



# Quidgest

Artificial Intelligence Engineering

## COP SELF-ASSESSMENT

UNITED NATIONS GLOBAL COMPACT

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## GENERAL INFORMATION

### Statement of continued support by the Chief Executive Officer

To our stakeholders:

I am pleased to confirm that QUIDGEST – Consultores de Gestão S.A. reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

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

Sincerely yours,

**Cristina Marinhos**

*Chairman of the Board Members*

## STRATEGY

### Implementing the Ten Principles into Strategies & Operations

Corporate sustainability is a company wide activity and each business unit manager is responsible for ensuring that company policies and practices relating to the SDGs are implemented within their unit.

Quidgest works with various multilateral organizations in order to partner with them to implement products that (indirectly) impact SDG's all over the world, with a specific focus on emerging economies.

# HUMAN RIGHTS

## Description

Our respect of human rights include supporting and recognizing the following international and regional human rights instruments:

- UN International Bill of Human Rights
- UN Guiding Principles on Business and Human Rights
- Children's Rights and Business Principles by the UN Global Compact, UNICEF and Save the Children

**Quidgest's Code of Conduct, Supplier Code of Conduct:** Our policies and directives reflect our commitment to respect human rights. Through these guiding documents, we set and communicate our expectations on mutual respect, non-discrimination, safe and healthy workplaces, freedom of association and collective bargaining, working hours and compensation and zero tolerance to any forms of modern slavery or child labor. These topics are also part of the mandatory annual training session for all employees and mandatory reading for those entering in the company.

**Diversity Policy:** Diversity is the inclusion of individuals of different genders, national origins, religions, regions, educations, social statuses, and LGBT, regardless of whether these traits are innate or acquired, visible, or invisible. Quidgest is serious about keeping all forms of discrimination and unfair practices out of its operations around the world. This stance is reflected in our participation in the United Nations Global Compact since 2017.

**Digital Skills for all:** From our first steps we dreamed of driving a world where everyone embraced technology as an essential tool for training new skills of present and future generations. This dream has become our mission. We are active members of the European Commission's Digital Skills and Job Coalition. We aim to contribute directly to the promotion of digital skills in Europe and the world, combating the lack of digital skills in Europe.

## Implementation

Since 2019, we have implemented our **Quidgest Academy** that provides different innovative training programs where education and technology are in perfect harmony.

We provide complimentary places in our Quidgest Academy for women to address the gender imbalance that is still prevalent in IT companies and technical roles.

## Measurement of outcomes

In 2021 we trained more than **100 people** in using Genio for creating digital solutions, of whom **40** were women.

Launched two #Genioforall campaigns offering up to **20** complimentary places for women in Genio training courses, connected to the celebration of International Women's Day (2021) and MicroSoft Impact Week (2022)

A number of Quidgest staff have been recognized in the Portuguese Women in Tech awards, including being in the TOP3 for the Software Developer category of the Year in 2021.

Over **40%** of the Quidgest workforce are women, including in senior management and high skilled technical roles, far exceeding the tech industry average of 16% women in the workforce.

## LABOUR

### Description

We promote gender equality and the **#girlsintech** movement to drive women's ability to empower themselves through technology. We are strongly committed to diversity and inclusion and believe that by improving the diversity of our workforce we will better reflect our customer base and wider society. We believe our strong engagement to diversity is a source of business strength and **we are proud to be one of the first tech companies led by a woman**, our CEO Cristina Marinhas.

At Quidgest, **open dialogue** is promoted between executive management and employees: every year we promote several "ChallengeU" initiatives in order to **give voice to our employees**. It is a 4-hour session to share ideas, inputs and initiatives that can contribute to the cohesion of Quidgest's visions of the future.

**Initiatives to promote a collaborative and engaging workplace:** Each year we hold an annual event, "QuidChallenge", to bring together all employees in a company challenge to help staff build relationships with people across all departments and levels of the company. We also promote a "QuidSpark" every quarter, where every department shares its news / accomplishments.

### Implementation

Quidgest ensures the rights of parents, pregnant women, and lactating mothers are safeguarded in the work place.

Since 2021 Quidgest has offered **hybrid working** with 3 days in the office and 2 days working from home per week to offer more flexibility to employees in working conditions and maintaining work-life balance.

Quidgest is currently applying for accreditation under the **Portuguese standard NP 4552** which defines the requirements for the implementation, maintenance and management of a management system for reconciling professional, family and personal life.

In 2022 Quidgest is providing **post-graduate training in lean management** systems to 20 employees.

Quidgest employees pursuing education are offered **part-time or flexible working hours**.

Quidgest provides a number of agreements and discounts for staff for gymnasiums, restaurants, and other businesses to support both healthy lifestyles and ease cost of living expenses.

## Measurement of outcomes

Physical gatherings were not possible during most of 2020 and 2021, due to COVID-19. This year of 2022, Quidgest has re-instated some events.

