



# Sustainability Report

Instituto de Pesquisas ELDORADO

JULY/2024

# Sustainability Report

Instituto de Pesquisas ELDORADO 2024

## Table of contents

<b>1. Introduction</b>	<b>05</b>
1.1 – About ELDORADO	05
<b>2. Our Commitments</b>	<b>06</b>
2.1 – Introduction	06
2.2 – Corporate Mission	07
2.3 – Strategic Vision of Sustainability at the Instituto ELDORADO	08
2.4 – Values	09
2.5 – Material Subjects	12
2.6 – Offering Sustainable Values to our Customers and Partners	13
<b>3. Social Responsibility</b>	<b>15</b>
3.1 – Projects with the Community	15
3.2 – R&D projects in Brazil	21
<b>4. Valuing our employees</b>	<b>25</b>
4.1 – Benefits	25
4.2 – Universidade ELDORADO	26
<b>5. Occupational Safety and Environment</b>	<b>28</b>



<b>6. Governance</b>	<b>29</b>
6.1 – Corporate Structure	29
6.2 – Board of Directors Committees	30
6.3 – Working Groups	31
6.4 – Operational Committees	37
6.5 – Corporate Policies	40
6.6 – Certifications	41
6.7 – Compliance	42
6.8 – General Personal Data Protection Law	43
6.9 – Intellectual Property	43
<b>7. Environmental Protection</b>	<b>45</b>
7.1 – Recycling	45
7.2 – Water consumption	46
7.3 – Energy consumption	46
7.4 – Environmental Impact Assessment	47
7.5 – Environmental Compatibility Services	48
<b>8. Partnership Projects</b>	<b>49</b>
8.1 – HackaTruck	49
8.2 – Academy	51
8.3 – Scholarship holders	51
8.4 – TIC em trilhas	52
8.5 – Partnerships with Universities	53
<b>9. Challenges and Opportunities</b>	<b>54</b>



<b>10. Communication and Engagement .....</b>	<b>56</b>
10.1 – Annual Report .....	56
10.2 – Sustainability Training .....	57
10.3 – General Meetings .....	57
10.4 – Social Media .....	57



# 1 Introduction

## 1.1 – About ELDORADO

The Instituto de Pesquisas ELDORADO is a private, non-profit organization that carries out applied research and technological development activities. Its main focus is to provide innovative solutions for companies and institutions in various technological areas.

Created in 1999, the Institute currently has around two thousand employees divided into four units in Brazil: Brasília, Campinas, Manaus, and Porto Alegre. In addition to directly contributing to the digital transformation of companies, ELDORADO's permanent purpose is to develop the country's technological ecosystem, with a special focus on Open Innovation projects.

Its main focus is on creating and executing projects and solutions focused on technology and innovation in the areas of software, hardware, microelectronics, testing, education, and consulting.

Furthermore, ELDORADO creates disruptive solutions for the IT/Telecom, Energy, Agribusiness, Oil & Gas, Healthcare, Automotive, and other markets; it has success stories in emerging technologies such as Artificial Intelligence, Computer Vision, Computer Graphics, Virtual and Augmented Reality, Virtual Assistants and Voice Interface, Big Data and Analytics, Embedded Systems, IoT, and Blockchain.

Over the years, we have built and strengthened an extensive portfolio of clients and partners – currently comprising large national and international companies – and we are constantly included in rankings of the best companies to work for in Brazil.





## 2 Our commitments

### 2.1 – Introduction

Dear employees and partners,

To mark ELDORADO's 25th anniversary, we present the first edition of our Annual Sustainability Report. It is yet another action aligned with the statutory mission of improving the quality of life of the Brazilian population through education, employment, and technology.

By adopting responsible practices and committed to social, governance, and environmental issues, ELDORADO reaffirms its commitment to its statutory objectives while also seeking to meet the UN Sustainable Development Goals (SDGs), which, in turn, guide the global agenda for a fairer future by 2030.

We strive to always be ahead of the market in technology, bringing innovations that promote the sustainability of our business and improve the quality of life of the Brazilian population, maintaining and strengthening our partnerships and trust in our brand. We want to be an inspiration for other institutes and organizations like ours.





In this sense – and to ensure alignment – we listen carefully to our stakeholders and prioritize the material subjects applicable to ELDORADO's objectives.

**The most relevant topics in our research were valuing people, diversity and inclusion, governance and ethics, sustainability and the environment, innovation, and eco-efficient products.**

Our strategic plan and investments are aligned with our statutory objectives and material subjects. We seek to maximize the positive impact of our operations in the Brazilian ICT (Science and Technology Institutes) market.

## **2.2 – Missão Corporativa**

ELDORADO's mission is to research and develop innovative, comprehensive, competitive, and impactful solutions in various sectors of society. For ELDORADO, knowing its mission is just as important as knowing that the actions necessary to achieve it are carried out with ethics, integrity, transparency, and sustainability – at all levels of the organization.

We see how technological innovations have played a fundamental role in human development and society, transforming the way we interact, work, and live. Therefore, we seek to be a reference and are in a constant process of development, keeping ourselves updated on new information, communication, and microelectronic technologies.

With the rapid evolution of technologies, it is increasingly necessary to emphasize the importance of ethical aspects in innovations and their impacts on society. ELDORADO understands that it is essential to guide all professionals involved in the processes of negotiation, development, and



application of new technologies so that they can make responsible and ethical decisions.

This aspect is even more pressing – and followed – by the fact that ELDORADO is a Civil Society Organization of Public Interest (OSCIP), working directly with the sustainable investment of its client companies and, through partnerships, working towards a social cause that is aligned with the company's values or that has an impact on society. ELDORADO also fulfills its social mission, contributing to improving the quality of life in Brazil through science and technology and training talent for the Brazilian technological innovation market.

## **2.3 – Strategic Vision of Sustainability at the Instituto ELDORADO**

ELDORADO seeks to be a reference in a constant development process, keeping up to date with new information, communication, and microelectronic technologies. In the continuous search for excellence and corporate responsibility, the Institute reiterates its commitment to aligning its practices and initiatives with the principles and goals established by influential global organizations.

ELDORADO's strategic vision of sustainability aims to actively contribute to the construction of a more equitable, sustainable, and inclusive future, aligning itself with the guidelines established by the UN, UN Women, Sustainable Development Goals (SDGs), and the Global Compact.

We recognize the importance of promoting equity, diversity, and inclusion at all levels of the organization, and our internal policies reflect the commitment to creating an environment where each individual is valued for their unique skills and contributions.





The strategic vision of sustainability not only reflects alignment with these global initiatives but also highlights the responsibility of the Instituto ELDORADO to lead by example. Sustainable practices and responsible technological innovations dictate this behavior. The aspiration is not only to meet but to exceed expectations, thus contributing to the construction of a more just and sustainable world for present and future generations.



