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About NAVEX

What is CI&T's Reporting Channel?

It is a tool that enables confidential reporting, managed by NAVEX, through which you can inform CI&T of any situation related to disrespectful, inappropriate, fraudulent, unethical, or illegal behavior, including concerns about retaliation, that go against CI&T's values according to our Code of Ethics and Conduct. Please note that the Reporting Channel should not be used instead of contacting local authorities in emergency situations.

Who is NAVEX?

NAVEX is an external company contracted by CI&T to be the official channel for recording and communicating about inappropriate conduct in the workplace. The channel is available 24/7 for registering your concerns, which will be reviewed and handled by specialized teams – internal investigators and the ethics and conduct commission.

Why do we need a system like NAVEX?

By creating open communication channels, we promote a positive work environment and a culture of integrity and ethical decision-making for everyone.

Reporting Generation – General

Can I report using the Internet or the phone?

Yes, if you are in Brazil or the United States, you can make a report (anonymous or identified) by phone or through the Internet (via ethics.ciandt.com). Toll-free numbers: 0800-892-0459 (Brazil) or 1-833-602-2018 (United States). If you are located in another country, make your report through ethics.ciandt.com.

Will I be identified even if I report anonymously?

You will only be identified if you choose to, either through the online form or by phone. All communication between you and CI&T will be restricted to the NAVEX portal. Under no circumstances will the phone number or IP address of the reporting computer be identified. Furthermore, during communication, confidentiality regarding the people involved is guaranteed by our Code of Ethics and Conduct. And remember, we do not tolerate retaliation against the person reporting.

What kind of situations should I report?

The system is designed for all individuals at CI&T or third parties to report any potential violations of our Code of Ethics and Conduct.

If I witness a violation, how should I proceed?

The official channel for communicating with CI&T to report violations of the Code of Ethics and Conduct is the NAVEX Reporting Channel – ethics.ciandt.com – where we have a specialized team to handle cases. Remember that your report can be either named or anonymous and will be treated with the same confidentiality. Your action is crucial to maintaining a healthy and safe environment at CI&T.

Why should I report what I know? What do I gain from it?

We all have the right to work in a healthy environment, and with that right comes the responsibility to act ethically, allowing the right people to know if someone is not behaving properly. By working together, we can uphold our culture and maintain a healthy and productive work environment.

Do I need to provide evidence?

No. After receiving your report, it will be forwarded by CI&T's Ethics Squad to a pair of highly trained senior investigators to review your report and investigate the facts. All cases will subsequently be submitted to CI&T's Ethics Commission, which will determine disciplinary measures or other appropriate actions if the facts are substantiated.

Does my management really want me to make a report?

Certainly. In fact, we need this information. You know what happens in our company, both good and bad. You may have initial knowledge of an activity

that could raise concerns. Your report can minimize the potential negative impact on the company and its people. Additionally, you can make a positive contribution to problem identification, thereby improving the company's culture and performance.

Where do these reports go? Who can access them?

Reports are registered in the NAVEX platform to prevent any security violations. These reports are only accessible to specific individuals within the company who are responsible for their evaluation, based on the type of violation and the location of the incident. Each of these recipients of reports (internal investigators) has undergone external training to act in this scope. Furthermore, the Reporting Channel has settings so that if you report someone who has access to the platform, that person won't have access to the case you reported. Everything is done as securely as possible.

Is this system an example of someone monitoring me?

The NAVEX system allows us to ensure a protected, safe, and ethical workplace. If you have any doubts, we encourage you to seek guidance on ethical dilemmas, provide positive suggestions, or communicate a concern through compliance@ciandt.com.

Security and Confidentiality of Reporting Generation

If I understand correctly, any report I send from a company computer generates a record on the server showing all the websites my computer connects to; this record won't identify me as the originator of the report, right?

NAVEX does not generate or maintain any internal records of connections with IP addresses. Therefore, no information linking your computer to the platform will be available. In reality, NAVEX is contractually committed not to identify the reporter. If you're not comfortable making a report on your work computer, you have the option of using a computer outside the work environment (such as one located in a café with internet access, someone else's home, etc.) through NAVEX's secure website (ethics.ciandt.com).

Can I make a report from home and still remain anonymous?

A report made from home, CI&T's computer, a familiar person, or any internet portal will remain secure and anonymous. An internet portal never identifies a person by their screen name, and the NAVEX system removes internet addresses, ensuring complete anonymity. Furthermore, NAVEX is contractually committed not to reveal the identity of the reporter.

Is the service at the toll-free phone center also confidential and anonymous?

Yes. You will be asked to provide the same information you would provide in an internet-based report, and an operator will enter your responses into the NAVEX website. These reports have the same security and confidentiality measures during the reporting process.

What if I want to identify myself with my report?

There is a section in the report where you can identify yourself, if desired.

Tips and Best Practices

I know some people are involved in unethical behavior, but it doesn't affect me.

Why should I bother reporting it?

Any unethical behavior, at any level, ultimately affects the company and all individuals at CI&T, including you. If you become aware of any incidents of misconduct or ethical violations, consider it your duty to yourself and the people you work with to report them.

I'm not sure if what I observed or heard is a violation of company policy or involves unethical conduct; it just doesn't seem right to me. What should I do?

Make a report. We prefer that you report in good faith a situation that may turn out to be harmless rather than let a possible unethical behavior go unchecked because you're unsure.

What if my management is involved in a violation? Will they receive the report and cover it up?

No, it's important to clarify that the person being reported, regardless of their position, may be asked to provide clarifications, with the sole purpose of ensuring a fair process for both parties, i.e., the reporter and the reported individual. However, CI&T ensures that the reported individual will not have

access to the confidential details of the report, such as information that could identify the people involved. Additionally, the distribution system for reports is designed so that the reported individual will not be notified. Therefore, even if the reported individual holds a managerial position, they cannot interfere with the proper investigation process of the report. Another important point is that CI&T has an Ethics Commission that determines measures to be applied impartially and independently, i.e., without influence from any management or other CI&T personnel.

What if I remember something important about the incident after I've submitted the report? Or what if the company has more questions about my report?

When you make a report on the website or through the Call Center, you receive a unique code called the "Report Key" and are asked to choose a password. You can return to the NAVEX system again, either via the internet or phone, and access the original report to add more details or respond to questions from a CI&T investigator, adding more information that will help clarify open issues.

Are these follow-ups to reports as secure as the initial contact?

All correspondence is kept under the same strict confidentiality as the initial report, remaining protected by anonymity.

Can I make a report even if I don't have internet access?

Yes, call toll-free: 0800-892-0459 (Brazil) or 1-833-602-2018 (United States). If you are in another location, we recommend accessing ethics.ciandt.com through public places with internet access, such as public libraries.