



ESG Report  
2024



The future is safe.

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# Introduction

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# Introduction

At **Segura**®, we believe technological innovation and social and environmental responsibility go hand in hand. Our commitment to environmental, social, and corporate responsibility guides the way we conduct our business with ethics, transparency, and a focus on creating positive impact for our employees, clients, partners, communities, and the environment.

Adhering to international standards such as ISO 27001 and ISO 27701, along with compliance with laws like LGPD and GDPR, strengthens our dedication to data protection and responsible information management.

By earning SOC 2 Type II and SOC 3 Type II certifications and actively participating in the CVE® program (Common Vulnerabilities and Exposures), we demonstrate the maturity of our security controls and our engagement in the global security community.

This report presents our leading initiatives, progress, and commitments across environmental, social, governance, and technology fronts. It reflects not only our achievements but also our ongoing promise to foster responsible innovation and create positive impact worldwide.



# CEO Message

It is with great satisfaction that I present our Sustainability Report, a reflection of Segura®'s ongoing commitment to technological innovation and social and environmental responsibility. We believe these pillars move together and guide us in building a safer, more reliable and prosperous future.

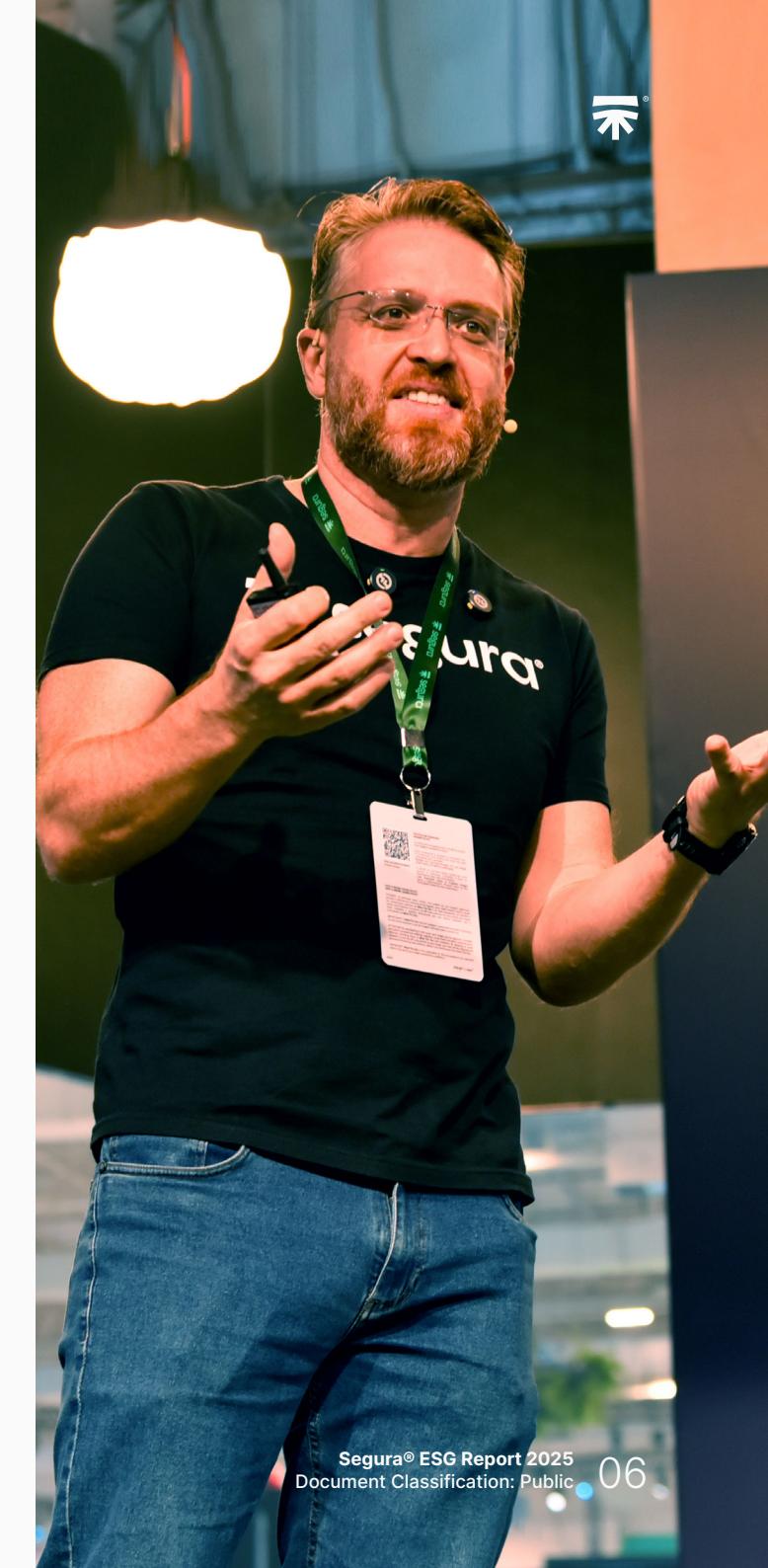
As a global company with Brazilian roots focused on protecting identities, our dedication to ESG principles is expressed in the ethical and transparent way we operate, always aiming to generate positive impact for our people, clients, partners and the community.

Our adherence to international standards, the achievement of certifications such as SOC 2 and SOC 3, and our participation in the CVE® (Common Vulnerabilities and Exposures) program demonstrate the maturity and strength of our active role in the global security ecosystem.

Ubuntu is one of our foundational values. This African philosophy, which means "humanity toward others," reminds us that each person is an essential part of a whole. It teaches us that we become stronger through the support and contributions of everyone around us. Guided by this belief, we cultivate a workplace that values collaboration, inclusion, solidarity, empathy, and strong human connections.

This ESG Report presents our main initiatives, progress, and commitments across environmental, social, governance, and technology themes. More than a record of achievements, it strengthens our promise of responsible innovation, ethical conduct, and positive impact.

My gratitude goes to everyone who takes part in this journey. I invite you to explore the actions, results, and learnings that shape our path toward a more conscious and sustainable future.





## Global company with Brazilian DNA

2001

Founded MT4 Tecnologia, a group composed of companies focused on information security, infrastructure automation, and systems integration.

2013

The PAM solution is named senhasegura.

2023

Present in more than 70 countries, senhasegura has been consolidating its international presence as the leading global PAM solution.

2025

**senhasegura is now Segura®**

We continue to deliver the same excellence in identity security that has always distinguished us in the market, now with a stronger, more modern brand identity aligned with our global presence: Segura®



## Mission

To provide a complete Identity Platform with agility, competitive pricing, and the best customer experience, through a network of trusted partners.



## Vision

To become the largest cybersecurity company in Latin America.