## 2.4 - Values

Instituto ELDORADO is recognized for its excellence and innovation, driven by a culture based on solid values. We value creativity and encourage innovative solutions to our partners' challenges while cultivating an environment of learning and experimentation. Based on its Organizational Culture, ELDORADO defines its values considering:





**Our work transforms**, as we believe in the power of innovation to promote positive change.



**Our essence is in people.** We value and encourage the authenticity of each employee; we believe that diversity is a force that always adds value. When our purposes align, everything makes sense.



**We encourage professional development and growth.** We expand our technical knowledge and our personal relationships.



**We expand our responsibilities** by assuming the commitment to generating sustainable value and promoting social and environmental responsibility.



**We believe in collaborative work.** We build strong relationships and deliver value.



**We value proactivity and readiness for change**, always seeking to exceed expectations and adapt to market needs.



**We maintain transparency and ethics** in our actions, promoting trust and mutual respect.



**Creativity and innovation** are the basis of our work. We continually support and develop the ability to learn, teach, and think "outside the box". Our focus on the future guides us toward leadership in a challenging market.



The quality of the work of the Instituto de Pesquisas ELDORADO is frequently recognized by awards and honorable mentions.



### Main awards received in 2023:

- **The One Volkswagen** Award. Innovation category.
- **"Lugares Incríveis para Trabalhar 2023"** Award from FIA UOL, with the "Most Incredible in Innovation and Autonomy" award. We also highlight that more than 15 years ago we were awarded in the same category when the award had another name.
- **IBEF Equilibrista** Award, with the "Innovation and Technology" award.
- **SENDI** Award, with the "Innovation in Electric Energy" award.
- **EARTO Innovation Awards** Citation, with the H.IAAC Project award.

The values, recognition, and awards of the Instituto ELDORADO contribute to attracting and retaining talent, motivating and engaging employees, and achieving an impeccable reputation.





## 2.5 – Material Subjects

No ELDORADO temos o compromisso com a sustentabilidade em todos os nossos negócios, por isso, definimos os seguintes temas materiais como os mais relevantes para a nossa organização:



**Employee development and appreciation:** investment in professional growth, qualification, and well-being of employees.



**Health and quality of life:** initiatives to promote the physical and mental health of employees.



**Talent attraction and retention:** inclusive environment with growth opportunities.



**Diversity, equity, and inclusion:** we guarantee a plural, fair, and welcoming work environment for all employees. We believe that people who think differently are the ones who will challenge us to move forward and deliver more results.



**Investment in R&D&I, Technology, and Innovative Solutions:** improvement of products, processes, and reduction of environmental and social impacts.



**Development of eco-efficient products:** lower environmental and social impact throughout the life cycle.



**Corporate governance and ethics:** transparency and ethics in business relationships, social responsibility, compliance with legislation and regulatory standards.

The sustainability material subjects were determined based on the relevance of the impact on the organization's operations, performance, and relationship with stakeholders.



## 2.6 – Offering Sustainable Values to our Customers and Partners

Committed to sustainability and environmental responsibility, ELDORADO offers innovative and ecological solutions. Our services serve companies seeking to reduce their environmental impact and create products aligned with ESG principles.

### 2.6.1 – Social Responsibility

- As a non-profit organization, every investment with us is an ESG social investment.
- We ensure ethical and responsible business practices and respect for human and labor rights internally and in our supplier network.
- We implement social responsibility in technology projects, such as AI bias, data privacy (LGPD), and cybersecurity.
- Quality jobs, development, and training of people throughout the country, including regions with the greatest need, such as the North, Northeast, and Central-West.

### 2.6.2 – Energy Efficiency

- We implement strategies to minimize the energy consumption of equipment and systems.

### 2.6.3 – Accessibility

- Our projects can include visual and auditory elements and various accessibility standards, promoting inclusion.



## 2.6.4 – Transparency, Ethics, and Regulatory Compliance

- Protection of intellectual property and confidentiality of information.
- Knowledge of instruments (ANEEL, ANP, EMBRAPA, FAPESP, Finep LEI DO BEM, LI, Rota 20/30, Softex, and SUFRAMA) and regulatory standards.
- Our laboratories provide detailed reports on the environmental impacts of products. Our certification services comply with INMETRO and ANATEL standards, ensuring high compliance with legislation.

Instituto ELDORADO's **Testing and Assay Laboratory (LET)** has an infrastructure that is constantly being modernized with facilities designed to ensure the confidentiality of the wide range of tests performed, as well as to improve reliability, safety and sustainable use of resources.

The combination of state-of-the-art infrastructure and an excellent technical team enables the Instituto ELDORADO to operate in several areas:

- Radiofrequency - mobile technologies up to 5G;
- Acoustics - including adherence to the Noise Seal Program;
- Energy Efficiency of electronic devices;
- Electromagnetic Compatibility (EMC);
- Lithium batteries for cell phones;
- Electrical Safety for telecommunications, IT goods, household appliances and medical devices.

This service offering contributes to society in general, as it addresses issues such as noise levels in electronic equipment, energy efficiency of devices in general, in addition to electromagnetic compatibility and electrical safety tests, which, in turn, aim to provide a safe and healthy environment for citizens.







# 3 Social Responsibility

Instituto ELDORADO plays a key role in the Brazilian social responsibility scenario. With a series of innovative and committed projects, we seek to promote sustainable development and social inclusion, especially in the areas of education and technology.

## 3.1 – Projects with the Community

ELDORADO is committed to the social and economic development of the communities where it operates. Through partnerships, educational programs and investments in infrastructure, it seeks to promote inclusion, well-being and sustainable growth. The focus is on issues such as education, innovation, technology and job and income generation, reflecting its DNA of caring for people and social innovation.



In 2023, we achieved impressive numbers:

### Internal actions



**+150**

Movements focused on internal recruitment enabling mobility of projects, areas and location at ELDORADO.



**+50%**

Career movements (merit movements and promotions).



**75%**

Rate of effective placement and use of interns for effective opportunities at ELDORADO.



**+150**

Hiring via the Amigo Indica Amigo program (Friend Refers Friend), which allows employees to participate in assertively expanding their network of contacts.

### Actions in the community where it has units:

**+500**

Hirings

**40**

Summer Internship Program Participants

**50**

Participants in the affirmative internship program for women "ELAS no ELD"

**+290**

Interns (16% of the total ELDORADO base), characterizing the "ELDORADO Júnior"

### Universities:

Unicamp, PUC Campinas, UNB, UFG, UFAM, PUC/RS e UNISINOS; academic partner entities for the temporary and regular internship program;

### Launch of the "ConectaEld" Program:

To inspire young students to pursue a career in the technology field, with highlights including visits from UNICAMP, Link Business School, Colégio Oficina do Estudante and SENAI;

ELDORADO plays an essential role in empowering society through educational programs, internships, lectures and workshops on technology and R&D&I. It seeks to raise awareness and encourage innovation, inspiring the next generation of professionals in this field.