- May 2022 – “QuidChallenge” event in which almost 100 employees participated in collaborative challenges.
- January and April 2022 – “QuidSpark” event, still in a hybrid environment, in which an average of 80 employees participated to present or discover the news in each department.
- July and October 2021 – “QuidSpark” event, fully remote, with an average of 60 participations.
- From May2021 to May2022, 4 “ChallengeU” were held remotely, on very different topics.

Other initiatives:

- 3 additional holiday days offered to staff in recognition for 0 absences in the previous year.
- In 2021 Quidgest provided 34 internships. This year of 2022, more than 20 internships are planned.
- 15% of Quidgest employees are over 50 years of age.
- We believe we have created a supportive and engaging workplace for employees as the average length of employment is 7 years.

## ENVIRONMENT

### Description

Quidgest is an **ISO14001 environmental certified company**, with a strong Social Responsibility component and actively supports the United Nations Sustainable Development Goals;

Quidgest signed the “Business Ambition for 1.5°C”, an initiative of the United Nations Global Compact Network that makes companies responsible worldwide for setting emission reduction goals and objectives to achieve zero net emissions by 2050 and limit the global warming at 1.5°C by 2030;

In Quidgest’s Environmental Policy you can find:

- Our Recycling Program: a general campaign designed to educate employees about the benefits of recycling, developed every year. We also changed our habits and offered a porcelain mug and glass bottle o all employees, abolishing the internal use of plastic cups and bottles - <https://quidgest.com/noticia/reduzir-reciclar-e-reutilizar/>

- Quidgest's Water Conservation Plan: in 2019 we have implemented in our headquarters an automatic device on our taps to combat water waste.
- Our concerns in providing a workplace free of recognized hazards and maintain healthy working conditions for all company employees, by closely monitor all facilities for the prevention of pollution;
- Our commitment to strive to continuously improve our commitment to the above-stated principles through the exercise of our EMS, improved technology, production changes and due diligence.

## Implementation

- Quidgest provides recycling collection points in all areas of the building.
- Quidgest provides a monthly travel subsidy to employees to encourage the use of public transportation.
- Quidgest has chosen an office location which is easily accessible by many public transportation routes
- Quidgest provides facilities for employees to commute by bicycle

## Measurement of outcomes

- Quidgest is an ISO14001 environmental certified company since 2008
- Consumption of energy, water and toners is measured every month and registered every quarter in Quidgest's Quality BSC in respect to the compliance of ISO14001 and Quidgest's respect to the environment.

# ANTI-CORRUPTION

## Description

Quidgest obtained in 2019 Portugal's Global Compact Network seal "**Sociedade Justa, Ethical Business**". This recognition enhances the company's commitment to a market levelled by fair decisions, and the fight against illegitimate privileges that distort competition and lead to bad and often illegal decisions.

Quidgest's **Code of Conduct** is straight forward—the Company prohibits offering or receiving bribes or corrupt payments in any form. This policy applies equally to all employees, agents or representatives, vendors, clients, business partners or other service providers. All our contracts mention "anti-corruption" and/or "ethical behaviour", in order to enforce this commitment.

The Code of Conduct is a part of Quidgest's Quality Management Policy and Processes. Each year, Quidgest renews our ISO 9001 certification of our Quality Management Policy and Processes and their implementation.

**Transparency of information:** Quidgest also strives to prevent fraud and other forms of misconduct in a number of ways, including by periodically sharing information with all employees on "QuidSpark" sessions.

## Implementation

- Annual training is provided to all staff in relation to awareness of **anti-corruption policies and elimination of risks**.
- An **incident reporting tool** is available to all staff to report and document any incidents which threaten Quidgest anti-corruption policies and similar risks.
- In 2022 Quidgest will provide public training in the implementation of platforms and protections for Whistleblowers aligned to EU and Portuguese directives.
- Suppliers and partners are verified using a due diligence process to ensure their credibility and are provided with onboarding support to align them with Quidgest practices and protocols in procurement, project delivery, and other areas of our business.

## Measurement of outcomes

- 2021 4 QuidSpark Sessions held for all employees (2 in the current COP reporting period)
- 2022 2 QuidSpark Sessions – to date

Quidgest is certified under **ISO 9001** for Quality Management since 2008. Included in our quality management practices is the alignment of all activities, especially in relation to procurement, with the company Code of Conduct.

# UN GOALS

## Description

Sustainable development and the creation of added value to community are part of Quidgest's mission and a pillar of reference to the company's positioning in the national and international markets. Since its inception, the company has been focused in creating a sustainable future for all, where technology plays a key role. Mission is global, action is local. Through a network of partnerships, Quidgest aims to connect with all national, regional and local actors who can help to promote innovative initiatives for a sustainable future for all.

## Implementation

Quidgest delivers projects globally directly addressing the SDGs.

Quidgest is a signatory to the UN Business Ambition for 1.5°C commitment on climate reduction.

## Measurement of outcomes

Over 80% of Quidgest projects are directly linked to delivering social or economic value, or in the enhancement of public services including advancing transparency and accountability in government.



