



Skillful competent employees who embrace SIMPAR values, and motivated to innovate

# 6. HUMAN CAPITAL

# Human capital

Actions dedicated to  
**perpetuating the**  
Group **culture**

Integrated Management System  
(IMS) – certified to **ISO 9001**  
**and ISO 14001**

Over **21,000** in-house  
**employees** and 844  
contractors

**The Ligado em Você**  
**Program** to promote a

more human and productive  
work environment. More than  
**4,000 people** were  
attended to at the height of the  
pandemic

**3,476**  
internal promotions

## Employee management

GRI 103-1 | 103-2 | 103-3 - Recognizing people's value, perpetuating the culture and respecting diversity

The search for professionals who identify with the SIMPAR values begins with at selection and recruitment. In 2020, **with the focus on perpetuating the culture**, The holding company's People Committee entered alignments with those responsible for searching for new professionals for all the subsidiary companies, to highlight the importance of hiring professionals who embrace **values like Devotion to Serving, People, Simplicity and an Owner's Attitude**. The holding company also instructed the subsidiaries to work at communicating the values that have governed the companies for over 60 years in order to retain the essence that has made the sustainable development of the businesses possible over recent decades. The People Management area also does periodic assessments of new employees and carries out post-dismissal interviews to evaluate the reasons for people's resignation. In addition, there is a **Family Valuing Program** focused on hiring family members, thereby emphasizing the bonds established between the employees and the companies.

To ensure an attractive environment that favors development, we provide benefits, some of which are extendible to family members: life insurance, healthcare plans and extended parenthood leave, with no discrimination between full-time and temporary employees. In 2020, 728 employees took parenthood leave, of whom 161 were women and 567 men. The rate of return (the percentage of those who returned after leave) was 96% for men, and 86% for women. As for the retention rate in 2020 - the percentage of employees still employed 12 months after returning - was 82% for men and 69% for women. The rates, per subsidiary company, are in the [GRI exhibits](#). [GRI 401-2 | 401-3](#)



### Parenthood leave<sup>1</sup> GRI 401-3

		2019	2020
Total employees who took parenthood leave	Men	589	567
	Women	193	161
Total employees who returned to work, in the report-ing period, when their parenthood leave ended	Men	568	542
	Women	176	139
Total employees who returned to work after their parenthood leave and who were still employed 12 months after returning to work	Men	383	463
	Women	82	122
Rate of return	Men	96%	96%
	Women	91%	86%
Retention rate	Men	-	82%
	Women	-	69%

1. The data cover the operations of SIMPAR, JSL, Movida, Vamos, CS Brasil, Original Concessionárias and BBC Leasing & Conta Digital. The retention rate is not available for 2019, as the indicator began to be monitored in 2020.

In regard to the safety of the assets, SIMPAR and the subsidiary companies have a maintenance policy and commitment, scheduling the tire changes and corrective and preventive maintenance, as well as awareness campaigns for drivers about better driving, which include: awareness about driving in fog; awareness about holiday traffic on highways, covering the traffic on highways at the end of the year and during holiday periods. The subsidiary companies also provide the drivers with training.

With corrective and preventive maintenance of the assets, combined with training sessions at the branches

and the campaigns held during the year, SIMPAR aims to **reduce the risks associated with the operations** and, consequently, the number of claims and traffic accidents.

[GRI 103-1, 103-2, 103-3 - Safety of people and assets](#)

### COMPOSITION

[GRI 102-8 | 401-1 | SASB TR-RO-320a.2](#)

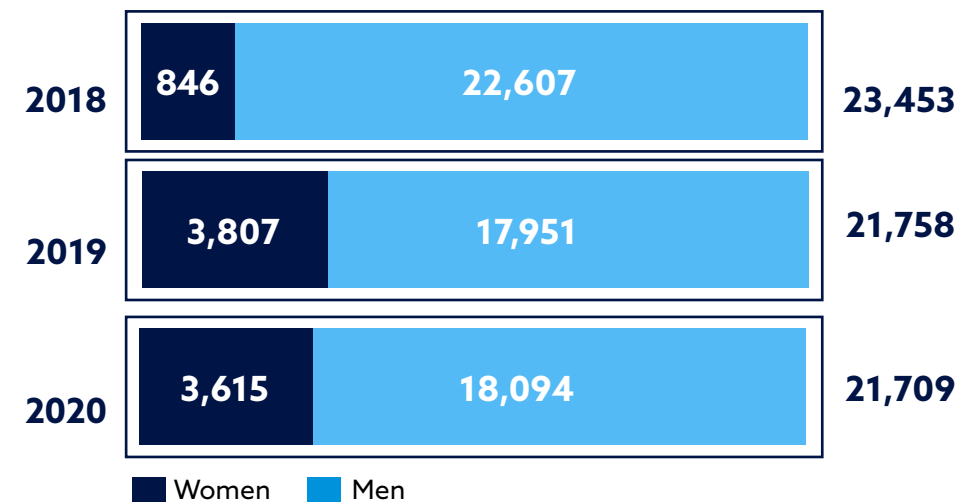
We ended 2020, factoring in the subsidiary companies, with **over 21,000 of its own employees** – of whom 83% men, and 17% women – and **844 outsourced staff**. Of the total own employees, 99% were hired on indeterminate work agreements and 95% full time. The greater majority, 63%,