## BHAG

*Big, Hairy, Audacious Goal*

To protect all information of humankind.



## Purpose

To promote global prosperity through applied technology.

# Manifesto

## Connecting Purposes, Building the Future.

We believe in the power of identity. Not merely as data, but as the key to a world where access is simple, secure, and human. As Brazilians, we know that true security is born from connection and trust.

We stand for management with agility and simplicity. More than speed, it is the freedom for you to focus on what truly matters. With us, clarity translates into pricing without extras, without surprises, because transparency is the foundation of every good relationship.

We are driven by the joy of building together. In every solution, in every interaction, we seek the joy of innovation as the energy that drives change, that transforms. Our strength lies in the network of partners, clients, suppliers, and collaborators who share our vision and extend our commitment.

*I am, because we are.*



## Global Presence

APAC | EMEA | LATAM | NORTH AMERICA

+70  
countries

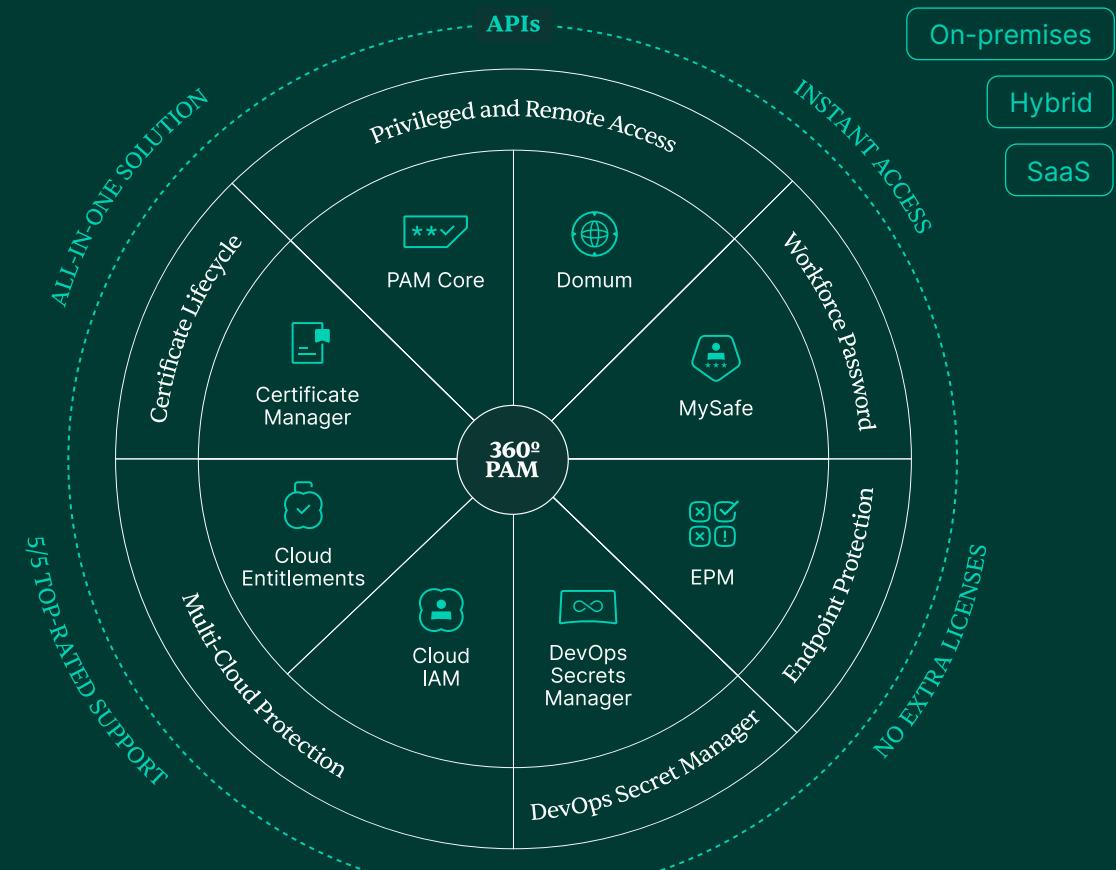
+300  
partners

+1000  
customers

# Complete PAM Platform

Rápida. Simples. Segura.

Tudo o que você precisa para controlar identidades privilegiadas.



# Our Product

## *The Segura® advantage*



### **Full-stack plug-and-play platform with faster setup and simple maintenance**

With all components integrated, your organization achieves faster ROI with no additional infrastructure costs. In just 7 minutes, the complete software and hardware architecture is ready for use.



### **Intuitive user interface**

With an intuitive interface, implementation and support training become faster and easier, enabling users to fully leverage all solution features from the simplest to the most complex without difficulty.



### **No hidden costs for additional licensing** such as Operating Systems or database licenses

This allows the organization to plan investment volumes more accurately while deploying the PAM solution in its critical environment.



### **Segura® PAM Crypto Appliance**

A high-performance hardware appliance, purpose-built for PAM, that simplifies deployment, reinforces compliance with physical security requirements, and ensures scalability in active-active or active-passive scenarios.



### **Fully open integration plugins**

Segura® PAM includes integration capabilities recognized by Gartner through open connectors, enabling new integrations to be completed in less than 4 hours.



### **Cloud Identity and DevOps Discovery**

Segura® integrates IGA capabilities into its PAM solution, simplifying cloud identity governance and reducing costs. It also enables scanning and discovering secrets in DevOps through CI/CD integrations, increasing risk visibility and strengthening DevSecOps.

# Achievements

In 2024, **Segura®** strengthened its position as one of the global leaders in Privileged Access and Identity Management, being featured in 26 international analyst reports, 14 of which recognized the company in leadership positions.

Among the main highlights of the year, **Segura®** received the Customers' Choice Recognition from Gartner® Peer Insights™ for the fourth time, reflecting the high satisfaction and recommendation of our customers worldwide. In addition, we were awarded the Market Value Leadership Award by Frost & Sullivan, recognizing our ability to deliver exceptional customer value and drive innovation in the cybersecurity market.

We also achieved a leadership position in the KuppingerCole Leadership Compass for PAM 2024, reinforcing the technical excellence and broad scope of the **Segura 360° Privilege Platform**, which combines security, automation, and simplicity to protect both human and non-human identities across hybrid and multicloud environments.

These recognitions reflect **Segura®'s** ongoing commitment to responsible innovation, digital security, and trust—fundamental pillars of our ESG strategy and our mission to make the digital world safer and more sustainable.

