



# SUSTAINABILITY REPORT 2022

RHMAIS



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# INTRODUCTION

- This report is the document that describes RHmais' practices, performance, and impact regarding environmental, social, and economic issues. It is a privileged means to communicate the company's initiatives and results regarding sustainability.
- The main purpose of this document is to convey the company's performance in relation to sustainability, both to internal and external stakeholders.
- At RHmais, we have been directing our strategy towards advancing sustainability, forging closer ties with local communities, supporting the most vulnerable populations, and strengthening our commitment to employees.
- RHmais intends to contribute to the Sustainable Development Goals (SDGs), particularly those in which the company can have a greater capacity for influence, considering its activities.



# CEO'S MESSAGE

A war in Europe, with a trail of social and economic consequences, following two years of a global pandemic, poses a true stress test for countries, communities, families, and businesses.

At RHmais, we believe that our resilience to these adversities lies in a top-down leadership exercise under the principle of leading by example, unwavering dedication, fostering personal development and creative freedom, alongside adherence to procedures, focusing on customer needs and expectations, giving back to the community, and demonstrating solidarity and respect for the planet through actions within our reach, as highlighted in this report.

The development of lasting relationships with clients, employees, and business partners is the key to our success, the foundational element of our culture.

Promoting meritocracy and internal mobility, fostering communication, and respecting diversity and inclusion are the cohesive elements, the organizational glue necessary for the sustainability of the company and how RHmais presents itself to the market and stakeholders.

At the end of the day, it is happiness that matters at work and in the family; at home or on premises; leading or being led; solving customer problems or recruiting candidates; training or being trained...

Without a doubt, this is how we should continue to conduct ourselves in the future.

**Rui de Brito Henriques**



# VISION, MISSION AND VALUES

We believe that our development is only possible if it is supported by a solid, long-lasting, and mutually beneficial relationship among all stakeholders in the value chain, including our customers, employees, and suppliers.

- **Vision**

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

- **Missão**

Our mission is to help our clients improve their competitive advantage through a set of high-quality competencies and services. We are an integrated company providing consulting and training services in the areas of Human Resources, Management Systems, Quality Systems Implementation, and Customer Service, Contact Centers, and Outsourcing.

- **Values**

**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 actions we take;

**Ethics:** Promoting sustainability in our relationships with our Clients and Suppliers, and fostering equity and rights among ourselves;

**Transparency:** In internal relationships and throughout the value chain, promoting sincerity and rigor to improve professional performance and decision-making.

- **Our Purpose**

Investing in the transformative capacity of our Employees to create the best business environment for our Clients and foster the best working relationships and Happiness within our Teams.



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## WHO WE ARE

RHmais is the largest national company providing Contact Center services and solutions, also operating in the areas of Business Process Outsourcing, Airport Services, Recruitment Solutions, Consulting, Customer Experience, and Training.

We are an integrated company of People Management and Consulting Services, 100% Portuguese, founded on May 28, 1987.

We ended 2022 with a team of approximately 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, Healthcare, Transportation, and Logistics; Public Administration and Business Associations.

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# SUSTAINABILITY STRATEGY

Our sustainability strategy is based on RHmais' commitment to adopting concrete and responsible practices and actions to reduce environmental impact, promote social equality, and seek economically viable long-term solutions. In this regard, we have been implementing environmental management practices, supporting local communities, and promoting gender equality.

We have established various internal policies, such as a code of conduct. The company has been certified by NP EN ISO 9001 since 2002 and NP EN ISO 14001 since 2014. We have partnerships with NGOs and social associations. We believe that by doing so, we can contribute to driving positive change and building a more sustainable future for all.





# CORPORATE GOVERNANCE

RHmais is committed to providing not only a productive and participatory work environment but also reconciling the interests of its stakeholders with the community in a sustainable development approach.

The company has implemented a sustainability policy where it strives to promote an organizational climate based on a healthy and safe work environment. It complies with the current legislation that regulates individual and collective labor relations and combats corruption in all its forms.

RHmais contributes through social actions in partnership with clients and the community. It promotes programs and initiatives for environmental awareness, involvement of family and society with the company, and the appreciation of employees. It respects the freedom of professional and union association of its employees and maintains a policy of benefits/incentives aimed at providing a higher quality of life. It combats child labor and any form of forced labor, as well as discrimination of any kind based on race, gender, religion, political opinion, sexual orientation, origin, social status, age, or nationality.



# ECONOMY

After two consecutive years of global pandemic, the year 2022 began with the expectation of a significant economic recovery and increased confidence among agents and consumers.

However, with the invasion of Ukraine by Russia and all the resulting collateral effects, including an unprecedented inflationary process in recent decades, particularly impacting energy, food, and transportation products, there has been a reactive increase in interest rates by international banking institutions, with detrimental consequences for investment decisions and business development.

Despite this inflationary context, RHmais' activity showed interesting stability throughout the year, leading to better results compared to its sales volume, which was affected by the inflationary/war scenario described above.