work in the southwestern region of Brazil, while 14% were in the Northeast and 9% in the Midwest.

There were 9,309 hires in the period, a new hires rate of 0.43 (0.39 in 2019); and 9,430 dismissals, with a turnover rate of 0.43. The rates were calculated as the number of hires or dismissals for the year, divided by the number of active employees in the latest period. In the [GRI Exhibits](#), you will find a detailed data.



Number of employees by gender<sup>1</sup> [GRI 102-8](#)



1. The data for 2018 were restated in relation to the previous report. [GRI 102-48](#)

Number of employees by region<sup>1</sup> [GRI 102-8](#)

	2018	2019	2020
North	1,485	1,441	1,547
Northeast	2,388	2,541	2,973
Midwest	2,286	2,188	2,035
Southeast	15,481	13,769	13,583
South	1,813	1,819	1,571
<b>Total</b>	<b>23,453</b>	<b>21,758</b>	<b>21,709</b>

1. The data for 2018 were restated in relation to the previous report. [GRI 102-48](#)



### Number of employees by type of contract of employment and gender<sup>1</sup> GRI 102-8

	2018			2019			2020		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Determinate period	457	389	846	519	398	917	145	114	259
Indeterminate period	19,053	3,554	22,607	17,432	3,409	20,841	17,949	3,501	21,450
<b>Total</b>	<b>19,510</b>	<b>3,943</b>	<b>23,453</b>	<b>17,951</b>	<b>3,807</b>	<b>21,758</b>	<b>18,094</b>	<b>3,615</b>	<b>21,709</b>

1. The data for 2018 were restated in relation to the previous report. GRI 102-48

### Number of employees by type of employment and gender<sup>1</sup> GRI 102-8

	2018			2019			2020		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Full-time	18,998	3,469	22,467	17,501	3,421	20,922	17,291	3,286	20,577
Temporary (part-time)	512	474	986	450	386	836	803	329	1,132
<b>Total</b>	<b>19,510</b>	<b>3,943</b>	<b>23,453</b>	<b>17,951</b>	<b>3,807</b>	<b>21,758</b>	<b>18,094</b>	<b>3,615</b>	<b>21,709</b>

1. The data for 2018 were restated in relation to the previous report. GRI 102-48



William Dos Santos Peres and Cinthia Dos Reis Baiao - Tender of CS Brasil (Mogi das Cruzes/ SP)



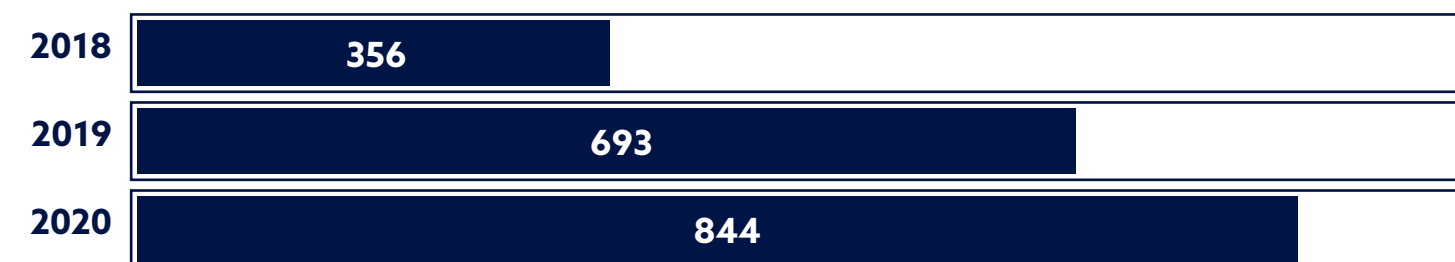
Caroline Barbosa- Used Car Trade Marketing Area

