

FEDERAL SENATE

OF BRAZIL

MANAGEMENT REVIEW



HOME

**EXCELLENCE IN THE
PUBLIC SERVICE**

**SENATE
FOR ALL**

**ENVIRONMENT AND
SUSTAINABILITY**

**SHARED
MANAGEMENT**

**TECHNOLOGY
AND INNOVATION**

**GENDER
EQUALITY**

credits

Assistance Program for Women in situations of economic vulnerability due to domestic and family violence

Through an Act of its Directing Committee, the Brazilian Federal Senate implemented in 2016 the Assistance Program for Women in situations of economic vulnerability as a result of domestic and family violence, which provides for the reservation of 2% of jobs (around 60 job positions) in contracts for the provision of continuous and outsourced services to the Federal Senate to these women.

The program includes women taken in and appointed by the Casa Abrigo [Shelter House], an entity maintained by the Government of the Federal District, which enables them to enter the job market, promoting their autonomy and financial independence, and preventing them from returning to the cycle of violence.

Inspired by this initiative of the Senate, other institutions have been entering into similar contracts,

among them the Public Prosecution Office of the Federal District and Territories and the Legislative Chamber of the Federal District.

The program has also inspired the working up of a draft bill, presented in 2017, which proposes to reserve 5% of jobs in outsourcing contracts involving 100 or more employees.

The Senate is proud of its commitment to the struggle for gender equity and equality by fostering educational activities within the House and by collaborating with other institutions in favor of women in critical social situations. It is the case of this program, which was carried out in partnership with the Federal District Government and Casa Abrigo, an institution that shelters women and children who were victims of violence.



For the Director General of the Senate, Ilana Trombka, "we must change the culture, the reality and the behavior of people".

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The Office of the Director-General, the Women's Special Prosecutor's Office, the Committee for the Promotion of Gender and Race Equality, and the Women's Observatory against Violence comprise a network that develops voluntary actions and debates in the Senate with a view to promoting gender and race equity, a fundamental work to ensure the well-being of our servants and, more broadly, our society.

One example is the Women's Agenda, a monthly event about issues that affect women's lives, which is held in the Senate, or itinerantly, in partnership with other institutions.



Senate holds a debate on equity in the outskirts of Brasília.



Senate invests in sustainability with the use of biodegradable cups and reduction of the use of disposable cups



As of October 1, 2015, the Federal Senate stopped buying plastic cups, which were replaced by biodegradable paper cups, now present only in places with a high flow of visitors, such as the library, the Black Hall and the meeting rooms of the committees.

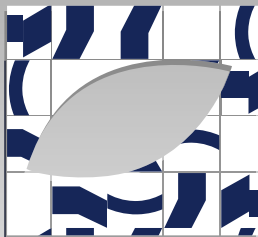
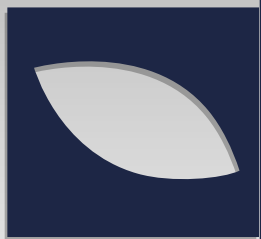
In addition, the purchase of disposable cups was reduced to 10%, as part of the Sustainable Logistics Management Plan, implemented by the Senate administration. Thus, the commitment to sustainability, as set forth in the Letter of Commitments of the Senate, is consolidated.

The Sustainable Logistics Management Plan is structured in 11 thematic areas:

1. **Expendables;**
2. **Printing services;**
3. **Arborization and green areas;**
4. **personnel displacement;**
5. **Waste management;**
6. **Quality of life in the work environment;**
7. **Sustainable procurement and contractings;**
8. **Water and sewage;**
9. **Electric energy;**
10. **Graphic services;**
11. **Information technology.**

A promotion of change in the culture of consumption of objects that degrade the environment is intended. In addition to raising employees' awareness to the use of their own reusable mugs or cups, the Senate's stock of glass cups has been increased.





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Environmental impact - According to the Coordination Center for Socio-environmental Actions of the Federal Senate, a plastic cup takes on average, 50 years to decompose. In that time, it becomes a major source of pollution.

On the other hand, the biodegradable paper cup has a considerably lower environmental impact: its decomposition takes about three months.

By purchasing products with a lower environmental impact, the Senate complies with state policies that encourage the promotion of sustainable practices in public procurement and contracting.

Sustainable economy - With the measures taken, the Senate has saved almost 90% on disposable items. The history of this economy begins in 2015, when almost three million plastic cups were consumed each year.