 **ISG Provider Lens™**

 **EMA™**

 **Gartner**

 **KuppingerCole  
ANALYSTS**

 **INFO~TECH**  
RESEARCH GROUP

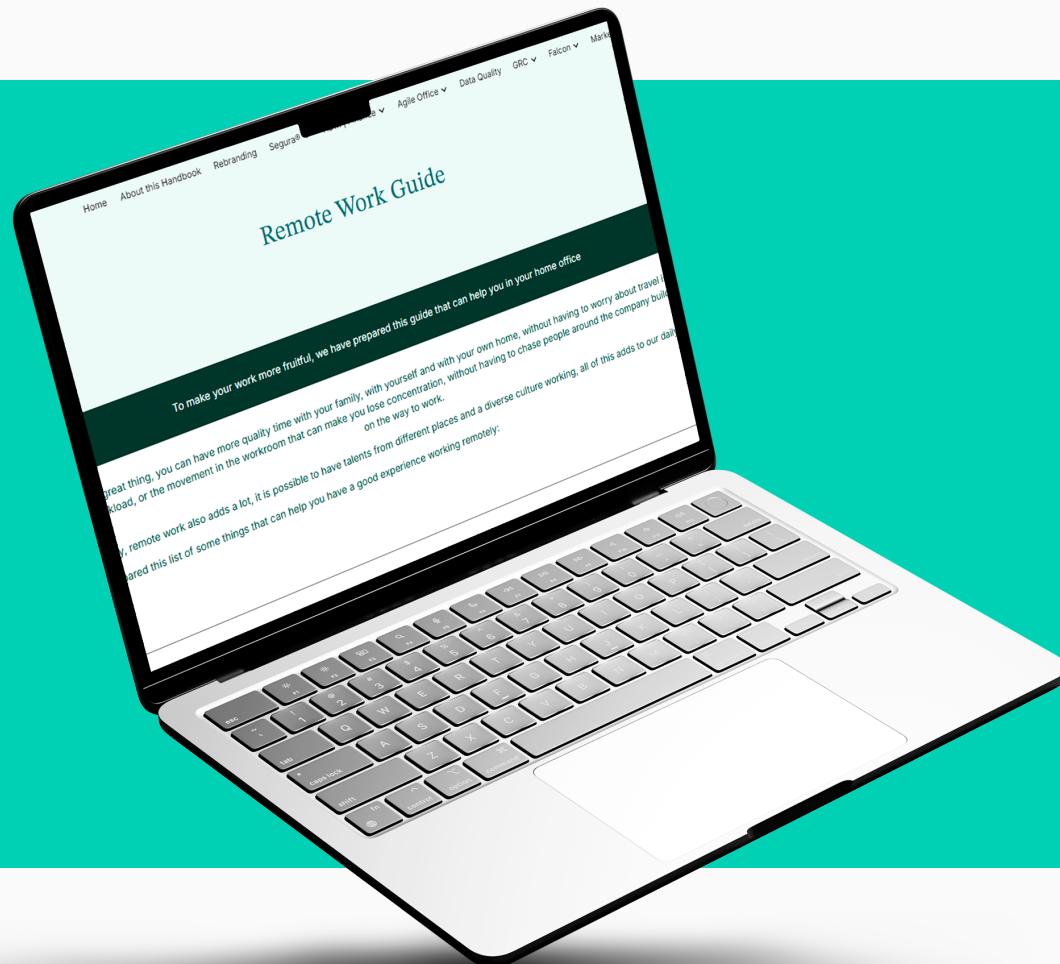
 **javelin**

 **QKS Group**



# Environmental

- Operations
- Home Office
- Suppliers
- Awareness and Communication
- Customer Impact



## Operations

In 2024, we continued to strengthen our fully remote work policy (**home office**), a central element of our strategy to reduce environmental impact. Although remote work involves residential energy consumption, the environmental benefits resulting from not maintaining physical office spaces significantly outweigh this impact.

A study conducted by Cornell University in partnership with Microsoft, published in the *Proceedings of the National Academy of Sciences* and reported by *ScienceDaily*, confirmed that remote workers have a carbon footprint that is up to 54% lower than that of on-site workers, demonstrating that the remote model represents a more environmentally sustainable alternative.

# Home Office



## Emission Reduction

The absence of daily commuting eliminates significant CO<sub>2</sub> emissions associated with individual and collective transportation. According to a study published in the Proceedings of the National Academy of Sciences (PNAS) in partnership with Microsoft and reported by Anthropocene Magazine (2023), full-time remote work can reduce emissions by 50%–54% compared to a fully on-site model.



## Lower Energy Consumption

Our remote work model significantly reduces energy consumption by avoiding the high demand associated with large corporate facilities. Additionally, we operate SaaS solutions hosted in highly efficient data centers, such as Google Cloud Platform (GCP), which leverage advanced energy optimization technologies and intelligent physical resource management, enabling sustainable operations.



## Operational Resilience

The decentralization of teams, combined with schedule flexibility, strengthens business continuity even in situations that would impact a physical office, such as natural disasters or local crises. Additionally, the distribution of working hours helps reduce energy demand during peak periods, promoting greater operational efficiency and mitigating environmental impacts.



## Reuse and Optimization of Equipment

The IT department promotes the reuse and optimization of equipment, reducing the need for new acquisitions and, consequently, the emissions associated with manufacturing and disposal. This practice helps reduce the company's carbon footprint and reinforces its commitment to sustainability.

