



Report parameters

Our report is implemented annually, it shares Softtek's results from January 1st 2017 to December 31st 2017, and it is created in accordance to GRI (Global Reporting Initiative).



GRI content

Index



GENERAL CONTENT

Organization profile \\ Strategy \\
Ethics and Integrity \\ Governance \\ Stakeholders \\ Practices for the elaboration of reports

SOCIAL STANDARDS

Workforce \\ Training \\ Diversity and Inclusion \\
Our Culture \\ Quality of Life \\ Community



ENVIRONMENTAL STANDARDS

Impact management \\ Sustainable infrastructure\\



FINANCIAL STANDARDS

Economical perspective

21

43

52



WE WANT TO BE ONE OF THE BEST COMPANIES FOR THE WORLD.

WELCOME

Being a socially responsible company goes beyond the everyday effort Softtek undertakes to be one of the best companies in the world, for since our foundation we have always seen ourselves as an organization born to outstand, not survive. Being in the IT industry means to us an opportunity to impact our surroundings positively; it is an ongoing compromise to add value through the use of technology, and we will only see that by being one of the best companies for the world.

This for us means, when talking about sustainability, to think not only in the actions that allow us to be a profitable business and a creator of more than 12 thousand direct jobs around the world. It means than now, more than ever, we have the task of planning our future based on our capabilities and having as a priority to generate a chain value that pushes and multiplies what it means for each one of our staff to transcend.

Being one of the best companies FOR the world compromises us to continue being an integral company that sees in trust and respect the foundation of all of our relations, be them personal or commercial. That acknowledges the diversity of all kinds of talent, and at the same time the diversity of our surroundings and clients, finding in collaboration the path to fulfill our purpose. That is aware that it contributes so that the world keeps operating through the excellence of its services. That it has within its reach the possibility of transforming the lives of people and whole communities through our social programs.

And most important, we are willing to do it.

Fernando NavaCorporate Citizenship Manager

1. GENERAL CONTENT



Softtek Profile

We specialize in systems integration for the digital era.

Our people are the most important asset, we live in a culture of entrepreneurship, trust and collaboration.

Our Purpose

To create value through technology for our clients, professionals and the communities we operate in.

To help companies close the digital gap.

Basic Information







35-year experience



Headquarter in **Monterrey, Mexico**



Presence in **20 + countries** and 30 + offices around the world



Providing service for **71 companies** of the Global FORTUNE 500



15 global delivery centers



+12,000 associates

Awards & Distinctions

- TMMi Level 5 Certification for Quality Assurance and Validation Practice (1st company worldwide to achieve perfect scores and highest accreditation by Experimentus)
- ☆ ISO 27001 Certification
- ☆ Named a Top 15 Sourcing Service Provides by ISG
- Named "Major Contender" and "Star Performer" in Everest Grou's "IT Outsourcing in Global Banking PEAK Matrix 2017"

Our Services

Solutions

- Agile Development
- Prevention of Financial Crime
- Global Delivery
- Governance, Risk and Compliance
- Integration of IT Mergers and Acquisitions
- Procurement Services
- Management Services for SAP Applications

Cloud- Based Industry Solutions

- Automotive
- Metal

Outsourcing

- IT Operations
- Application Maintenance and Support (AMS)
- Application Administration
- Application Modernization
- Software Development
- DevOps
- ERP Management
- Information Management
- IT Infrastructure Management
- Security Services for Applications
- Testing and Quality Applications

Bussines Operations

- Governance, Risk and Compliance
- Procurement Services

Digital

- Agile Development
- BYOD
- Cloud
- DevOps
- Embedded Systems
- Internet Usage
- Cloud Security
- Software Development
- User Experience

Technologies

- Amazon
- HP Software
- Microsoft
- NICE-Actimize
- Qlik View
- RSA Archer
- Splunk

SAP

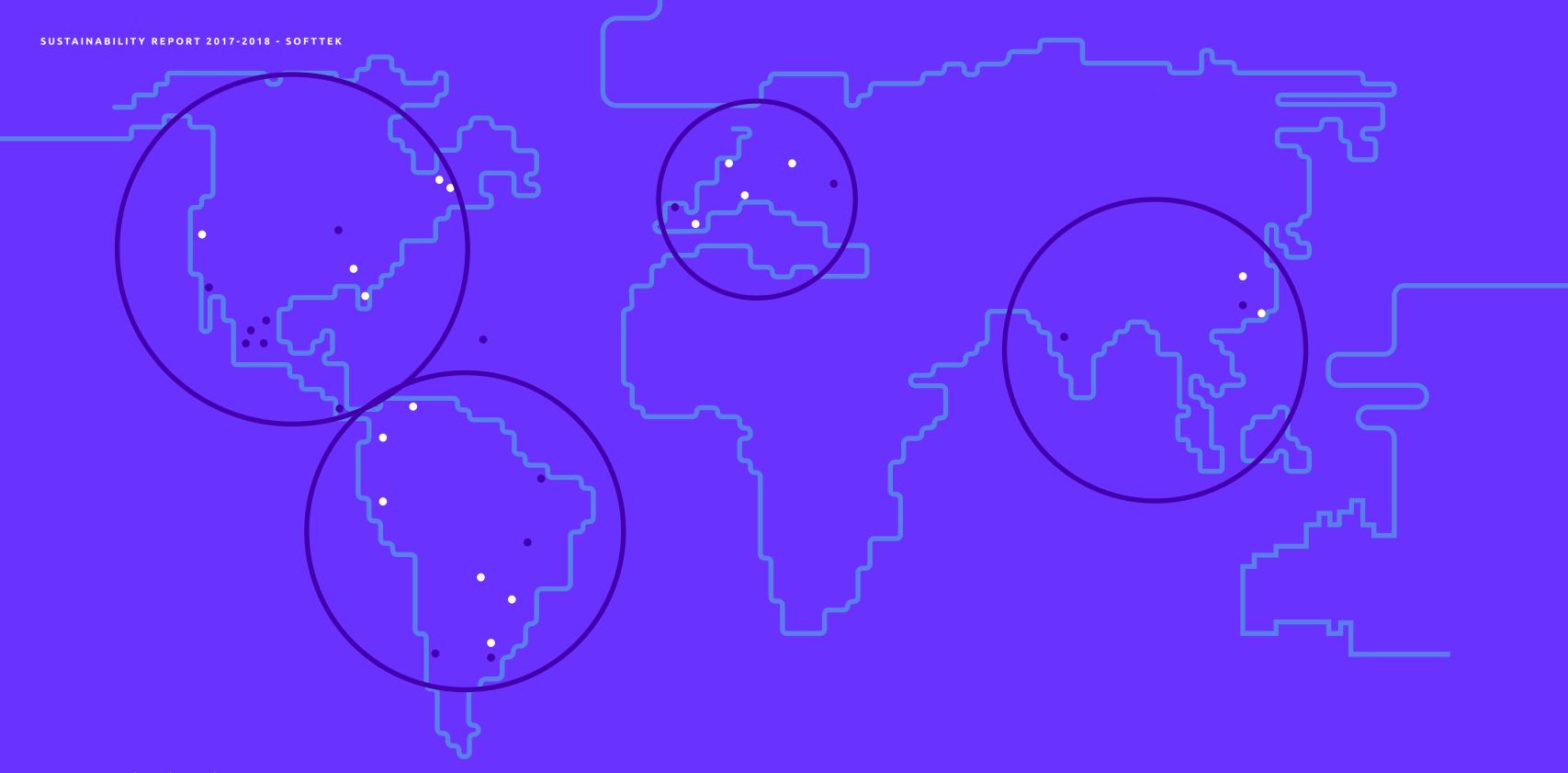
- Business Objects
- SAP Fiori
- Implementation
- SAP Solutions
- SAP Application Maintenance and Support (AMS)
- SAP Mobile Solutions
- SAP Success Factors

Industrias

- Automotive
- Banking and Financial Services
- Infrastructure and Telecommunications
- High Technology and Electronics
- Insurance
- Manufacture
- Media and Entertainment
- Retail

Training

- AMS Application Maintenance and Support
- BPO Business Process Outsourcing
- ADP Application Development
- ITIS IT Infrastructure Support
- SEC Security
- ERP Enterprise Resource Planning
- IM Information Management
- QAV Quality Assurance & Validation



Global Presence

North America & Central America

ñ ≈ 8,707

Canada Mexico United States Costa Rica Puerto Rico

South America

ຖໍຖໍ ≈ 1,950

Argentina Brazil Chile Colombia Paraguay Peru Uruguay Venezuela

Еигоре

ດໍດໍ ≈ 315

France
Hungary
Netherlands
Spain
United Kingdom

Asia

ຕຸໍດຸໍ ≈ 861

China India

- Centros Globales de Entrega.
- Principales oficinas de operaciones y ventas.
- O Cobertura Near Shore.

GDC: Centro de entrega, con procesos, metodologías, conocimientos, seguridad y estructura de calidad para entregar el mismo servicio en todo el mundo.