### See our education-related data for the community in 2023:

- **+2,400 people** trained;
- **Projects with big players** in technology
- **+220 scholarship holders** in SW/HW residency projects and +70 approved for 2024 (PNM CI Inovador);
- Approximately 500 students in the **Oficina PCD** project since the beginning of the project; 22 participants hired as CLT by ELDORADO in 2023;
- **Academy**: 10th anniversary;
- **HackTruck**: in an itinerant training format, it was present in 7 universities and approximately 15 thousand km traveled throughout the year;
- **TIC em trilhas**: expansion of the partnership network with institutions such as Instituto Caldeira, Assespro-RS, PTI/Fundação Parque Tecnológico Itaipu, Senai and State Secretariats of CT&I;
- **Trilha para ELAS** – 1500 registrants, reaching women throughout the country with affirmative training in an online format on Introduction to UI/UX Design.

Positive social impact is essential for technology companies, demonstrating a commitment to the community and the environment. It goes beyond profit, creating an environment where employees are proud to be part of a company that cares about relevant social and environmental issues.



### 3.1.1 – Summer Internship

The summer internship at ELDORADO provides students with a two-month immersion in challenging, collaborative and practical projects, where they apply knowledge acquired in academia. In addition to receiving specialized training and mentoring, they contribute to technological advances with the potential to positively impact society and promote collaboration between universities and companies.

### 3.1.2 – HackaTruck

HackaTruck MakerSpace is a mobile technology lab that brings knowledge and digital opportunities to students at higher education institutions. Intending to stimulate creativity and the development of prototype applications and solutions, the project uses the most current technologies, such as the Swift programming language, the Internet of Things and cognitive cloud services, and continues to transform lives and the future of technology in the country.

### 3.1.3 – ElasnoELD – Affirmative Internship Program for Women

Women-only internships aim to promote gender equality and provide specific opportunities in professional settings. In addition to empowering and reducing gender disparities, these internships provide a supportive environment, personalized mentorship, and also help inspire future generations, challenging stereotypes and driving innovation.





### 3.1.4 – TIC em trilhas

It consists of an innovative model of professional training, nationwide and on a large scale, with paths based on active learning methodologies and hands-on activities, aiming to reduce the recognized shortage of professionals qualified in information and communication technologies (ICTs) in Brazil.

As a differential, it is based on the connection with the market to meet the demands of professionals, using market research and skills assessment in collaboration with partner companies in our network, focusing on the employability of graduates.

It is an initiative supported by the Ministry of Science, Technology and Innovation (MCTI), with resources from the ICT Law (Law No. 8,248/1991), under the coordination of Softex, and ELDORADO is one of the executors. It seeks to promote the learning of new professional skills integrated with the demands identified in the ICT market, by offering training in face-to-face, remote and hybrid formats. Its target audience is higher education and technical education students and professionals seeking new training or career transition (reskilling) and/or technology professionals seeking to accelerate seniority or deepen their knowledge in technologies (upskilling).





### 3.1.5 – Oficina PCD

In 2014, the Oficina PCD Project was established to raise awareness within the organization about an inclusive culture. Through the program, people with disabilities are integrated into teams, with individualized mentoring and monitoring, reflecting the organization's commitment to diversity and inclusion. The initiative not only strengthens the internal team, but also reinforces diversity as a source of sustainable innovation.

Of all 80 people with disabilities at ELDORADO, 74% of them entered through this project.

### 3.1.6 – Young Apprentices Program

ELDORADO also encourages the development of young talents through the **Patrolmen – Young Apprentices Program**, providing young people with social integration, professional training, and preparation for the job market. The ELDORADO Apprentices Program provides talents with the opportunity to train through structured development paths, in addition to providing training to prepare them for the job market.

To encourage the training of apprentices, ELDORADO, in addition to providing learning paths and career mentoring, also provides program participants with a free English scholarship, providing young people with the opportunity to improve their language skills, which, consequently, prepares them for the challenges of the job market.





## 3.2 – P&DI projects in Brazil



### 3.2.1 – ELDORADO Manaus / Amazônia

- In its **commitment to social development** in the less developed regions of the country, ELDORADO established the Manaus operation in 2017. In 2023, ELDORADO Manaus reached 450 employees working on R&D&I projects in the Amazon.
- The “**Trilha Afirmativa – Design de Interação UI/UX**” was an online program, held from August to December 2023, aimed at female employability in technology. ELDORADO's Human Resources area created a talent pool for participants. The program offered free training and certification, and two in-person workshops, TIC Xperience, were held in Manaus, with 63 participants.



- In July 2023, the **"Desenvolvimento iOS para Profissionais Experientes"** training concluded its in-person stage in Manaus. The training was free of charge and included the loan of equipment for practical activities.
- **New business area in Sustainability:** as of June 2023, the Manaus unit has developed a strategic plan for new businesses in sustainability. As we are located in the context of the Legal Amazon, an area that occupies almost 59% of the Brazilian territory, with the greatest biodiversity on the planet; the largest freshwater reservoir, in addition to having the most important forest block for climate regulation on Earth, we cannot ignore the regional vocation in ELDORADO's operations.

Thus, the vision is to be a reference as an TIC partner for Bioeconomy and Sustainable Development in the Amazon. With thematic lines in bioeconomy, biotechnology, renewable energy, reduction of greenhouse gas (GHG) emissions, sustainable agriculture, energy efficiency, waste management and socio-environmental projects.







### 3.2.2 – ELDORADO Brasília / Nordeste, Centro Oeste

ELDORADO, seeking social development in the various regions of the country, established its Brasília operation in 2010. The unit handles projects for the northeast, central-west and southern regions of the country. In 2023, ELDORADO Brasília reached 150 employees in R&D&I projects in the region.

**In 2023, ELDORADO Brasília carried out actions that brought social benefits to the region:**

- Technology training project through the **TIC em Trilhas Program**;
- **Hiring People with Disabilities** to work in the unit, whether in internal areas or on projects, reaching 9% of the total employee base by the end of 2023;





### 3.2.3 – ELDORADO Porto Alegre

ELDORADO Porto Alegre reached 150 employees in R&D&I projects in the region.

**In 2023, the following actions were carried out, bringing social benefits to the region:**

- **Student training** project in iOS technologies;
- **Technological training** initiative, inspired by medical residency, which began in 2016 and has already trained more than 200 students. In 2023, 92 residents were active in several units, including Porto Alegre.
- The **Nova Geração Caldeira** program, in partnership with ELDORADO, trained young people aged 16 to 24 in Porto Alegre, from the public network, in conditions of social vulnerability, focusing on technology. Over 9 months, the program offered 200 hours of training in tracks such as Java Programming and UX/UI Design, resulting in 50 graduates per track, with half of them already employed.
- Hiring **People with Disabilities** to work in the unit, either in internal areas or on projects, reaching, by the end of 2023, a percentage of 8% of the total employee base.





