

NovaMente Soluções Cognitivas

Document 04 — Employee Handbook

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Introduction

This Employee Handbook is the primary reference document for anyone working at NovaMente Soluções Cognitivas, whether as a full-time employee, part-time employee, or long-term contractor. It consolidates the rights, responsibilities, expectations, and benefits that define the employment relationship at NovaMente.

This handbook does not replace the formal employment contract signed between NovaMente and each employee. Where any conflict exists between this handbook and an individual contract, the contract prevails. However, for the vast majority of day-to-day situations, this document is the authoritative guide.

Employees are expected to read this handbook in full during their first week and to sign the acknowledgment form included in the onboarding package confirming they have done so. The handbook is reviewed annually and updated versions are distributed to all employees whenever significant changes are made.

Your First Days at NovaMente

Onboarding Program

Every new employee at NovaMente goes through a structured onboarding program during their first two weeks. The program is designed to ensure that you understand the company, the product, your team, and the tools you will use — before you are expected to contribute independently.

During the first week, you will meet with your direct manager to review your role scope and initial objectives, attend an introduction session with the HR & Culture team covering this handbook and key policies, receive access to all required systems and tools, and be paired with an onboarding buddy — a colleague from your department who will help you navigate the first weeks informally.

During the second week, you will have one-on-one introductory meetings with each department head, attend a MindFlow product walkthrough with the Product team, and complete any role-specific technical or compliance training required for your position.

Probationary Period

All new employees begin employment with a 90-day probationary period, as established by Brazilian labor law (CLT). During this period, both the employee and NovaMente have the right to terminate the employment relationship without cause and without advance notice, though NovaMente is committed to providing feedback and support throughout this period rather than treating it as a passive observation window.

Managers are required to conduct a structured check-in at the 30-day and 60-day marks to discuss how the employee is settling in, address any questions or concerns, and provide early feedback on performance and cultural integration. A formal end-of-probation review is conducted at day 90, after which — if both parties are satisfied — the employee transitions to regular employment status.

Work Hours and Flexibility

Standard Hours

NovaMente's standard workweek is 40 hours, distributed across five working days, Monday through Friday. Core hours — the window during which all employees are expected to be available for meetings and synchronous collaboration — are 10:00 AM to 4:00 PM (Brasília time, BRT). Outside of core hours, employees have flexibility to organize their schedules according to their personal preferences and productivity rhythms, provided they meet their commitments and maintain communication with their teams.

Hybrid Work Policy

Employees based in or near Florianópolis are expected to work from the office at least two days per week. The specific days are agreed upon between each employee and their manager, with the expectation that at least one in-office day overlaps with the majority of the team. Employees outside Florianópolis work fully remotely and are supported with a one-time remote work setup allowance detailed in Document 05 — Benefits Policy.

NovaMente does not track hours in a punitive way. We trust employees to manage their time. What we do track is output, commitments, and communication. An employee who works efficiently and delivers consistently will never be questioned about whether they worked exactly 40 hours in a given week.

Overtime

NovaMente does not expect or encourage routine overtime. When exceptional circumstances require additional hours — such as a critical product launch or an urgent client situation — overtime is compensated in accordance with CLT regulations or offset with equivalent compensatory rest, at the employee's preference. Managers who routinely require overtime from their teams are expected to address the root cause, whether through better planning, additional hiring, or scope reduction.

Conduct and Professional Standards

General Expectations

NovaMente expects all employees to conduct themselves with professionalism, integrity, and respect in all interactions — with colleagues, clients, vendors, and the public. This applies to in-person interactions, written communications, video calls, social media, and any context in which the employee is representing or associated with NovaMente.

Specifically, employees are expected to: meet their commitments or communicate early when they cannot; treat all colleagues with dignity and respect regardless of seniority, function, or background; protect confidential information belonging to NovaMente and its clients; use company resources and systems responsibly and for legitimate work purposes; and report concerns, mistakes, or policy violations promptly and honestly.