In 2016, glass and biodegradable cups were acquired, reducing the consumption of disposable items by 89%. Compared to the first half of 2017, this year there was a reduction of approximately 25% in the use of biodegradable cups and the Senate remains firm in its commitment to the environment and sustainability.

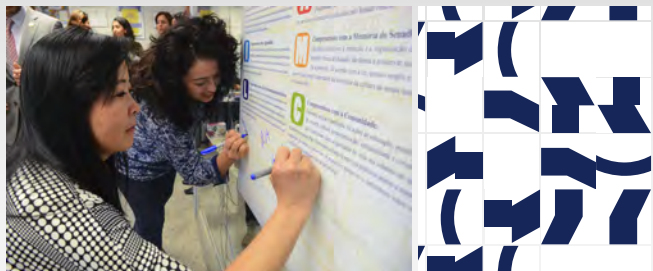


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Letter of Commitments

The Senate's Letter of Commitments was launched in April 2015, following a public consultation conducted by the Secretariat-General of the Board and the Director-General's Office, which brought together more than 170 suggestions from employees.



Personnel of the Senate participate in the presentation of the Letter of Commitments



Containing 11 topics, including ethical principles, values and goals aligned with the mission of the institution, the document is intended to guide the actions of managers and other professionals of the Senate, and thus promote modernization and excellence in management.

◆ Commitment to the Parliament

Commitment to the strengthening of the Legislative Branch as the foundation of democracy, providing quality services to parliamentarians and society.

◆ Commitment to Excellence in the delivery of public services

Public agents must be ethical and up to date with the best technologies of public administration, and of people and process management. They must be recognized and appreciated.

◆ Commitment to the Quality of Life our co-workers

Everyone should be treated with dignity and considered in their individuality, in a healthy, pleasant, safe, clean, accessible, pollution-free environment tailored to their needs and limitations.

◆ Commitment to Equality

No one shall be discriminated against or have their rights, responsibilities or opportunities limited because of gender, race, ethnicity, sexual orientation, faith, origin or social status.



◆ **Commitment to the Free Dissemination of Ideas**

Everyone should feel free and encouraged to present their opinions and ideas to their peers, superiors or subordinates, and have them discussed and considered in the decision-making process.

◆ **Commitment to Transparency**

The information provided by the Federal Senate to control bodies, the media, senators, Senate personnel or members of society in general, should be characterized by correctness, precision, clearness and promptness. Strategic planning and the purposes of the administration should be broadly known in order to be considered at all levels of management and governance.

◆ **Commitment to Responsibility in using public resources**

We must search for intelligent solutions that involve the lowest possible cost to achieve the objectives of quality and efficiency that we pursue. We must value the sharing of experiences and cooperation with other public bodies and agencies.

◆ **Commitment to Sustainability**

Rational use of natural resources, always considering the environmental impact of decisions and actions. Search for environmental efficiency in the use of products, services and procedures.

◆ **Commitment to Accessibility**

The whole architectural complex and all communication must be planned in such a way that the personnel and citizens with limitations may have access, with dignity and autonomy, to the spaces, services and information produced by the Federal Senate.

◆ **Commitment to the Memory of the Federal Senate**

We should promote the protection and organization of Senate documents and assets, in order to preserve its memory and allow, according to the law, wide and easy access to the collection, which is an important part of the history and culture of our institution and of our country.

◆ **Commitment to the Community**

We must support and participate in actions concerning education, mobility, sports, culture, awareness raising, solidarity and civic responsibility, which contribute to the quality of life in our cities and country. We must use public services made available to us in a way to preserve the spaces and the heritage on which we exert any kind of influence.



Congress Visit receives another Certificate of Excellence from TripAdvisor



For the fifth consecutive year, the Brazilian National Congress received TripAdvisor's Certificate of Excellence Award for the Institutional Visitation program, which received more than 85% positive (good or excellent) evaluations of visitors to the site.

This award recognizes the National Congress Visitation Program as a quality service made available to Brazilian and foreign citizens, positively impacting the image of the Federal Senate and the Chamber of Deputies.

The Institutional Visitation Program of the National Congress has been held since 1998, in a joint effort by the Federal Senate and the Chamber of Deputies. In 2017, over 124 thousand people took the guided tour.

