

**Sustainability  
Report  
2024**



# introduction

- ▶ This report describes RHmais' practices, performance and impact in relation to environmental, social and economic issues.
- ▶ As a privileged mean of communicating our initiatives and results, its objective is to present the Organization's internal and external performance in relation to Sustainability.
- ▶ We have been strengthening ties with Local Communities, supporting the most vulnerable population and commitment to our Employees.
- ▶ We intend to contribute to the Sustainable Development Goals (SDGs), especially those in which RHmais can have a greater capacity to influence, due to its activity.

# message from the CEO



- ▶ The prolongation of the war in Europe and the emergence of conflicts in Israel/Palestine, the Red Sea and in several other regions of the world, have rekindled the dangers of a new global crisis, with possible implications for the distribution chains of essential goods and products, inflation and the price of money, contrary to the positive trends of recent months.
- ▶ Difficult times require people and companies better prepared for the present and the future, more resilient, more committed to building solid and lasting relationships with all elements of the value chain, be it social, family or economic.
- ▶ In the year under review, RHmais sought to strengthen internal and external ties to reinforce its strategic positioning and sustainability: improving the living and working conditions of its Employees, namely through salary increases well above inflation and the creation of an Universal Health Plan, and in terms of its provision of services to Clients, for the innovation and greater qualification of its services and the creation of better logistical and operational conditions to install new services, Clients and operations for the investment made in its new Service Center in Alvalade - Lisbon, the X.perience Center.
- ▶ Giveback to the community, solidarity and respect for environmental harmony are equally well expressed in this Report, making it a brief repositior of what truly moves us: making the Organization a work and coexistence space capable of seducing our Clients and Employees so that, after years of pandemic and confinement, they can once again feel in their natural element: Happiness!

**Rui de Brito Henriques**

# vision, mission, values and purpose

We believe that our development is only possible if it is supported by a solid, lasting relationships of mutual interest between all links in the value chain, made up of our Clients, Employees and Suppliers.



- To be a market leader in creating Comfort, Trust and Value for our Clients.

- Our mission is to help our Clients improve their competitive advantage through a set of skills and high-quality services. We are an Organization that integrates Consulting and Training Services, in the areas of Human Resources, Management Systems and Implementation of Quality Systems and Provision of Client Assistance Services, Contact Centers and Outsourcing.

- **Humanism:** Being close to our People and always assuming a human dimension in our decisions;
- **Responsibility:** Always aware of the social and environmental impact of all the actions we take;
- **Ethics:** Promoting the sustainability of relationships with our Clients and Suppliers and, among us, developing equity and rights;
- **Transparency:** In internal relationships and throughout the value chain, promoting sincerity and rigor to improve professional performance and decision-making.

- To invest in the transformational capacity of our Employees in creating the best environment in our Clients' businesses and in the best working relationships and Happiness in our Teams.

# who we are



We are a 100% Portuguese company that integrates People Management and Consulting Services, founded on May 28, 1987.



We are the largest national company providing Contact Center services and solutions, also operating in the areas of Business Process Outsourcing, Airport Services, Recruitment & Selection, Consultancy, Customer Experience Studies, and Training.



We are proud to have a team of around 2,000 Employees and, as Clients, the largest public and private companies from various sectors of activity, such as: Telecommunications, Media and IT; Services; Financial; Industry, Commerce and Tourism; Utilities, Health, Transport and Logistics; Public Administration and Business Associations.

# RHmais and sustainability

Our sustainability strategy is based on the commitment made by RHmais to adopt concrete and responsible practices and actions to reduce environmental impact, promote social equality and seek solutions that are economically viable in the long term. In this sense, we have been implementing environmental management practices, supporting local communities and promoting gender quality.

We have established internal policies, such as the code of conduct and the Employee manual. We have been certified by NP EN ISO 9001 since 2002 and by NP EN ISO 14001 since 2014, we have partnerships with NGOs and Social Associations. We want to contribute to driving positive change and building a more sustainable future for everyone.

# RHmais and the governance model

We are committed to providing, in addition to a productive and participatory work environment, reconciliation between stakeholders and the community, in a sustainable development approach.



We have implemented a sustainability policy that promotes an organizational climate based on a healthy and safe working environment, complying with current legislation that regulates individual and collective work relationships and combats corruption in all its forms.



