



# BEST TALENT

This has been a year full of challenges and changes that has challenged our associates; however, they have adapted and innovated to continue offering the best service to our customers when they need it most.

Implementing our business strategy has required a team with a growth mindset and new skills. Our associates have also faced the challenge of adapting to our customers' changing needs.



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Our associates have known how to respond with their unique talent, demonstrating high levels of professional commitment proving that challenges make us stronger



We provide training and education to ensure that our associates are prepared for these new challenges. We continue to offer a value proposition that provides benefits and a diverse and inclusive workplace where they can be themselves, which translates into happier and more engaged associates boosting productivity and our NPS.

Despite the challenging environment this year, we improved our associate satisfaction and engagement rates.

 We can say with full assurance that our team is an example of dedication and tenacity that plays a fundamental role in delivering great results



Please go to our chapter on **OPPORTUNITIES** to learn more about this year's talent development initiatives.