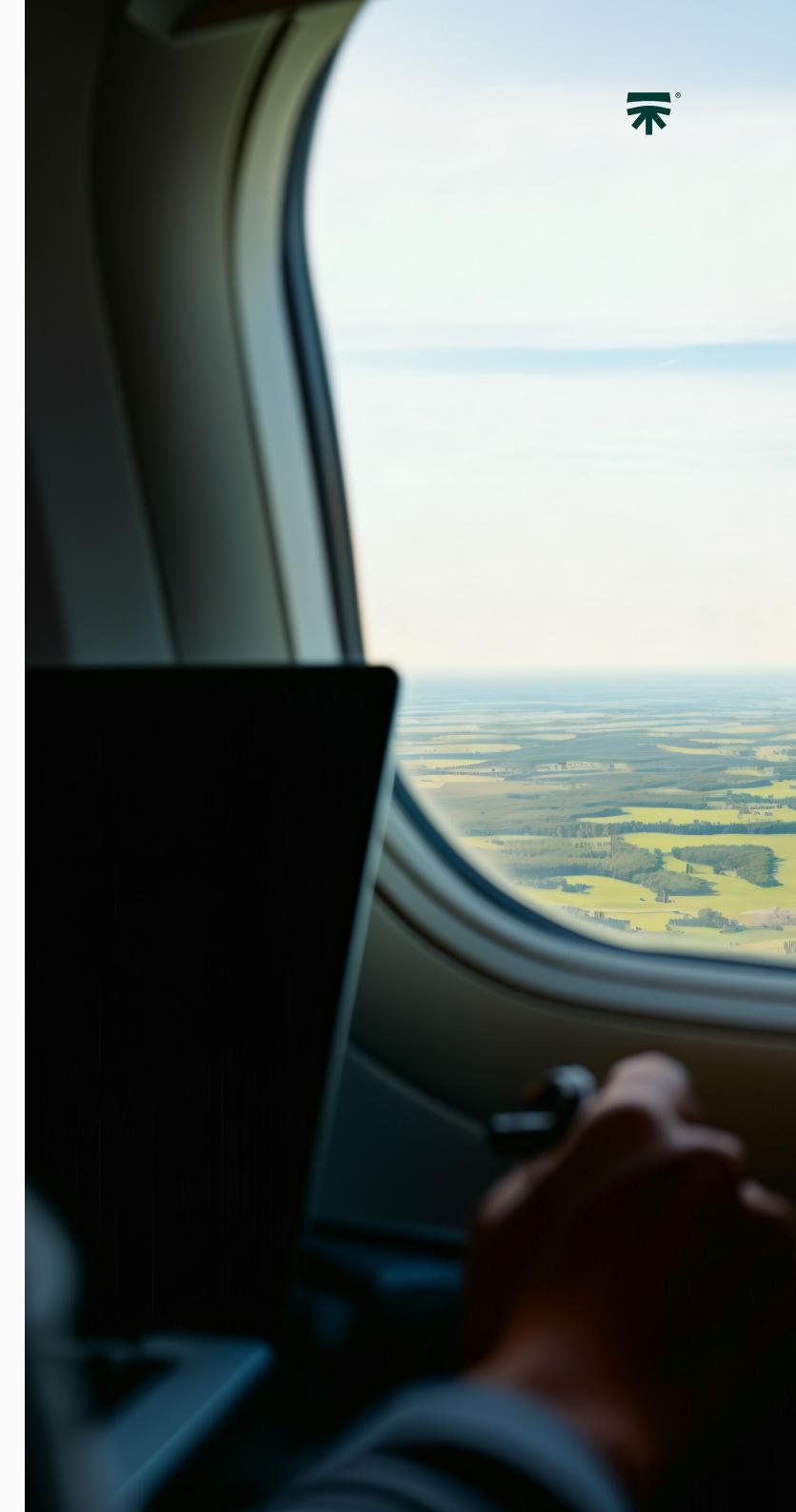
# Suppliers

In 2024, we began implementing our official **corporate travel management platform**, which contributes to monitoring carbon emissions associated with air travel.

The solution allows us to view the carbon footprint of each flight at the time of booking and provides detailed reports.

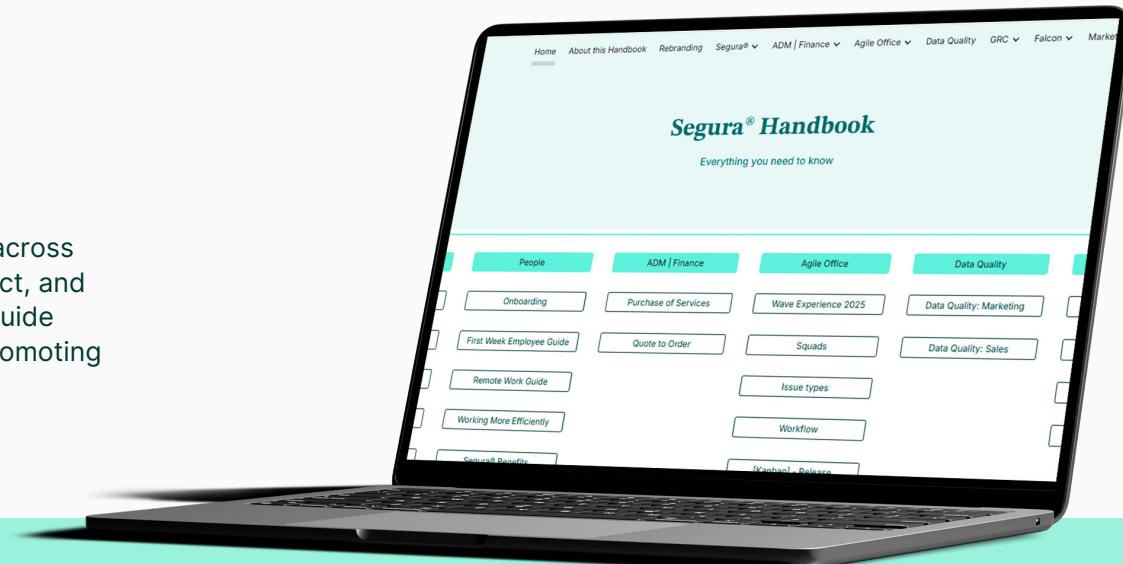


*In the next report, we will be able to present concrete information on the carbon emissions associated with corporate travel, reinforcing our sustainable management and our commitment to environmental responsibility.*



# Awareness and Communication

We strengthened our awareness and communication strategy across all aspects of Segura®'s operations. Our Code of Ethics, Conduct, and Anti-Corruption establishes the guidelines and programs that guide employees regarding laws, regulations, and internal policies, promoting ethical and responsible conduct on a daily basis



## Guides and Training

We provide educational materials on information security, operational efficiency, and home office best practices.



## Corporate Handbook

A comprehensive guide that centralizes policies, procedures, and guidelines for all areas of the company.



## Open Communication

We maintain clear and accessible channels for questions, suggestions, and feedback regarding policies, standards, and best practices.



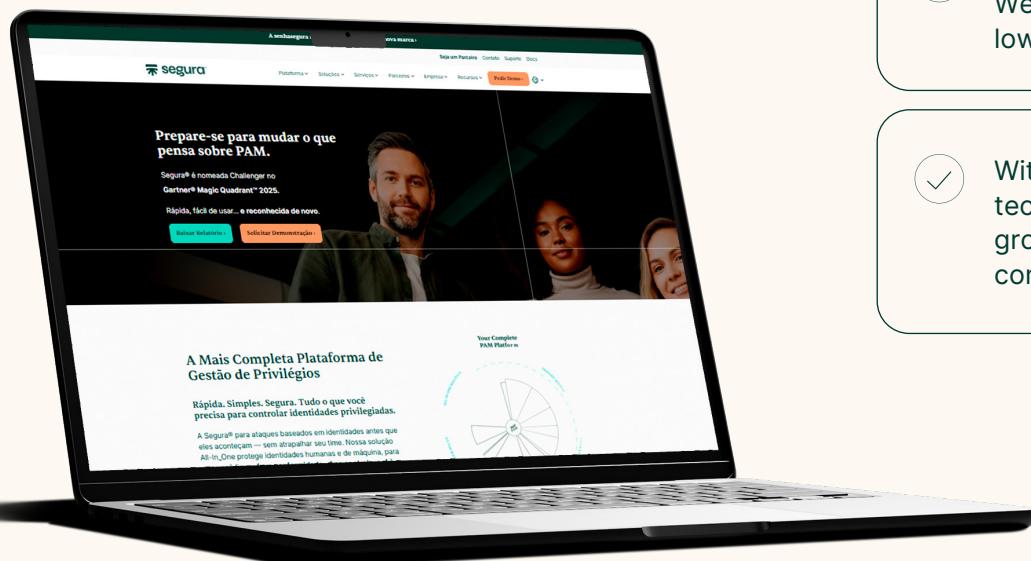
## Ethics and Compliance

Ongoing programs to reinforce the importance of acting in accordance with laws, regulations, and corporate conduct standards.