We contribute to social actions in partnership with Clients and the Community, we promote programs and actions to raise environmental awareness, involving family and society in the company, and we value Employees.



We respect the free professional and union association of Employees and maintain a benefits/incentives policy with them aimed at providing a higher-quality of life. We reject child labor and any type of forced labor, as well as discrimination of any kind: race, gender, religion, political opinion, sexual orientation, origins, social status, age or nationality.

# RHmais and the economy

In line with what was reported by BdP - Bank of Portugal, in 2023 the Portuguese economy recorded growth, above expectations, of 2,3%. More modest values are expected for 2024 and 2025, respectively, 1,2% and 2,2%.

Average inflation continued the expected/desired downward trajectory, as a consequence of the herculean effort of all economic agents, reducing to 5,3% in 2023. The downward trend will inevitably be maintained: 2,9% in 2024 and 2% until the end of the ECB - European Central Bank's projection horizon. This will be the superlative condition for the reduction of index interest rates, as a consequence of the ECB's monetary policy decisions.

Economic growth, under strong pressure from the dynamism of exports, is expected to grow at a more contained pace than in previous years: 3,4%, on average, in 2023-26, as consequence of the reduction in external demand.

As a result of measures to contain consumption, as relevant part of measures to control the inflation rate, it is estimated that private and public consumption will continue to lose weight in GDP. Private consumption is expected to grow moderately, 1% in 2023-24 and, thereafter, around 1,6%.

After the deficits of 2020-22, the balance of goods and services will return to a surplus in 2023. The economy's financing capacity should stand at 3,6% of GDP, on average, in the period 2023-26 (including transfers of funds from the European Union).

In reference to the "labor market" variable, it continues to present a favorable situation, despite de "almost" stabilization of employment, while an increase in real wages is expected at the same time: employment increases of 0,8% are projected in 2023, 0,1% in 2024 and 0,3% in 2025-26.

For the period 2024-26, the unemployment rate will present an average value of 7,2% above the projections of the main budgetary indicators, in 2023 Portugal recorded a historic GDP surplus, reaching 1,2%. Expectations for 2024 will be more modest: just 0,1% of GDP.

Profoundly binding on the balance of the Portuguese economy, in 2023 the objective was of the public debt ration, relative to GDP, reaching a value close to 100%.

The Portuguese economy, like other economies, is surrounded by a cloud of uncertainty conditioned by exogenous variables resulting from new/existing geopolitical tensions. However, there remains some resilience resulting from factors such as the labor market, incentives from European funds and the competitiveness of some key sectors.

Despite the macroeconomic scenario described, the activity of the resilient RHmais, in its 36 years of existence, presented an interesting growth in its turnover in 2023: 19,8% compared to 2022, meaning around 6,8 million euros.

Regarding the company's overall employment volume, in line with the increase in the volume of activity, RHmais observed an average increase of 4,3% in Employees direct hiring and, also, a relevant average increase in temporary workers. In total, in the different employment areas, the year ended with 2,238 Employees allocated to the different Projects, which corresponds to an increase of 7,5% compared to 2022.

The above circumstance, concomitant with the deepening of digital and remote solutions in recruitment, selection and online training within the scope of project sourcing, has allowed employability in all country's districts, including Autonomous Regions, maintaining total control over compliance with processes, productivity and quality.

Undoubtedly, one of the elements that is highly relevant to the company's sustainability is the fact that its order book, as of December 31st, 2023, presents a total of 123 million euros for the next three years: 40 million euros for the year 2024, 41 for 2025 and 42 for 2026.



# RHmais and the environment



As a service provider company, RHmais has a low impact on the environment. However, and because we are aware that we all, in some way, have left our footprint on the environment, it adopts practices and strategies to minimize its environmental impact and promote sustainability.



The efficient use of resources, the reduction of energy consumption, the implementation of waste management systems, the use of clean technologies and the adoption of sustainable purchasing policies, with the aim of minimizing the use of natural resources and optimizing environmental performance from the company.



In 2023 we replaced our entire lighting system, considering Decree-Law no. 60/2022, of September 14th and reducing annual consumption by 7,624 Watts less.



The company submits to SILIAMB - Integrated Environmental Licensing System, the Integrated Waste Registration Map (MIRR) of its Headquarters and the RHmais Lionesa Contact Center. The amount of fluorinated greenhouse gases from the HVAC equipment at the RHmais Lionesa Contact Center is also communicated through SILIAMB.



