

INSTITUTIONAL PRESENTATION | BPO

INNOVATION THAT AIDS IN THE GROWTH OF ORGANIZATIONS

2024



www.hlb.com.br

TOGETHER WE MAKE IT HAPPEN

HLB IS ONE OF THE LARGEST GLOBAL NETWORKS OF PROFESSIONAL SERVICES

With over **50 years of history**, we aim to bring dynamism so that the local expertise of our firms and the exchange of global experiences make a difference in serving our clients.



GLOBAL RANKING
8th PLACE ACCORDING TO IAB 2023

157
COUNTRIES **1069**
OFFICES

+50
YEARS OF **+45,000**
HISTORY **PROFESSIONALS**





**IN BRAZIL, HLB HAS OVER
30 YEARS OF EXPERIENCE
PROVIDING SERVICES TO
MULTINATIONAL,
NATIONAL, AND STARTUP
COMPANIES.**

**+500
SPECIALIZED
PROFESSIONALS**

5 STATES

8 OFFICES

Our clients rely on a complete structure dedicated to optimizing processes, with professionals regularly trained.

BENEFITS OF HIRING HLB:



Service-specific points of contact



Technical expertise by industry type



Risk mitigation



Proactivity in identifying opportunities



Standardization of processes, bringing efficiency and agility.



Cost and operational process optimization



Focus on the core business



Embedded technology

ORGANIZATIONAL CHART



Director/Partner



Manager



Supervisor



Analyst



Assistant

RECOGNITION THROUGH DEDICATION AND COMMITMENT.



Network of the Year
International Accounting Bulletin



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AMIGO DA FLORESTA

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- Excellent - Best Consulting Firms in Outsourcing (BPO) 2024
- Recommended - Best Consulting Firms in Audit 2024
- Highly Recommended - Best Advisory Firms in Transaction Services 2024
- Notable Practices - Best Consulting Firms for Tax Advisory - 2025



ISO 27001 and ISO 27701 Certification

Provided by the constant pursuit of innovation and continuous specialization.

OUR SOLUTIONS

BPO

- Management and accounting solution;
- Tax analysis and solution;
- Accounts payable and receivable management;
- Payroll management and solution;
- Consultancy for establishing companies in Brazil.

IT Advisory

- Analytics;
- ERP on Demand;
- Digital Infrastructure.

Specialized solutions in:

- TOTVS Protheus ERP;
- RPA for Process and Task Automation;
- Manuals via Robotic Process Automation (RPA);
- Software Factory;
- TOTVS Fluig BPM Platform.





CORPORATE INSURANCE AND BENEFITS MANAGEMENT

- Cybersecurity;
- Guarantee Insurance;
- Civil Liability;
- E&O;
- D&O;
- Health and Dental Insurance;
- Life insurance.

LEGAL REPRESENTATION TO FOREIGN COMPANIES

- Local Director;
- • Use of Tax Address;
- • Attorney in Fact to foreign companies;
- • Paralegal.

TALENTS HLB

Thinking about the convenience of our clients, we have developed a range of services focused on talent acquisition: **Talents HLB**.

We provide resume screening, group and/or individual interviews, behavioral assessment, technical evaluation by field and level, and verification of previous references.