Board of Directors

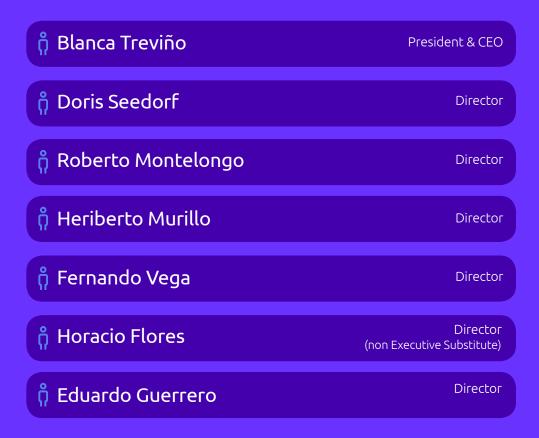


Board of Directors

The highest body that rules our Corporate Government is the Board of Directors, made up by leaders and experts in the Technology Information industry.

The sum of their efforts and experience contributes in a way that makes Softtek a respectable company that strives to create value through technology to its groups of interest.

The Board of Directors is made up by:



Among the Board of Directors' main functions, the ones that stand out are:

- To run and ensure compliance of resolutions taken by the stockholder's meetings.
- To supervise the management, performance and general strategy of the business.
- To revise and authorize the financial status'.
- To report the state and performance of the business.
- To authorize investment plans and financial projections for the next 5 years within the markets the company is involved in.
- To have meetings 3 times a year.



Operational Committee

Within its functions, the Board of Directors finds help from other committees whose purpose is to supervise all business-related topics. The Operational Committees that report to the Board of Directors are the following:

Investment and Risk Commitment

The Committee is responsible of sending out and implementing Risk Authorization policies, as evaluating and authorizing projects and investment initiatives of the company.

It also evaluates the trimestral results of each market based on its budget and take the necessary actions in order to protect the business' development.

Members:

n Blanca Treviñon Roberto Montelongon Heriberto Murillo

Security of Information

This committee is responsible for authorizing the initiatives and policies proposed by the Security of Information Office with the purpose of maintaining Softtek's values, its clients, and the market's requirements aligned. The committee is made up by:



Jaime González, Head of Security of Information, reports directly to this committee and is in charge of coordinating the necessary actions for implementing the initiatives and policies authorized by the committee.

Some of Security of Information's main functions are:

- Evaluating and following of risks of information security that happened in Softtek
- Reviewing of the Security of Information clauses regarding service or working contracts
- Privacy policy data and Security of Information training
- Coordinating Security of Information awareness campaigns, in cooperation with Human Resources Management and Human Development
- Evaluation and, if accepted, authorization to an exception of any of the Security of Information policies
- Support to all areas for integration or task changing in SOP (Standard Operating Procedure), when regarding Security of Information topics
- Support to all areas during client visits in order to properly answer all Security of Information related topics

As the creators, editors and guardians of our clients' information, we are responsible of taking care of it. Therefore, we must know and understand the processes and policies Softtek has designed to keep it safe.

Our Information Security policy is aligned to that of ISO 27002, this is a standard that defines a "good training code" for Information Security.

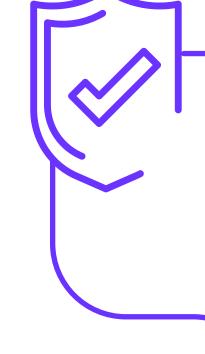
Our policy is updated at least once a year and deals with the following information:

- Information Security Policy
- Information Security Organization
- Asset Management
- Human Resources Security
- Physical Safety & Safety
- Network, Communications and Operations Management
- Access Control
- Risk Management
- Maintenance and Application Development
- Business Continuity Plans
- Accomplishment
- Penalties

During 2016 and 2017, Softtek obtained the Bronze M100 and Gold M100 certifications by Microsoft, which promote the use of original software and distinguish those companies with a strong legality culture.

These certifications:

- Increase trust with the clients, partners and investors
- Contribute to the legality culture in Mexico, which supports the economic development of our country through innovation and job creation
- Are compatible with Softtek's quality and safety standards
- Reduce information attacks, piracy and theft to the minimum
- Keep up to date with technology that helps companies increase their productivity and efficiency
- Benefit from the latest technologies, technical support and their guarantee
- Increase Social Safety in Mexico
- Avoid audit fines from intellectual properties



Executive Committee

This Committee is made up by the CEOs of each one of the markets, as well as the direct reports to the CEO.

Within their roles they must evaluate the annual and biweekly planning's of each market, as the results of all business strategies; this in order to share experiences, give feedback and conduct the necessary modifications to such strategies.

Members:

កុំ	Blanca Treviño
Ϋ́	Roberto Montelongo
Ϋ́	Heriberto Murillo
Ϋ́	Fernando Vega
Ϋ́	Eduardo Guerrero
Ϋ́	Agustín de la Maza
Ϋ́	Beni López
Ϋ́	Marcos Jiménez
Ϋ́	Carlos Funes
Ϋ́	Doris Seedorf
Ϋ́	Mauro Mattioda
Ϋ́	Miguel Saldívar
Ϋ́	Luis Revilla
ů	Alejandro Camino

Audit and Best Corporate Practices Committee

It evaluates the control system and internal audit in order to inform the Board of Directors of the audit status and internal controls of Softtek.

The Audit Committee is made up by two members chosen by the Board of Directors:



- The approval of the annual internal auditing program
- Evaluating the quality of all reports issued by internal auditors
- To look after the independence of internal auditing
- Informing the Board of Directors about any situation with the corporate governance, reporting in all deficiencies and deviations regarding risk material and internal control
- Informing about detected irregularities
- Evaluating compliance of objectives and the institution's goals
- Going through regularization and self-correction plans
- Currently, the Audit Committee meets with the Board of Directors on a semi-annual basis delivering a letter informing the points mentioned above (Activities).



Our Interest Groups

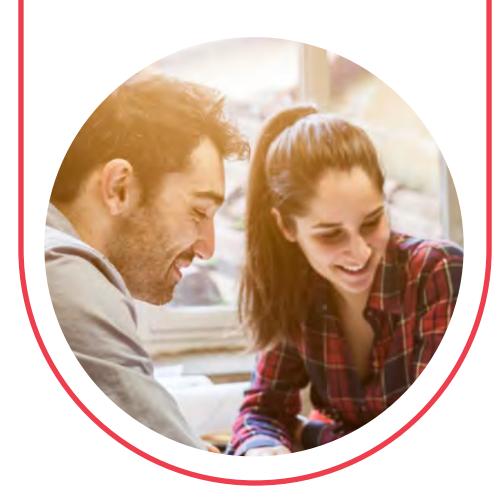
When we speak about 'interest groups' or 'interested parties', we talk about the people or group of people who have an impact or seem influenced by the company's activities or services. Establishing a commitment with our interest groups requires an understanding and effort to involve them in Softtek's decisions. This way, the commitment to our interest groups can be described as several actions developed by the company to recognize their right to be listened.

Keeping a continuous communication with our interest groups helps us identify new issues that may influence conditions, for the company as well as the market in general.

The face-to-face interaction and capability of developing individual relations are generally the most effective methods for creating trust and credibility for Softtek. Trust is a key factor for long term success.

Our interest groups:

- Associates
- Clients
- Suppliers
- Investors
- NGOs and communities
- Government





Communication with our interest groups

Interest Group	Interests	Communication channels
Associates	 Economic performance for the company on the mid and long term Client commitment and satisfaction Professional growth and development Health and safety 	 E-mail Weekly announcements Global news Regular public meetings and web conferences Performance management Engagement Index (Annual) Social Media Yammer
Clients	 Client commitment and satisfaction Economic performance for the company on the mid and long term Quality services and solutions 	 A permanent care of the relationship with clients through the sales representative Annual commercial events Annual satisfaction surveys E-mail Website VOC Face-to-face meetings
Suppliers	 Health and safety Economic performance for the company on the mid and long term Fair negotiation requirements 	 Frequent interaction for purchasing E-mail Face-to-face meetings



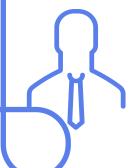
Communication with our interest groups

Interest Group	Interests	Communication channels
ONG and communities	 Economic performance for the company on the mid and long term Moderation and management of the environmental impact Health and safety Human Rights Transparent communication 	 One-on-one meetings with community leaders and organizations Permanent educational programs about sustainability and ability training Participation in local job fairs
Investors	 Economic performance for the company on the mid and long term Corporate Governance Circulation and development of social, corporate governance and environmental topics 	 Frequent meetings, web and phone conferences Financial reports Annual financial reports and sustainable development reports Continuous website updating
Local, Regional, National Governments and Regulatory Bodies	 Economic performance for the company on the mid and long term Health and safety Local job opportunities 	 Annual sustainability report Long term alliances Frequent meetings Conferences and events

Materiality

Our Sustainability Materiality study allows us to identify the topics with the most importance to Softtek and our interest groups; it allows us to also define the risks, opportunities and development areas, as establishing goals and check on progress.

Thus, it is essential to promote and establish a dialogue with our interest groups all around the world, including collaborators, suppliers, investors, universities, government and community leaders; this way guaranteeing their priorities as ours too.