# Customer Impact

Our mission is to help organizations achieve sovereignty and security over privileged access and information, believing that the protection, control, and confidentiality of this information are fundamental rights of every organization and society as a whole.



We provide a complete **Privileged Access Management (PAM)** platform that centralizes the management of privileged access, eliminating multiple contracts and **simplifying IT operations**.



## Cyber Risk Minimization

Protecting systems reduces disruptions that can lead to resource waste. In addition, our SaaS provider, GCP, adopts initiatives to operate data centers with carbon-free energy, contributing to a more sustainable infrastructure.



## Virtualization and Cloud Computing

We promote technologies that reduce the need for physical infrastructure, lowering energy and resource consumption.



With **Centers of Excellence** and global partners, we provide localized technical training and support, ensuring a high level of service for our growing customer network. Local support also reduces the need for travel, contributing to a more efficient operation with less resource waste.

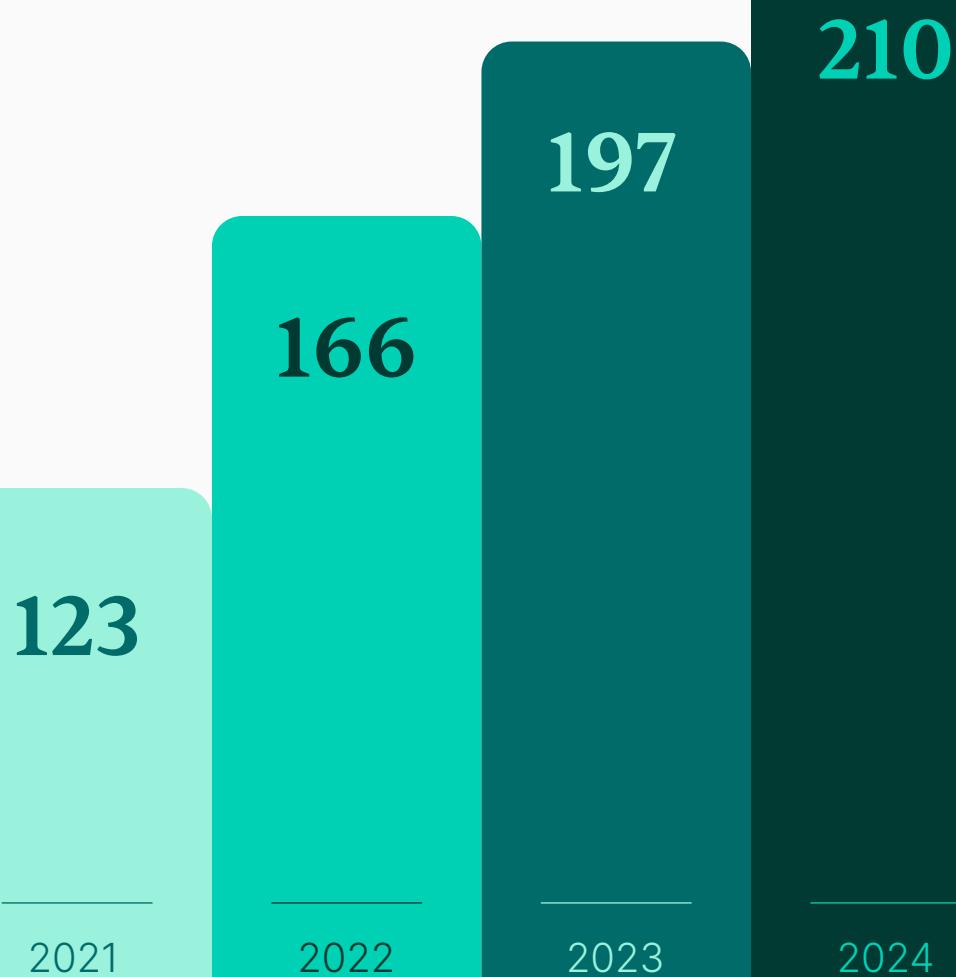
# Social

- Workforce
- Social Actions
- Health and Safety
- Attraction and Recruitment
- Development and Training

# Workforce

At **Segura®**, we believe that our greatest asset is our people. They are the ones who drive our innovation, strengthen our culture, and make it possible to deliver solutions that generate real impact for our clients and for society.

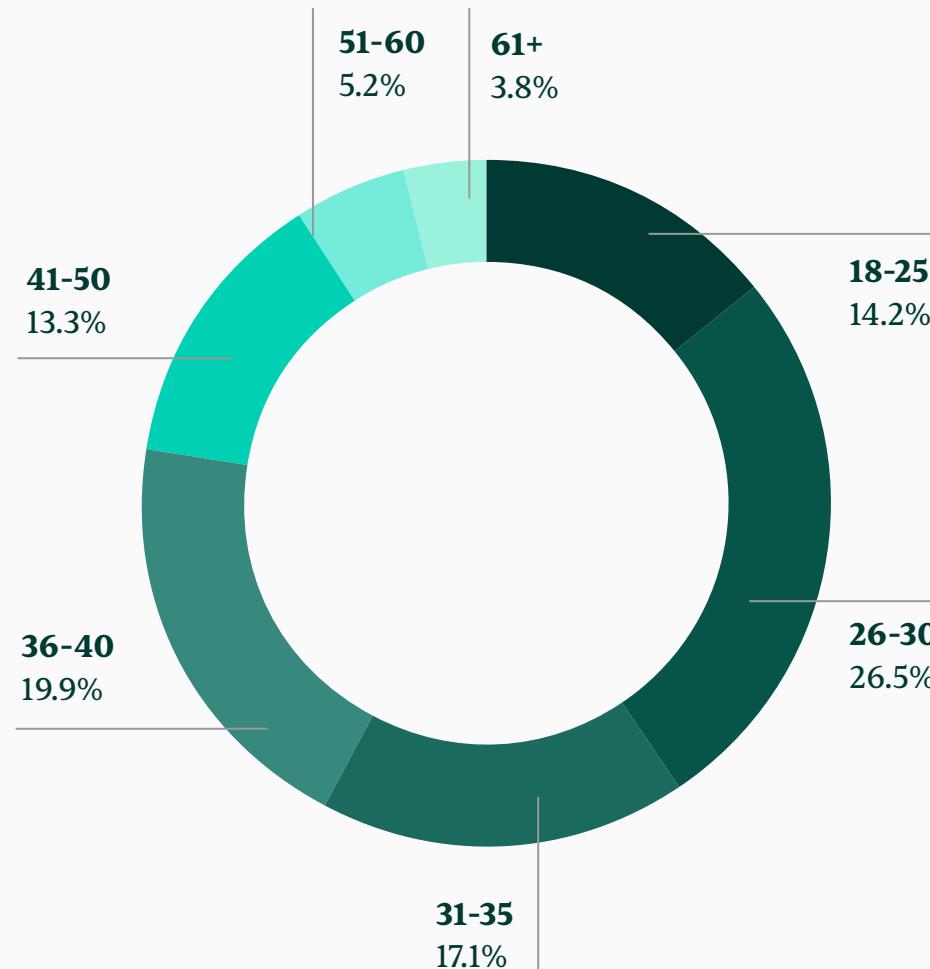
Between 2021 and 2024, we grew from 123 to 210 employees — an increase of approximately 71%. This progress reinforces our commitment to valuing talent, investing in continuous development, and fostering a diverse, inclusive, and sustainable environment.



