

Best Neurodivergent Support Programme

Winner //

PICPAY X ZENITH

This award recognises initiatives that focus on improving mental wellbeing, providing support, and raising awareness about the unique mental health needs of neurodivergent employees in the workplace.

PicPay is one of Latin America's largest fintech ecosystems, with almost 4,800 employees across PicPay, PicPay Bank and Banco Original. Its first Diversity Census in 2022 highlighted significant barriers for neurodivergent employees, from sensory overload and inaccessible recruitment to managers lacking the confidence to provide effective support.

PicPay recognised that meeting the legal disability quota was not enough. The organisation chose to adapt the workplace to each person, rather than expecting people to adapt to the workplace.

From Compliance to Individualised Inclusion

Every neurodivergent employee can access an individual assessment covering sensory, ergonomic, technological and accessibility

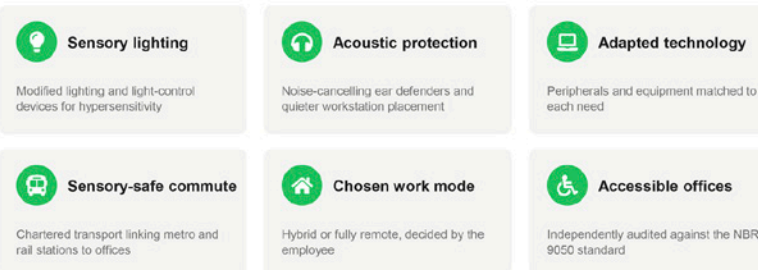
needs. Adjustments are then tailored accordingly, including lighting controls, noise-cancelling equipment, adapted peripherals and redesigned workstations. Offices were independently audited against Brazil's NBR 9050 accessibility standard.

Recognising commuting as another source of sensory stress, PicPay introduced chartered transport linking metro and rail stations to its offices, while employees can choose office, hybrid or home working according to their needs.

Leadership capability was strengthened through extensive training, with more than 800 leadership training participations since 2024 and all 93 HR professionals completing 12 hours of inclusive practice development. Recruitment was also redesigned

Support tailored to each person

Every neurodivergent employee starts with an individual assessment - a bespoke form in the occupational health system covering sensory, ergonomic, technological and accessibility needs. The adjustments follow the person:



PicPay tailors workplace support to neurodivergent employees' individual needs, from sensory adjustments to flexible working

with specialist partners to include adjusted interviews, automatic progression for disabled applicants and accessible job opportunities.

Alongside this, the Acesso Livre affinity group, occupational health support and real-time psychological assistance provide ongoing support, while Zenith Saúde Mental maps psychosocial risk across the wider workforce to enable earlier intervention.

Results & Impact

The impact has been significant. PicPay's disabled workforce grew from 54 employees in January 2025 to 229 by June 2026 - a 324% increase in 18 months. The company has remained above its statutory

quota throughout 2026, with 229 employees against a target of 200, and projects reaching 262 by the end of the year.

Leadership development has also delivered strong engagement, with the three latest cohorts achieving eNPS scores of 88, 90 and 92, while sensory adjustments now span lighting, acoustics, equipment and transport.

External recognition has reinforced the progress. aTip named PicPay its first Leader Partner, while its Autismo Tech partnership reached more than 500 participants, 70% of them autistic, alongside more than 300,000 social media impressions. ■

Judges' comments

+ A highly impressive submission that combines personalised support, organisational commitment and measurable outcomes.

+ Making a significant difference to employees experience.

Shortlisted

→ Nomura International PLC