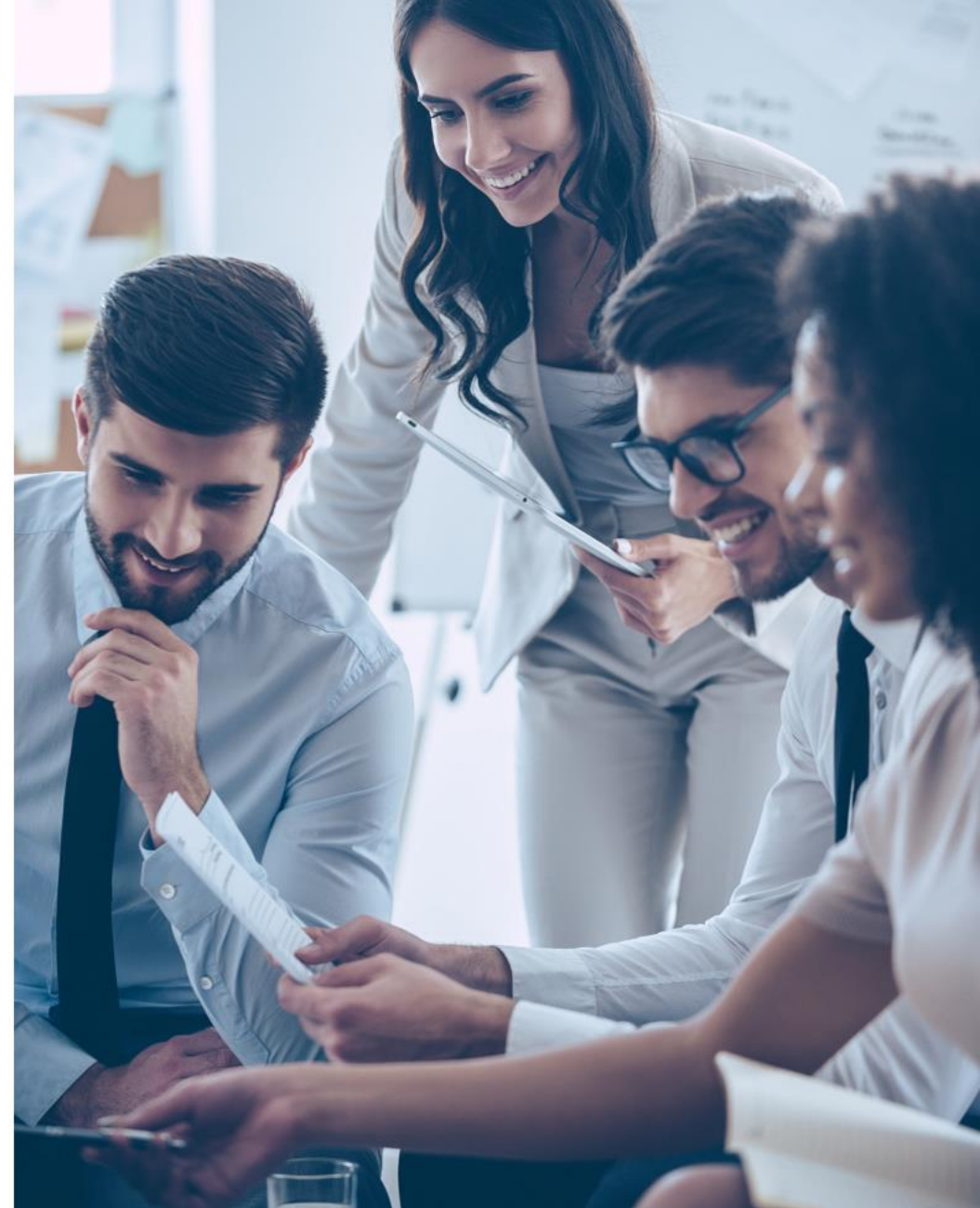
OUR EXPERTISE:

- Operational technician;
- Specialists;
- Executive;
- Staff loan.



HLB BRAZIL COMPLIES WITH MARKET TECHNICAL REQUIREMENTS, BRINGING SOLUTIONS THAT GENERATE GROWTH.

- 1 Training**
Specialized professionals who undergo regular training to equip them for service in various sectors.
- 2 Risk Management**
Through applied technology (Total Tax solution tool) and proven efficient processes, we analyze your company's current scenario and provide solutions to mitigate operational and fiscal risks.
- 3 Reports and Document Management**
We work with technologies that reduce the time and bureaucracy of demands, through integration with ERP systems, real-time and on-demand report development.
- 4 Security and Quality Control**
We follow all information security protocols, ensuring a high standard of quality at each stage of the process and interaction with clients, anticipating needs, and seeking growth opportunities.



ACHIEVING SUCCESS THROUGH STRATEGIES BASED ON THE 4 FUNDAMENTAL PILLARS OF OUR ORGANIZATION.

OUR TECHNOLOGIES

We work with cutting-edge technologies, prioritizing high-level automation and the best in the market.

Processing and Document Workflow

We optimize our clients' workflows through a tool that provides organization, transparency, and trust for the execution of all signature processes and document submissions.

We offer process signing efficiency, effective communication, and error mitigation by maintaining complete control of demands and deadlines under the supervision of our clients.