Conflicts of Interest

Employees must disclose any situation in which their personal interests could conflict — or appear to conflict — with the interests of NovaMente. This includes external employment or consulting arrangements, investments in companies that compete with or do business with NovaMente, and personal relationships with vendors, clients, or candidates being evaluated for employment. Disclosures should be made in writing to the employee's manager and the HR & Culture team. NovaMente will review each situation individually and determine whether a conflict exists and how it should be managed.

Confidentiality

All employees have access to confidential information about NovaMente's business, technology, clients, and strategy. This information must not be shared with anyone outside the company without explicit authorization, and must not be used for personal benefit. The confidentiality obligation survives the end of the employment relationship. Employees who are unsure whether specific information is confidential should treat it as such and consult their manager or the Legal team before sharing it.

Attendance and Absence

Employees are expected to be present and available during core hours on standard working days. When an employee needs to be absent — due to illness, personal circumstances, or any other reason — they are expected to notify their manager as early as possible on the day of the absence, or in advance when the absence is planned. Absences that are not communicated and are not covered by a valid justification may be treated as unauthorized and may result in salary deduction in accordance with CLT provisions.

For detailed information on vacation, sick leave, mental health days, parental leave, and other types of absence, refer to Document 07 — Vacation, Leave & Attendance Policy.

Performance and Development

NovaMente conducts formal performance reviews twice per year — in June and December. Each review involves a self-assessment by the employee, a structured conversation with the direct manager, and the definition or revision of a personal development plan. Performance is evaluated on both the results delivered and the way those results were achieved, consistent with our values.

Between formal reviews, managers are expected to provide regular, informal feedback. Employees should never have to wait for a semi-annual review to understand how they are performing or what they could be doing differently. If you feel you are not receiving adequate feedback, you are encouraged to request it proactively from your manager.

NovaMente is committed to the continuous development of its people. Each employee has access to a monthly learning stipend and is supported in identifying growth opportunities within the company. For full details, refer to Document 09 — Training & Development Policy.

Disciplinary Process

NovaMente approaches disciplinary matters with the goal of correction and improvement rather than punishment. When an employee's conduct or performance falls below expectations, the response is proportional to the severity and frequency of the issue.

Minor issues are addressed informally by the direct manager through a private conversation. If the issue persists or is more serious, a formal verbal warning is issued and documented. Continued or escalated issues may result in a written warning, a performance improvement plan, or — in cases of severe misconduct — immediate termination. Severe misconduct includes, but is not limited to: harassment, discrimination, fraud, breach of confidentiality, and behavior that creates a risk of harm to colleagues or the company.

Any disciplinary process involving a formal warning or higher must be conducted with the involvement of the HR & Culture team. Employees have the right to be heard before any formal disciplinary action is finalized.

Offboarding

When employment at NovaMente ends — whether through resignation, mutual agreement, or termination — the offboarding process is designed to be respectful, organized, and complete. The employee's manager and the HR & Culture team coordinate the process, which includes a structured knowledge transfer, return of company equipment, revocation of system access, and an exit interview.

Exit interviews are conducted by the HR & Culture team and are entirely confidential. They are an opportunity for departing employees to share candid feedback about their experience at NovaMente. We take this feedback seriously and use it to improve the organization for those who remain.

Final payments, including any outstanding salary, vacation balance, and statutory entitlements, are processed in accordance with CLT timelines. The Finance & Legal team manages this process and can answer specific questions about the calculation of final amounts.

Where to Go for Help

NovaMente wants every employee to know where to turn when they have a question, a concern, or a problem. The following is a general guide:

Work-related questions and day-to-day issues: your direct manager is the first point of contact. If the issue involves your manager, go to your department head.

HR, policy, and benefits questions: the HR & Culture team. You can reach them via the internal communication tools or by scheduling a meeting directly.

Mental health and wellbeing: our in-house psychologist is available for confidential individual sessions. You do not need a referral or manager approval to book an appointment.

Ethics, conduct, or policy violations: follow the process described in Document 10 — Code of Ethics and Conduct, which includes an anonymous reporting channel.

Legal and financial questions related to your employment: the Finance & Legal team can address questions about your payslip, contract, or statutory entitlements.