## Age Range

We value the diversity of experiences and perspectives that each generation brings to our team. With employees ranging from Baby Boomers to Generation Z, we build an environment rich in learning and innovation.

This diversity allows us to learn from the most experienced professionals while embracing the energy and curiosity of the younger generations, strengthening our culture and expanding our ability to deliver cutting-edge security solutions to our clients.



## Gender

**We foster an inclusive environment and value gender diversity across our entire team.**

Our workforce is composed of 64.9% of employees who identify as male and 35.1% as female a percentage that exceeds the global average in the technology sector, estimated between 25% and 30%, according to data from the Women in Tech Network (2024).

**35,1%** female

**64,9%** male

2024

92,9%

National

2023: 96%

2024

7,1%

International

2023: 4%

At **Segura®**, we already have team members distributed around the world, representing different cultures, experiences, and perspectives. This international diversity strengthens our ability to innovate and serve clients globally, and our international presence is expected to continue growing over the coming years.

## Hires vs Terminations

At **Segura®**, our team is made up of professionals who are passionate about what they do, dedicated to developing the best cybersecurity solutions and effectively combating privilege abuse. We value every individual and continuously invest in the growth and development of our employees, ensuring an environment that fosters learning, innovation, and professional fulfillment.

In 2024, our turnover rate was 19.25%, reflecting a strong commitment to talent retention. We recorded 58.7% hires and 41.3% terminations, demonstrating a balance between team renewal and appreciation of internal experience.



58.7%

Hires

41.3%

Terminations

# Social Actions

In 2024, **Segura®** reinforced its commitment to solidarity and mutual care through social initiatives that put our values into practice.

In response to the tragic floods in Rio Grande do Sul, which affected thousands of families, the company quickly mobilized to provide direct support to a team member impacted by the disaster.

An internal **solidarity fundraiser** was created, which received spontaneous and generous participation from several employees.

The amount collected was doubled by Segura®, significantly increasing the impact of the initiative and helping the individual rebuild with greater safety and dignity.

More than a donation, this mobilization was a living demonstration of the **Ubuntu** value in our everyday work a collective gesture that strengthens bonds, promotes support, and reinforces the importance of standing together, especially in the most challenging moments.



# Social Actions

As part of our social commitment, we encouraged internal volunteering throughout the year, promoting initiatives that bring our employees closer to local communities. At the end of the year, we launched our **Solidarity Christmas** campaign, with a focus on the **São José Community Center** in São Paulo.

The campaign resulted in the donation of over 70 Christmas gift bags, each containing toys, clothing, shoes, and hygiene products, to children in the community. The initiative was built with care and engagement from our employees, bringing affection, support, and hope to many families.

These efforts reflect our purpose of promoting prosperity and creating positive impact inside and outside the company, strengthening bonds and fostering an environment of generosity and shared action.



# Health and Safety

Safety is part of our essence, which is why we are committed to caring for our employees' health and workplace safety.

**We offer benefits aligned with the highest market standards**, including medical coverage with no co-pay for full-time employees. We adopt flexible working hours, provide WellHub, and promote health awareness campaigns.

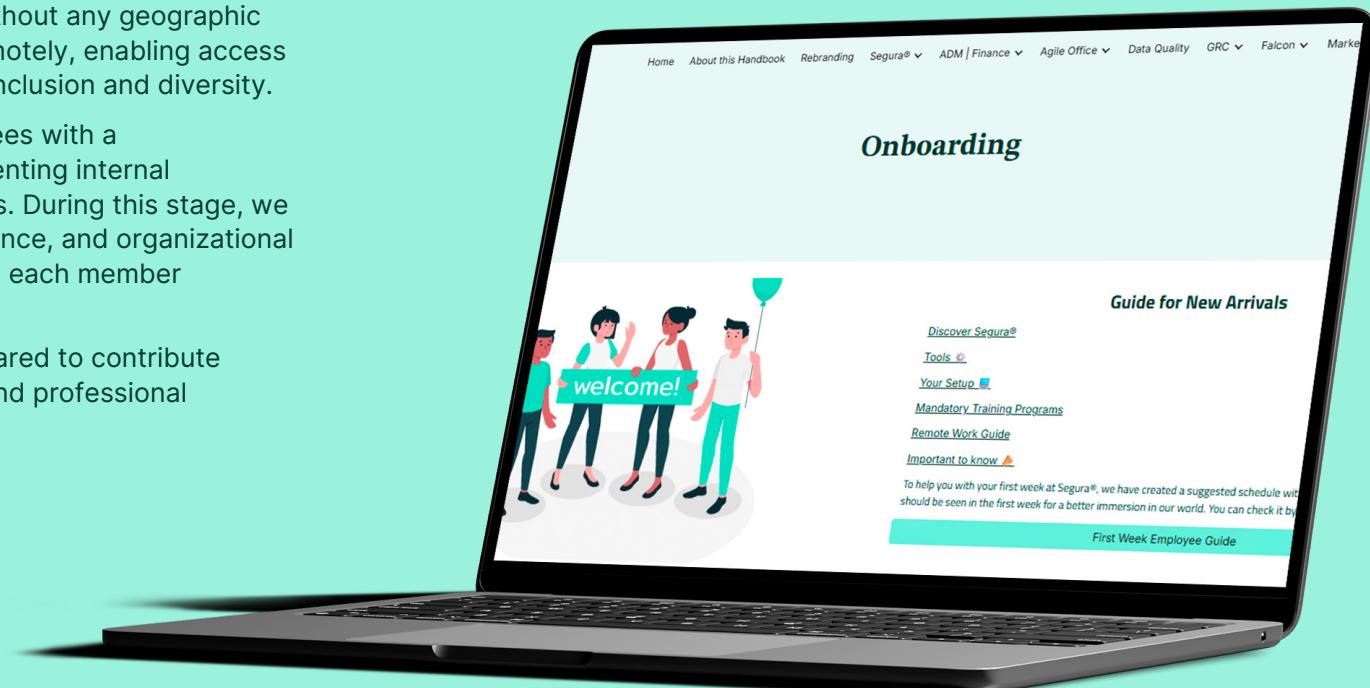


# Attraction and Recruitment

In our recruitment and selection process, we seek professionals who share **Segura®'s** values and objectives, without any geographic limitations. The entire process is carried out remotely, enabling access to talent from different regions and promoting inclusion and diversity.