### Number of employees by type of contract of employment and region<sup>1</sup> [GRI 102-8](#)

	2018			2019			2020		
	Determinate period	Indeterminate period	Total	Determinate period	Indeterminate period	Total	Determinate period	Indeterminate period	Total
North	65	1,420	1,485	64	1,377	1,441	42	1,505	1,547
Northeast	59	2,329	2,388	137	2,404	2,541	37	2,936	2,973
Midwest	122	2,164	2,286	139	2,049	2,188	29	2,006	2,035
Southeast	531	14,950	15,481	511	13,258	13,769	138	13,445	13,583
South	69	1,744	1,813	66	1,753	1,819	13	1,558	1,571
<b>Total</b>	<b>846</b>	<b>22,607</b>	<b>23,453</b>	<b>917</b>	<b>20,841</b>	<b>21,758</b>	<b>259</b>	<b>21,450</b>	<b>21,709</b>

1. The data for 2018 were restated in relation to the previous report. [GRI 102-48](#)

### Number of outsourced personnel [GRI 102-8](#)



## RESPECT FOR DIVERSITY

[GRI 103-1 | 103-2 | 103-3](#) – Recognizing people’s value, perpetuating the and respecting diversity | [GRI 405-1 | 405-2](#)

### Recognizing the value of people is one of the priority topics of SIMPAR.

In this respect, in March 2020 the Respect for Diversity Program was rolled out, seeking to foster a **more inclusive and diverse work environment**, with the initial focus on female employees, although underrepresented in certain sectors in which the subsidiaries operate – women account for 17% of the Group’s workforce.

To set the program in motion, there was an awareness campaign about the topic among the employees through monthly meetings. Targets were also set, and Human Resource policies and procedures were reviewed, in addition to monitoring and analysis of the diversity indicators presented and discussed every month in the [Sustainability Committee](#).

The topic also received greater attention in the recruitment and selection area of the subsidiaries, with the People Committee stressing the importance of considering, for all positions, potential candidates **regardless of gender, race, ethnicity or age group, among other diversity indicators**. Thus, during the year, Movida created the 60+ for openings in stores and at the call center, o 60+ to hire professionals aged 60 or above. At the end of the period, four employees had been hired with this profile, in the home office regime, to work as a call center attendant. Of the total employees of SIMPAR and the subsidiaries, approximately 60% were aged between 30 and 50. Also, around 60% of the workforce and 28% of executive level employees were Afro, and approximately 2% were persons with disabilities (PWDs). During the year, there were no Afros or PWDs among the members of the governance bodies. Detailed data are available in the [GRI Exhibits](#).



## KNOWLEDGE MANAGEMENT

Given the atypical year due to the Covid-19 pandemic, SIMPAR concentrated its efforts in the search to guarantee the well-being of its employees. However, it continued to invest in employee training, an action that begins during the onboarding process, which took place online during the year, and covers issues of ethics, compliance and safety, as well as the fundamental requisite of each operation. There is an annual calendar of training events that combine behavioral and socioemotional aspects with training sessions of a technical nature. During the year, an average of 4.08 hours of training per employee was provided, making a total of 88,556 hours of training. The average training hours per company is shown in the [GRI Exhibits](#). [GRI 404-1](#)



### Average training hours per employee, by gender<sup>1</sup> [GRI 404-1](#)

	2018	2019	2020
Men	13.45	17.31	4.02
Women	10.76	8.52	4.35
<b>Total</b>	<b>12.99</b>	<b>15.76</b>	<b>4.08</b>

1. The data cover the operations of SIMPAR, JSL, Movida, Vamos, CS Brasil, Original Concessionárias and BBC Leasing & Conta Digital

### Average training hours per employee, by functional category<sup>1</sup>

[GRI 404-1](#)

	2018	2019	2020
Chief Executive Officer	4.75	11.00	0.00
Executive board (statutory and non-statutory executive officers and superintendents)	11.73	5.12	0.06
Management (managers and advisors, including executives and those linked to the operational areas)	4.64	10.02	5.64
Administrative (specialists, coordinators, supervisors, analysts, assistants and auxiliaries)	4.85	5.75	1.17
Operations	16.54	20.84	5.82
Interns	1.16	2.37	2.89
Apprentices	12.18	0.31	2.64
<b>Total</b>	<b>12.99</b>	<b>15.76</b>	<b>4.08</b>

1. The data cover the operations of SIMPAR, JSL, Movida, Vamos, CS Brasil, Original Concessionárias and BBC Leasing & Conta Digital.