Compliance with the NP EN ISO 14001:2015 standard helps the company maintain compliance with environmental legislation, meeting the Clients' expectations, who are increasingly aware of environmental and sustainability issues and are more concerned about looking for products and services that respect the environment.

# RHmais and the circular economy



Our circular economy, serving our business area, involves the adoption of practices and strategies that aim to minimize waste and promote sustainability.



We adopted a strategy that encompasses the redesign of tasks and services that promote efficiency in the use of resources and the reduction of waste. Making use of electronic mail and digitalization that allow the delivery of services and the development of tasks more efficiently without the need for paper consumption. Using video conferences instead of face-to-face meetings helps reduce resource consumption and carbon emissions.



We expanded our leisure and dining space, allowing our Employees at Headquarters to eat comfortably, together and with natural light.



The end-of-life materials, but still usable, are donated for reuse, particularly through the donation of IT equipment to schools, Private Social Solidarity Institutions and Firefighters Associations, among others.

# RHmais and its suppliers



We give preference to Suppliers that adopt environmentally responsible practices and policies in their operations and production chains, who are committed to sustainability and seek to minimize environmental impact throughout their entire value chain. Working with sustainable Suppliers allow us to reduce the environmental and social impact of the material chain, thus promoting responsible practices at all stages of the process.



We carry out an annual assessment of our Suppliers, considering sustainability criteria, mainly compliance with environmental standards and prioritizing Suppliers that have certifications or recognized sustainability seals.

# RHmais and diversity and inclusion



We value and realize Diversity, recognizing that bringing together different perspectives, experiences and skills strengthens teams, drives innovation and creates an environment where everyone can thrive and contribute fully.



Investing in Employee Well-Being is a cornerstone of RHmais. By prioritizing care for the physical, emotional and mental health of Employees, we create a favorable environment for individual growth, professional satisfaction and collective involvement. RHmais thus has a motivated, resilient team capable of building a solid path towards sustainable success.



At RHmais, Diversity is considered a collaborative asset, providing a wide range of perspectives, experiences and skills. Knowing that it is a vast topic, in 2023, we have a professional with International Certification in Diversity, Equity, Inclusion and Belonging (DEIB), by AIRH (Academy to Innovate HR), because we believe that Diversity is a fundamental principle of social justice and equal opportunities.



We are convinced that Organizations have a duty to play a constructive role in social transformation. This involves establishing work environments that are inclusive and welcoming, in addition to hiring qualified people based on their skills and capabilities, without any type of discrimination.

# RHmais and solidarity

**HELPO - In 2023 we contributed with €1,112.00** - Since 2016, we have taken on the role of godparents, currently for two children, two teenagers and a School in Mozambique, in the Nampula area. Helpo is a Non-Governmental Organization for Development and aims to provide support to the most vulnerable populations in developing countries, particularly in areas linked to Education, Nutrition and Maternal and Child Health. RHmais' support affects not only our godchildren, but the entire community where they are located and donations are directed towards the construction of schools, libraries, daycare centers, nutrition centers, school canteens, rainwater harvesting systems, among others.

**LISBON ROTARY CLUB - In 2023 we contributed with €2,000.00** - We regularly collaborate with the Lisbon Rotary Club and contribute to the different projects that this Community Organization sponsors, from Basic Food and Personal Hygiene Baskets, School Kits and Solidarity Backpacks.

**“CABAZ MAIS” (“MORE BASKET”)** - In 2023 we contributed with €25,200.00 - Monthly we contribute €70 to 30 Employees identified as being in a vulnerable financial situation.

We activated a **Donation Campaign** for UNICEF, with our Employees, due to the Earthquake Catastrophe in Turkey. We raised €800 in donations and **RHmais contributed with another €1,600.00**.

**Christmas donations - In 2023 we contributed with €2,500.00** - The Institutions that received special Christmas donations were AMI, “APOIARTE”, “ASAS de Ramalde”, “Casa PORTO”, and the Lisbon Rotary Club.

**Cinema Sessions for Children - In 2023 we contributed with €706.00** - At Christmas time, we invited several Institutions to a cinema session in Oporto and another session in Lisbon. In 2023 we had 56 children and 15 adults from these Institutions.

