentary evidence provided by MRV&CO, for the period covered by the Report (2020);
3. Evaluation of systems used for data compilation;

4. Analysis of engagement activities with stakeholders developed by MRV&CO;

5. Evaluation of the system used to determine the material aspects included in the Report, considering the context of sustainability and the scope of the information published.

The verification level adopted was Limited, in accordance with the requirements of the ISAE 30001 standard, incorporated into the internal verification protocols of Bureau Veritas.

Limitations and exclusions

Any evaluation of information related to:

- Activities outside the reporting period; position statements (expressions of opinion, belief, objectives or future intentions) by MRV&CO;

- Accuracy of economic data-financial information contained in this Report, taken from financial statements, verified by independent auditors;
- Inventory of Greenhouse Gas (GHG) emissions, already verified by an independent audit.

The following limitations were applied to this verification:

The principles of Accuracy and Reliability of data were verified on a sample basis, exclusively in light of information and data related to the material themes presented in the Report;

The economic information presented in the Report was specifically verified against the GRI Equilibrium principle.

¹ ISAE 3000: International Standard on Assurance Engagements

Statement of Independent Verification GRI 102-56

Opinion on the report and verification process

In 2020, MRV&CO carried out a new materiality study which resulted in eight material topics. Consultations have been carried out through various channels with a significant group of stakeholders. In our opinion, the selected topics and subtopics made it possible to prepare a balanced Report in a context of current sustainability;

The Report presents a matrix containing MRV&CO's strategy and a survey of external sources on relevant aspects that are being discussed nationally and internationally in the construction sector: GRI Standard, and Sustainable Development Goals (SDGs);

The data presented to meet the GRI indicators 305-1, 305-2 and 305-3 are part of the Inventory of Greenhouse Gases (GHG) emissions, prepared in 2020, whose content has not been verified

specific. Prepared based on NBR ISO 14.064-1/07 and the Brazilian GHG Protocol Program, the inventory was certified by a third party through an independent verification process;

The Report appropriately presents the indicators associated with the GRI Essential option, which includes social and environmental indicators;

The various inconsistencies found in the Report, in relation to one or more GRI Principles, have been satisfactorily corrected.

Conclusion

As a result of our verification process, nothing reached our knowledge that could indicate that:

The information provided in the Report is not balanced, consistent and reliable;

MRV&CO has not established appropriate systems for collection,

compilation and analysis of quantitative and qualitative data and indicators used in the Report;

The Report does not adhere to the Principles for defining content and quality, the GRI standard for sustainability reports and does not meet the criteria of the Essential option.

Declaration of independence and impartiality

Bureau Veritas Certification is an independent professional services firm specializing in Quality, Health, Safety, Social and Environmental management with over 185 years of experience in independent assessment services.

Bureau Veritas has implemented and enforces a Code of Ethics throughout its business to ensure that its employees maintain the highest standards in their daily activities. We are particularly careful to prevent conflicts of interest.

The verification team does not have any other relationship with MRV&CO other than the independent verification of the Sustainability Report. We understand that there is no conflict between other services performed by Bureau Veritas and this verification performed by our team.

The team that conducted this verification for MRV&CO has extensive knowledge in verifying information and systems involving environmental, social, health, safety and ethics issues, which, combined with experience in these areas, allows us a clear understanding of the presentation and verification of good Practices of corporate responsibility.

Contact

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São Paulo, May 2021
Nelson Luiz Magalhães Bastos Lead Auditor
Assurance Sustainability Reports (ASR)
Bureau Veritas Certification – Brazil

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