

# OUR – COMMITMENT

SUSTAINABILITY REPORT

proef

PROEF

proef

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## OUR COMMITMENT

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# About us



**In this increasingly complex and dynamic world the ability to constantly adapt has become an essential skill to provide the proper services that answer to the future's requirements.**

In this process of transformation and progress, we are our clients' trusted partner. Our multidisciplinary teams are present in eleven countries, providing turnkey integrated solutions, encompassing the entirety of the clients' value chain. Starting with the design and implementation stage, operation and maintenance, IT services and Digital & Analytics tools, we guarantee quality and an after-sales service that fosters relationships with those who trust us the most.

# Vision

## Driving change together -

We want to drive and lead change in our industry, building the future side by side with our clients, partners, and employees.

# Mission

## Smartly connecting ecosystems -

We develop integrated solutions, customized according to the clients' different needs and delivered in a turnkey model, in our sectors - **Telecom, Power, Cities & Territories e Corporate**. We are smartly connecting the various ecosystems, leveraging technical knowledge, being present and providing an innovative culture!

# Values

## Ambition -

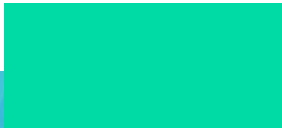
Constant determination to achieve the established goals and to exceed the expectations of our clients

## Innovation -

Drive change, always looking to identify new opportunities and anticipate future needs.

## Leadership -

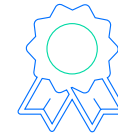
Lead the evolution and development of new solutions in our sectors of activity.



# Main indicators



**11**  
Countries



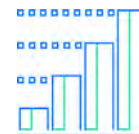
**35**  
Years of  
experience



**900**  
Employees



**4000**  
Headcount  
in the field



**135M€**  
Turnover



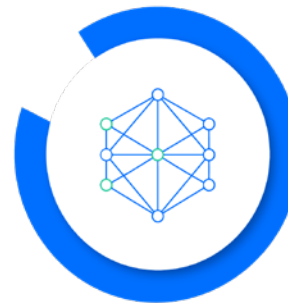
**5M€**  
R&D Investment

# What makes us different?



## Technical know-how

Developed over more than 35 years of experience and proven effectiveness.



## Reinvent

Throughout our history, we had to reinvent ourselves in various situations. These experiences allowed us to identify and develop devices to deal with changes in the future.



## Continuous learning

Relying on continuous vocational development and training, we form multidisciplinary teams able to answer to any challenge.



## Global Presence

We are in 11 countries: Portugal, Spain, France, Germany, Malta, Angola, Mozambique, South Africa, Rwanda, Namibia, and Colombia.



## Identifying opportunities

We are aware of new trends, as well as new social and urban needs, etc.



## Integrated Solutions

We connect ecosystems from integrated and customized solutions that cover the entire value chain of the client.



## Proactiveness

We have the initiative, the ambition, and the attitude that allow us to anticipate future needs.



# Sectors of activity



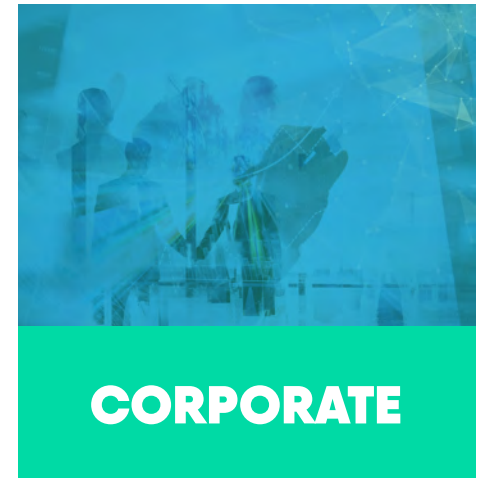
**Network solutions beyond simple connectivity.**



**Power delivered smartly and in an efficient manner to clients.**



**We support cities and territories on the path to a smart society.**

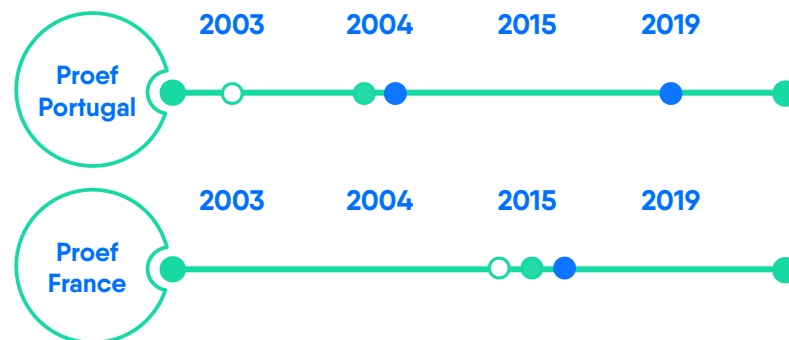


**Smart and efficient solutions for buildings and business systems.**



# Management system certification

Proef has invested in the certification of its companies to assure the quality of its services, to contribute to the prevention of pollution and protection of the environment and to ensure the safety and health of its employees and partners. At this moment, the Integrated Quality, Environment and Safety System is implemented and certified according to the relevant benchmarks, in the following companies:



- ISO 9001 Quality Management System Certification
- ISO 14001 Environmental Management System Certification
- OSHA 18001 Occupational Safety, Hygiene and Health Management System Certification
- ISO 45001 Occupational Safety, Hygiene and Health Management System Certification

# 2030 goals for sustainable development



In 2016, the United Nations passed a resolution called “Transforming our World: The 2030 Agenda for Sustainable Development”, made of 17 goals, the so-called Sustainable Development Goals (SDG), 169 targets, and 230 global indicators. The latter should be achieved through numerous initiatives that can be of a global, regional, national, and/or local endeavour and should be put in place by governmental organizations, non-governmental organizations, and citizens in general, so as to achieve a prosperous and sustainable future. Proef’s sustainability strategy is aligned and committed to the sustainability guidelines deriving from the SDGs, and so Proef discloses in this report the main initiatives developed in 2019, interconnecting with the objectives to which it aims to respond.

## SUSTAINABLE DEVELOPMENT GOALS





# Awards

## Portugal

- 15<sup>th</sup> place in the Internationalization Ranking of Portuguese Companies 2014;
- “Our Heroes” Award - 2012 Solidarity Company, awarded by Visão Solidária magazine in partnership with Banco Montepio;
- EDPartners Award, in the category of Corporate Social Responsibility.

## Angola

- Outstanding Collaboration Partner Award 2012 by Huawei;
- Huawei's Excellent Collaboration Award;
- Excellent Collaboration Award 2018.

## Mozambique

- Huawei's Golden Partner Award 2013;
- Outstanding Collaboration Partner Award 2014 by Huawei.

## South Africa

- Certificate of Appreciation 2014 Award by CELL C.

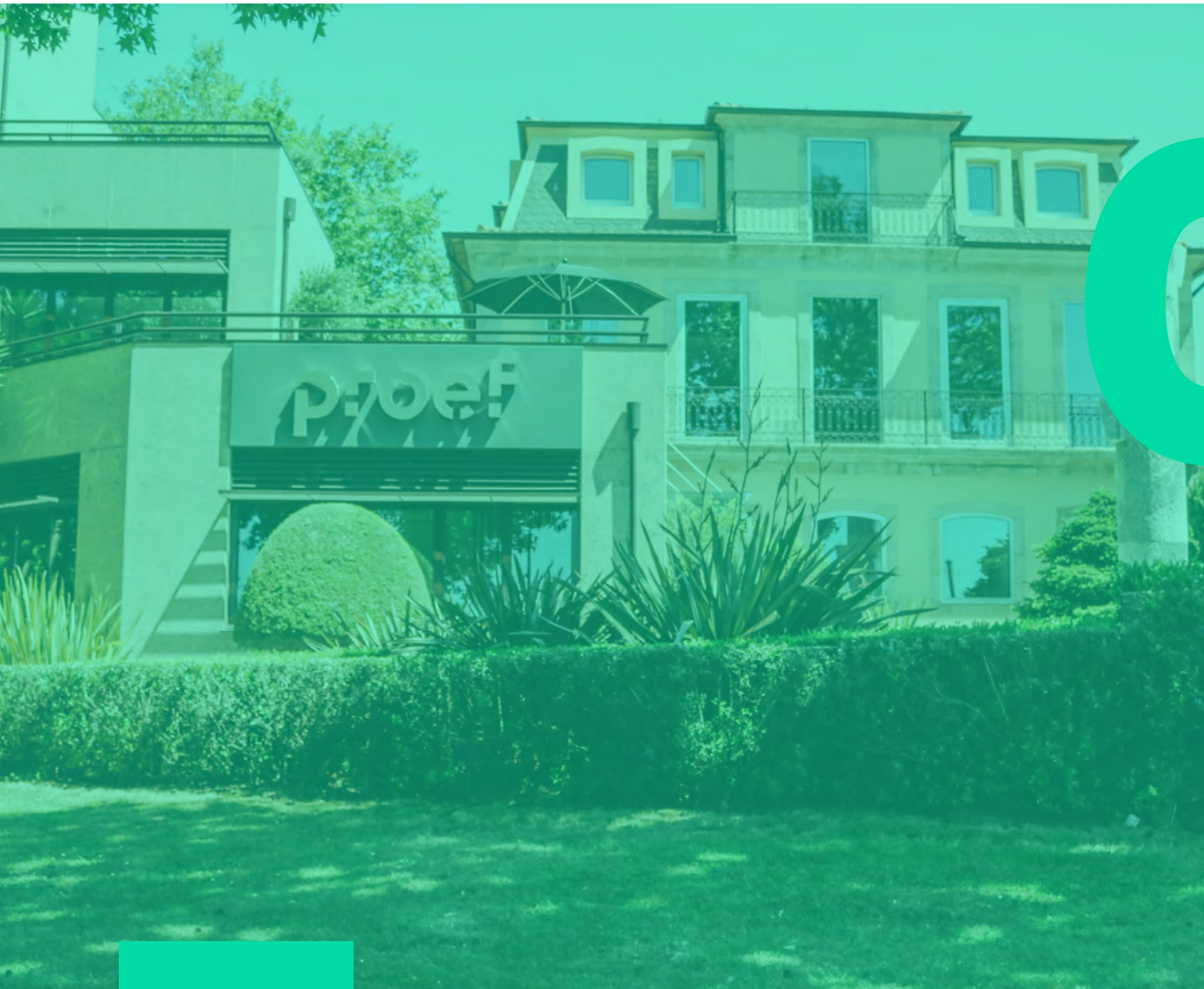
## Germany

- Huawei's Best New Partner Award 2015.