Governance

- Ethics and integrity
- Client satisfaction



Economical

• Safety and information privacy



- Volunteering
- Community support
- Technological education
- Work through partnerships



Internal Social

- Commitment (personal and professional development)
- Attraction and inclusion
- Talent attraction





Environment

- Recycling
- Carbon emissions
- Waste reduction
- Energy



Commitment with our clients

Through the years, we've identified five elements that make us unique and allow Softtek to keep its client's promises:

- Our culture
- Our talent and abilities
- Our value-added model
- A service based on analysis and data
- Pragmatic focus towards automation



Value added model

Our approach is made up by six key components we consider essential for being successful with our clients relations, projects or engagement. Theses six components are:

Unique culture

We believe in establishing a value environment, focused on the results and efficiency, as a culture that recognizes action-oriented behaviors.

Effective governance

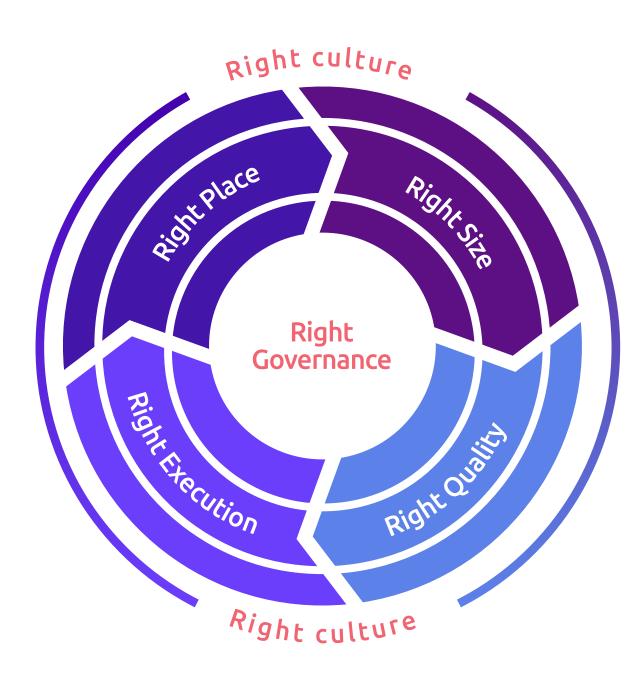
Good governance requires the identification of key performance indicators for each business through the Design for Six Sigma (DFSS), an effective strategy of change management, and a series of processes that allow predicting performance according to Six Sigma, CMMi or ITIL guidelines. Softtek automates metrics and processes through digital panels that offer relevant information about continuous improvement and business performance measurements.

Right size

We need to have the right number of people with the right kind of combine abilities. In Softtek we believe in not only re-assigning or relocating people as a first option. We first identify the client's business goals and then make a team with the right size of people, the hold a combined set of skills.

Right place

Labor arbitration is an important tool for cost reduction, but often, a recipe for failure. We believe that the team assignment must be determined by the efficiency, regulation, and geopolitical and risk mitigation factors, not only by where the workplace is located. Our onsite, onshore, Nearshore and offshore capacities allow us to offer the best assignment option.



Proper Execution

Outsourcing agreements usually offer savings in initial costs, nevertheless they usually have an impact in the scope, and thus the cost increases.

Assured Quality

We believe that quality should be evaluated in relation to a business' progress. Our quality assurance metrics guarantee



Client Satisfaction

A key indicator of the business' performance is our client's satisfaction. In a competitive market, where companies compete for their clients, client satisfaction is seen as a key differentiator and is slowly turning into a basic element within a business's strategy.

Our program relies on handling satisfaction surveys periodically to all our clients worldwide, this way we gather feedback and provide Softtek with strategic information, thus fostering growth through a total coverage of the participating clients; we visualize tendencies and areas or opportunity; and above all, we upgrade the program constantly to increase its retention level, income and our client's growth.

Number of answers and NPS per practice:

Practice	Answers	NPS
AMS	137	19
App Dev	122	21
Business Consulting	5	40
ERP	81	31
IM	14	14
IS	1	0
ITIS	19	42
Other	82	0
QA	11	45
SAP	5	20
Staffing	101	60
-		

Number of surveys, number of answers and NPS per market:

Market	Surveys	Answers	NPS
Brazil	167	107	9
Еигоре	33	4	0
Mexico	810	327	35
USA	399	91	22
Argentina & SSH	76	48	24

NUMBER OF WORLDWIDE SURVEYS **ANSWERS**

COUNTRIES IN WORLDWIDE WHICH THE SURVEY WAS TAKEN:

> (Canada, USA, Mexico, Argentina, Brazil, Chile, Colombia, France, Spain, UK and Costa Rica)

Code of Ethics and Integrity site

2017 was the year in which we deployed/unfolded all of our Ethic Code related strategy and content.

In the beginning we implemented the first Global Week of Integrity, in which we carried out diverse activities related to showcasing the importance of ethics in the business area. Within the span of that week we presented our Global Ethics Committee through a broadcasting format, we promoted the download and knowledge of our Code of Ethics, and we launched our public website http://integrity.softtek.com. With this initiative we accomplished a participation larger than one thousand collaborators worldwide.

After the Global Week of Integrity, we displayed our course of ethics through our online learning platform and through our annual security training called "Security Awareness". At the end of 2017, 51% of all of our global associates completed the course successfully.

During this process, there was also a training course in matters related to investigation and complaint handling to 9 Ethic Committees of each one of our regions.

Our "Line of Integrity" was released, a mechanism used to register any Code of Ethics penalty. By the end of 2017, 20 complaints were filed, of which 55% were anonymous.

Committee:

Committee:

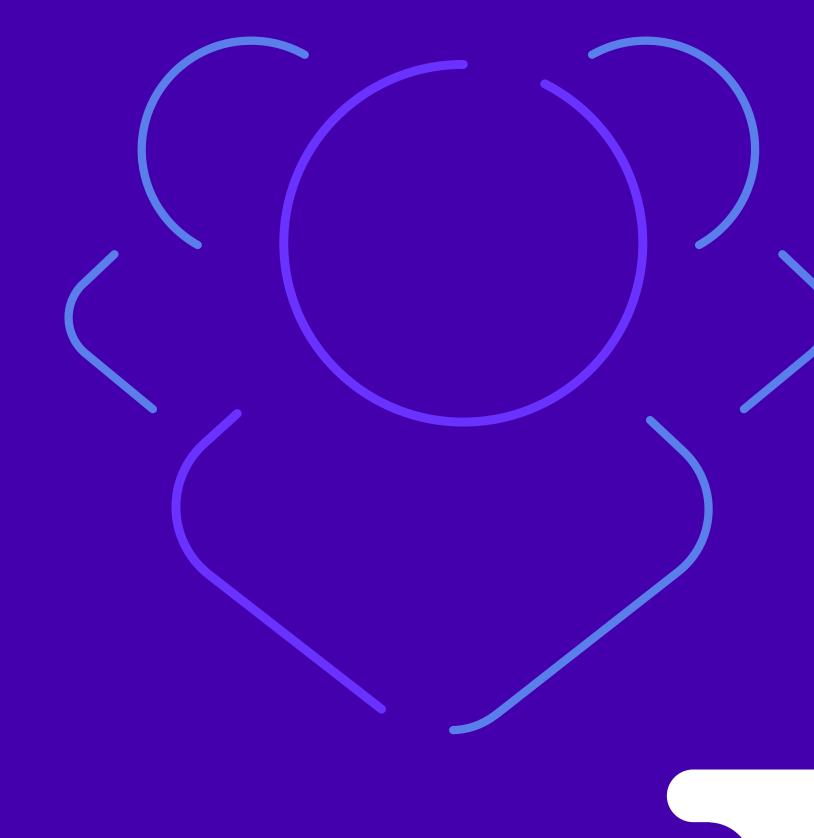
Agustín de la Maza

Mauro Mattioda



http://integrity.softtek.com

2. SOCIAL PERSPECTIVE



Workforce

We favor local workforce by hiring staff from the countries Softtek is located in.