In reality, compared to the previous year, there was a significant reduction in the volume of some of the company's businesses compared to the previous year, but this was offset by new clients and the accelerated digitization of companies' customer service processes, reducing the need for human intervention.

The economic downturn resulted in a lower demand for the company's human and business development services, particularly in recruitment and selection and consulting and training.

Despite this, the overall employment volume of the company remained stable, with a decrease of -9% in directly hired employees due to natural attrition, offset by a significant increase, especially in the last quarter, in temporary workers (+300%). The year ended on a strong growth path.

Deepening the trend towards employees' preference for remote work and demonstrating great flexibility and responsiveness through the rapid and successful digital transformation of processes, the company currently has approximately 36% of employees who work remotely either alternately or exclusively.

This circumstance, combined with the deepening of digital and remote solutions in recruitment, selection, and online training in project sourcing, has allowed for employability in all districts of the country, including autonomous regions, while maintaining full control over process compliance, productivity, and quality.



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# ENVIRONMENTAL MANAGEMENT

As a service provider, RHmais has a low environmental impact; however, aware that we all, in some way, leave our footprint on the environment, we adopt practices and strategies to minimize our environmental impact and promote sustainability.

Some of these practices include efficient resource usage, reducing energy consumption, implementing waste management systems, utilizing clean technologies, and adopting sustainable procurement policies. The objective is to minimize the use of natural resources and optimize the company's environmental performance.

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

Compliance with the NP EN ISO 14001:2015 standard helps the company maintain compliance with environmental legislation, meeting the expectations of customers who are increasingly attentive to environmental and sustainability issues, and more concerned with seeking products and services that respect the environment.



# CIRCULAR ECONOMY

Circular economy at RHmais, considering our business area, involves the adoption of practices and strategies aimed at minimizing waste and promoting sustainability.

RHmais has adopted a strategy that encompasses the redesign of tasks and services that promote resource efficiency and waste reduction. By making use of new technologies such as email and digitalization, these enable the delivery of services and the development of tasks in a more efficient manner without the need for paper consumption. The use of video conferences instead of in-person meetings helps to reduce resource consumption and carbon emissions.

End-of-life materials that are still usable are donated for reuse, particularly through the donation of computer equipment to schools, social solidarity institutions, and firefighter associations, among others.



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# SUPPLIERS

RHmais has a preference for suppliers that adopt environmentally responsible practices and policies in their operations and production chains, are committed to sustainability, and seek to minimize environmental impacts throughout their value chain. Working with sustainable suppliers helps to reduce the environmental and social impact of the materials chain, promoting responsible practices at every stage of the process.

RHmais conducts an annual evaluation of its primary and secondary suppliers, taking into consideration sustainability criteria, primarily compliance with environmental standards, and prioritizes suppliers that have recognized sustainability certifications or labels.



## SOCIAL RESPONSIBILITY AND COMMUNITY COMMITMENT

Supporting communities is a fundamental part of RHmais' sustainability and social responsibility. It involves initiatives and actions undertaken by the company to make a positive contribution to the communities where it operates.

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Examples of support, both financial and in kind, are provided to various charitable institutions, such as Associação de Solidariedade Social Mercado dos Santos, Fundação Allamano, Aldeia de Crianças SOS, Liga Portuguesa Contra o Cancro, Ajuda de Berço, A Causa da Criança Maia, and Conselho Português para os Refugiados (CPR).

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In partnership with the Rotary Club of Lisbon, RHmais has been assisting in supporting the João XIII Association and the "O Companheiro" Association.

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Continuing the partnership with Helpo - Non-Governmental Organization for Development, we have strengthened our support and sponsorship of children and schools in Mozambique (Murrothone, Nampula, and Pemba) and São Tomé and Príncipe, among others.

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As part of the International Contact Center Week, several volunteering actions were carried out. We participated in various activities, including helping to prepare school backpacks and making bags (from T-shirts) for collecting essential goods at AMI. We supported the organization of the library at the SOS Children's Village in Bicesse. We donated blood at the Fernando Fonseca Hospital. We sorted school supplies at Entrajuda. We collaborated with AMIAMA. And we were involved in beach cleaning.

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RHmais joined the International Catholic Association for the Service of Young Women in Porto (ACISJF), which aims to promote the integral development of young females at social risk and single mothers who are victims of physical and psychological abuse. During the International Contact Center Week, several actions were carried out, including the preparation and delivery of meals from the Social Canteen (Self In-Via) and the maintenance and rehabilitation of the outdoor space at the Nossa Senhora do Bom Conselho Integration Community (painting walls, cleaning roofs and gardens, assembling garden equipment and playing with children).

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# EMPLOYEES, DIVERSITY, AND INCLUSION

RHmais values and embraces diversity, recognizing that the combination of 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 the foundation of the company. By prioritizing the care for the physical, emotional, and mental health of its people, it has created a conducive environment for individual growth, professional satisfaction, and collective engagement. RHmais has a motivated, resilient team capable of building a solid path towards sustainable success.