# 4 Valuing our employees

## 4.1 – Benefits

The Instituto de Pesquisas ELDORADO offers a wide range of benefits to its employees. The goal is to promote well-being and personal and professional development. The benefits offered include:

- Extended maternity and paternity leave for a period longer than that established by law;
- Daycare assistance for a value higher than that established by law;
- Support in personal and legal finances;
- Medical and psychological support;
- Nutritional support;
- Incentives and subsidies for physical activities and mental health;
- Medical and dental insurance;
- Workplace gymnastics and quick massage;
- Short and long-term training through the Corporate University;
- Participation in events and/or publications on the areas of activity;
- Private pension plan focused on future planning;



These benefits/programs reflect ELDORADO's commitment to creating a healthy, safe and productive work environment for its employees, considering what one of the pillars of our culture represents: **"the essence is in the people"**.



## 4.2 – Universidade ELDORADO

To attract the best professionals in the market, it is essential to provide opportunities for development, recognition and appreciation. It is with this objective that **Universidade Corporativa UniELD** was created. It offers several programs focused on the training, well-being and professional growth of employees.

The Instituto de Pesquisas ELDORADO adopts a collaborative approach when seeking solutions together with the areas of the organization and external partners. The interaction with Senior Management guides the planning of Learning Paths, which are structured based on the essential skills for the effective performance of the various roles within the institution.





To this end, we have the **PCE – ELDORADO Training Program**, which aims at continuing education and offers incentives for employee training through short, medium and long-term courses. Its objective is to develop skills constantly and evolutionarily, aligned with the business strategy and focused on current and future demands.

### Our numbers:



Platform with **+170 courses**  
(Ex: AI, Connectivity,  
Communication)



**10% increase** in applications  
for specialization, master's and  
doctorate degrees



**+1500** training in  
hard and soft skills



**+2000** people trained



**Mentoring Program**  
implemented in POA and BSB



**PCE – Masters and Doctorate**  
Applications / M/D  
Completions



**30% more training**  
hours/employee per year,  
compared to the market  
(Source: Panorama do Treinamento no Brasil 2022/2023, da ABTD)





# 5 Occupational Safety and Environment

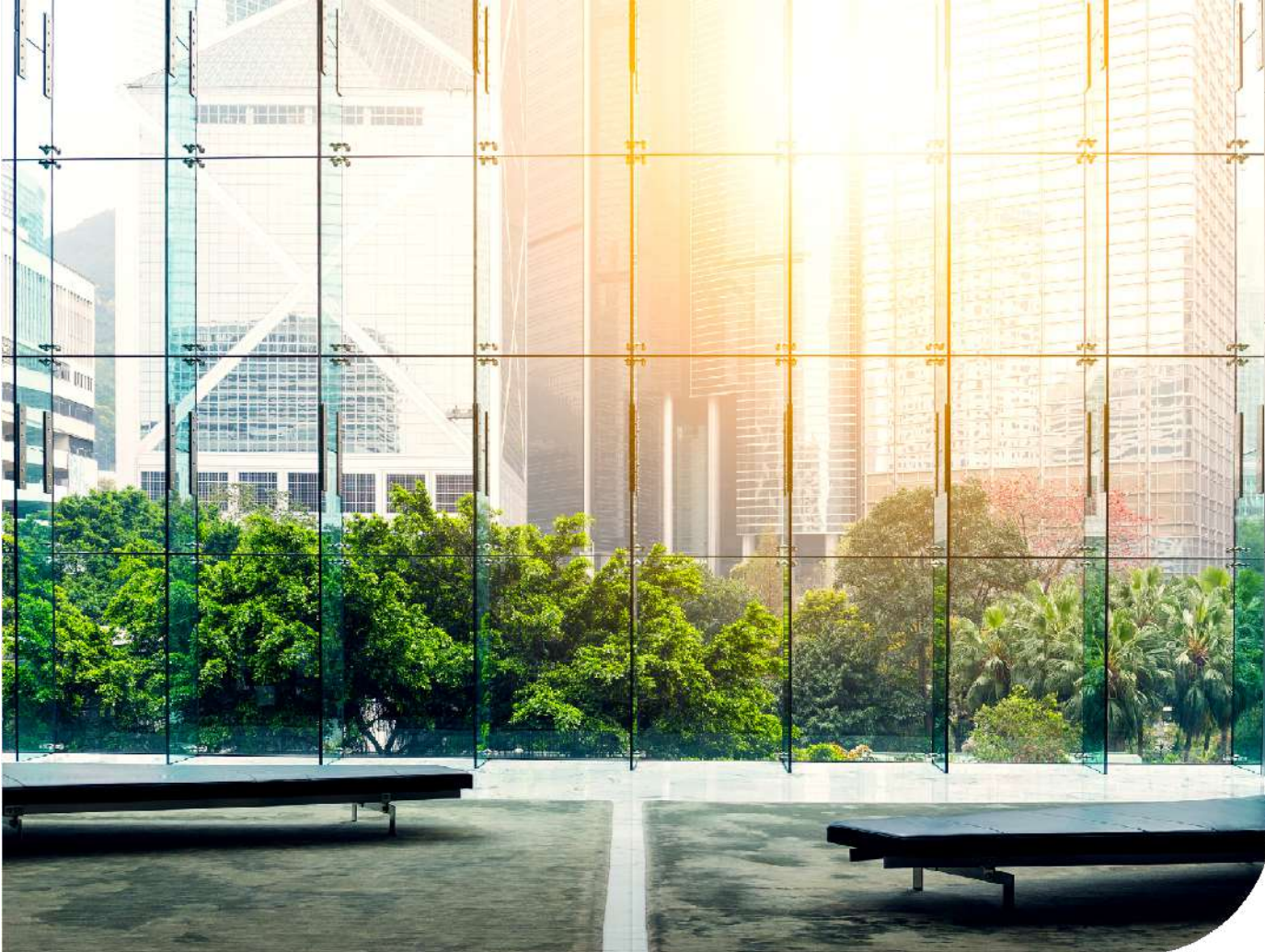
Integrating workplace safety with sustainability protects employees, reduces environmental impacts, and promotes healthy, safe, and environmentally friendly environments.

ELDORADO maintains dedicated teams in all units focused on managing the risk of workplace accidents and ensuring operations are aligned with the principles of environmental sustainability.

The **CIPA** (Internal Accident Prevention Committee) and the Fire Brigades, represented by ELDORADO employees together with the Occupational Safety Department, promote a safe work environment, preventing accidents, and occupational diseases, and preparing for emergencies. To this end, it integrates sustainable practices into its actions that minimize environmental impact, thus protecting employees.