តុំ 30% Mujeres n 70% Hombres

Age Distribution

Name	People	%
Builders	1	0.01%
Boomers	413	3.66%
Generation X	2945	26.13%
Generation Y	7783	69.05%
Generation Z	128	1.14%
Generation Alpha	2	0.02%

Workforce Training

Workford
2934
2588
1673
1406
951
850
385
248
232
5

Market Distribution

Market	People
Brazil	728
Corporate	99
Еигоре	315
Mexico	4997
South America	1227
USA	4467

Market Workforce

Market	Women	%	Men	%
Brazil Corporate Europe Mexico South America USA	238 36 97 1623 429 1156	32.69% 36.36% 30.79% 32.48% 34.96% 25.88%	490 63 218 3374 798 3311	67.31% 63.64% 69.21% 67.52% 65.04% 74.12%

%	People	Name
86.58% 13.42%	1024 1588	Billiables Non-Billables

Distribution by market level

Beginner	Trainee	Junior	Proficient	Senior	Expert	Master
12.61%	5.70%	22.63%	20.90%	27.46%	10.71%	0.00%
3.09%	8.11%	19.69%	17.37%	32.82%	18.92%	0.00%
9.16%	2.76%	17.76%	23.41%	22.53%	18.15%	6.24%
10.61%	0.42%	14.67%	31.74%	33.92%	8.64%	0.00%
10.72%	2.81%	19.10%	20.84%	21.63%	19.02%	5.89%
	12.61% 3.09% 9.16% 10.61%	12.61% 5.70% 3.09% 8.11% 9.16% 2.76% 10.61% 0.42%	12.61% 5.70% 22.63% 3.09% 8.11% 19.69% 9.16% 2.76% 17.76% 10.61% 0.42% 14.67%	12.61% 5.70% 22.63% 20.90% 3.09% 8.11% 19.69% 17.37% 9.16% 2.76% 17.76% 23.41% 10.61% 0.42% 14.67% 31.74%	12.61% 5.70% 22.63% 20.90% 27.46% 3.09% 8.11% 19.69% 17.37% 32.82% 9.16% 2.76% 17.76% 23.41% 22.53% 10.61% 0.42% 14.67% 31.74% 33.92%	12.61% 5.70% 22.63% 20.90% 27.46% 10.71% 3.09% 8.11% 19.69% 17.37% 32.82% 18.92% 9.16% 2.76% 17.76% 23.41% 22.53% 18.15% 10.61% 0.42% 14.67% 31.74% 33.92% 8.64%

Distribution by market training

Market	AMS	APD	ВРО	ERP	IM	ITIS	QA	SEC
Brazil	49.74%	13.30%	12.95%	12.78%	6.04%	5.01%	0.17%	0.00%
Еигоре	55.60%	15.44%	10.42%	7.34%	6.95%	2.70%	0.77%	0.77%
Mexico	20.93%	42.95%	0.05%	11.52%	7.12%	10.76%	5.98%	0.58%
South America	30.91%	33.40%	0.00%	27.58%	0.00%	5.10%	3.02%	0.00%
USA	25.33%	15.43%	4.29%	6.59%	1.37%	31.05%	10.83%	5.11%

21.49% ROTATION

2.3%
MONTHLY
ROTATION

Market

Brazil 21.3
Europe 12.3
Mexico 21.3
USA 20.3
South America 24.5

Rotation

21.28 % 12.59 % 21.15 % 20.27 % 24.92 %

Engagement Index

It has always been important for Softtek to know its daily perception by its associatesf. We are convinced that in the proper environment, talented people make fabulous creations.

The organizational environment is one of our pillars, one that we work on day by day to continue making Softtek the best place to work in.

Our Engagement Index's evaluation allows us to reaffirm the things we do well, as to discover our OPPORTUNITY AREAS, taking the necessary challenges to continue evolving as an organization.



OPORTUNITIES

CAREER AND DEVELOPMENT



79% (i)
WORK

EVERY DAY ACTIVITIES



RECOGNITION & COMPENSATION
WAGES AND

BENEFITS

PEOPLE

LEADERSHIP, INTEGRATION & COMMUNICATION AMONG

WORKING TEAMS

SOFTTEK 24

Training Programs

The program is carried out through workshops on innovation, creativity, algorithmic thinking and I4.0 own technologies such as robotics, internet of things, basic and advanced apps development, 3D printing and augmented reality.

More than 80 volunteers from universities and local companies are participating in the program.

In the 2017 cycle, about 215 participants were impacted. For the 2018 and 2019 cycles, it is expected to reach more than 400.

Sessions are possible thanks to the IT companies and universities that provide their facilities, and their volunteers (as mentors or teachers).

- +6,000 face-to-face and virtual trainings on technology, methodology and power skills training (leadership, communication, management)
- Career plans, designed according to knowledge, abilities and passion
- Certifications on the latest technology and methodologies
- Softtek University, virtual platform focused on the professional development of our professionals
- Master degrees and Diplomats on High Management, through our agreements with re-known educational institutions
- Tech meetups and innovation workshops focused on new technology and services
- English and other language courses, online or face-to-face
- Momentum Program for high school students, university students and graduates

Apportateen 4.0

In 2017 Softtek participated in ApportaTeen 4.0 which is a free program created by the IT cluster in Monterrey, Mexico. Created to awake, in young people, the interest in Information Technology and Engineering, developing the skills and competencies necessary to thrive in the fourth industrial revolution. The program hopes to enable a new generation with access to better employment and life opportunities, improving the economic situation of the region and the country by boosting the number of professionals required to enter I4.0.

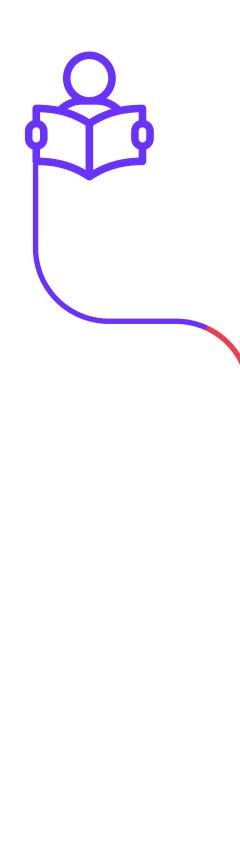
This program has been carried out successfully, in this first edition there were 220 enrollments from 40 public and private schools.

The program is carried out through workshops that are innovating, creativity, algorithmic thinking and I4.0 own technologies such as robotics, internet of things, basic and advanced apps development, 3D printing and augmented reality.

For the realization of the program, more than 80 volunteers from universities and local companies are participating in the program.

In the 2017 cycle, about 215 participants were impacted. For the 2018 and 2019 cycles, it is expected to reach more than 400..

Sessions are possible thanks to the IT companies and universities that provide their facilities, and their volunteers (as mentors or teachers).



¿Qué es SYK?

Cursos

- Advanced JavaScript
- Angular JS
- SQL Server Querying
- 3D basic model

- Basic SQL
- Agile
- Preparation for the certification of PMP
- Version 5

SHARE YOUR KNOWLEDGE

211 TRAINED PEOPLE **ADVANCE IN THE INDUSTRY 4.0**

TECHNOLOGICAL KNOWLEDGE FOR ALL

INCREASE AND STRENGHTEN TECHNOLOGICAL SKILLS DEVELOP A CAREER PLAN

USE OF TECHNOLOGIES AS MULTIDIRECTIONAL LEARNING

ACHIEVE TRAINGING OBJECTIVES

Courses and Certifications

Course per country

Market	Methodology	PowerSkills	Process Improvement	Security	Technological	Grand Total
Argentina	4,237	193	69	2,095	460	7,054
Brasil	3,513	14	67	2,245	307	6,146
Canada	16	4	4	17	0	41
Chile	1,005	7	16	316	25	1,369
China	842	15	1	864	15	1,737
Colombia	984	24	3	714	21	1,746
Costa Rica	160	0	3	112	30	305
España	1,199	86	114	1,228	325	2,952
India	3,550	18	43	2,295	345	6,251
Mexico	100,764	1,690	3,336	28,139	6,779	140,708
Puerto Rico	0	0	3	15	0	18
EUA	1,889	83	85	605	85	2,747
Grand Total	118,159	2,134	3,744	38,645	8,392	171,074

Course per gender

Market	Methodology	PowerSkills	Process Improvement	Security	Technological	Grand Total	
Women	35,560	788	1,142	11,042	2,709	51,241	
Men	82,599	1,346	2,602	27,603	5,683	119,833	
Grand Total	118,159	2,134	3,744	38,645	8,392	171,074	

Course by type

Market	Methodology	PowerSkills	Process Improvement	Security	Technological	Grand Total	
On-line	104,010	193	1,216	27,334	6,975	139,728	
Presential	14,149	1,941	2,528	11,311	1,417	31,346	
Grand Total	118,159	2,134	3,744	38,645	8,392	171,074	

G4-DMA G4-LA9 G4-HR2 G4-HR7 G4-SO4

Hours per country

Market	Methodology	PowerSkills	Process Improvement	Security	Technological	Grand Total
Argentina	6,624.4	924.0	151.9	732.9	357.6	8,790.8
Brasil	6,645.0	158.0	146.0	932.7	2,038.8	9,920.4
Canada	13.2	12.0	0.4	7.5	0	33.1
Chile	1,265.7	7.0	35.0	114.7	22.8	1,445.1
China	1,102.1	15.0	0.1	1,905.7	12.4	3,035.3
Colombia	1,570.3	46.0	8.0	191.7	17.5	1,833.6
Costa Rica	190.8	0	7.0	45.2	43.1	286.0
España	1,212.2	641.0	117.9	579.2	261.8	2,812.0
India	6,380.4	11.0	89.8	2,265.4	849.7	9,596.3
Mexico	169,397.6	20,897.6	5,741.8	23,885.2	17,754.7	237,676.9
Puerto Rico	0	0	6.0	2.5	0	8.5
EUA	2,990.9	538.9	76.6	516.7	117.4	4,240.5
Grand Total	197,392.8	23,250.4	6,380.4	31,179.2	21,475.7	279,678.4