**35**  
years

Always faithful to our entrepreneurial spirit, we identify opportunities, invest in continuous learning and reinvent our own business, founded on technical know-how developed over **more than 35 years of experience and proven effectiveness.**



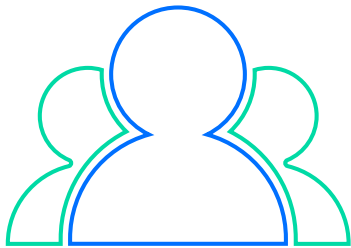


# 01

## TO OUR STAKEHOLDERS

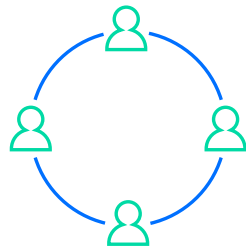
- Our Stakeholders
- Code of ethics and code of corporate conduct
- Human rights

# Our stakeholders



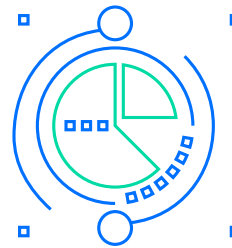
## Employees

Ensure the sustainability of the organization and its employees, providing challenges and opportunities for professional development, a proper environment and good conditions of work.



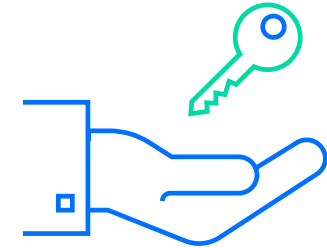
## Clients

To be a reference partner, with an integrated, multidisciplinary value proposition developing customized solutions to your current and future needs.



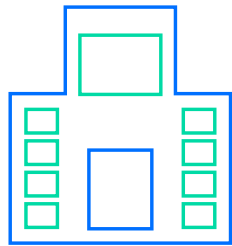
## Shareholders

Ensure full transparency in management and information, protecting the organization's sustainability.



## Partners

Build the future in cooperation, as a trusted partner and founded on an upstanding and transparent relationship.



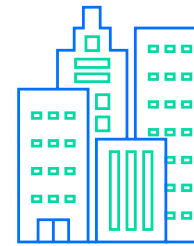
## **Associations & Community**

Support and collaborate with organizations and communities, creating a positive impact on our environment.



## **Academic community**

Create learning and work opportunities, assimilating the expectations and motivations of young people.



## **Public entities**

Provide all necessary information and comply with all legal obligations.



# Code of ethics and code of corporate conduct

**In order to ensure the practice of high moral standards and respect, Proef promotes the following Code of Ethics and Conduct before all employees.**

## **Declaration of principles**

We acknowledge our responsibilities before all stakeholders in the development of the company's activity. We make sure to regularly monitor our ethical performance in order to avoid undesirable practices.

## **Tolerance and respect**

Proef respects all cultural, social, economic, and geographical contexts in which it operates, recognizing their respective traditions and cultures.

## **Relationship with employees**

Relationships with employees are based on respect for individual dignity, seeking to provide challenges and opportunities for professional development, a proper environment and good working conditions.

## Relationship with the society

The company seeks to serve the surrounding community in which it operates, developing a philanthropic activity in order to contribute to the development of local communities

## Relationship with public authorities

The company collaborates with public authorities and complies with all its legal obligations.

## Relationship with clients and partners

We believe that integrity in the relationship with our clients and partners establishes a lasting, successful relationship.

## Relationship with the competition

Proef fosters healthy competition with its competitors, encouraging practices that signify integrity and sustainability.

## Environmental commitment

Fully aware that natural resources are scarce, Proef promotes an efficient and responsible usage and acknowledges the importance of preserving the environment.



# Human rights



**Proef respects and promotes human rights in all cultural, social, and economic contexts and geographies where it operates. Such behaviour is naturally extended to practices of the entire organization, either in its own management or in the supply chain management, trying to apply these principles to directly performed activities.**

## **Inclusion and diversity**

Proef promotes a culture of inclusion, by reconciling the diversity of all employees and promoting respect for their differences, with regard to ethnicities, cultures, gender, religions, age groups, sexual orientations, among others.

## **Gender equality**

Proef stands for the Principles of Equality and Non-Discrimination, by extending this principle to all aspects of working life and by encouraging an attitude of equal treatment and non-discrimination in matters of recruitment of human resources, salary policy, career development, among other aspects within the work context.



## Challenged people and disability

We promote the inclusion of people with disabilities, or incapacabilities, in our team, emphasizing a culture that defends the values of inclusion, empathy, and complementarity. To another extent, employees with children with disabilities or chronic illnesses have special conditions and specific support for those who need special education.

## Multiculturalism

Working in a multicultural environment is intrinsic to the way we develop our activity. We are committed to recruiting, retaining, and developing talents without prejudice or associated value judgments. We embrace our diversity by making sure that all Proef people live and share our common values, worldwide.



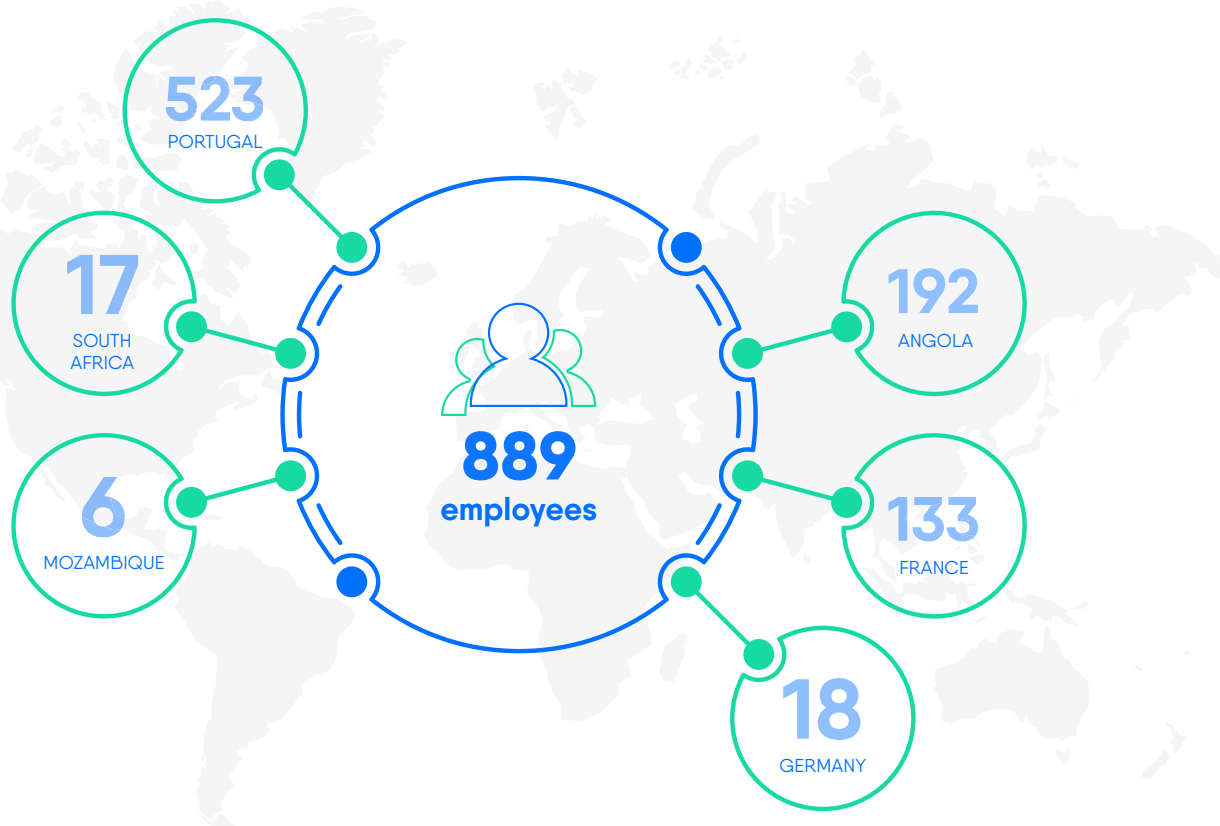
# 02

## TO OUR PEOPLE

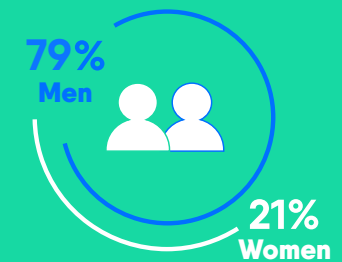
- Employees
- HR policies
- Benefits & Protocols
- Employees' ombudsman
- Health & Safety
- Training & EF academy
- Events & Internal actions



# Employees



Employees are the most important asset of any organization. We are aware that our human capital is the basis of Proef's entire value chain. In addition to ensuring the sustainability of the organization and our employees, it also becomes pivotal to provide challenges and opportunities for professional development, a proper environment and good working conditions, health and safety.



# Human resources policies



## Talent Attraction

The companies that make up the Proef universe position themselves in their markets as recognized employers, aiming at the development of talents, providing personal and professional development opportunities. In order to preserve said positioning, a relevant investment in the area of recruitment and selection is necessary, which includes the permanent expansion of reference sources and strengthening of partnerships.



**Proef has the capacity to attract new talents, it is a fundamental part in the development of a dynamic and innovative organization like ours.**

## Job Fairs

Participating in job fairs brings Proef near to new potential employees and new generations, in schools and universities. These events contribute to increase our notoriety and disseminate our vision and areas of activity, benchmarking us as a reference and the first choice company for young people. As a result, the number of internship requests coming every day from students from the most diverse areas, as well as the number of unsolicited applications, increased. Aware that more and more people are selecting companies - and not the other way around - these types of initiatives are undoubtedly important, especially at this stage of consolidating a new strategy and approach to market, a new brand and a new service portfolio.