# 6 Governance

The governance of the Instituto de Pesquisas ELDORADO is based on some key principles: transparency, ethics, integrity, equity, sustainability, and responsibility. Together, these fundamental principles of the organization aim to ensure the proper conduct of the organization's activities and compliance with legislation and regulatory standards and its strategic objectives in a sustainable and lasting manner. Some key aspects of the governance of the Instituto de Pesquisas ELDORADO are outlined below:

## 6.1 – Corporate Structure

ELDORADO is a private non-profit association governed by Articles of Association and formed by associated companies that participate in the General Assembly.

We have the following bodies:

- **General Assembly:** formed by ELDORADO member companies; ultimately responsible for deliberating on matters of interest to the Institute.
- **Board of Directors:** regulatory and deliberative body responsible for defining guidelines, through strategic direction of ELDORADO with the support of a Corporate Representative.
- **Fiscal Council:** advisory body responsible for the accounting and financial oversight of ELDORADO.
- **Scientific and Technical Council:** advisory body whose purpose is to discuss, evaluate, and recommend to the administration the innovation and technological training strategies considered essential for achieving ELDORADO's statutory objectives.

## 6.2 – Board of Directors Committees

ELDORADO also has committees to provide expert guidance and ensure compliance with specific rules and regulations. The support committees were created by the Board of Directors with defined scopes of action, and have members from that Board.

### 6.2.1 – Human Resources Committee

Its objective is to align long-term business strategies with employee management, with a focus on talent, and the HR policies necessary to implement this plan, to maintain a competitive environment prepared for the future.



### 6.2.2 – Ethics and Compliance Committee

This Committee acts as an advisor to the ELDORADO Board of Directors regarding the Institute's compliance with organizational policies/procedures, laws, regulations, and ethics and integrity standards.

### 6.2.3 – Strategy Committee

It deals with the organization's long-term strategic issues, considering changing scenarios, with a focus on the sustainability of ELDORADO.



## 6.3 – Working Groups

### 6.3.1 – Innovation Committees

Innovation is a fundamental part of ELDORADO's DNA. By definition, it is the introduction of something new or improved that adds significant value and benefits to businesses and people. This includes the development of products, services, processes or ideas that enhance our activities, increasing our competitiveness, efficiency and productivity, reducing costs and risks, and bringing greater security and benefits to society.





## **Our employees are the protagonists. Everyone can innovate!**

Innovation begins with a simple idea that can improve something that already exists; or with a transformative idea that can create something new.

Open innovation occurs through complementarity and sharing of knowledge, laboratories, and development of proofs of concept, among other needs, involving the entire innovation ecosystem (companies, partners, academia, government, Innovation Hubs, startups and other ICTs). The goal is to extract the best from each one and achieve greater efficiency and agility in the implementation of solutions.

ELDORADO's sustainable innovation model has an Innovation Committee that works with Technological Partnerships, Partnerships with Universities, Scientific Technical Council and Innovation Workshops, which, when connected, promote Training, Knowledge and Intellectual Property. We also work with Technological Roadmaps, constantly monitoring emerging technologies and acting on their evolution, connecting them to market demands.

At a global level, we are members of international entities such as EARTO – European Association of Research and Technology Organisations, which allows us to carry out benchmarking, joint projects and alignments in PD&I.

Our partnerships accelerate the innovation process and are capitalized on R&D&I projects, in which ELDORADO acts as an entity that facilitates government funding sources, directing efforts towards structuring projects that promote scientific development in the country and deliver added value, not only for Open Innovation actors, but also for the entire Brazilian society.





## 2023 Results:

**Program #Eulnovo:** to recognize innovations made by employees, in addition to those already expected in their roles and projects.

- 34 submissions
- 14 innovations recognized
- 10 courses in the innovation track
- 924 people trained
- 10+ innovation pills and podcasts

**Technological Fair of Workshops:** in-person and remote demonstration of research results and experimentation of new technologies by our innovation teams. In 2023, there were 12 Technology Workshops and 14 Study Groups.

**Innovation Week:** in 2023 the event's theme was Culture of Innovation with lectures from R&D partners, online training on creativity, and a panel with the innovation ecosystem involving the University, Government, and Innovation Hub.

---

### 6.3.2 – Corporate Risk and Opportunity Management Group

Risk and opportunity management should be an integral part of the process of developing an organization's strategic objectives. It establishes an integrated and virtuous feedback cycle between reporting levels, aiming for broader coverage of internal and external risk factors concerning expected results.



ELDORADO's risk management system supports the integration of governance at all levels, activities, and significant functions, encompassing the most diverse areas and specialties. The actions are carried out synergistically to protect the business and support leadership in monitoring and timely adapting the strategy in the face of possible changes in the risk environment.

Thus, ELDORADO has groups dedicated to managing risks and opportunities, with defined roles and responsibilities, which meet quarterly.



### 6.3.3 – Generative AI Management Executive Group

During 2023, we will establish a Generative AI Executive Management Group. The purpose of this multidisciplinary group is to explore the applications of the new technology and understand its technical, legal, ethical, regulatory, and social implications.



Proofs of concept were conducted covering areas such as document generation, software code, testing and automation. In addition to practical results, we assessed legal aspects, security, intellectual property, confidentiality, data privacy, and environmental impact. Our approach considers key sustainability themes, including transparency, equity, ethics, and stakeholder engagement.



#### 6.3.4 – Crisis Committee

ELDORADO must remain prepared to face potential crisis scenarios since it is not possible to define exactly when and if they will occur. In a crisis, time is the key factor, and immediate responses are expected by all involved, to minimize the magnitude of the situation, thus protecting the Institute's finances, reputation and human resources and quickly reestablishing normality and business continuity.