Hours per gender

Market	Methodology	PowerSkills	Process Improvement	Security	Technological	Grand Total	
Women	65,192.4	9,688.6	2,096.2	8,830.4	5,187.0	90,994.6	
Men	132,200.4	13,561.8	4,284.1	22,348.8	16,288.7	188,683.8	
Grand Total	197,392.8	23,250.4	6,380.4	31,179.2	21,475.7	279,678.4	

Hours per type

Market	Methodology	PowerSkills	Process Improvement Security		Technological	Grand Total	
On-line	74,148.5	204.3	589.4	11,690.0	5,979.7	92,611.8	
Presential	3,244.3	23,046.1	5,791.0	19,489.2	15,496.0	187,066.6	
Grand Total	197,392.8	23,250.4	6,380.4	31,179.2	21,475.7	279,678.4	

G4-DMA G4-LA9 G4-HR2 G4-HR7 G4-SO4

Certification total

Market	Data Base	Quality	Culture	Languages	Java	Mgmt.	Methodology	Microsoft	SAP	Security	Technology	Testing	Grand Total
Argentina	2	-	2	-	-	5	2	2	-	-	-	-	13
Brasil	15	13	8	7	8	35	54	45	93	2	117	16	413
Chile	-	-	-	-	-	-	1	-	-	-	-	-	1
China	-	-	-	-	-	-	3	1	-	-	-	-	4
Costa Rica	-	-	-	-	-	4	-	-	-	-	3	-	7
España	1	1	1	6	-	6	13	15	-	21	41	-	105
India	-	6	-	-	-	1	4	-	-	3	-	1	15
Mexico	33	54	1	30	120	285	406	396	23	30	411	193	1982
Peru	-	-	-	-	-	-	-	-	-	1	-	-	1
EUA	2	4	-	4	8	15	14	5	2	2	25	-	81
Grand Total	53	78	12	47	136	351	497	464	118	59	597	210	2622

Certifications 2017

Market	Data Base	Quality	Culture	Java	Management	Methodology	Microsoft	SAP	Security	Technology	Testing	Grand Total
Argentina	-	-	-	-	-	1	-	-	-	-	-	1
Brasil	-	-	1	-	2	1	10	1	-	2	-	17
Chile	-	-	-	-	-	1	-	-	-	-	-	1
Costa Rica	-	-	-	-	1	-	-	-	-	-	-	1
España	-	-	-	-	-	1	-	-	-	7	-	8
Mexico	6	14	-	8	34	33	33	-	10	50	29	217
EUA	-	-	-	-	3	1	-	-	-	-	-	4
Grand Total	6	14	1	8	40	38	43	1	10	59	29	249

G4-DMA G4-LA9 G4-HR2 G4-HR7 G4-SO4

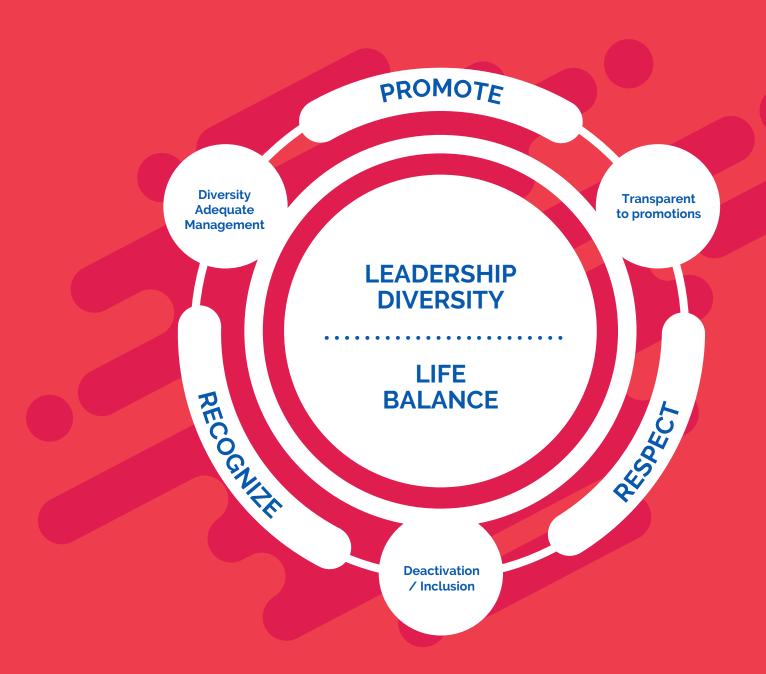
Momentum Program

Since the beginning of our company we have considered development and talent attraction as the key element in our business model. Our "Momentum" program allows our talent to work in real projects during an early stage of the professional growth. Every year thousands of students in different stages of their educations, as recent graduates, gain experience while specializing in important technological related trainings by Softtek; they also learn software engineering techniques and quality initiatives like Six-Sigma.

Trainee

Market	Jan	Feb	Маг	Арг	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
Argentina	1	1	1	1	1	1	1	1	1	-	-	-	1
Brazil	6	6	6	6	6	5	4	4	3	3	3	3	5
Chile	-	-	-	-	-	-	-	-	-	-	-	1	0.5
China	-	33	35	35	35	28	22	22	23	19	19	20	24
Colombia	3	3	3	3	3	2	2	2	2	-	-	-	2
Spain	-	-	11	11	11	6	-	-	-	-	1	3	5
Mexico	315	281	237	242	237	296	218	179	177	180	180	178	228
Grand Total	325	324	293	307	321	338	247	208	206	203	205	205	265





Diversity and Inclusion

The most important part for Softtek is the people that are a part of it. We acknowledge in our diversity the source of our talent, and in inclusion a mechanism that habilitates us to set new challenges and new ways to fulfill them.

Our story is one of many dreams great will to make them real. Since our beginning, we have known how to embrace the coming of new partners, our entrance in new markets in other countries; we have known how to share and exchange experiences and to see our cultural differences as a sign of strength.

In Softtek:

- We acknowledge talent as a diverse source, that it is possible to find it in many people and places, and that it isn't a matter of gender, age or physical limitations.
- We respect the identity and lifestyle conditions of each person.
 We are in favor of an environment where people can be authentic and can express their political, social and cultural views freely; thus, contributing to a place that holds a professional and personal lifestyle balance.
- We promote equity in our behavior and opportunities, in which it is the talent of our people what counts the most. We want to do everything in our power to ensure our people a place where they provide their best and where they feel is the best.

Our Culture

OUR PURPOSE

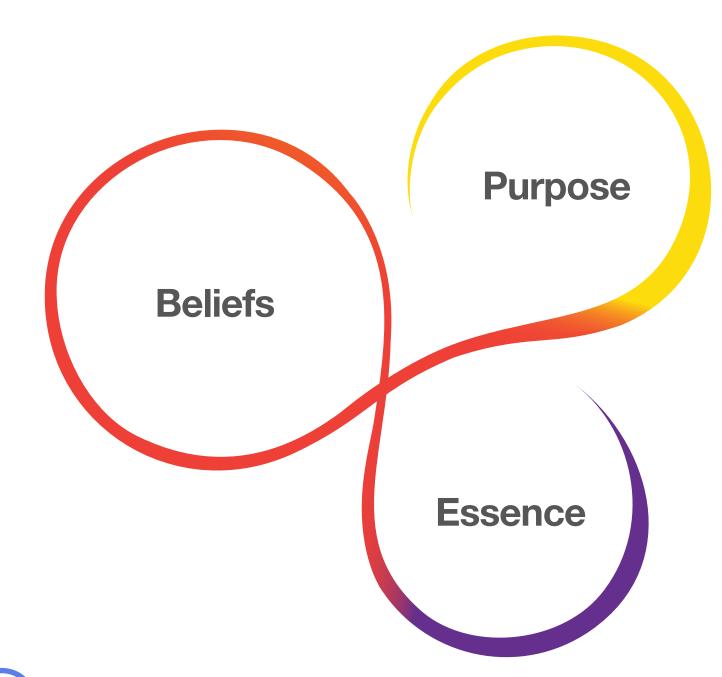
• To create value through technology for our clients, our people and shareholders.

OUR BELIEFS

- We favor a proper environment, for this way talented and proactive people who can create wonderful things.
- Collaboration is the only way to fulfill our purpose.
- By being experts in the subject of technology we keep being one step ahead.
- We build trust by keeping that what we promise.

OUR ESSENCE

• A passion that thrives for reaching new horizons, being a lead example, leaving a mark; we want to transcend.



We are freaking awesome. We are Softtekians

If we speak about Softtek, it's impossible to not mention our Softtekians, for they are who, in these 35 years, have thrived through different times the way in which we create and work things. Therefore, they have turned into our necessary inspirations to keep evolving the way in which we live our culture; from formal theory to our daily life basis.

Softtekian is a term that came to be in 2016 and helped strengthen our sense of belonging, that of which we feel so proud. No matter the civil status, race, age, political views or sexual preferences, this concept unites us to be on the same page.

WE ARE FREAKING AWESOME. WE ARE SOFTTEKIANS.