# GOVERNANCE

## Description

CEO leads executive management team in development of corporate sustainability strategy, defining goals and overseeing implementation

CEO promotes initiatives to enhance sustainability of the company's sector and leads development of industry standards

Board of Directors (or equivalent) assumes responsibility and oversight for long-term corporate sustainability strategy and performance

Board (or committee), where permissible, approves formal reporting on corporate sustainability (Communication on Progress)

Establish channels to engage with employees and other stakeholders to hear their ideas and address their concerns

## Implementation

Sustainable development and the creation of added value to community are part of Quidgest's mission and a pillar of reference to the company's positioning in the national and international markets. Since its inception, the company has been focused in creating a sustainable future for all, where technology plays a key role. Mission is global, action is local. Through a network of partnerships, Quidgest aims to connect with all national, regional and local actors who can help to promote innovative initiatives for a sustainable future for all.

## Measurement of outcomes

Quidgest not only commits itself to Ethics and Integrity, Inclusion and Gender Equality, and Digital Skills for all but also works with multiple clients with different projects that positively impact some of the sustainable development goals. In addition, Quidgest actively promotes and contributes to the SDGs, recognizing their strategic importance both to our business and the world – and we're committed to helping achieve them.

In September 2021, Quidgest's annual event for clients, partners, and the community – Q-Day – was held on this topic. An entire day with different panels to promote the importance of the SDG to more than 300 participants: [Event summary here](#).

Lisbon, June 2022

## Some Projects with Clients



### GOAL 3

– Kiri Biz – Rapariga Biz program

Monitoring system of the Kiri Biz – Rapariga Biz program that aims to provide sex education for girls and young women in Mozambique, in partnership with the Government of Mozambique and Coalition of Mozambican Youth, in partnership with UNFPA, UNICEF, UNESCO, UN Women and the Government of Sweden.

– Medication Stock Management System

Development of a stock management system for the Integrated Program for the Reduction of Maternal and Child Mortality, in partnership with the Ministry of Public Health of Guinea-Bissau, in partnership with the Instituto Marques Valle de Flôr, UNICEF and Entraide Médicale Internationale (EMI).



### GOAL 4

Quidgest is an active advocate of SDG 4: Quality Education and believes that technology is a key factor in transforming education.

– Genio4all Project

Genio4All assumes itself as a revolutionary project of technological education of the new generations. Focusing on young volunteers and poorer communities, it combines technology and education. The participants will undergo intensive training, based on innovative teaching methodologies, which will equip them with the necessary digital skills for their professional future. At the same time, the project intends to promote the engagement of these young people to the reality of many poor communities and to the ODS, making them conscious citizens with an active role in promoting sustainability.

– Education for Sustainable Development

Quidgest became the official technology partner of Global Compact Network Portugal for the development of a Learning Management Portal applying the UNESCO's Education 2030 Framework. The project has a partnership between the UN GCNP – United Nations Global Compact Network Portugal / APEE – Portuguese Business Ethics Association, the Ministry of Education, the UNESCO National Commission, the Millennium EDU Foundation, and counts on the participation of large companies Portuguese universities, such as EDP, Galp, the European University, the Ministry of Education, among others.

In September 2018, Quidgest officially launched the portal during the event [SUSTAINABLE EDUCATION MEETING – SEM2018](#) at the Microsoft Technology Center in New York.



### GOAL 9

Promote the construction of resilient infrastructures, inclusive and sustainable industrialization and foster innovation in the public sector.

1. Strategic Management Solution and Web Portal for the Five-Year Development Plan of the Government of El Salvador, in partnership with the Inter-American Development Bank.
2. Legislative Technical Information System for the Legislative Assembly of El Salvador, included in the Legislative Body Modernization Program, developed in partnership with SST and the Inter-American Development Bank.
3. Process Management System of the Attorney General's Office of the Republic of Mozambique, which resulted in an improvement in workflows, a more efficient management of information and an increase in the quality of the service provided.
4. Integrated Management System for the Angolan National Assembly, which allowed integrated management of all information.
5. Integrated Land Registry System for the National Directorate of Registries and Notaries of Mozambique, which represented an important step in the implementation of e-governance policy in the country.



### GOAL 16

Develop effective, accountable and transparent institutions at all levels and ensure public access to information. An integrated monitoring solution for the Indicators of Sustainable Development Objectives, in partnership with the Government of El Salvador and UNDP, allowed the real-time public view of the impact of the National Plan for Sustainable Development.



### GOAL 17

Strengthen the means of implementation and promote global partnerships for sustainable development.

It highlights the official partnership with the Global Partnership for Sustainable Development Data, an initiative created to help stakeholders from all countries and sectors to enhance the importance of data monitoring for sustainable development.

In order to directly contribute to the compliance with the ODS, Quidgest has become a member of the Global Compact Network. Wanting to mobilize a global sustainable business movement, the United Nations Global Compact Network is the world's largest corporate sustainability initiative.

We are active members of the Digital Skills and Job Coalition of the European Commission. We aim to contribute directly to the promotion of digital skills in Europe and the world, combating the lack of digital skills in Europe.