To perfect skills, SIMPAR has the **Mais Pra Você Program**, an arrangement with several teaching institutions and installment plans for obtaining the driver's license. The partnerships action arranges discounts and promotions in teaching institution (formal education, universities, language and IT schools and vocational courses), companies, traders and others. However, there are no specific activities to facilitate the continuity of employability in case of retirement or termination of the contract of employment. [GRI 404-2](#)

Following the corporate restructuring and the constitution of the People Committee, SIMPAR's objective over the years to come is **to structure career paths and a leadership development plan**. In the short term, the emphasis is on drawing up **a development and training plan for the lower echelon professionals** in preparation for attaining new leadership positions, thereby growing jointly with the subsidiaries and the holding company itself. That is why the intention exists to set up internship and trainee programs – the latter already functioning at Movida – at all the companies. For 2021, the programs have already been designed: the internship program is expected fill 50 vacancies. The trainee course will have 35 placements across all subsidiary companies. The aim of undertaking a performance appraisal, designed in 2019, was postponed on account of the scenario imposed by the coronavirus pandemic.

The process only went ahead at Movida (2,954 persons evaluated, representing 14% of the Group's entire staff), but for 2021, the commitment is to **undertake at all the subsidiaries a 90 degrees analysis, with self-assessment and evaluation by the manager, in addition to the calibration committees** to mitigate distortions in the evaluations. At Movida and Vamos, 100% of the personnel will be assessed at JSL, Original and CS Brasil, analysts, specialists and leaders in general will participate in the process. [GRI 404-3](#)



## Safety management

GRI 103-1 | 103-2 | 103-3 - Safety of people and assets

Given the characteristics of the operations of its subsidiaries, who require employees to be present at customers throughout the country and overseas, as well as the highways, **SIMPAR is adopting corporate health and safety management.** Thus, the Health, Safety and Environment areas (SSMA) and the holding company's Integrated Management support all the companies in the portfolio. Additionally, in every operation with the presence of employees on customers' premises, a HSE leader is designated SSMA, who must meet the standards defined by the company.

Since 2015 there has been an Integrated Management System (IMS) – **certified to ISO 9001 and ISO 14001**, with the intention of obtaining in 2021 ISO 45001 for health and safety – by mapping all processes within the various operations and the procedures, guidelines and policies, in addition to preventive and corrective actions for preserving occupational health and safety. In 2020, the advance of the IMS was due to the installation of SOCs software, which concentrates all health and safety- related documents, updated daily, allowing rapid access to the data.

Also in 2019, we adopted a **Health and Safety Management System**, based on monitoring the legal requisites and the branches and in operations. Using the tool, the indicators are continually monitored in order to fully comply with the applicable regulatory standards and laws. The data also provide inputs for the **Environmental Risks Prevention Program (PPRA)** and **the Medical**

**Control and Occupational Health Program (PCMSO)**, among other initiatives mitigating health and safety risks among our own and outsourced employees. **GRI 403-1**

And to support and promote the quality of the safety system, the company maintains an active Specialized Occupational Health and Safety Service (SESMT), as well as an Internal Accident Prevention Commission (Cipa), on which 100% of the employees are represented. For operations where there is no legal requirement to create the Cipa, a trained representative is indicated to ensure safety-focused preventive actions.

Another resource strengthened in the period was the **Incident Investigation Management System**, operating since 2015 and which last year began centralizing all information about accidents, focusing on investigating the root cause and the means to be adopted to prevent a recurrence.

With the same focus, and to raise awareness that promoting safety is everyone's responsibility, there is a **Point Out the Risk** channel so that employees can air their concerns about the issue. Managed by a specialized company, the tool is accessed on a 0800 line and is available seven days a week, 24 hours a day. In 2021, it is our intention to perfect the channel and facilitate access using a QR Code.

### IMS PROCEDURES

Application of Breathalyzers



Incident/Accident Notification and Investigation Process



Safety when Working at Height



Program for Preventing the Improper Use of Alcohol



Right of Refusal



Hazard Identification and Risk Assessment

Legislation on Transporting Hazardous Products

Safety when Working in Confined Spaces

Right of Refusal

## HEALTH PROMOTION GRI 403-6

To promote access by employees and their dependents (spouses and children up to the age of 18 or up to 24 years of age when proof of enrolment in higher education is produced) to medical and health services SIMPAR provides a regionalized medical plan that covers the list of procedures covered by the ANS.

Another highlight is the **Ligado em Você program**, of psychological support and general for employees in order to promote a more human and productive work environment. The program is a benefit open to all

professionals, their spouses and children up to the age of 24. This action provides **support on social issues, legal and psychological counselling**, covering for example, death, budget imbalance, chemical dependency and health problems, among others. In 2020, the channel was instructed to assist with socioemotional and health issues related to the Covid-19 pandemic.