But, what is it that makes us Freaking Awesome? How does that distinguish us from the rest? It's the actions, attitudes, daily behaviors that keep generating a virtuous, inspirational, internal and professional growth circles. Those which transform any talented and proactive people into a Freaking Awesome Softtekian.

softtekian

A talented and self-determined human being.

Also known as a freaking awesome people.

A freaking awesome behavior

#BeBud May the HI, PLEASE, THANKS and GOODBYE be with you

#BePassionate Stay excited and proud about what you do.

#BeBold Think out of the box

#BeOutstanding Make the excellence a habit.

#BeExample Walk the talk

#BeEnchanting Make your customers feel TRULY SPECIAL

#BeCollaborative Join others to go further.

#BeUnforgettable Leave a mark

#BeHero Do good without looking at who

#BeRight Be Honest, Upriight and respectuful

By sparking off these behaviors, we spark off a sense of value, which is the base of our purpose.

We want to acknowledge and celebrate that sense of belonging, the participation in life quality events, our service to internal or external clients. We cheer those who help others along the way regardless of what other projects they might be working on or what community they belong to.

All of this with the continuous purpose of helping and pleasing our clients and replicating our success stories, which have brought us to where we are. One of our tools, My Rewards, was created for and by our people. A reward system that has been helping us celebrate our accomplishments since 2014.











Softtekian Day

November 10th is the day in which we celebrate and acknowledge the talent that makes our company different: Our Softtekians.

No matter where in the world they are, in every location we find ourselves in, we celebrate our Softtekians during Softtekian Day. This year our greatest characteristic was our companionship.

Location	Participants
Aguascalientes	1300
Ensenada	200
Guadalajara	320
Merida	50
Mexico	2750
Monterrey	990
Costa Rica	40
Puerto Rico	20
USA	230
Colombia	100
Argentina	310
India	400















"LEAVE AIMARK"

Leave a Mark

When our Softtekians evolve and are ready to take their proactiveness and talent beyond any expectation when they create environments where collaboration is part of success when they are willing to go further any goal or objective; that is what we mean when we speak about leaving a mark, transcending and breaking paradigms.

During 2017 we celebrated our second edition of this recognition, which as stated previously, is part of the evolution process that from a cultural point of view, Softtek has always sought to have.

To stay in the same place has never been an option for Softtek, and our culture and evolution are proof of it.

Quality of Life

In Softtek we believe that the ideal development of our Softtekians must be and balances personal and professional life.

The quality of life of a person consists in achieving a balance between the personal and professional based on a wellbeing model which combines life. It is a conscious and self-run process with the purpose of finding and developing the maximum potential a person can give.

The Quality of Life Model Softtek offers to its associates is developed and applied according to the 3E Employee Engagement Events area and is based on 4 main dimensions:

Health

Actions meant to create a culture of wellbeing and self-care among our Softtekians.

Physical Culture and Sports

The main purpose of our actions and programs is to combat sedentarism associated with the working area conditions.

Integration

As part of the balance between professional and personal life, we created activities and programs that seek the integration and companionship amongst the associates and their families with the organization. This with the purpose to serve as a tool for the construction and development of work teams or specific groups with a need to cover issues related to labor matters.

Intellectual Abilities

These are actions focused on creating recreational spaces related to a certain activity of particular interest topics that promote learning, the development of new skills or hobbies with a playful, festive, creative or supportive purpose.



Reach and impact

4182
TOTAL ACTIVITIES

Distinction in our health programs

In February 2017, Softtek became worthy of the Healthfully Responsible Company Award (RESR® for its Spanish acronym). RESR is an incentive that recognizes the company before its audience for voluntarily and publicly making a commitment to create and develop a style of management leadership and of continuous improvement in the subjects of health promotion and favorable well-being environments.

The continuity, development and growth carried out with our health-related initiatives managed Softtek to obtain the distinction of Responsibly Healthy Organization (ORS® for its Spanish acronym). ORS is a recognition to the organizational effort obtained by continuously monitoring specific indicators regarding health and favorable working environments. Softtek is at the moment on Stage 3 of Growth.

Both recognitions were given by the Council of Health and Wellness in Mexico, which is an intermediary, exchange and collaboration organization in the matter of self-care in the work place in aforesaid country. It groups private organizations that wish to encourage healthy habits amongst their employees and population in general.

8072

TOTAL PARTICIPATION HAVE PARTICIPATED AT LEAST IN 1 EVENT (WHICH REPRESENT 98% OF THE HEADCOUNT)







Health Programs

FitMe

Location

Ensenada

Mex Insurgentes

Mex. Onsite

Eugenia

León

FitMe is the built-in health program Softtek offers its associates and is based in counseling and healthy diet plans, physical activity and sports plans, information, and activities destined for rest and recreation. FitMe was made with the intention of reducing non-ideal indicators related to obesity, sedentarism and bad eating habits.

The program is personalized for each associate and can be accessed through a digital platform that analyzes anthropometric, biochemical and physical indicators of each of its users, this way to generate a personalized plan that helps reach and/or stay in the ideal health condition.

The program's main goals are:

- To promote the development of healthy behaviors and an appropriate diet in order to reduce health risks.
- To provide information of healthy habits that can contribute in improving the health condition of the associates.
- To create a wellness culture based on a good diet, physical activity and rest.

The program started with the activity called "The Turkey Challenge", which consists of generating conscience of eating habits prior to the Christmas holidays.

The challenge is based on an eating and specific activities plans that help reduce and maintain the weight of the collaborator, despite being exposed to inappropriate food.

Collaborators

Monterrey	123
Aguascalientes	150
Guadalajara	19
Merida	7
Mex Polanco	28
Мех. Тогео	60

20

19

16 9

79

530 TOTAL PARTICIPANTS

Physical Culture and Sports Programs

As a fundamental part for our associates increase in their wellbeing, several physical spaces were built with physical activity and sports in mind, these have been designed according to the company's characteristics and its collaborator's preferences.

Active Work Breaks

Shorts breaks meant for regaining energy, improving performance and decrease of physical and mental fatigue. They are given in the same working area and with the usual working clothing. They are 5 to 10-minute sessions, twice per week.

Location	Total no. of associates	Present associates	Participating associates
Monterrey	952	541	429
Aguascalientes	2011	1900	1345
Ensenada	298	240	155
Total	3261	2681	1929

Get in the game

These are tournaments on different subjects, their purposes are to activate the physical sports side of the Softekkians, besides naming the representatives of each location that will participate in the SOFTTEKIADA event.

The mains purpose is to boost the physical activity through sports, integrating each of the Softekkians through a healthy and family atmosphere.

Location

Aguascalientes

CDMX

Ensenada

GDC Eugenia

GDC Insurgentes

GDC Polanco

GDC Toreo

Guadalajara

Monterrey

Onsite CDMX

Disciplines

Atletismo Voleibol Basquetbol Futbol Femenil Futbol Varonil Natación Ping Pong Softbol Tochito

2205 **PARTICIPANTS GET IN THE GAME**

Softtekiada

We could say that Softekkiada is the culmination of a series of recreational activities and sports events that start from a preliminary phase we call "GET IN THE GAME", although, this falls short to what it really is.

Softekkiada is more than just a sports competition; it is an event that gathers Softtekians from all over the world. It is the highest and strongest global and cultural expression of our organization, and a unique space to prove how "Freaking Awesome" we are.

Participants per location

Staff

ocation	People	
Aguascalientes	76	
Ciudad de México	71	
Mérida	5	434
₋eón	1	
Ensenada	43	SOFTTEKIADA
Guadalajara	65	PARTICIPANTS
Monterrey	60	
EUA	16	
Brasil	7	127
Colombia	2	427
Chile	1	GUESTS
China	2	due313
Puerto Rico	9	
Argentina	16	
ndia	0	261
España	7	OUI
Costa Rica	4	861 TOTAL
Corporativo	17	

32









Fundación Solidaria

MISSION

To contribute to the sustainable development of the communities we operate in.

VISION

To contribute to the well-being and optimal balance between the people and the planet.

2017 has been a significative year for Fundación Solidaria. This year we have collaborated with each one of the communities where Softtek is located, and with the help our volunteers and committees, we have positively impacted **6 thousand 389 people** with our education, cohabitation, solidarity, environmental, home, clothing and diet programs.

We are proud of the path we've taken so far, however, we want to continue contributing to the sustainable development of our communities in the years to come.



14,005Benefited





9,742 Hours

Programs	Benefited	Volunteers	Ноигѕ
Education	1675	440	4311
C Health	780	335	1217
Home, Clothing and Diet	1855	275	663
Environment	1062	205	1406
Cohabitation and Solidarity	8633	1440	2145





Codellege

Codellege is an educational formation program focused on the inclusion in the workforce of young people with vulnerable conditions in the industry of informational technologies.

In 2017 we welcomed the first Codellege generations in the cities of Monterrey and Aguascalientes. This effort was made possible with the participation of diverse areas in Softtek and different people that inspired and were part of this project. Additionally, an alliance was created with the federal program PROSPERA, dedicated to the identifications of young candidates for present and future generations.

Over 50 candidates were interviewed, from which 20 were selected. After 5 months of preparation, all 20 graduated. There were over 4800 hours dedicated to programming lessons, human development, English language and entrepreneurship.