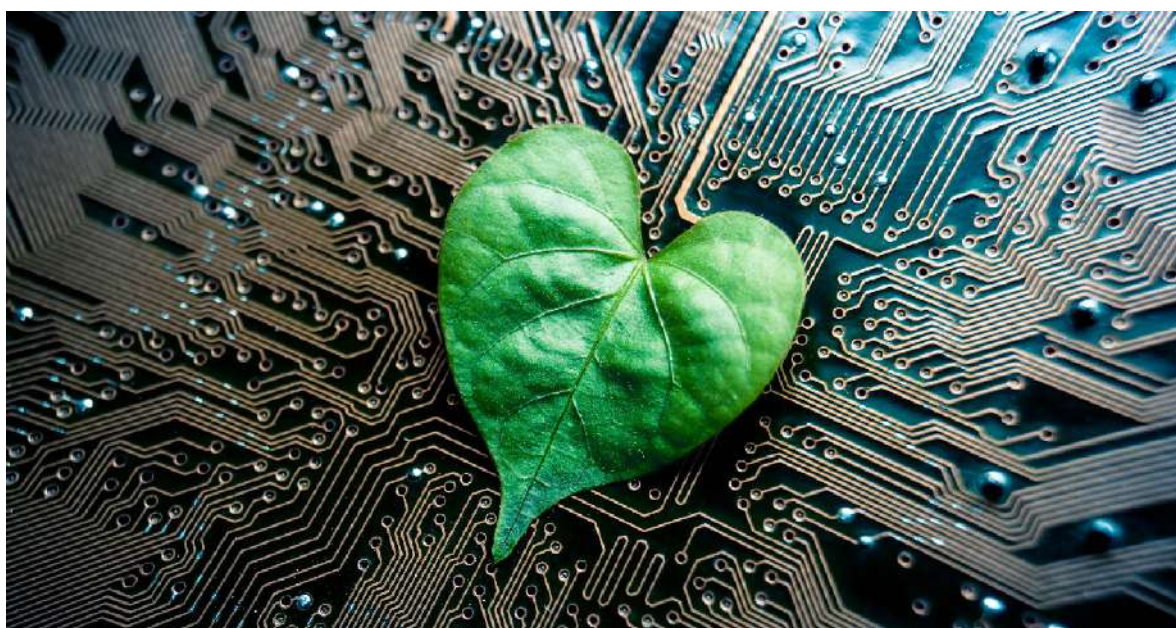
ELDORADO's Crisis Management is governed by a manual that establishes the basic procedures that must be adopted by ELDORADO to manage, neutralize, eliminate or mitigate the impacts and consequences of a crisis until it is overcome.



### 6.3.5 – Sustainability Working Group

This working group is responsible for coordinating and implementing strategies that promote sustainability within our organization.

In short, the Sustainability Committee plays a crucial role in integrating sustainable practices into all areas of the organization and thus contributing to a more conscious and responsible future.



#### Committee Results in 2023:

- **Training:** +800 participants
- **Inventory:** +20 initiatives related to sustainability
- **Strategic management** of material subjects
- **Main efforts:**
  - ELD Life: + 2,000 participants
  - ELD Saúde: + 1,000 participants
  - 10% water and energy savings
  - Recycling
  - Third-party management with ESG





### 6.3.6 – Governance Group

The Governance Group monitors and follows ELDORADO's channels of conduct, deciding, in a collegial manner, on reports and ensuring that practices are aligned with ethical and legal principles and ELDORADO's code of conduct.



## 6.4 – Operational Committees

### 6.4.1 – ELD por Elas

ELD por Elas is a space for empowerment and collaboration, where we seek to attract and develop talented women, encourage the exchange of experiences and promote a welcoming and transformative work environment.

The focus is to ensure female protagonism, increase the presence of women in our institution, influence the local ecosystem, promote internal collaboration and contribute to a more inclusive and diverse society.

#### **Actions and results of the ELD por Elas:**

- ELAS Internship at ELD 2nd edition + 50 Women
- Trilhas para ELAS
- Conexão Delas





### 6.4.2 – ELD Saúde

With the ELD Saúde initiative, ELDORADO invests in programs that have a direct and positive impact on people's health.

ELD Saúde emerged during the pandemic as a crisis management task force and, due to the positive results, was officially recognized as a permanent ELDORADO initiative.

It is made up of representatives from ELDORADO's main departments and units, working in close partnership with the Human Resources area, CIPA and the medical service, with the objectives of:

- Monitor health alerts in all units;
- Implement emergency support actions for health risks;
- Implement disease prevention actions;
- Coordinate monthly health-related campaigns, such as Pink October and other actions;





### 6.4.3 – ELD Life

This committee is made up of employee representatives from all units and its mission is to promote quality of life, integration and socialization of people, both employees and their families and loved ones.

#### **Examples of our initiatives:**

- Dia da Família
- Torneio ELD Gamer
- Caminhada Solidária

### 6.4.4 – Customer and Partners Satisfaction

ELDORADO is constantly concerned about the satisfaction of its customers and partners, establishing a close and ongoing relationship with each of them, to act in advance in the event of any problems and, above all, to meet and exceed their expectations.

Regular meetings are held to monitor and control satisfaction indicators, resulting in an NPS (Net Promise Score) of 84% and more than 300 surveys completed in 2023.



## 6.5 – Corporate Policies

Policies implemented by ELDORADO to ensure governance:

### **LGPD (General Personal Data Protection Law)**

- Ensure compliance with data protection legislation.
- Protect personal information of employees, customers, and partners.

### **Compliance:**

- Establish policies and procedures to comply with laws and regulations, ensuring a respectful, safe and healthy work environment for all.
- Monitor and enforce both internal rules and codes of conduct.

### **Internal Controls:**

- Implement systems to ensure efficiency, security and compliance; monitor and audit processes.
- Support the organization in developing the best processes and procedures.

### **Tax and Accounting Audits:**

- Engage independent auditors to verify the accuracy of financial statements.
- Identify risks and opportunities for improvement.

### **Anti-Corruption Rules:**

- Adopt zero-tolerance policies against corruption.
- Train and monitor employees so that the rules are known and followed so that any infractions can be prevented.

### **Transparency and Accountability:**

- Disclose relevant information to stakeholders.
- Report financial results and social impact.





### Ethics and Integrity::

- Establish a clear code of conduct.
- Promote a culture of honesty and respect.

### Risk and Crisis Management:

- Identify, assess, and mitigate operational, financial, and security risks.
- Implement contingency plans.

### Stakeholder Engagement:

- Listen to and involve customers, partners, employees, suppliers, and communities.
- Incorporate feedback into strategic decisions.

### Corporate Social Responsibility (CSR):

- Invest in social projects, education and community development.
- Contribute to relevant causes.

## 6.6 – Certifications

The Instituto ELDORADO maintains an incessant search for excellence and, in this path, has used Management System certifications in its activities since the year 2000, when it obtained its first certification one year after starting its operations.

- **ISO 9001 (2000)**: Quality Management System for the scope of project management and software development.
- **ISO 17025 (2004)**: Quality Management System for testing laboratories.
- **ISO 17025 (2020)**: Quality Management System for calibration laboratories.
- **ISO 13485 (2022)**: Management System for Health Products

These certifications are important milestones in the Institute's ongoing quest for customer and partner satisfaction.



## 6.7 – Compliance

ELDORADO recognizes that ethics, integrity and transparency are fundamental elements for the Institute to continue developing and taking outstanding actions.

To ensure the organization's compliance with laws, internal procedures and corporate ethics principles – and to ensure that everyone is aware of the guidelines that should guide ELDORADO's business – the Ethics and Compliance Program was developed with broad support from Senior Management.

In addition to the Compliance Officer, the Program's structure includes a Governance Group and an Ethics and Compliance Committee, formed by members of Senior Management and ELDORADO's Boards. Both groups aim to monitor and evaluate the Program's actions and indicators.