Among them, about 3 thousand were visitors from 82 countries, including France, the United States, Nepal and New Zealand.

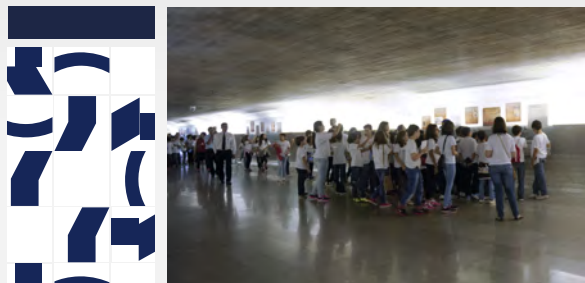
During the visits to the Brazilian Congress, guides present the facilities, explain the functioning of the two legislative houses and talk about their fundamental role in promoting citizenship and encouraging popular participation.

The visitor thus has a better perception of the Congress, the parliamentarians, the public servants and the legislative process.

Visits depart from the Black Hall and are offered in English, French, Spanish and Brazilian Sign Language. The program also offers thematic visits with different itineraries focused on history, architecture and arts, as well as special visits to the library, the archive and the nurseries of the Senate and the Chamber of Deputies.

It is possible to obtain information about the entire program and its details at the [visitation website](#).

On the website there is a virtual tour of the facilities and audio guides.



The Morning of Ideas program (Manhã de ideias) brings employees closer to the decisions of the Senate

The "Morning of Ideas" Program was established in 2014 by the Director-General's office and aims to bring the servants of the Senate closer together through a direct communication channel.

Once a month, registered employees can present, in an informal way, suggestions for improvement and enhancement of the institution, without the need for structured projects, cost plans or schedules.



With 250 participations since its establishment, Morning of Ideas approaches a wide range of subjects, ranging from personnel management to the Senate's structure, as well as issues related to communication, professional training and socio-environmental projects.

Many ideas are of low complexity, such as putting a microwave and a drinking water filter in the eating area, the creation of a volunteer group and acquiring self-service food and beverage machines.

The outlook of employees regarding the operation of the Senate is different from that of the managers, which allows the administration to develop other points of view on the issues addressed.

Other proposals that involve several sectors are discussed at different levels, and may lead to the implementation of ideas in the medium and long term.

The Morning of Ideas program is a great incentive for the employees to contribute to the development and improvement of the Institution. In my first participation in the program I could realize its effectiveness, as one of the ideas I came in with was implemented, which was the establishment of the Liga do Bem [Goodwill League]; the other idea was not implemented due to a technological impossibility.

Alisson Bruno Dias de Queiroz
e-Citizenship Program Support Coordinator

The initiative, included in the Letter of Commitments, has a very positive result for the Senate, since it encourages a participative and shared management, and increases the commitment of servants to their working environment.



Electronic Document Management System: efficiency and transparency

Implemented in the Federal Senate in 2015, the electronic document management system allowed documents to be produced digitally.

Consequently, processing and management of cases also began to be made digitally, which ensured speed, security and transparency, in addition to reducing costs.



The initiative is in line with the Senate's commitment to sustainability. The new system allows simultaneous access to the same case and can be easily controlled, located, verified and remains available to all involved.

It is also possible to attach external documents available on the internet, as it happens in several areas of the Senate, such as purchases and procurement.

After the implementation of the electronic document management system, the Senate reduced the use of reprographic paper, printing ink, supplies and office supplies, which amounted to an economy of approximately US\$ 5,186.

In addition to the economy, speeding in processing and services promotes the excellency in material and environmental resources management, and in the work flow as a whole.

The electronic document management system brought numerous changes in the Senate's administrative routine:

- Decreased use of paper;
- Document management on electronic media (from the creation of the document until it is sent to the file

or deleted);

- Electronic signature of documents (Internal Certification Authority and ICP Brazil);

- Document Conversion;

- Simultaneous access to documents and processes by several employees;

- New protocol rules;

- Integration of SIGAD with other systems for personnel, material, acquisition and service management;

- Priority for the disabled in the SIGAD;

- Degrees of Secrecy (according to the Law on Access to Information).

According to Juliana de Cássia Soares, Deputy Chief of Staff of the General Directorate, *"the electronic document management system facilitated the monitoring of the current status of processes and gave greater agility to meeting demands from different sectors, in addition to eliminating processes on physical media and reducing expenses with paper"*.



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