The hired students felt, besides a personal and professional growth, a 48% higher income for their families, while the other students continue in their workforce inclusion process.





Pro-Bonus Project

Our mission in Softtek is to create value through technology. We have taken this mission to civil organization societies that seek to become professionals through tech information. Because of this, our pro-bonus projects program has the purpose of increasing the social sector's capacity in having an impact in the communities.

We have reinvented the processes of the Civil Society Organizations (CSOs) through digital transformation. In 2017, Softtek provided services with an estimated value of \$1,200,000.00 MXN, which required +3000 hours of volunteering and consulting work.

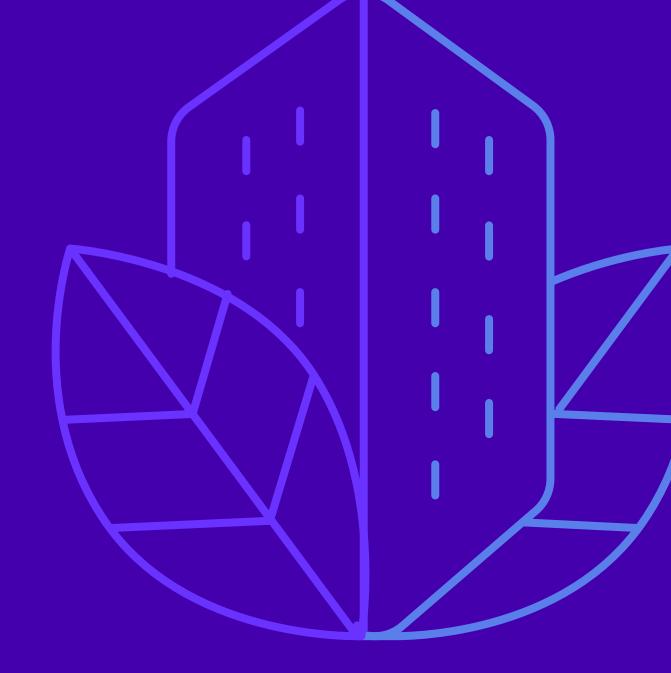
Amongst the associations with which we collaborated is ANSPAC A.C., an organization that stimulates the integral improvement of people and that seemed benefited by the development of a system that manages its impact information within the community through its partners and volunteers. On the other hand, Renace ABP was benefited by Softtek's pro-bonus services; for with the help of these, it strengthened its initiative of an online platform with which they provide legal, psychological and social advice to people who have limited resources.

Thanks to its alliance with FUNDEMEX (Fundación del Empresariado en México in Spanish), we managed to extend our social companies program. During this year, we worked on the strengthening of its resource management with the Sociedad Cooperativa Rural de Compra Venta en Común El Grullo S.C.L., a company specialized in creating a supportive economy, and one that holds 3,900 members.

The technological investment as a result helped more than 2,000 people in having access to technological information, the improvement of documentation of legal cases of more than 1,000 people, and it is estimated that in 2018, more than 20,000 consumers could benefit from the optimization of the system that manages the purchase-sale transactions.

SOFTTEK

3. ENVIRONMENTAL STANDARDS



Softtek generates spaces and encourages programs that contribute to the development of a society responsible for its resources and environmental protection, achieving the legal local, state, national and international requirements.

Management of the direct environmental impacts of our operations

We are committed to the management of our direct environmental impacts via these activities:

- Monitoring, reducing and communicating our energy use, greenhouse gas emissions, paper consumption, waste, and water consumption.
- Implementing appropriate recycling measures, respecting the processes and current rules of each nation.
- Guaranteeing the storage, transportation and final disposition of our electronic equipment wastes, thus cooperating with all the current legal rules, according to the location.
- Investing in energy-efficient technologies and exploring the opportunities of using recycled materials wherever possible.
- Ensuring that our operational processes are safe for our collaborators, clients and environment.
- Taking into account our impact on nature.

We encourage the usage of locally and internationally known tools to contribute and help in our environmental performance.

Management of the environmental impacts of our supply chain

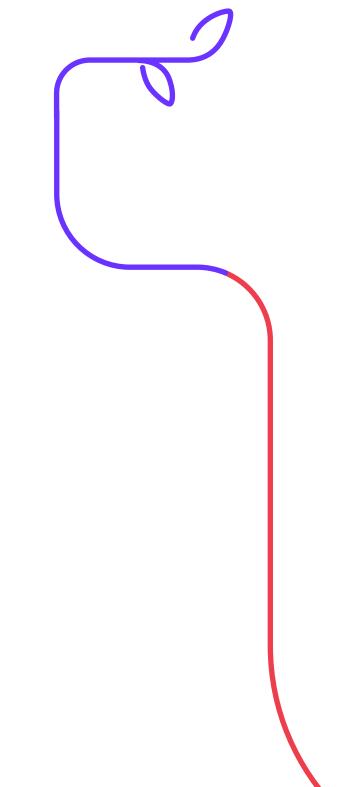
Our goal is to work with our suppliers to positively influence in their environmental performance, and ensuring that:

- Our suppliers are conscious of the social and ethical environmental problems, as the risks and relevant opportunities for their operations and products.
- Our suppliers operate under internationally known rules.
- Our suppliers have management systems that deal with risk and opportunity related issues.
- These systems offer a management of continuous improvement and effective performance.

We want to get associated with suppliers that share our commitment with better experience and continuous improvement. Plus, we want to commit with our suppliers to reduce the environmental impact of the services and products we use.

Sustainable infrastructure

Our desire to limit our business' environmental impact is reflected through our decision making regarding our operational locations. We want to implement a policy of developing our own activities in offices that are certified by environmental management standards in each location. Environmental performance is one of our used criteria to select and adapt the new buildings and offices.



Due to this, we have incorporated in our facilities systems that manage the proper energy consumption, equipped with water and energy saving technology, and that are preferably located nearby public transportation; thanks to this we were awarded in 2015 the LEED Platinum certification in our GDC of Aquascalientes.

Emission control

Although our activities do not generate direct significative greenhouse gas emissions, we raise awareness in all our collaborators so they practice a responsible energy consumption.

Softtek keeps boosting the usage of new technologies that contribute in achieving a better communication and reducing the number of trips. This way, we highlight the existence of 26 teleconference equipment all over the world that facilitate the connection between us, our collaborators and even our clients.

Awareness and Encouragement

We encourage in our collaborators an environmental education, in the same way we try making sure they understand the importance to include environmental considerations in their day to day activities in the workplace, such as:

- Involving our associates through regular memos and internal communications to increase their comprehension regarding environmental matters.
- Facilitating access to education, tools and templates should the case be, for the measurement and management of the environmental impact.
- Developing products and offers that help collaborators make environmental decisions outside the office.
- Create and manage work spaces that reflect our commitment of caring for our natural resources, particularly, with eco-efficiency.

We contribute, if necessary, to the development of a public policy that improves our natural surroundings, while we also generate economic benefits.

Coomute

Is a mobile app developed by and for our Softtekians that allows drivers and riders to carpool on their commute to and from Softtek. It is an opportunity for Softtekians to help and get to know each other while reducing CO2 emissions from their cars

Our vision is contribute to the well-being of the environment through a tech solution that helps our Softtekians improve their experience on their "coomute" to work.

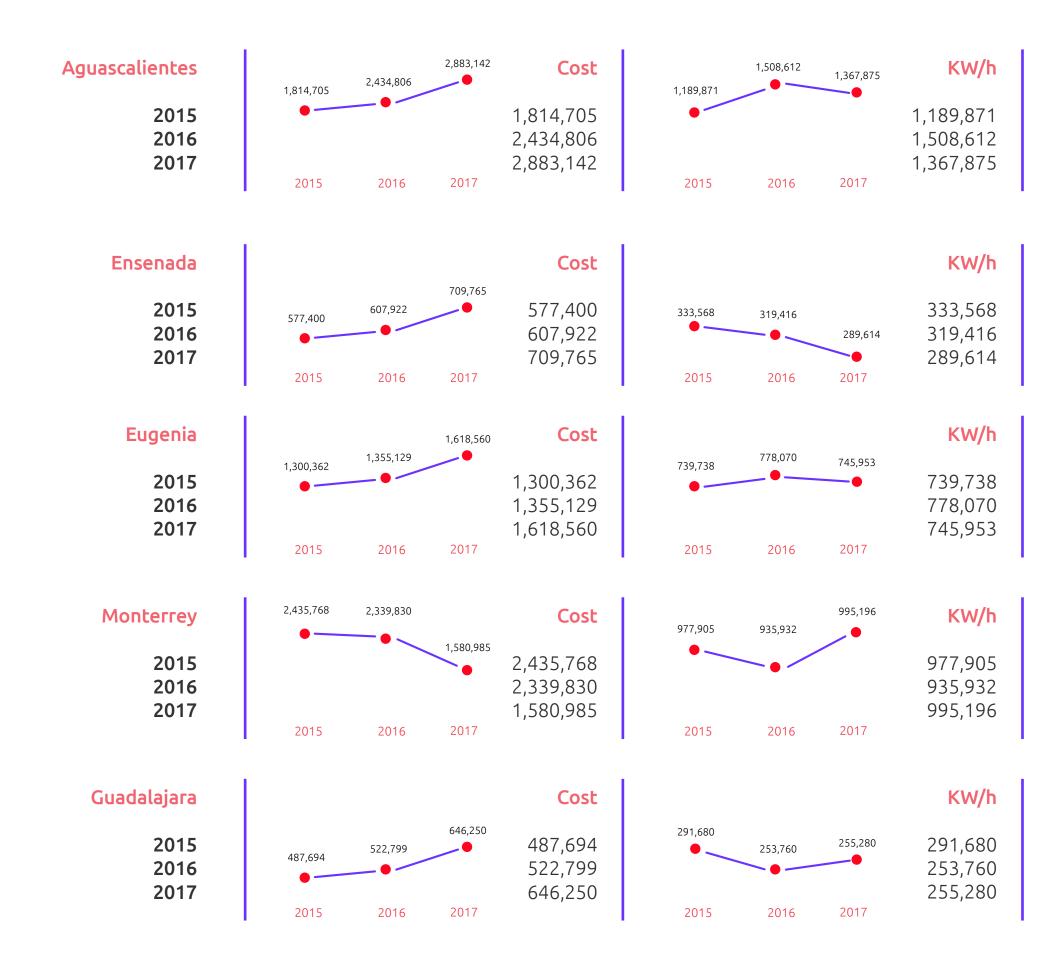
Our goal reduce CO2 emissions from Softtekians' cars by 15% within the next year. Have at least 10% of Softtekians use "Coomute" on a regular basis.