Another highlight is the **Ligado em Você program of psychological support and general guidance for employees**, in order to promote a more human and productive work environment.

## Occupational health services GRI 403-3 | 403-10

SIMPAR staff includes professionals trained to provide proper and necessary support for the health of its employees: occupational physicians; specialist physicians (general practitioners, orthopedic surgeons, gynecologists, cardiologists); occupational nurses; nursing auxiliaries; dieticians; and a psychologist. It also makes available specialist partner clinics throughout Brazil to attend to employees. The medical records of all professionals are also kept and, to ensure the confidentiality of the information, access to the medical area is restricted only for the purpose of pertinent treatment or exams and when requested. No employee work-related health problems were identified at SIMPAR or its subsidiaries.

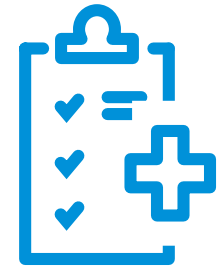




## PERFORMANCE

**Safety management is monitored and evaluated** using proactive and reactive indicators, undertaking audits of the processes and employee training. Always striving for continuous improvement, SIMPAR is investing in **new technologies** like apps for carrying out field audits, which optimizes time and improves the information filters. The objective, which we incessantly strive for, is to achieve **“zero accidents”**. In this respect, over the years, resources have also been channeled to training and awareness programs, in addition to setting accident-related targets.

Over recent years, SIMPAR has managed to reduce its accident rate. In 2020, there was a decline, but due to the pandemic, uncertainties and the stoppage of the in-field SSMA activities, the target established was not exceeded. In addition, there have been improvements in the controls at the branches an in operations regarding incident reporting, which has also been reflected in targets having been reached. The data, per company, is available in the [GRI Exhibits](#).



### Work-related injuries [GRI 403-9](#) | [SASB TR-RO-320a.1](#)

Employee health and safety rates <sup>1</sup>	2018	2019	2020
Number of deaths arising from work-related injuries	0	2	0
Death rate arising from work-related injuries	0.00	242.26	0.00
Number of highly consequential work-related injuries (excluding deaths)	63	55	49
Rate of highly consequential work-related injuries (excluding deaths)	1.31	1.13	1.18
Number of reportable work-related injuries	0	42	34
Rate of reportable work-related injuries	0.00	0.85	0.82

1. The data cover the operations of JSL, Movidia, Vamos, CS Brasil, Original Concessionárias and BBC Leasing & Conta Digital. The rates were calculated based on 1,000,000 hours worked. All the information was excerpted from the company’s accident indicators. The total number of hours worked was 41,575,499. This disclosure does not include outsourced workers and service providers. There is no provision for this control.



## Employees health and safety rates by gender<sup>1</sup> in 2020 [GRI 403-9](#) | [SASB TR-RO-320a.1](#)

	Mulheres	Homens
Number of deaths arising from work-related injuries	0	0
Death rate arising from work-related injuries	0.00	0.00
Number of highly consequential work-related injuries (excluding deaths)	0	49
Rate of highly consequential work-related injuries (excluding deaths)	0.00	1.18
Number of reportable work-related injuries	0	34
Rate of reportable work-related injuries	0.00	0.82

1. The data cover the operations of JSL, Movida, Vamos, CS Brasil, Original Concessionárias and BBC Leasing & Conta Digital. The rates were calculated based on 1,000,000 hours worked. All the information was excerpted from the company's accident indicators. The total number of hours worked was 41,575,499. This disclosure does not include outsourced workers and service providers. There is no provision for this control.

## Employees health and safety rates by region<sup>1</sup> in 2020 [GRI 403-9](#) | [SASB TR-RO-320a.1](#)

	North	Northeast	Midwest	South-east	South
Number of deaths arising from work-related injuries	0	0	0	0	0
Death rate arising from work-related injuries	0.00	0.00	0.00	0.00	0.00
Number of highly consequential work-related injuries (excluding deaths)	1	5	2	35	6
Rate of highly consequential work-related injuries (excluding deaths)	0.31	0.95	0.43	1.39	1.85
Number of reportable work-related injuries	4	5	6	17	2
Rate of reportable work-related injuries	1.54	0.76	1.30	0.67	0.62

1. The data cover the operations of SIMPAR, JSL, Movida, Vamos, CS Brasil, Original Concessionárias and BBC Leasing & Conta Digital. The rates were calculated based on 1,000,000 hours worked. All the information was excerpted from the company's accident indicators. The total number of hours worked was 41,575,499. This disclosure does not include outsourced workers and service providers. There is no provision for this control.