The onboarding program provides new employees with a comprehensive overview of the company, presenting internal processes, policies, and essential best practices. During this stage, we address topics such as security, ethics, compliance, and organizational principles, helping with adaptation and ensuring each member understands the company's culture.

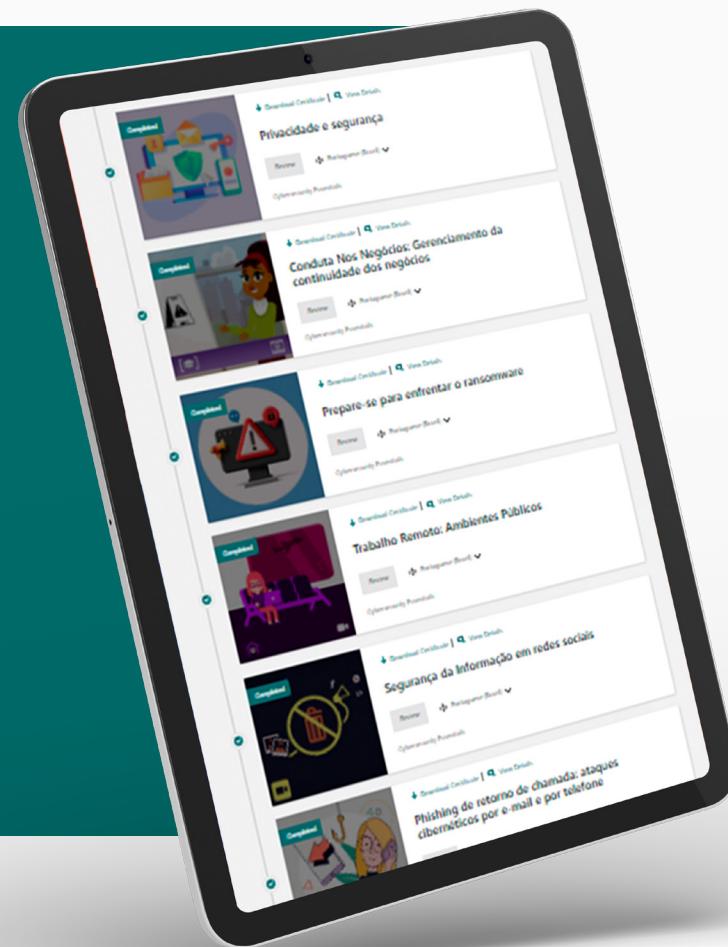
Our goal is to ensure that everyone is well prepared to contribute effectively, fostering engagement, alignment, and professional development within **Segura®**.



# Development and Training

We implemented **Segura® Learn**, our corporate platform dedicated to the continuous development of our employees. As part of this program, we structured the **Cybersecurity Essentials** learning path, composed of comprehensive courses on privacy and information security. Mandatory and conducted annually, this training path is periodically updated to ensure relevance and alignment with industry best practices.

This initiative reinforces our commitment to strengthening our security culture, ensuring regulatory compliance, and continuously preparing our teams for the challenges of an ever-evolving digital environment.



# Development and Training

## Leadership Development Program

At **Segura®**, we believe leadership is a dynamic process that evolves alongside people, teams, and the business itself. In 2024, we implemented an exclusive program for Tech Office managers, focused on strengthening a high-performance leadership culture.

Over 8 months, in partnership with Laborama consultancy, we delivered a journey combining in-person and online sessions, two rounds of assessments, perception surveys, and a final report with insights and recommendations.

The content addressed topics such as psychological safety, clarity of roles and responsibilities, and practices to boost collaboration and team results.

The program also aimed to bring leaders closer together and foster strategic discussions aligned with the company's challenges and opportunities.



# Development and Training

## Training Leadership Academy

In **2024**, we took another important step in strengthening leadership with the launch of the Leadership Academy, a program developed by our People team specifically for new leaders, focused on professional growth, cultural alignment, and confidence in management processes. The training provided an immersion into Segura®'s leadership pillars, with content designed to empower those beginning their management journey, connecting leadership practices with the company's values and culture.

The structure of the program was divided into strategic modules, such as:

### Module 1:

#### **Culture**

Building and promoting a positive organizational culture

### Module 2:

#### **Employee Experience**

Strengthening employee engagement and satisfaction

### Module 3:

#### **Employment Contract**

Understanding contractual terms and responsibilities

### Module 4:

#### **Talent Acquisition**

Recruiting and attracting top talent

The initiative also included deep-dive sessions, experience sharing, and alignment of best practices to ensure greater confidence, consistency, and effectiveness in leadership roles.

# Governance

- Structure
- Ethics
- Reporting Channels
- Harassment Prevention
- Certifications
- Commitments

# Structure

We understand that governance is the foundation for ensuring the integrity of our operations and long-term sustainability. Our commitment goes beyond regulatory compliance: we strive to incorporate principles of ethics, transparency, and accountability into every corporate decision and practice.

To ensure consistency, we have structured a governance model that strengthens decision-making and provides clarity in defining roles and responsibilities. The GRC (Governance, Risk and Compliance) team acts as the guardian of this process, driving the alignment of ESG practices with the company's global strategy.

- ✓ **Responsible leadership:** participação ativa da alta gestão na definição e acompanhamento das iniciativas ESG.
- ✓ **Integration:** incorporation of ESG principles into business processes, products, and stakeholder relationships.
- ✓ **Structured risk management:** monitoring and mitigation of regulatory, environmental, social, and reputational risks.
- ✓ **Robust institutional policies:** clear guidelines that steer our environmental, social, and governance practices.
- ✓ **Continuous engagement:** transparent dialogue with employees, customers, partners, and society to build solutions aligned with their expectations.
- ✓ **Training and culture:** awareness and development programs that reinforce ethics and the relevance of ESG values across the organization.