## Proef Summer Days

This summer internship program, which goes from one to three months, gives young people a first contact with the professional reality, framed within academic training. Proef Summer Days allows us to share a perspective on how the labour market works, learn from our employees, improve the ability to work as a team. This program also aims to keep the focus on the future and the next generations, by assimilating the expectations and motivations of potential future employees. On the other hand, it brings innovative concepts and ideas that renew our ways and our daily working routine.



**80**  
Applications



**10**  
Internships

8 Portuguese | 1 Guinean | 1 Argentine



**20%**  
Integration Ratio



**“The experience  
was incredible”**

**Renato Maia**

*1<sup>st</sup> FTX Trainee experiencing  
a summer internship in our  
operational teams*

**“Proef is not just a company,  
Proef's dimension surpasses  
the concept of a company.  
Proef is a social university.”**

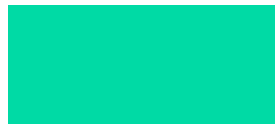
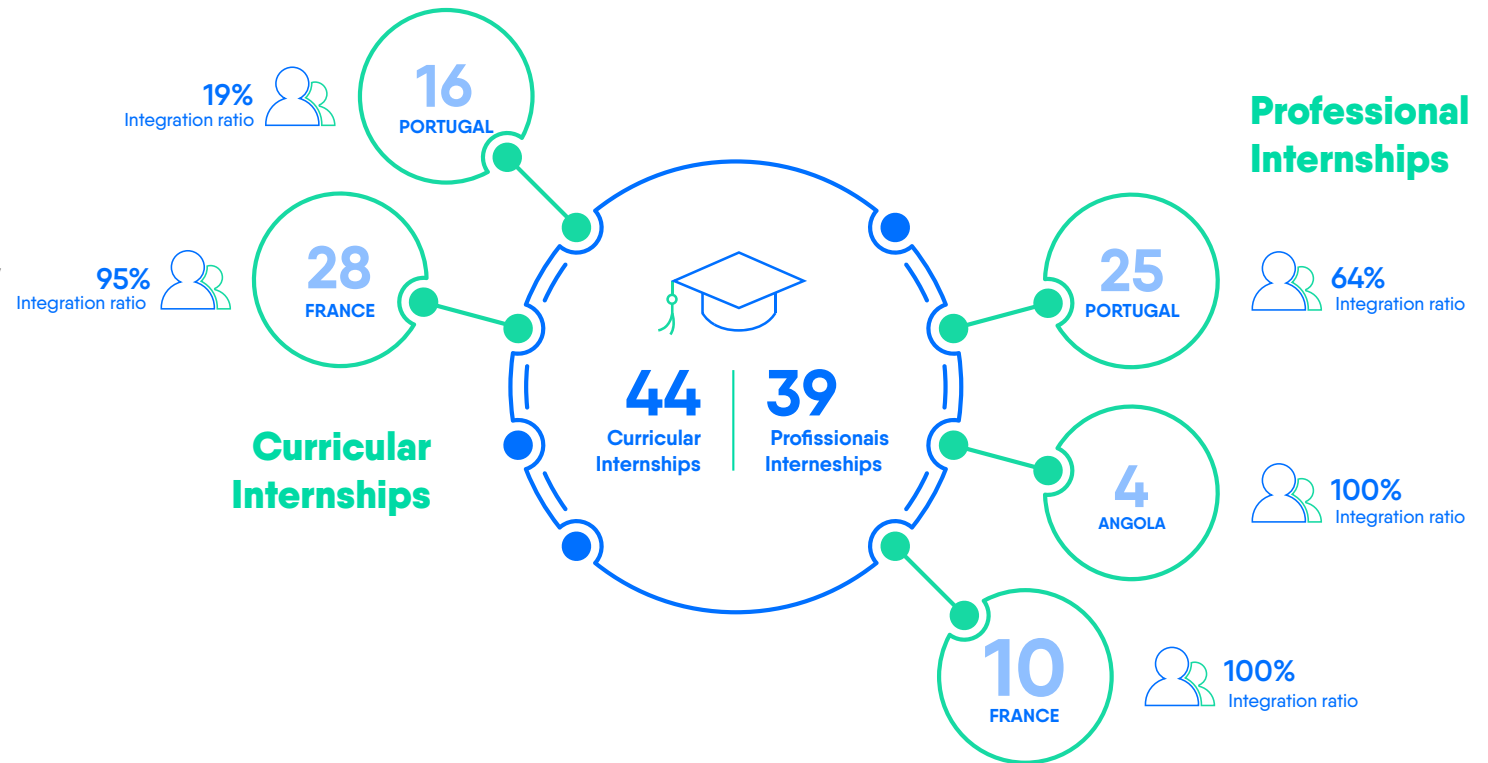
**Ussumane Li**

*Third party management trainee*



# Curricular and professional internships

Curricular internship programs, promoted by secondary/ vocational schools and universities, are a unique opportunity for youngsters to get practical training with the guidance of more experienced professionals. For higher education seniors, we promote professional internships in which young people, by directly integrating into our teams, can utilize the knowledge acquired during their academic training.





## Specialized talent (Expansion – Operations)

In 2019, as a result of the business expansion process, we reinforced our efforts to attract, recruit, and train specialized teams for the fields of Telecommunications.

## Awards and recognition

The Proef DNA Award is an annual recognition that was implemented in 2013, with 139 awards delivered so far. This award is attributed in all geographies to employees who have excelled exceptionally in the past year, for their sense of commitment and dedication to Proef.

These employees are an internal example for the rest of our colleagues, for they embody the values of our organization.

The Award is based on three main pillars:



### Ambition -

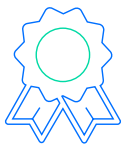
Express and explicit daily willingness to reach and exceed the goals established by the organization.

### Leadership -

Winning and dynamic attitude, mobilizing the team for motivating actions.

### Innovation -

A constant search for the improvement of personal skills and processes within the organization.



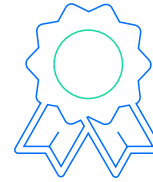
20

employees  
received the  
award in 2019





**From the year 2000, Proef started to recognize employees with 10 and 25 years of seniority in the company so as to, symbolically, thank them for all the delivery and dedication to the organization throughout those years.**



**140**  
10-year awards



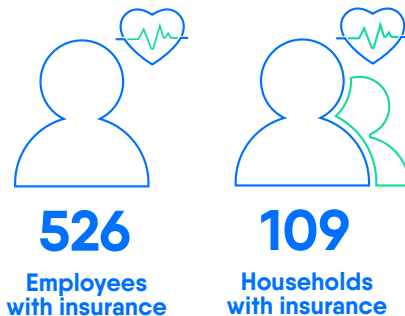
**12**  
25-year awards



# Benefits & Protocols



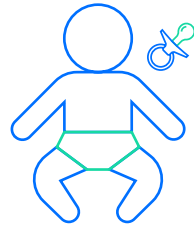
Proef seeks to create a work environment where our employees feel comfortable to carry out their activity, and seeks to promote the well-being outside the organizational context, providing additional benefits, protocols, and initiatives.



## Health and life insurance

Proef offers health insurance to its employees according to defined criteria, which include the possibility of extending the insurance to the household.

In some companies of the group, and in addition to health insurance, life insurance is also available to ensure protection in situations of personal accident, death, and disability.



**27**

**Baby kits distributed  
in 2019**

## **Baby Kit**

We offer a welcome kit to our employees when their children are born.



**42**

**Vaccines given  
in 2019**

## **Flu Vaccination Program**

Proef promotes the vaccination campaign against common flu and provides all employees with the opportunity to get vaccinated for free, at the Porto and Trofa facilities.



## Health and Wellness

To promote physical exercise, Proef has properly equipped gyms, in the Porto and Trofa facilities where there are weekly classes with a personal trainer, as well as a soccer field at the Logistics Centre. We provide apples in all geographies where Proef is located.



## Social Support Fund

Proef instituted a Social Support Fund that aims to be a permanent financial support instrument to its employees and members of their household.

The Fund is especially intended to answer eventualities in the employees' personal or family context, which may result in unexpected deprivation of income or increase in expenses that could risk economic security and stability of the employee or his family. Eventualities subject to support are the following: accident or illness resulting in total or partial incapacity for work of a temporary or definitive nature, death of the employee, illness of the spouse, disability of any member of the household, among other situations framed within the object of the fund.

## Protocols & Partnerships

By concluding protocols with various entities, we provide our employees with access to privileged discounts on goods and services in areas such as:



**Banking  
and  
Insurance**



**Consumption**



**Education**



**Health**



**Culture  
& Leisure**



# Employee Ombudswoman

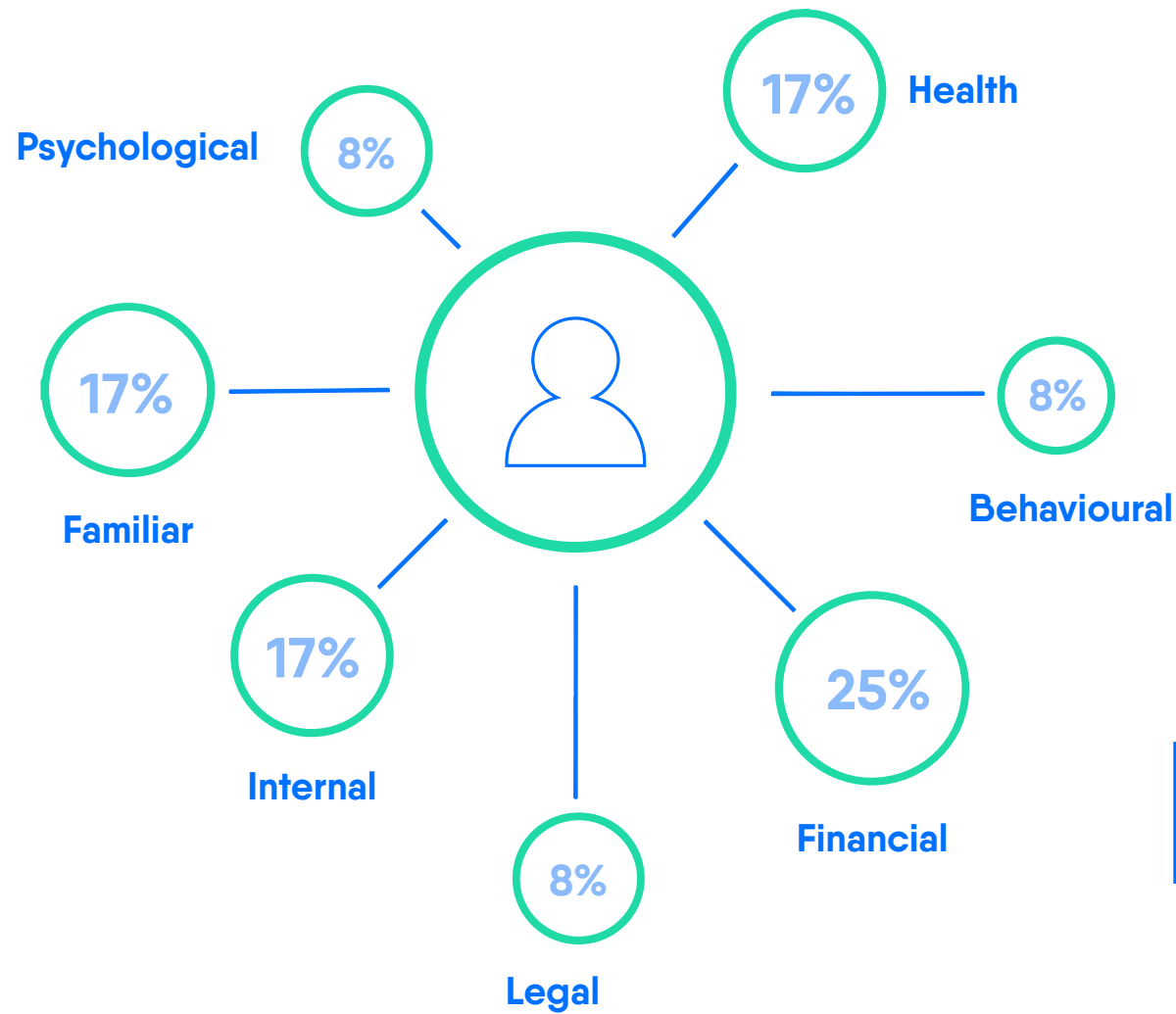
The Employee Ombudsman is present in the organization to listen, accompany, support, and help employees with personal issues. Its function is to defend the employee and promote all possible help, in a scenario of difficulties. Its main objectives are:

- Support employees in complex and/or delicate situations at a psychological, family or social level who understand that, in some way, they can get support from the company;
- Issue recommendations that safeguard the employee's family and social serenity.

With the beginning of the project in June 2018, 26 cases of support have already been requested.



## Support:



**96,2%**  
Success rate  
2018

**91,7%**  
Success rate  
2019

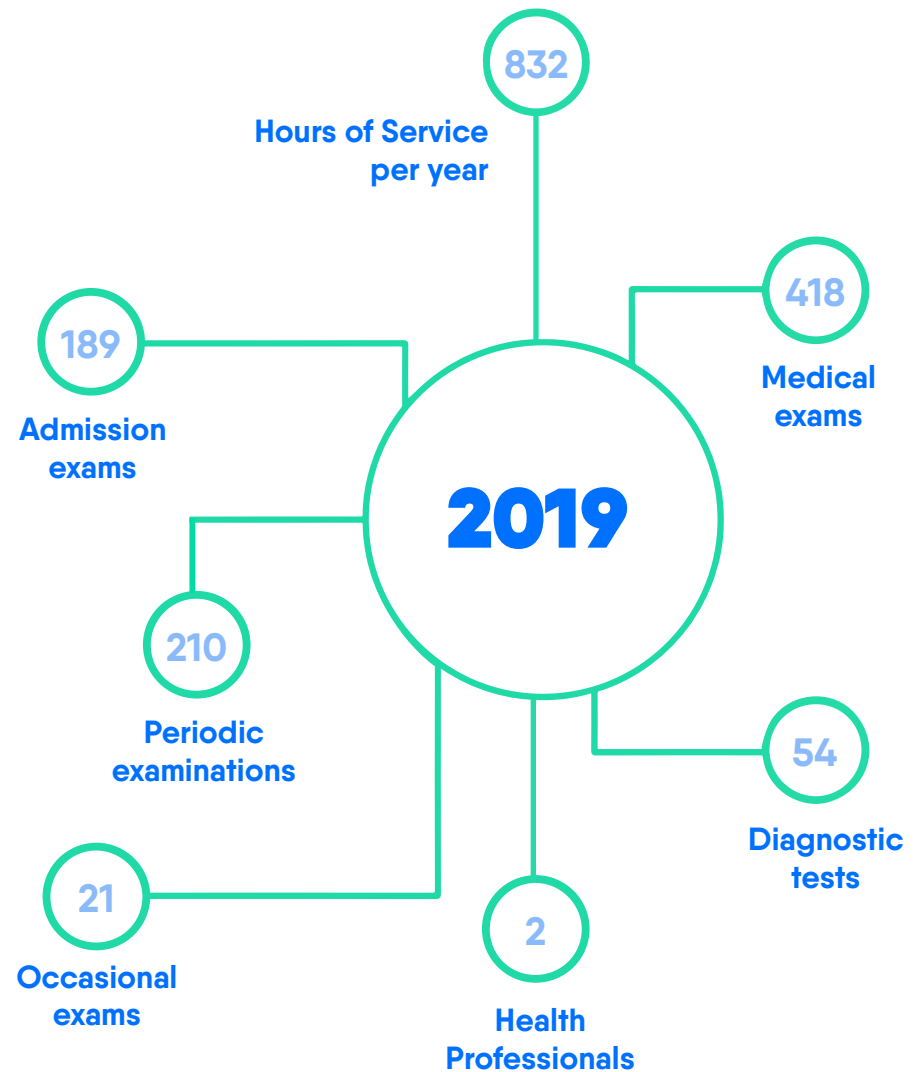


# Health & Safety

## Occupational health and health promotion

Proef's Occupational Health mission is to achieve a culture of health promotion and protection in the workplace, as an important factor to ensure the physical, mental, and social health of all employees. It thus contributes to reducing absenteeism, occupational diseases, and accidents at work, improving productivity, motivation, and professional achievement.

At Proef Portugal, medical facilities are equipped according to the instructions of the General Health Directorate, complying with the legal requirements in this matter. In the remaining companies of the Proef universe, examinations and monitoring of occupational medicine are carried out via external entities.



## Occupational Safety

We are deeply committed to the implementation of a zero accident culture and we intend to ensure that the health and safety of our employees is never put at risk. The Occupational Health and Safety (OSH) risk management is coordinated by the OSH areas of the different Proef companies, guaranteeing an effective framework to prevent and minimize accidents and health problems, in an activity sector where the accident rate takes on an absolutely indisputable character. Preventive and control measures, which include continuous training, form the basis of performance of the OSH areas. We provide the following control measures, such as:

- Identification of hazards and permanent risk assessment;
- Initial training on occupational safety, carried out in the integration phase of new employees;
- Information on risks in the workplace and on the preventive conduct to be adopted to avoid occupational accidents or health problems;
- Training in team safety management standards;
- Implementation of self-protection measures;
- Maintenance of occupational accidents insurance policies;
- Conducting audits to verify safety and health standards;
- Investigation and analysis of causes of occupational accidents.



## Security of operations

The performance of Proef's Occupational Safety department focuses on preventing risk and improving the well-being of our employees.



**+1300**  
Audit Hours



**526**  
QAS Audits



**242**  
Client Audits

**Total number of hours worked in 2019: 922354 hours in a total of 526 workers.**

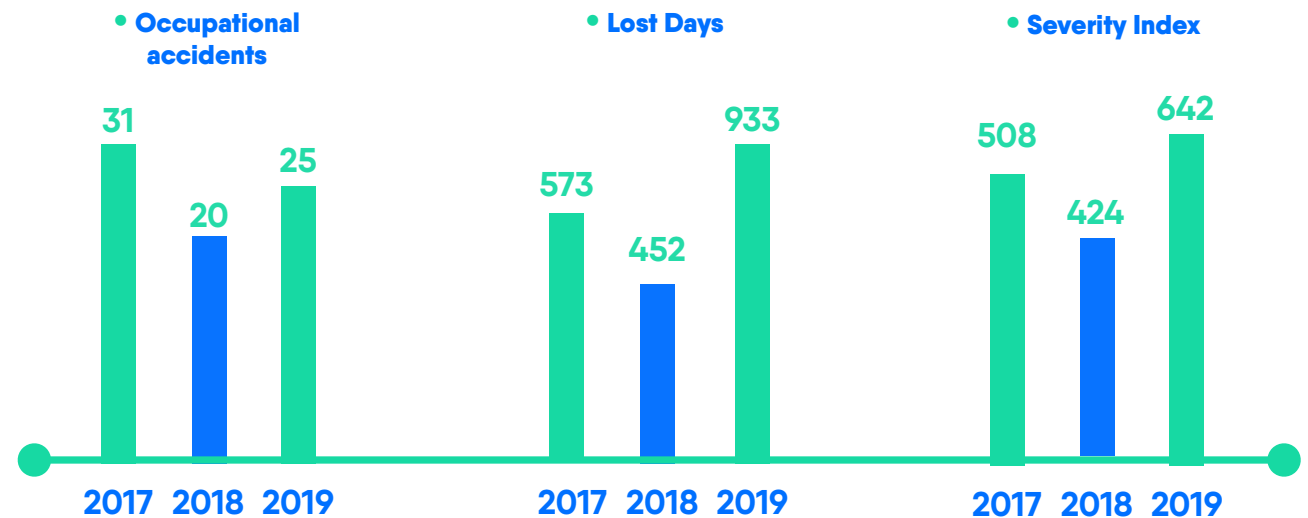


## Monitoring Accidents

Proef's Work Program aims to promote the improvement of working conditions with the objective to mitigate the rate of occupational accidents.

## Occupational accidents and lost days

The conditions surrounding the workplace are the cause of the greatest number of occupational accidents, largely due to the fact that the work is carried out in rural areas. Distraction is the second most common cause of accidents in this activity. The type of incident with the highest incidence was sprained limbs, followed by momentary excessive physical effort and compression by objects or between objects. The accident that gave rise to the largest number of days lost was a collision by an object in transport. There was only one accident of this type.