**Culture's Support - In 2023 we contributed with €3,835.00** - Since 2000, we have been supporting the Portuguese Contemporary Ballet Company with an annual sponsorship.

In 2023, RHmais provided a budget of **€33,618.00** for solidarity actions.

# RHmais and its employees

- ▶ Our Employees are “our gold”. They are the ones who contribute in different ways to collective success. The uniqueness and skills of each person result in a set of knowledge and experiences that allows RHmais to promote an inclusive and promising work environment, encouraging individual and collective growth.
- ▶ In 2022, RHmais employed an average of 1,980 Employees, 24 of whom had some degree of disability, 444 were foreigners and 577 temporary workers.
- ▶ It is important to highlight that equal opportunities and the promotion of gender diversity are relevant issues for RHmais. In 2023, the percentage of female Employees was 66% compared to 34% of male Employees.
- ▶ Age diversity in the company is fundamental, bringing a variety of perspectives, experiences and knowledge from different generations. Although the age average of Employees is 37 years old, RHmais has a multigenerational Employee population, which provides opportunities for learning and sharing good practices among Employees of different age groups.

# RHmais and health and safety



Occupational Safety and Health (OSH) is a key priority at our company, reflecting our unwavering commitment to the well-being of our Employees and promoting a safe and healthy work environment. This commitment is rooted in our organizational culture and is an integral part of our sustainability strategy.

We have implemented strict OSH policies that go beyond regulatory standards, incorporating industry best practices. These policies are continually reviewed and updated annually.

We perform detailed risk assessments annually to identify and mitigate potential workplace hazards. These assessments help to identify risk areas and implement specific preventive measures to minimize the likelihood of occupational accidents and illnesses.

We are determined to maintain and improve our OSH standards, ensuring that all Employees can work in a safe and healthy environment. This commitment is reflected in our plans, which include expanding wellness programs and creating a work environment that values and protects everyone's health.

In addition to accident prevention, we actively promote the health and well-being of Employees through initiatives, such as incentives for physical activity.

We believe that promoting a safe and healthy work environment is essential for the sustainability of our company and the creation of long-term value for all our stakeholders.

RHmais operates in line with the United Nations Guiding Principles on Human Rights, which translates into respect for Human Rights in all its activities and operations, and non-violations of Human Rights by RHmais or its interested parties, such as Suppliers and Business Partners.

We enforce the observance, respect and protection of Human Rights, human dignity and each individual's privacy and communities.

We guarantee that all our activities are carried out without resorting to violence or abuse, rejecting and refusing any complicity with Human Rights' violations.