To register questions, suggestions or complaints, the Ethics and Compliance Program provides ombudsman channels that operate 24 hours a day and can be used anonymously by both employees and any other interested third party.

To improve internal controls, ELDORADO established an Internal Audit area in 2023 that verifies the efficiency and need for improvement of processes. This allows the Institute to align them with the organization's objectives and goals.

Complying with the guidelines of the Ethics and Compliance Program goes beyond taking care of business and our image; it represents a commitment to a diverse, safe and healthy environment, promoting ethical and responsible research and innovation, and also contributing to the development of a better society. This is the ELDORADO way of building the future!



## 6.8 – General Personal Data Protection Law

Since the General Personal Data Protection Law (Lei Geral de Proteção de Dados – LGPD – Law No. 13.709/2018) came into effect, ELDORADO has been continuously adapting its procedures and establishing technical and administrative measures to ensure the protection of privacy and personal data processed by the organization.

ELDORADO has a Data Officer on its staff and provides a channel for direct contact with him/her ([privacidade@eldorado.org.br](mailto:privacidade@eldorado.org.br)), so that everyone can ask questions about the data processing carried out by the organization and data subjects can freely claim their rights as established by the LGPD.



## 6.9 – Intellectual Property

**Intellectual Property (IP)** management plays a crucial role in organizational strategy. Aware of the importance of this topic, the Instituto ELDORADO has an area dedicated to IP and has adopted measures to develop the IP by Design process.

This procedure involves prioritizing IP, from the initial project negotiations to their complete execution, which becomes a differentiator in the offer of projects to partners.



## Examples of results recorded in 2023:



**62**

IP Asset  
Submissions



**1**

Patent  
filed



**2**

Patents  
granted



**17**

Software  
registrations



**2**

Trademarks  
filed



**32**

Publications  
analyzed



**4**

Patent viability  
analyses



**3**

Prospecting  
researches



**10**

Training  
courses held



**58**

IP ambassadors  
trained



**1**

PodCast

In addition, ELDORADO promoted events to promote and raise awareness among employees, such as Intellectual Property Week, the IP Assets Wall, the Chatbot and the launch of the Good Practices Manual for Protecting Trade Secrets.

A program to promote the culture of innovation protection was also implemented and included the participation of IP Ambassadors. This approach culminated in the recognition of the maturity of ELDORADO's intellectual property strategy by the Brazilian National Institute of Intellectual Property (INPI).

The commitment to IP strengthens ELDORADO's position as a reliable and innovative partner.







# 7 Environmental Protection

## 7.1 – Recycling

Recycling is essential to the sustainability of the organization; the Institute maintains comprehensive internal waste management programs and collaborates with suppliers. All waste classified as Class 1 (including electronics, batteries and chemical waste) is disposed of following current legislation and has a disposal certificate. Likewise, recyclable and organic waste is correctly disposed of by reputable partners who ensure environmentally appropriate disposal of these materials.

ELDORADO prioritizes the use of recyclable materials (e.g. biodegradable disposable cups) internally, reinforcing the general commitment and that of its employees to reducing waste and promoting, whenever possible, positive environmental impacts and a sustainable future.

## 7.2 – Water Consumption

ELDORADO's operations do not involve intensive use of water resources. The water used is supplied by local concessionaires and the effluents are treated following environmental regulations. Even so, we have adopted awareness-raising measures among employees and partners, reflecting our commitment to sustainability and environmental responsibility.

Water consumption figures increased in 2023 compared to 2022 due to the return of a large portion of employees to in-person work after the end of the COVID-19 pandemic. This increase in demand resulted in higher consumption in bathrooms, drinking water filters and the restaurant.



Average Water Consumption (m3/m2)

2022	2023
629	718

## 7.3 – Energy Consumption

ELDORADO, like the entire R&D&I and technology sector, seeks to reduce its environmental impact, especially in energy consumption. To this end, it has implemented measures such as LED lighting and awareness programs, demonstrating its commitment to energy efficiency and climate change mitigation. These initiatives have resulted in a 15% reduction in energy consumption per square meter throughout ELDORADO, comparing data from 2022 and 2023.



Average Energy Consumption (kwh/m2)

2022	2023
33,81	28,74





## 7.4 – Environmental impact assessment

The results of the environmental assessments highlighted ELDORADO's ongoing commitment to reducing its environmental impact and promoting sustainability across all operations. By identifying areas of excellence and opportunities for improvement, these assessments enabled the implementation of proactive measures to minimize impacts on the environment.

In addition, recognition of the positive aspects of ELDORADO's environmental approach strengthens its credibility among customers and stakeholders who value responsible business practices. This favorable assessment, as indicated by the indicators, not only reinforces the organization's commitment to ESG principles, but also drives it to continue innovating and leading toward a more sustainable and resilient future.







## 7.5 – Environmental Compatibility Services

**Electromagnetic compatibility (EMC)** testing developed by ELDORADO is a service provided to customers to test electronic equipment for its effective operation. It does not interfere with the operation of other devices or is affected by external interference. Essentially, EMC testing verifies the ability of equipment to coexist harmoniously in the electromagnetic environment.

In addition, EMC testing contributes to sustainability in general by playing a vital role in mitigating potential environmental damage by ensuring that electronic devices operate efficiently and without emitting harmful levels of electromagnetic radiation, and helps reduce the risk of electromagnetic pollution that could affect human health and the environment.

Finally, by promoting energy efficiency and reliability of electronic devices, EMC testing indirectly contributes to reducing energy consumption and electronic waste, promoting more sustainable practices in the technology sector.







# 8 Partnership Projects

## 8.1 – HackaTruck

HackaTruck MakerSpace is a professional training project for students from Information Technology Higher Education Institutions in iOS development for mobile applications with applications in the Internet of Things (IoT).

Started in 2015, the project consists of a mobile laboratory that functions as a traveling classroom, integrating and training higher education students from all over the country in new technologies. In this space, students create and develop prototypes of mobile applications related to the topics studied.



**HackaTruck is a project supported by the Ministry of Science (MCTI), Technology and Innovation, executed by ELDORADO with coordination by Softex.**



## **HackaTruck information from 2015 to 2023:**



**83**

partnerships with  
higher education  
institutions in Brazil



**5.367**

students trained  
through distance  
learning courses



**2.486**

students trained in  
person



**640**

application  
prototypes created

The HackaTruck initiative is important for social sustainability because it offers students the opportunity to acquire valuable technical skills that are relevant to today's job market. In addition, the project encourages students to think about solutions to important social problems, such as health, education, Industry 4.0, retail, security, urban mobility, and sustainability.



## 8.2 – Academy

**Developer Academy** is an educational program that offers training in application development and entrepreneurship. Created in 2013 by the Instituto de Pesquisas ELDORADO in partnership with Apple, the Academy aims to train students from different areas to develop products on Apple platforms, including iOS, iPadOS, watchOS and tvOS. This program takes place in all ELDORADO units.