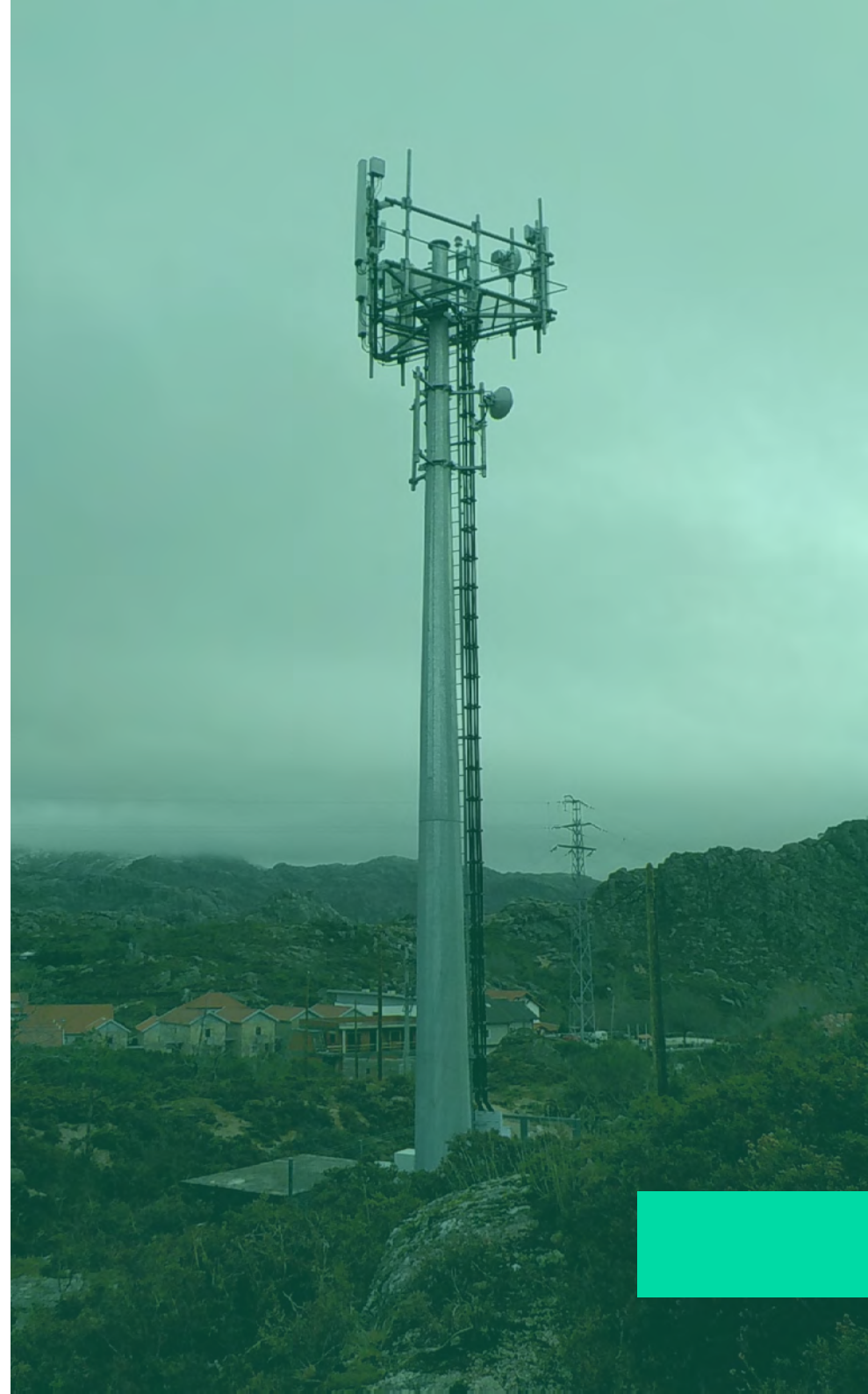
## Annual survey to employees

The annual survey of employees on OSH was carried out with a total of 94 responses.

Most answers are between Reasonable and Good, which we can consider a satisfactory result. The results are analysed by OSH services, shared with the different areas to jointly define the necessary measures to improve working conditions.

## “Safe and Healthy Workplaces” campaign

In 2019, we launched a campaign to promote several awareness raising actions in the area of Safety and Health and to contribute to the reduction of absenteeism and accidents, the improvement of satisfaction and well-being, health and safety levels, and the motivation of our employees.



## Training in Occupational Safety and Health

340 hours of training in Occupational Safety and health were completed, encompassing a population of 951 people.





# Training

## Eurico Ferreira Academy

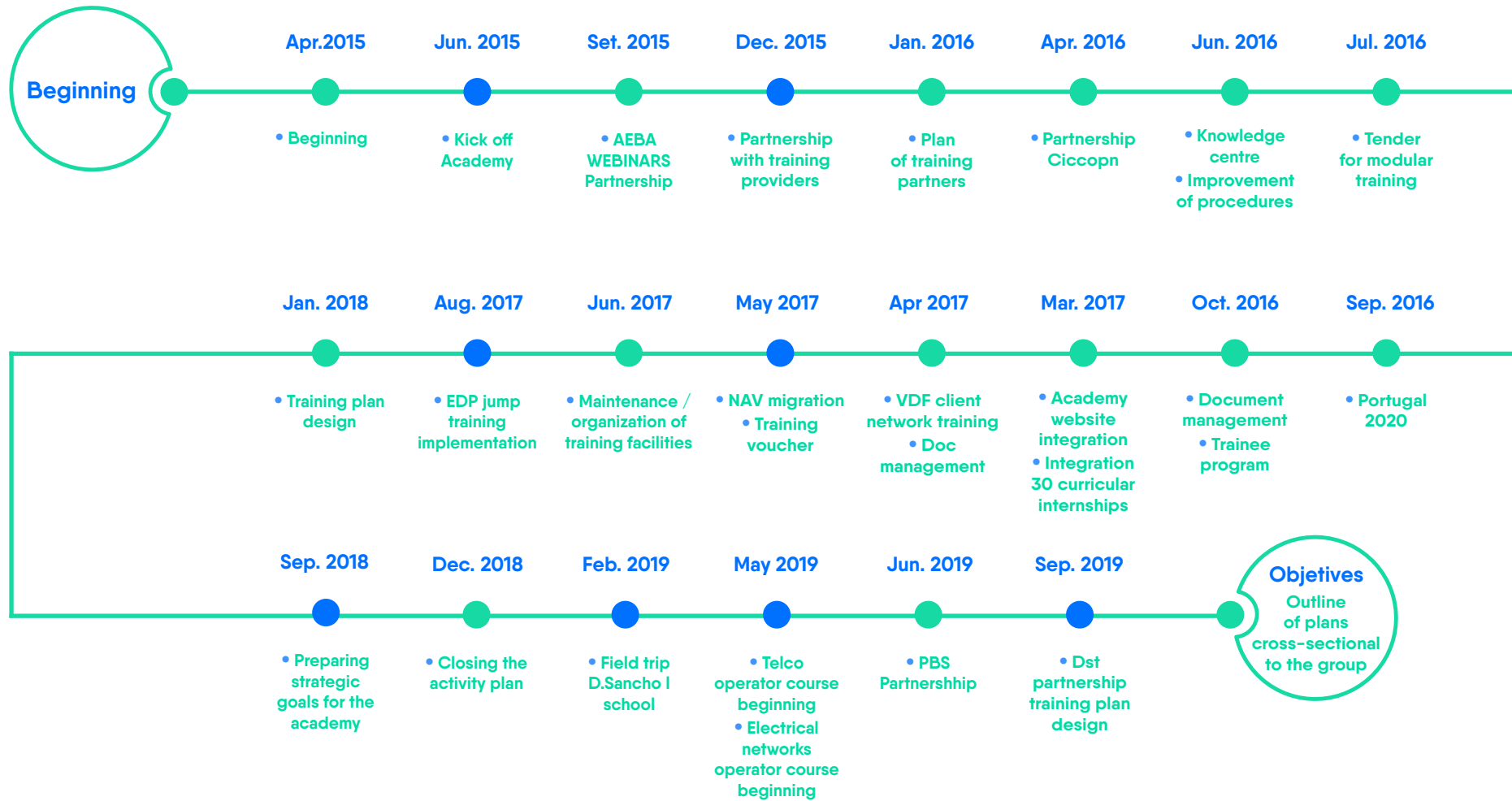
Eurico Ferreira Academy was born to develop skills aligned with Proef's core business and areas of intervention.

One of the main guidelines is to promote the development of Proef employees.

In an increasingly competitive and demanding world, the Eurico Ferreira Academy intends to evolve in the internal and external panorama, taking its place as one of the main aspects in the development of our employees.



# Chronology



## Internal aspects

Eurico Ferreira Academy develops cross-sectional training and skills development initiatives for Proef employees. These initiatives can be implemented:

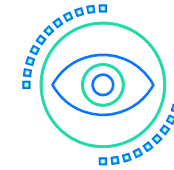
- Cross-sectionally across the group, targeted at a specific segment of employees.
- Vertically, oriented specifically to employees of a specific Proef company or even a specific area of activity.

Proef promotes the acquisition and validation of the skills necessary to properly perform the functions.

For this reason, the training plan for our employees reflects the needs of each business area, investing in strategic areas, namely:

- Technical
- Organizational
- Management
- Behavioural

2019



**197**

Actions in  
training/awareness



**3521**

Hours of  
training



**857**

No. of  
trainees

## External aspects

By launching technical courses in partnership with the Employment Institute and external training entities we aim to:

- Open to the surrounding community;
- Adopt a socially responsible attitude, training unemployed individuals or disadvantaged social classes;
- Promote Proef as a reference employer, favouring the staffing of our need for resources and the rejuvenation of our internal structures.



**402**  
Partners

## Open Day

This initiative is a day open to young students, with the purpose of disseminating our teams' reality and day-to-day work.

Thanks to the positive feedback from participants of the first edition, a second edition took place, in the same year, with the students of the Electrotechnics course of the Vila Nova de Famalicão Secondary School D. Sancho I.





## Training Courses

In Portugal, Eurico Ferreira Academy launched, in 2019, two training courses, one for Telecommunications Operator and the second for Electrical Network Operator. The Telecommunications Operator course took place at our facilities in Trofa and started with 20 people. The course consists of several disciplines structured in modules, related to the activity of FTTH electrical networks and Mobile Networks. This course is supported by the IEFP (Institute for Employment and Vocational Training), so it's a funded course. Its main objective is to give an opportunity to unemployed people, passing on the necessary basic concepts and the possibility of integrating our teams. The second course, in partnership with Triformis, took place in Braga.