## RHmais and the human rights

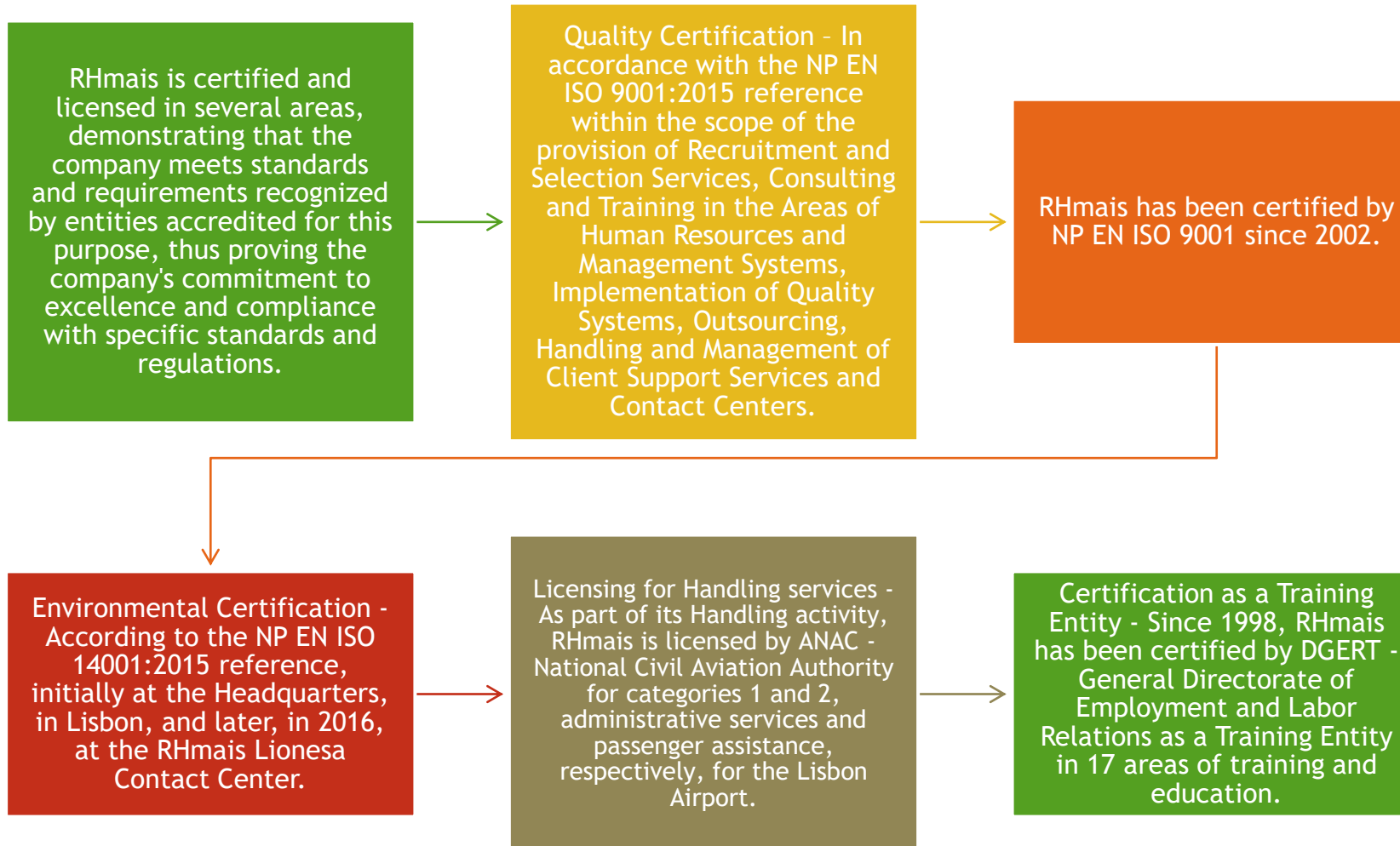


# RHmais and the training

- ▶ Professional training is a fundamental pillar of our sustainability strategy, reflecting RHmais' commitment to promoting the continuous development and training of our Employees. We recognize that continuous learning is essential to maintain competitiveness in the market and to ensure the personal and professional growth of our Employees.
- ▶ Over the last year, we have invested significantly in Training programs, covering several technical and behavioral areas. More than 22,644 training sessions were carried out, totaling 90,556 hours of learning. This investment not only reinforces our Employees' qualifications, but also promotes innovation and operational efficiency.
- ▶ Our training programs are designed to be inclusive and accessible to all Employees, regardless of their position in the company or geographic location. We have implemented tools that allow access to online courses, ensuring that everyone has the opportunity to develop professionally, even from remote locations.
- ▶ Technical training is a crucial component of our programs, covering areas such as development of behavioral skills, leadership, effective communication and teamwork, essential for a collaborative and innovative work environment.
- ▶ We carry out periodic evaluations to measure the impact of training, which allows us to adjust very often programs to emerging needs and ensure their relevance and effectiveness.
- ▶ We are committed to creating a continuous learning environment, where each Employee feels encouraged and supported to reach their maximum potential. Professional training will continue to be a central component of our sustainability strategy, aligned with sustainable development objectives and commitment to business excellence.
- ▶ We believe that investing in people is investing in the future of RHmais, creating a solid foundation for sustainable and inclusive growth.



# RHmais and the recognition



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For the 5th consecutive year, RHmais took the podium, this time in 3rd place with the video of the RHmais Lisbon Contact Center, at the awards ceremony of the International Contact Centers Week (SICC), an event organized by APCC - Contact Centers Portuguese Association.



We were distinguished for having one of the best national Contact Centers by the APCC Best Awards 2023 for the 16990 NOS Line, along with its other partners.



# RHmais and the recognition

We received the 1st Prize in the Best Contact Center Trainer category in the 7th edition of the Fortius Portugal Awards 2023.



We participated for the first time and won the 2023 HAPPY COMPANY Seal, by Ranking Exame | Happiness Works® 2023.