The Academy's curriculum goes beyond a simple programming course. It covers subjects such as software development, design, user experience, and entrepreneurship. Through active learning methodologies that prioritize autonomy and the development of critical thinking for problem-solving, students learn to create applications capable of positively impacting the world.

Apple Developer Academy graduates become world-class developers, and since the program began in Brazil, more than 3,000 Brazilian students have launched careers in technology and the app economy.

## 8.3 – Scholarship holders

Another form of partnership used to carry out the organization's social mission during the implementation of projects is the hiring of scholarship holders. The scholarship program encourages the implementation of activities planned in the projects, contributing to the increase in the qualification of professionals in the country, as well as the development and delivery of new technologies, products and innovation systems.

In 2023, ELDORADO had around 200 scholarship holders in the areas of microelectronics, imaging and software in general. They contributed significantly to the projects in which they worked, in addition to developing their areas of study.



## 8.4 – TIC em trilhas

Supported by the Ministry of Science, Technology and Innovation (MCTI) and coordinated by Softex, the TIC em Trilhas program is executed by Science and Technology Institutions (ICTs) and participating universities. The resources come from the ICT Law (Law No. 8,248/1991).

The program aims to provide large-scale professional training, with learning paths based on active methodologies and practical activities. It aims to reduce the shortage of qualified professionals in Information and Communication Technologies (ICTs) in Brazil and to meet market demands, based on research and skills, in partnership with companies. The main focus is on the employability of participants.

### Relevant numbers from TIC em Trilhas include:

- More than 30,000 students trained in 3 years;
- Participation of 10 institutions as executors (ICTs and universities);
- Establishment of a Partnership Network with the TIC ecosystem.

The project began in August 2022, with a phase dedicated to researching to map market demands for technology professionals. After that, educational content for training was produced, with a special focus on those that will be offered remotely.

Learning paths have already been developed in the areas of Introduction to Programming, UI/UX Design, Mobile Development, Machine Learning, Artificial Intelligence, Connectivity and 5G Networks, and Game Development. In 2023, the offerings began, resulting in 970 graduates in the period.





TIC em Trilhas has a social impact focused on employability, offering training focused on insertion in the job market. In addition, it promotes inclusion and diversity, with specific tracks for groups such as women in technology, such as Trilhas para ELAS – UI/UX Interaction Design for the inclusion of women in technology.

## 8.5 – Partnerships with Universities

Partnerships with universities are essential in the pursuit of technological excellence. These strategic collaborations, established between ELDORADO and academic centers, aim to promote research, development and innovation in various technological fields; they generally involve the exchange of knowledge, resources and experiences between the parties involved.

By joining forces, there is the potential to not only advance human knowledge but also to transform it into tangible solutions that benefit society as a whole.

### Partnership universities in 2023:

- Unicamp – Universidade de Campinas
- PUCRS – Pontifícia Universidade Católica do Rio Grande do Sul
- PUCC – Pontifícia Universidade Católica de Campinas
- UFSCAR – Universidade Federal de São Carlos
- UnB – Universidade de Brasília
- PTI – Parque Tecnológico de Itaipu
- Senac – Serviço Nacional de Aprendizagem do Comércio
- Mackenzie – Universidade Presbiteriana Mackenzie
- PUC Rio – Pontifícia Universidade Católica do Rio de Janeiro
- PUCPR – Pontifícia Universidade Católica do Paraná
- UFPE – Universidade Federal de Pernambuco
- IFCE – Instituto Federal do Ceará
- Unila – Universidade Federal da Integração Latino-Americana
- Unifesspa – Universidade Federal do Sul e Sudeste do Pará
- Uniasf – Universidade Federal do Vale do São Francisco





## 9 Challenges and Opportunities

In a world that is constantly evolving, sustainability is the key to lasting success. ELDORADO seeks to build a fairer, more inclusive, and resilient economy, aligned with the UN Sustainable Development Goals for 2030.

### ELDORADO's commitments include:

- **Employee Development;**
- **Investment in the continuous growth of employees,** with training opportunities and a healthy work environment;
- **Minimizing the impact of new technologies** such as AI GEN on careers through continuous training, new skills and opportunities;
- **Health and Quality of Life:** prioritizing the physical and mental health of employees, implementing disease prevention programs and benefits that improve quality of life;



- **Talent Attraction:** the creation of an **inclusive and diverse environment** that attracts and retains talent, fosters diversity, and provides opportunities for growth;
- **Diversity, Equity, and Inclusion:** promoting diversity at all levels of the organization and creating an environment where everyone feels valued and respected;
- ELDORADO faces the **challenge of gender equality** in technology, a sector usually dominated by men.
- Promotion of **equal opportunities for racial** and excluded minorities in the context of the technology market, a topic little explored in Brazil;
- Development of **new products and services**;
- Ensuring that ELDORADO products and services are socially responsible and comply with regulatory requirements. Among them: **appropriate use of AI, respect for data privacy, and cybersecurity**;
- **Investment in Innovation:** focus on competitiveness with the incorporation of the offer of new technologies both in services and in internal processes;
- In the coming years, ELDORADO seeks to resolve some challenges including the incorporation of **sustainable materials**, reduction of energy consumption, life cycle management, and circular design;
- **Eco-efficient Products:** minimize the environmental and social impact of products, integrating eco-efficiency criteria and seeking **sustainability certifications**;





# 10 Communication and Engagement

## 10.1 – Annual Report

In corporate reporting, all initiatives aimed at the organization are designed with the ESG principle in mind. This approach is essential to ensure transparency on ELDORADO's performance in environmental, social, and governance matters.

These reports reflect ELDORADO's commitment to sustainability and play a crucial role in attracting customers and partners aligned with responsible and sustainable values, contributing to building a positive reputation.



## 10.2 – Sustainability Training

Sustainability training plays a crucial role in empowering employees to understand and incorporate environmental, social, and governance aspects into ELDORADO's operations.

Through interactive training provided by UniELD and podcasts on the topic, ELDORADO seeks to promote a sustainable corporate culture. This not only ensures compliance with legislation but also cultivates engaged employees who are aware of the organization's sustainable impact.

## 10.3 – General Meetings

- Kick Off
- General Meeting – June/July
- End of Year General Meeting

## 10.4 – Social media channels



<https://br.linkedin.com/company/instituto-de-pesquisas-eldorado>



<https://www.instagram.com/institutoeldorado>



<https://www.facebook.com/InstitutoDePesquisasEldorado>



[https://www.youtube.com/channel/UCP8Tullb\\_xl3rankO-GyHHA](https://www.youtube.com/channel/UCP8Tullb_xl3rankO-GyHHA)



<https://www.tiktok.com/@institutoeldorado>





[www.eldorado.org.br](http://www.eldorado.org.br)