## Porto Business School

Proef now integrates a nucleus of 38 companies, national and multinational, which actively collaborate with Porto Business School. On July 15, 2019, Proef and Porto Business School formalized the partnership agreement, the unveiling of the plaque took place at the PBS facilities and was attended by top representatives of both institutions, Paulo Sousa – CEO of Proef and Ramon O'Callaghan – Dean of Porto Business School. It was with great expectation that this new joint stage began,

this partnership grants Proef with the title of “Associated Company”, which ensures bilateral interaction and integration, promoting and strengthening a common path of development, entrepreneurship, and innovation.



# Communication and Internal actions

In 2019, Proef enhanced its internal communication to ensure the involvement of employees in the new strategy and brand, as well as in the disclosure of the organization's global objectives.

To ensure the alignment of all employees, it is essential to provide communication tools and promote the sharing of information, and also to encourage greater proximity and face-to-face contact.

To achieve these objectives, several initiatives were carried out throughout 2019, such as meetings, events, announcements, streamlining internal channels, with special emphasis on the launch of the new Intranet.







## In.side

In the last quarter of 2019, we launched a new internal channel, called In.side. The project consists of a centralized platform, which promotes collaboration, advanced research, and consultation of information from all our geographies, in a more agile and efficient manner. In.side quickly proved to be an important tool for improving our internal communication and the engagement of employees.

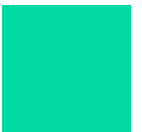
## Kick-off

In early 2019, Proef held kick-off meetings in all its geographies, to share the results of the past year as well as to disclose the objectives defined for 2019.



## Managers' Meeting

As usual, Proef gathered for 3 days in October, the heads of all geographies, for a work session and information sharing, to project the year-end results and objectives set for 2020.





## **Company Day**

The Company Day is held annually in May, a day of celebration and recognition, strengthening the bond between employees. On Company Day 2019, Proef celebrated its 35th anniversary in various geographies - Portugal, France, Germany, Angola, and South Africa.



## Christmas Party

Traditionally, every year Proef puts together a Christmas party with employees, promoting the connection between colleagues, thus improving team spirit and motivation.



**At Christmas, Proef surprises employees' children with a gift, thus not leaving aside their happiness.**



## Proef MTB Tour 9<sup>th</sup> Edition

The Proef MTB Tour 9<sup>th</sup> Edition, an initiative developed by employees from Portugal, took place in 2019 in the municipality of Ponte Da Barca. This event was attended by 50 participants.



## 24 Horas BTT V. N. Famalicão

The Proef MTB Team participated for the sixth consecutive year in the V. N. Famalicão 24 Hours of MTB with two teams of 6 elements. The objective of participating in this event has always been the interaction between employees and the sporting experience of a unique event at a national level.



# 03

## TO OUR COMMUNITY

- Social Responsibility
- Eurico Ferreira Ambassadors
- Sponsored Associations & Initiatives





# Social Responsibility

Within the scope of our Social Responsibility Policy, we promote several initiatives in the various geographies where we operate, with the purpose of strengthening the positive effects of our activity on the surrounding communities and improving their quality of life. Our strong involvement in the local community allows us to know the real needs of inhabitants, entities, and institutions. We develop joint efforts with our employees, clients, and partners, fostering a spirit of solidarity and mutual assistance, mitigating vulnerabilities, raising awareness for volunteering and to issues of social and cultural importance. We have defined the following pillars of action as priorities:

## **Education -**

Promote and encourage the use of communication and information technologies, developing programs to stimulate school success and fight info-exclusion;

## **Social Action -**

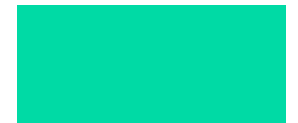
Prevent situations of inequality, social and economic deprivation, social vulnerability and exclusion, promote personal development, inclusion and social cohesion.

## **Sports -**

Promote the practice of sports as an engine of social change, in order to attract and integrate citizens in the community.

## **Culture -**

Promote artistic heritage and cultural activity as instruments of human development and social cohesion.



# Eurico Ferreira Ambassadors

At Proef we believe we can "give of our own, without thinking about us".

We believe that volunteering allows us to increase proximity and positively impacts the community. Our employees are committed to promoting an active community life and that is why, in 2012, we created the group Eurico Ferreira Ambassadors.



Tour to the Serralves Museum with the Santa Ana nursing home users.

## **Mission:**

**To be a movement that disseminates the culture of volunteering within Proef, targeting people, communities, and a more solidary society. Empower human development creating opportunities, through support inside and outside the organization.**

Over the years, this group has grown, which has made it possible to implement social projects, each time more elaborate and ambitious. In 2019, Proef counted on the voluntary contribution of 35 employees.

**No. of volunteering hours**  
**2018: 189 | 2019: 307**

# Sponsored Associations & Initiatives

Proef supports several institutions with initiatives and programs that enhance the well-being of the communities where it operates. In 2019 we supported thirteen entities.



## AIJA

The Association for the Inclusion of Young People and Adults - AIJA, follows the mission to promote the inclusion of people with disabilities related to functional difficulties. Proef supports this association by allowing its users to participate in a summer camp.



## APPACDM

The mission of the Portuguese Association of Parents and Friends of the Mentally Disabled Citizen - Trofa, is to promote and integrate citizens with mental disabilities and raise awareness before the society.

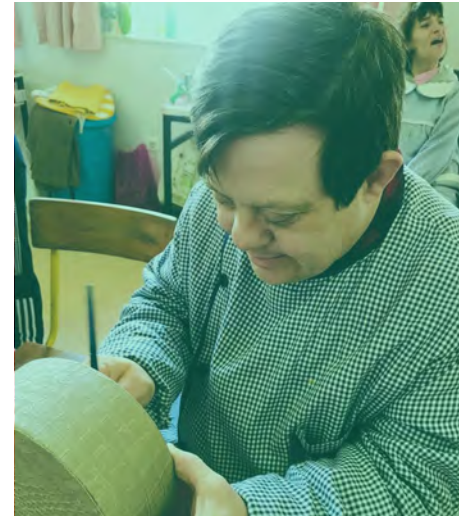
Since 2007, Proef has supported APPACDM with the delivery of waste paper, cardboard, plastic, and polystyrene from which the association obtains its value and allows the creation of jobs that bring an occupation to its users.



15 tons  
Paper and  
cardboard



2 tons  
Plastic



## ASAS

Asas - Solidarity and Social Action Association - is an institution that welcomes, cares for and protects vulnerable children and young people (0-18 years old) at risk, with the great objective of empowering full-fledged citizens.



**Proef's role in supporting ASAS has been focused on intervention areas over the years.**



Proef has been present in the life of ASAS since 2008, seeking to continually help make dreams come true, such as the "Tree of Dreams" where each child asks for a Christmas present and Proef, together with its employees, fulfils their wishes. In parallel, we annually support fundraising events such as the solidarity fair Asas Weekend, IRS Solidário, the publicity campaign for the IRS assignment in their favor, and organizing solidarity dinners. In 2019, we completed the renovation of a space at CAT Renascer, which benefited about 16 children.



## Humanitarian Association of Trofa Volunteer Fire-fighters

Volunteer firefighters play a key role in the community, whether in the field of civil protection, in risk prevention, or in helping patients and victims of accidents.

Proef has been continuously supporting this association and, in 2019, donated a properly equipped vehicle for transporting patients.



## Parish Social Centre of Ribeirão Santa Ana nursing home

Santa Ana nursing home's mission is to educate and support throughout life, integrating the knowledge of four generations; children, youth, adults, and the elderly. In 2019, Proef provided a tour of the Serralves Museum to 24 elderly people from the Santa Ana nursing home, with the voluntary support of 16 Eurico Ferreira ambassadors.

## National Corps of Scouts

The National Corps of Scouts is an institution dedicated to the integral training of young people based on the method created by Baden Powell (founder of Scouting) and on the volunteering spirit of its members. Proef supports Trofa's CNE in the acquisition of material for its activities.

## Trofa little rugby school

ERT is a non-profit institution whose mission is the social integration of young people and children in three areas: education, health, and sport. Proef supports the acquisition of equipment and accident insurance for athletes, as well as the provision of a gym and soccer field for training.





## GASPorto

Gasporto is a non-governmental organization for development (NGOD), created in 2002 by young university students and headquartered at the Faculty of Engineering of the University of Porto (FEUP).

This organization develops projects in Portugal, Timor and Mozambique in a sustainable manner, working in areas such as social exclusion, social and cultural revitalisation, health, and education.

Proef has been supporting GASPorto projects in Portugal and Mozambique since 2010, followed by the motto "Estamos juntos" (we are together).

## Portugal

Support in community activities with young people, the elderly, and people with disabilities, in neighbourhoods and nursing homes in a situation of isolation and vulnerability, in Porto, Mondim de Basto, Vila Meã, Resende, and Celorico de Basto, ensuring weekly volunteering.



**"In the Mondim de Basto Mission, we open our hearts and rediscover the importance that our presence has in someone's life."**

**"Stopping the rush of time to have tea with someone who lives alone, is having someone to count on, when you live completely alone, having someone to help you set up a cupboard, it's a walk along the river that you haven't done for so long".**



## Mozambique – Macia

Continuous support in the following projects:

### **Kukula**

Child education and development centre, which complements school education by following-up on homework (more than 700 tutorings) and donation of 160 school kits.

### **Primary School of Muchabje**

School built and inaugurated in 2014 by Proef and donated to Vila de Macia. Permanently hosts more than 700 students with an increase in the school approval rate of 30% (average from 11 to 15 values).

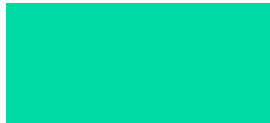
### **Pfuka U Famba**

Nutritional rehabilitation centre that follows about 30 babies, accompanies caregivers, and provides powdered milk.



## **Brotherhood Santa Casa da Misericórdia of Trofa**

Aware of the Brotherhood's important role in promoting the quality of life of the population, especially elderly people and families in situations of economic and social vulnerability, Proef supports the acquisition of equipment and ensures the transport of users for treatments abroad.