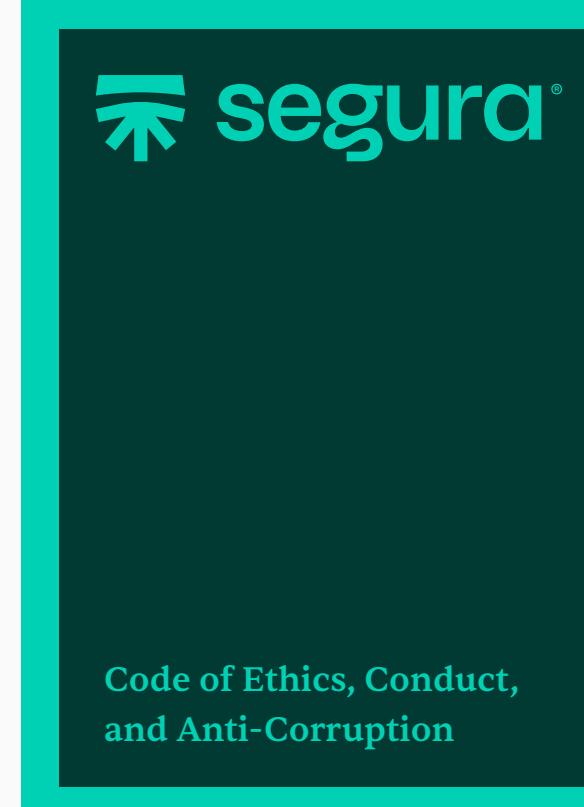
# Ethics

Segura® conducts its activities based on strong ethical values and a steadfast commitment to integrity in all relationships.

Its Ethics and Integrity Program guides organizational behavior by promoting transparency, respect, and accountability. Supported by the **Code of Ethics, Conduct, and Anti-Corruption**, the program establishes principles that reinforce the company's stance against any form of corruption, bribery, or conflict of interest.

Ethics are embedded in daily operations through ongoing training and an independent whistleblowing channel, ensuring the effective application of these values.

In doing so, Segura® strengthens the trust of its stakeholders and reaffirms its commitment to operating in an ethical, responsible, and sustainable manner.



- Ethics Committee
- Repudiated Conduct
- Conflicts of Interest
- Encouraged Conduct
- Relations with stakeholders
- Social responsibility

# Reporting Channels

As an essential part of our commitment to integrity and transparency, **Segura®** maintains multiple communication channels aimed at promoting an ethical, safe, and collaborative environment.

**We provide our employees, partners, and other stakeholders with formal means to report concerns, complaints, or incidents involving unethical or illegal conduct, or behavior that violates our internal policies.**

## Whistleblowing Channel

Secure, independent, and managed by an external company, ensuring anonymity, confidentiality, and impartiality throughout the entire process. All reports are reviewed by the Compliance department, which monitors each case until its conclusion, ensuring appropriate feedback to the reporter and the adoption of necessary measures.

## Direct communication channels with key departments

Such as IT, Finance, Administrative, and People, fostering a transparent flow of information and strengthening internal dialogue.



# Harassment Prevention and Discrimination

**At Segura®, we reject any form of harassment or discrimination. Our commitment is to ensure a safe, inclusive, and respectful work environment, where all employees, clients, and partners are treated with dignity and equity.**

We actively promote diversity, equity, and inclusion, recognizing the unique value of each individual and fostering a culture that celebrates differences and combats any form of discrimination.

In alignment with SSG 27073 – Disciplinary Rules Policy, we communicate clearly and transparently the consequences applicable to behaviors that violate our values and ethical principles.

In 2024, we further strengthened our preventive initiatives by conducting a specialized training on harassment prevention, delivered by an external consultancy. This action reinforces our commitment to awareness and protection for everyone, enhancing our ethical, safe, and responsible organizational culture.

# Certifications

Certifications play an essential role in demonstrating **Segura®'s** governance practices, serving as tangible evidence of our commitment to transparency, accountability, and operational excellence.

These achievements reflect the continuous strengthening of our processes, policies, and ethical standards, ensuring that all operations comply with the best global references in information security, privacy, and organizational management.

The certifications obtained reinforce our position as a company committed to trust, integrity, and long-term sustainability.



# Commitments

At **Segura®**, our commitments reflect how we combine technology, ethics, and responsibility to build a safer, more sustainable, and more innovative digital ecosystem.



Our commitment by **2030** is to:

- **Establish a benchmark standard for the ESG report**, aligned with international frameworks.
- **Ensure that 100% of employees complete annual training** about ethics, compliance, privacy, and information security.
- **Strengthen diversity and inclusion** by promoting representation across all areas and levels of leadership.
- **Increase by at least 5% the number of women** in our workforce, reinforcing our commitment to gender equity.
- **Prioritize partners and suppliers with responsible environmental practices.**
- **Maintain the home office operating model**, reducing commuting and lowering emissions associated with transportation.
- **Adopt recyclable and sustainable gifts and event materials.**
- **Implement initiatives to recycle materials used in events**, reducing waste and promoting environmental awareness.

# Technology

Impact  
Centers of Excellence  
Data Privacy and Protection

# Technological Impact and Digital Security

At Segura®, we believe that protecting access to information is one of the pillars of digital sustainability. Our mission goes beyond delivering a technological solution. We aim to create a more ethical, trustworthy, and resilient cyber environment.

Through our platform, we empower organizations around the world to protect their critical assets, control the use of sensitive credentials, and prevent security incidents that could compromise data, operations, and reputation.

Every innovation incorporated into Segura® is designed to reduce risks and strengthen digital governance, offering automation, full traceability, and compliance with the most demanding international standards, such as ISO 27001, ISO 27701, SOC 2 Type II, SOC 3 Type II, LGPD, and GDPR.

Our impact is measured not only by the technology we deliver but also by the trust we help build. By protecting access and promoting a global culture of information security, we contribute to a more responsible, transparent, and sustainable digital future.



# Centers of Excellence

Our Centers of Excellence represent **Segura®'s** global presence and our commitment to delivering specialized support to customers without the need for physical travel.

We are currently located in **Brazil**, **Saudi Arabia**, and the **United States**, with expansion planned for Germany.

**The Centers of Excellence operate in an integrated manner, ensuring agile support, high-quality technical assistance in the local language, and the dissemination of best practices in information security across all regions where we operate.**



# Data Privacy and Protection

We integrate strong security and compliance practices at every stage of our work, supporting our commitment to digital ethics and trust-building with all our stakeholders. Privacy and data protection principles guide our product development from the very beginning, making security a core part of our architecture.

Our solution supports controls aligned with major privacy regulations, including LGPD and GDPR, helping ensure governance, traceability, and protection of privileged credentials.

We are assessed for LGPD compliance by Privacidade Garantida and for GDPR compliance by TrustArc, reinforcing our dedication to privacy, data protection, and global regulatory standards.





Thank you!