PLATFORM
ACCESS



CLIENT REQUESTS
THE DEMAND



INSERTS THE DOCUMENT
AND INFORMATION



EXECUTION OF
THE DEMAND

PROTHEUS

Efficient ERP management to automate and administer all segments of our clients.



FIXED ASSETS



PURCHASING



INVENTORY/COSTS



BILLING



FINANCIAL



HUMAN RESOURCES MANAGEMENT



TAX



MANAGERIAL ACCOUNTING

Financial

- Chart of accounts;
- Accounts payable;
- Accounts receivable;
- Cash flow;
- Investments and loans;
- Managerial analysis.

Accounting

- Budgetary management;
- Accounting tracking;
- Ledgers and journals;
- Consolidation of company groups, units, and subsidiaries;
- Managerial views (Income statement, Balance sheet, and Cash flow).

Tax

- Tax calculation (ISS, ICMS, ST, IPI, COFINS, CSLL);
- Generation of statements;
- Generation of electronic obligations;
- Complementary obligations;
- Tax books;
- Generation of ECF, ECD, SPED Fiscal, SPED, eSocial, and REINF.

Inventory

- Movement;
- Inventory management;
- Traceability;
- Average cost;
- Inventory query;

Billing

- Commercial policies;
- Sales order;
- Sales invoice;
- NF-e interface;
- NFS-e interface;
- Managerial analysis.

Pursaching

- Purchase request;
- Quotation;
- Purchase order;
- Purchase approval levels;
- Physical verification;
- Entry invoice.



Power BI

From financial statements, treasury and finance analysis, inventory and cost control, and monitoring of sales margins by product, we generate managerial information that provides a clear view of the business, facilitating strategic decision-making.



COMPLIANCE

PROCESS

- Review of Tax process;
- Risk management;
- Tax Compliance;
- Focus on improvements;
- Efficiency of the process.

TECHNOLOGY

- Quality management;
- Process safety;
- Elimination of manual entries.



INDUSTRIES

Our commitment and expertise are dedicated to all industries.

Agriculture

Food and Beverages

Healthcare

Media and Telecommunications

Oil and Gas

Real Estate

Technology

Third Sector

TOGETHER WE **MAKE IT HAPPEN**

WE MAKE IT HAPPEN

**OF THE 10 COMPANIES LISTED ON NASDAQ,
THAT HAVE GROWN THE MOST IN THE LAST FEW
YEARS, 4 ARE CUSTOMERS OF HLB BRAZIL.**



STARTUP



SMALL BUSINESS



**MEDIUM
BUSINESS**



**LARGE
BUSINESS**

PROVEN RESULTS!

"The HLB team is very dedicated and attentive, and the services are excellent."

Rogério Fernandes - TISI do Brasil Serviços Industriais Ltda

"The HLB Brazil team is very easy to work with! They help us understand local changes, are flexible, responsive, and supportive. We appreciate their expertise as it makes the process easier for us. Thank you."

Lyle Cowgill - Babcock & Wilcox Global Sales & Services Brasil Ltda.



OTHER SOLUTIONS

AUDIT

- Audit of Financial Statements
- Internal Audit and Risk Management
- Accounting Diagnosis and Pre-Audit
- Diagnosis of New Standards
- Special Services and Revisions

TAX ADVISORY

- Tax Studies - Local and International
- Integrated programs in ESG, risk, and compliance
- Review and Tax Consulting in the areas of Direct and Indirect Taxes, Labor, and Social Security FIN48
- Transfer Pricing
- Advisory in M&A and Raising Funds and Transactions
- Fraud Investigation, Assessment Reports
- Company Restructuring, Crisis Management Advisory



OUR TEAM



Douglas Locatelli
Managing Partner



Marcio Henrique de Oliveira
Leader of BPO Operations in
Brazil



Paulo Crepaldi
Advisory Partner



Rogério Rokembach
Audit Partner



Renato Sella
Leader of Market, Legal
Representation and Insurance



Ines Caressato
Leader of BPO Operations in
São Paulo



Marcelo Fonseca
BPO Leader of the offices in
Rio de Janeiro and Campinas



Thiago Alves
Governance and Risk
Management Leader



Luiz Fleury
Corporate Finance Partner



Eduardo Vaz
Leader of Transaction
Services and Forensic

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