## **Portuguese League Against Cancer**

Proef makes a cash donation to the Portuguese League Against Cancer and participates in the national donation collection of the league, alongside its employees and stakeholders.

## **Society of São Vicente de Paulo de Santiago de Bougado**

The Vicentinos association provides assistance to the most deprived and elderly families in the community, with the support of Proef for all their needs, seeking to meet some of the basic needs of the most deprived families through the purchase of medicines and devices.





## Support National Athletes

It was with a great deal of pride that Proef saw the brothers Ana Rita Ribeiro and João Ribeiro win medals for the Portuguese national team at the 16<sup>th</sup> World Championship Karate Shotokan, which took place in Odivelas on September 20, 21, and 22 of 2019. Athletes from 27 countries attended the competition. Ana Rita Ribeiro won the gold medal in the Youth Kumite category, and her older brother, João, won the bronze medal in the Junior Kumite Team category.

The young champions have a special connection to Proef, they are the children of José Magalhães, an engineer who, over more than 20 years, actively contributed to the growth of the company and the development of the power business.

## Academic Merit Scholarships

In order to contribute to an inclusive and quality education, Proef is associated with rewarding the commitment and success of the best students.

### Trofa Secondary School -

In an initiative to reward the commitment and success of the best students in secondary school, bringing the labour market closer to schools, Proef annually awards a monetary prize.

### D. Sancho I School -

Promoted by the School Cluster D. Sancho I, the delivery of merit and excellence awards was sponsored from Proef through the delivery of the prize for the best student in the professional course of Electrical Technician.

## Solidarity Campaign for Mozambique

In 2019, Proef donated essential goods for the victims of cyclone IDAI. The participation by the employees was something to be praised, with 187 boxes of clothes, hygiene products, food, diapers, books, shoes, and toys.

## School of Ságuia Angola

On World Children's Day, the ambassadors of Eurico Ferreira Angola distributed toys and educational games to children attending the primary school of Ságuia in Angola.



Proef provided the primary school in Ságuia with furniture and school supplies, providing children with more dignified conditions for quality learning, allowing them to be successful both in primary education and throughout their lives.

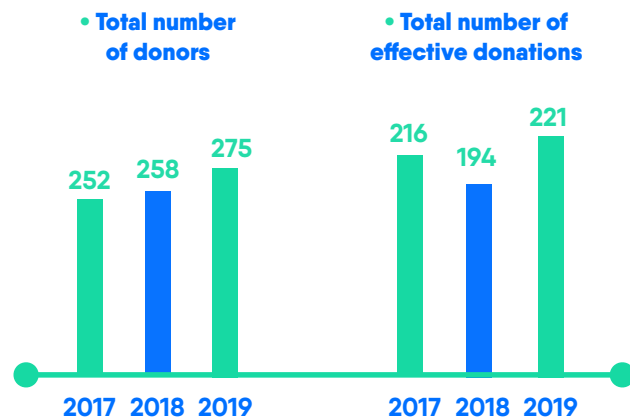


## Fenacerci

In support of the social cause of the National Federation of Social Solidarity Cooperatives that helps children, young people, and adults with intellectual disabilities and/or multi-disabilities, Proef joins the Magic Firefly Campaign (Pirilampo Mágico) every year, by promoting it in the Proef community.

## IPST

For the 16th consecutive year, Proef promotes Blood Collection and Bone Marrow Donation twice a year at its facilities in partnership with the Portuguese Institute for Blood and Transplantation (ISPT). Collections open not only to its employees, but also to the local community. This initiative has the support of the ambassadors Eurico Ferreira.



Total number of collections  
(since 2003)

27



# 04

## TO OUR ENVIRONMENT


- Environmental Performance
- Internal Initiatives



# Environmental Performance

## Power

Proef keeps developing solutions that mitigate the impacts of energy consumption. Campaigns to make employees aware of the change in the usage of air conditioning and heating, turn off lights when not needed, replacement of all mercury light bulbs by LED ones, among other measures.

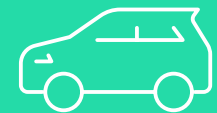
  
**29%**  
of the energy consumed  
in 2019 comes from  
renewable energy sources.

**Within the scope of its sustainability policy, Proef has invested in the implementation of measures for a more responsible and efficient use of natural resources.**



**542 599**

kW.h of  
electricity in  
em 2019



**354 851**

litres of fuel  
in 2019





## Energy efficiency

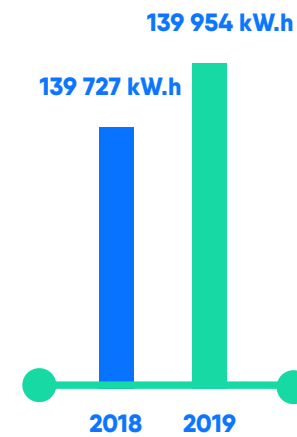
One of the measures involved the installation of 995 modules of photovoltaic panels at the headquarters of Trofa and 180 at the logistics centre, allowing the production of energy either for self-consumption or for sale to the national electricity grid, reducing the consumption of energy from the latter.



↓ **92 ton/year**  
CO<sub>2</sub> emissions

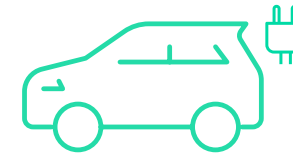
**43%**  
of electricity consumed in 2019 at the headquarters of Proef Portugal was generated by solar panels.

## Energy generated





## Electric Fleet



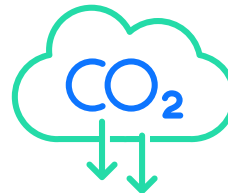
**10**  
Vehicles

**7**  
Charging stations

**-23 ton CO<sub>2eq</sub>**

## CO<sub>2</sub> emissions

Energy consumption gives rise to greenhouse gas (GHG) emissions. Controlling the amount of GHG emissions, whether direct or indirect, is very important and a good indicator for the environmental management system of the company.



**1810**  
tons CO<sub>2eq</sub>  
Scope 1

Direct GHG emissions, fuel consumption by the auto fleet.

**136**  
tons CO<sub>2eq</sub>  
Scope 2

Indirect GHG emissions resulting from the purchase of electricity.

## Water Resources

The installation of water flow reducers on the facilities' taps was one of these measures, to reduce water consumption.

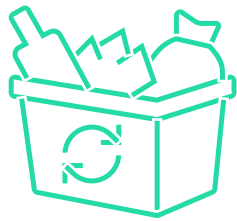


2019  
**4368m<sup>3</sup>**  
Consumed  
↓ **22%**

Origin:  
**75%**  
of holes  
**25%**  
in the  
network

## Waste Management

One of the measures was the reuse of cardboard and plastic packaging in activities related to packaging at the logistics centre, giving these materials a new opportunity, before being sent for processing. We replaced disposable plastic cups with paper cups in vending machines.



### Waste produced

in 2018	in 2019
<b>467 tons</b>	<b>261 tons</b>
	↓ 44%



**75%**  
Recyclable/Recoverable  
Waste



# Internal Initiatives

## World Tree Day

To celebrate World Tree Day, on March 21, Proef distributed an alvarinho variety oak tree to its employees. The purpose of this gesture was to encourage the planting of native species and raise awareness for the protection of the forest and its flora.

## World Environment Day

In 2019, we addressed the theme of “Correct Waste Sorting”, where employees were made aware of the importance of this initiative. A set of differentiated sorting containers (paper/ cardboard, plastic/metal, undifferentiated) were made available, with a more appealing image.

## Earth Hour – Portugal

Since 2018, Proef Portugal has joined the WWF initiative: “Earth Hour”. We turn off the lights on the premises for an hour, in a symbolic gesture, and encourage employees to do the same at home.

## Campaign "No More Cups"

Proef distributed a reusable bottle to all its employees in different geographies and removed all disposable plastic cups from the facilities.

## Cleaning action in Ave river

In partnership with the Municipality of Trofa, Proef carried out a campaign to clean a section along the Ave river, in order to raise awareness for the protection of ecosystems and the environment.



**In this action, 4.18 tons of garbage were collected.**

**ANNEXES**

# HR Indicators

DISTRIBUTION OF EMPLOYEES BY COUNTRY AND GENDER						
GEOGRAPHY	MAN	%	WOMAN	%	TOTAL	%
Portugal	385	55%	138	73%	523	59%
Germany	16	2%	2	1%	18	2%
France	114	16%	19	10%	133	15%
Angola	168	24%	24	13%	192	22%
South Africa	12	2%	5	3%	17	2%
Mozambique	4	1%	2	1%	6	1%
<b>Total</b>	<b>699</b>	<b>79%</b>	<b>190</b>	<b>21%</b>	<b>889</b>	

DISTRIBUTION OF EMPLOYEES BY COUNTRY AND QUALIFICATIONS								
GEOGRAPHY	HAVE NOT STUDIED	%	UP TO 3 <sup>RD</sup> CYCLE	%	SECONDARY	%	HIGHER EDUCATION	%
Portugal	2	0,4%	125	24%	224	43%	172	33%
Germany	0	0%	1	6%	6	33%	11	61%
France	0	0%	55	41%	51	38%	27	20%
Angola	1	0,5%	115	60%	54	28%	22	11%
South Africa	0	0%	0	0%	8	47%	9	53%
Mozambique	0	0%	5	83%	0	0%	1	17%
<b>Total</b>	<b>3</b>	<b>0,34%</b>	<b>301</b>	<b>34%</b>	<b>343</b>	<b>39%</b>	<b>242</b>	<b>27%</b>

DISTRIBUTION OF EMPLOYEES BY COUNTRY AND QUALIFICATIONS										
GEOGRAPHY	CURRICULAR INTERNSHIP	%	PROFESSIONAL INTERNSHIP	%	WITHOUT TERM	%	WITH TERM	%	UNDEFINED TERM	%
Portugal	6	1,1%	18	3%	384	73%	74	14%	41	7,8%
Germany	0	0%	0	0%	10	56%	7	39%	1	5,6%
France	5	3,8%	3	2%	68	51%	29	22%	28	21,1%
Angola	0	0%	2	1%	120	63%	70	36%	0	0%
South Africa	0	0%	0	0%	15	88%	2	12%	0	0%
Mozambique	0	0%	0	0%	0	0%	5	83%	1	16,7%
<b>Total</b>	<b>11</b>	<b>1%</b>	<b>23</b>	<b>3%</b>	<b>597</b>	<b>67%</b>	<b>187</b>	<b>21%</b>	<b>71</b>	<b>8%</b>