At RHmais, diversity is considered a collaborative asset that provides a wide range of perspectives, experiences, and abilities, leading to more innovation and creativity. Furthermore, diversity is a fundamental principle of social justice and equal opportunities.

The company promotes a culture of respect, equal treatment, and fair opportunities for all, fostering equity, combating biases, and fostering a sense of belonging.





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## EMPLOYEES DESCRIPTION

RHmais employees are the essence and driving force of the company, contributing in diverse ways to its success. The uniqueness and skills of each individual result in a set of knowledge and experiences that enable the company to foster an inclusive and promising work environment, encouraging individual and collective growth.

In 2022, RHmais employed an average of 1,673 employees, including 284 foreign workers from 10 nationalities, and 182 temporary workers.

It is important to highlight that equal opportunities and promoting gender diversity are relevant issues for RHmais. However, despite the efforts made, the percentage of female employees is higher at 65%, compared to 35% of male employees.

Age diversity within the company is important as it brings a variety of perspectives, experiences, and knowledge. Despite the average age of employees being 36 years, RHmais has a multi-generational workforce, which provides opportunities for learning and exchanging ideas among employees of different age groups.



## HEALTH AND SAFETY

Health and Safety at Work (HSW) is an important area for RHmais. By promoting a safe and healthy work environment, the company aims to prevent accidents, injuries, and occupational illnesses.

RHmais conducts annual risk assessments to identify hazards and assess the risks associated with its activities. This allows for the identification of potential sources of injuries, illnesses, or workplace accidents and the implementation of appropriate control measures.

Actions are taken to promote health through the dissemination of information on various topics, such as raising awareness of healthy habits and maintaining physical activity.

Given the company's business area and the low level of risks associated with the tasks performed by employees, the year 2022 was no exception, with a low level of accidents. There were 13 work-related accidents (only one not during work commute) resulting in 567 days of absence, which corresponds to 2 employees out of approximately 2,000 (0.1%).



# HUMAN RIGHTS

RHmais has a commitment aligned with the United Nations Guiding Principles on Human Rights, which translates into respect for these rights in all its activities and operations, and a non-violation of these rights by the company or its stakeholders, such as suppliers and business partners.



RHmais applies the observance, respect, and protection of human rights, human dignity, and the privacy of each individual and communities.



The company ensures that all its activities are conducted without the use of violence or abuse, rejecting and refusing any complicity with human rights violations.

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# PROFESSIONAL TRAINING

The training of employees is an important process at RHmais, aiming to develop the skills, knowledge, and abilities necessary to perform their functions effectively. This training aims to improve individual and collective performance, promote innovation, empower employees to deal with challenges, and strengthen the organizational culture.

RHmais has developed a training program called "AGOSTO Academy - Academy for Operational Managers, Supervisors, Trainees, and Operators" which encompasses the professional competencies required for the career paths of employees, as well as training to better adapt to the transformations resulting from rapid technological advancements and customer demands.

In addition to all the training activities carried out within the scope of its service provision to clients, RHmais invested €308,808 in professional training during the year 2022, conducting 110 training sessions included in the Annual Training Plan and the "AGOSTO Academy - Academy for Operational Managers, Supervisors, Trainees, and Operators" program. A total of 2,440 trainees attended the training, resulting in 26,754 hours of training.



# RECOGNITION



RHmais is certified and licensed in various areas, demonstrating that the company meets standards and requirements recognized by accredited entities, thereby showcasing the company's commitment to excellence and compliance with specific norms and regulations.

- Quality Management - RHmais is certified in accordance with the NP EN ISO 9001:2015 standard for the provision of and Selection Services, Consulting, and Training in the areas of Human Resources and Management Systems.
- Environmental Certification - According to the NP EN ISO 14001:2015 standard, RHmais initially obtained certification for its headquarters in Lisbon and later, in 2016, for the RHmais Lionesa Contact Center.
- Implementation of Quality Systems, Outsourcing, Handling, and Management of Customer Assistance Services and Contact Centers - RHmais has been certified with NP EN ISO 9001 since 2002.
- Airport Services Licensing - As part of its Airport Services activities, RHmais is licensed by the National Civil Aviation Authority (ANAC) for categories 1 and 2, covering administrative services and passenger assistance, respectively, for the airports of Lisbon, Porto, and Madeira.
- Certification as a Training Entity - Since 1998, RHmais has been certified by the General Directorate of Employment and Labor Relations (DGERT) as a Training Entity (Process C3102) in 17 areas of training and education.

# NATIONAL BEST CONTACT CENTER VIDEO AWARD

For the 4th consecutive year, RHmais once again climbed to the top of the podium, taking 1st place with the RHmais Lisbon Contact Center video, as part of the International Contact Center Week contest promoted by the Portuguese Association of Contact Centers (APCC).