<b>DISTRIBUTION OF EMPLOYEES BY COUNTRY AND SENIORITY</b>										
<b>GEOGRAPHY</b>	<b>&lt;1YEAR</b>	<b>%</b>	<b>UP TO 5 YEARS</b>	<b>%</b>	<b>5 TO 10 YEARS</b>	<b>%</b>	<b>10 TO 20 YEARS</b>	<b>%</b>	<b>&gt;20 YEARS</b>	<b>%</b>
<b>Portugal</b>	141	27%	216	41%	68	13%	79	15%	19	4%
<b>Germany</b>	8	44%	8	44%	2	11%	0	0%	0	0%
<b>France</b>	58	44%	61	46%	7	5%	7	5%	0	0%
<b>Angola</b>	15	8%	116	60%	50	26%	10	5%	1	1%
<b>South Africa</b>	6	35%	11	65%	0	0%	0	0%	0	0%
<b>Mozambique</b>	3	50%	2	33%	1	17%	0	0%	0	0%
<b>Total</b>	231	26%	414	47%	128	14%	96	11%	20	2%

<b>DISTRIBUTION OF EMPLOYEES BY COUNTRY AND AGE GROUP</b>								
<b>GEOGRAPHY</b>	<b>18 TO 30 YEARS</b>	<b>%</b>	<b>31 TO 40 YEARS</b>	<b>%</b>	<b>41 TO 50 YEARS</b>	<b>%</b>	<b>&gt;50 YEARS</b>	<b>%</b>
<b>Portugal</b>	161	31%	170	33%	96	18%	60	11%
<b>Germany</b>	2	11%	4	22%	8	44%	4	22%
<b>France</b>	42	32%	27	20%	31	23%	20	15%
<b>Angola</b>	80	42%	73	38%	24	13%	15	8%
<b>South Africa</b>	3	18%	5	29%	5	29%	4	24%
<b>Mozambique</b>	1	17%	4	67%	1	17%	0	0%
<b>Total</b>	289	33%	283	32%	165	19%	103	12%

# Volume of hours of training per company

COMPANY	NO. OF TRAINING ACTIONS	TOTAL HOURS OF TRAINING	TRAINING VOLUME - HOURS (INTERNAL EMPLOYEES)	NO. OF INTERNAL EMPLOYEES
<b>Proef Portugal</b>	126	2868	4413	621
<b>Proef Angola</b>	18	178,5	1418	57
<b>Proef SGPS</b>	36	307,5	506,5	56
<b>Proef France</b>	10	118,5	699	115
<b>Proef DE</b>	5	48	200	8

# Environmental Performance

Electricity consumption (kW.h)	2018	2019
Portugal	330 530	353 342
South Africa	40 652	39 602
France	90 889	149 655
<b>Total KW.h</b>	<b>462 071</b>	<b>542 599</b>
<b>Total GJ</b>	<b>1 663</b>	<b>2 932</b>
<b>TEP</b>	<b>99</b>	<b>117</b>
<b>Totals in CO2 (Ton)</b>	<b>116</b>	<b>136</b>

Fuel consumption (L)	2018	2019
Portugal	436 971	354 851
Angola	-	6 018
France	161 487	293 878
South Africa	39 416	28 425
<b>Total L</b>	<b>637 874</b>	<b>683 172</b>
<b>TEP</b>	<b>545</b>	<b>584</b>
<b>Totals in CO2 (Ton)</b>	<b>1 690</b>	<b>1 810</b>

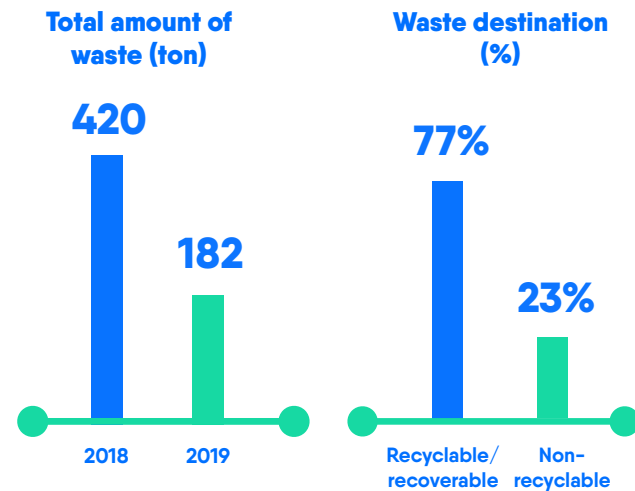
Total water consumption (m3)	2018	2019
Portugal	5 172	4 146
South Africa	122	94
France	309	128
<b>Totals</b>	<b>5 603</b>	<b>4 368</b>
<b>Total reductions</b>	<b>22,05%</b>	
Consumption by source (m3)	2018	2019
Total network	1 144	1 077
Total holes	4 459	3 292

# Waste

## Portugal

### Top 5 waste produced (ton)

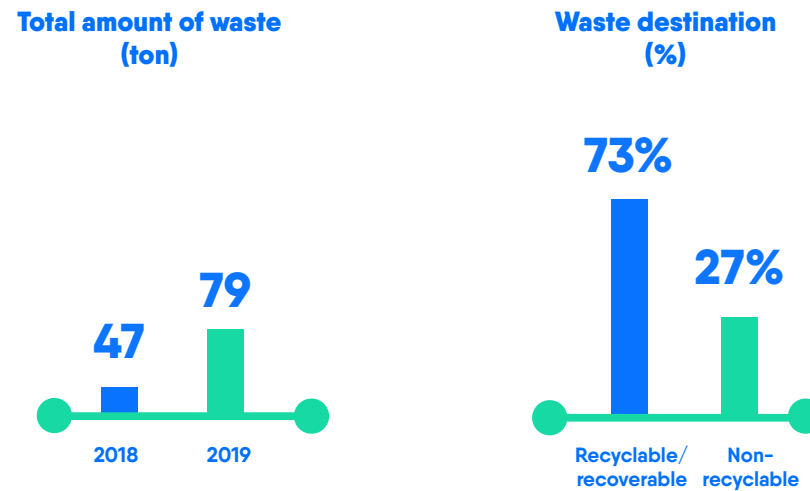
Wood	13
RCD Mix	17
Cables	18
Glass insulators	18
Meters	34
Transformers	36



## France

### Amount of waste (ton)

Wood	37,78
Cardboard	11,56
RCD Mix	21,59
Plastic	8,34



# Health and safety indicators at work

## Accident rates

HOURS EXPOSED TO RISK / LOST DAYS (PORTUGAL)		
MONTH	WORKED HOURS	LOST DAYS
January	72357	0
February	76397	0
March	79976	10
April	77214	0
May	74151	0
June	79507	22
July	78017	72
August	77096	66
September	62678	75
October	77808	109
November	83539	172
December	83614	195



### OCCUPATIONAL ACCIDENTS (PORTUGAL)

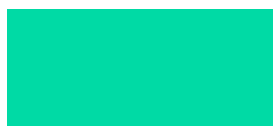
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SET	OCT	NOV	DEC	TOTAL
<b>Deadly Accidents</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Accidents w/ medical leave (&gt;1 day)</b>	0	0	1	0	0	1	4	0	4	2	5	3	20
<b>Accidents without medical leave (&gt;1 day)</b>	0	1	0	0	1	1	0	0	0	1	1	1	5
<b>Total accidents</b>	0	1	1	0	1	2	4	0	4	3	6	3	25

<b>FREQUENCY INDEX   SEVERITY INDEX ABSENTEEISM RATE (PORTUGAL)</b>			
<b>MONTH</b>	<b>FI</b>	<b>SI</b>	<b>AR</b>
<b>January</b>	0	0	1,0%
<b>February</b>	13,1%	0	0,9%
<b>March</b>	12,5%	125	1,2%
<b>April</b>	0	0	0,9%
<b>May</b>	13,5%	0	1,0%
<b>June</b>	25,2%	277	1,6%
<b>July</b>	51,3%	923	3,2%
<b>August</b>	0	856	2,1%
<b>September</b>	63,8	1197	2,9%
<b>October</b>	38,6	1401	3,4%
<b>November</b>	71,8	2059	4,9%
<b>December</b>	35,9	2332	5,6%

<b>TYPE OF ACCIDENT / LOST DAYS</b>		
<b>TYPE OF ACCIDENT</b>	<b>No. OF ACCIDENTS</b>	<b>GEOGRAPHY</b>
Bending to pick up objects	1	Portugal
Collision against fixed objects	1	Portugal
Collision by moving objects	1	Portugal
Collision by objects being transported	1	Portugal
Vehicle collision	1	Angola
Compression by an object / between objects	6	Portugal, South Africa and Angola
Indirect contact with electric current	1	Portugal
Slip	1	Portugal
Momentary excessive physical effort	5	Portugal
Bug bite	1	Portugal
Fall at different level	1	Portugal
Fall at the same level by slipping	1	Portugal
Fall at the same level by losing balance	1	Portugal
Fall at different level by losing balance	1	Portugal
Limb twist	5	Portugal
Direct contact with electric current	1	France

CAUSES OF ACCIDENTS		
CAUSE OF ACCIDENT	No. OF ACCIDENTS	GEOGRAPHY
Limb support on the ground	1	Portugal
Unfavourable weather conditions	1	Portugal
Conditions of the workplace surroundings	5	Portugal
Working environment conditions	3	Portugal and Angola
Carelessness	3	Portugal and Angola
Distraction	6	Portugal, South Africa and Angola
Excessive physical effort	2	Portugal
Health condition	1	Portugal
Operational failure of material / equipments	3	Portugal and France
Employee negligence	2	Portugal
Posture while in effort	1	Portugal
Incorrect posture	1	Portugal
Drop of equipment / tool	1	Portugal

AREAS OF ACTIVITY, LOST DAYS AND NO. OF ACCIDENTS						
GEOGRAPHY	TELECOMMUNICATIONS		POWER		LOGISTICS	
	No. LD	No. OA	No. LD	No. OA	No. LD	No. OA
Portugal	317	9	402	14	2	2
France	207	10				
Angola	222	1	230	2		
South Africa	368	1				





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