Energy



4. FINANCIAL STANDARDS



2017 was a positive year in economic terms, there was an increase of global economic activity and the gross domestic product continued to grow in most of the world. According to the information presented by the International Monetary Fund, the gross domestic product's increase was 3.7%, thus being a year in which employment grew in the eurozone, extreme poverty continued to decrease,

and some developing countries came out of recession, such as Argentina and Brazil.

On the other hand, it was also a turbulent year in which several natural disasters took place around the world and some geopolitical tensions developed.

SOFTTEK 47

It is expected for the global economy to continue growing during 2018, with the gross domestic product increasing 3.1%, in which investments by companies will be an important drive to grow, making possible a resynchronization of the business cycle in developed and developing countries simultaneously with moderate increases in the price of commodities. As a result of this higher growth, there will be more stringent monetary policies in which central banks will reduce liquidity by increasing interest rates, hoping there will be no relevant rise of inflation.

According to the World Bank, human talent, experience, abilities and population effort, are now the main drive for world enrichment; thus, investment in education and development of skills due to the rapid technological advance, becomes key to compete in the economy of the future. Innovation and technology have taken the main seat in improvement of quality of life.

Financial Outlook

2017 was again a very dynamic year for our industry, technologies of information, with the evolution of new services helping to improve the competitive position of the companies, specifically in their process of digital transformation. During the year, the focus to continue improvement of our service levels to respond more rapidly

to market demands was maintained through the evolution of our services portfolio, with a strong accent in the A.I. incorporation and the internet of things.

The latter translated in a better standing with our clients. During 2018 we will continue with these strategies.

Softtek is an anonymous corporation with variable capital, organized according to the laws of the United Mexican States (Mexico) that has subsidiaries and operations worldwide. The company, by decision of its stockholders, continues as a private entity adopting businesses best practices and evolving its internal controls, financial reports, as well as the safekeeping and security of its information in compliance with the established requirements by applicable law in matters of corporate governance in each one of the countries in which it is present.

Index of GRI contents

BASIC GENERAL CONTENTS

Strategy and Analysis

Basic General Contents	Pages	Omissions
G4-1	3	

Perfil de la oranización

Contenido		
básicos generales	Pages	Omissions
G4-3	4	
G4-4	6	
G4-5	5	
G4-6	5,6	
G4-7	47,48	
G4-8	7	
G4-9	6,7,21,22,23	
G4-10	21,22,23	
G4-11	We do not have information for 2017.	
G4-12	We do not have a chain of subministries since Softtek is a Services company not of Manofactura and / or operation.	
G4-13	5,7,8,47,48	
G4-14	43,44,45	
G4-15	5,11,38,44,45	
G4-16	Blanca Treviño CEO and President Softtek is a Board Member of: Mexican Business Council, GOLD Corp, CFE, LALA, Wal-Mart.	

Coverage and material aspects

Basic General Contents	Pages	Omissions
G4-17	47,48	
G4-18	2,16	
G4-19	16	
G4-20	13,14,15,16 13,14,15	
G4-21	13,14,15	
G4-22	2	
G4-23	16	

Participation of interest groups

Basic General Contents	Pages	Omissions
G4-24	13,14,15	
G4-25	13	
G4-26	14,15	
G4-27	14,15 13,14,15	

Memory Profile

Basic General Contents	Pages	Omissions
G4-28	1	
G4-29	2	
G4-30	2	
G4-31	Fernando Nava Veláquez- Corporate Social Responsibility Manager	
G4-32	2	
G4-33	Does not apply, We did not have external verification.	

Governance

Basic General Contents	Pages	Omissions
G4-34	8,9,10,11,12,20	

Ethics e integrity

Basic General Contents	Pages	Omissions
G4-56	20,31,32,34	

Category: Economy

Aspect: Economical performance

Racic	
Dasic	Genera

Contents	Pages	Omissions
G4-DMA	16,47,48	
G4-EC1	16,47,48 47,48	

Aspect: Presence in the market

Basic General Contents	Pages	Omissions
G4-DMA G4-EC5	7,16	We do not have the data for 2017, it is working to project it in the next report. (G4-EC5, G-EC6)
G4-EC6		We do not have the data for 2017, it is working to project it in the next report. (G4-EC5, G-EC6)

Aspect: Indirect economic consequences

Basic General Contents	Pages	Omissions
G4-DMA	16,47,48	
G4-EC7	16,47,48 41,42	

Aspect: Acquisition practices

Basic General Contents	Pages	Omissions
G4-DMA	16,47,48	
G4-EC9	47,48	

Category: Environment

Material aspect: Energy

Basic General Contents	Pages	Omissions
G4-DMA	16,43,44,45,46	1
G4-EN3	46	
G4-EN6	46	
	- -	

Category: Social performance Subcategory: Labor practices and decent work

Aspect: Employment

Pages	Omissions
16,24	
21,22,23	
24,25	
	Pages 16,24 21,22,23 24,25

Aspect: Relations between workers and management / Aspect: Labor / Management Relations

Basic General Contents	Pages	Omissions
G4-DMA	Softtek reconoce la importancia que tienen las instituciones de diálogo social, y las estructuras de negociación colectiva aplicables; respetar en todo momento el derecho de los colaboradores a formar sus propias organizaciones y unirse a ellas.	
G4-LA4	Dependiendo de la criticidad: Alta durante las primeras 24 horas.	

Aspect: Occupational health and safety

Basic General Contents	Pages	Omissions
G4-DMA	16	1
G4-LA8	16	

Aspect: Training and education

Basic General Contents	Pages	Omissions
G4-DMA	16,25,26,27,28,29,30	I
G4-LA9	27,28,29,30	

Aspect: Diversity and equal opportunities

Basic General Contents	Pages	Omissions
G4-DMA	3,16,21,22,23,31	
G4-LA12	3,16,21,22,23,31 8,9,10,12,20,21,22,23	/



Category: Social performance
Subcategory: Labor practices and decent work

Aspect: Equal retribution between women and men

Basic General Contents	Pages	Omissions
G4-DMA	16,21	
G4-LA13		We do not have the data for 2017, it is working to project it in the next report.

Aspect: Evaluation of labor practices of suppliers

Basic General Contents	Pages	Omissions
G4-DMA	16,17	1
G4-LA15		We do not have surveys for our suppliers, it is working to project it in the

Aspect: Grievance mechanisms on labor practices

Basic General Contents	Pages	Omissions
G4-DMA	16,24	
G4-LA16	We do not have information during the 2017.	

Subcategory: Human rights

Aspect: Investment

Basic General Contents	Pages	Omissions
G4-DMA	16,47,48	l
G4-HR2	16,47,48 27,28,29	

Aspect: No discrimination

Basic General Contents	Pages	Omissions
G4-DMA G4-HR3	16,20 During 2017 we had 3 complaints related to discrimination through our public Integrity complaint site. Of which Una did not proceed, and for two other cases were managed sessions of awareness and awareness.	

Aspect: Freedom of association and collective negotiation

Basic General Contents	Pages	Omissions
G4-DMA	Workers and employers, without any distinction and without prior authorization, have the right to establish the organizations they deem appropriate, as well as the right to join these organizations, with the sole condition of observing their bylaws.	
G4-HR4		We do not have the 2017 data, we are working to project in the next report.

Aspect: Childish work

Basic General Contents	Pages	Omissions
G4-DMA	We know that we must always respect and take into account the principles of Children's rights convention. Having policies to prevent the employees get involved in the exploitation sexual activity of children and in any other type of exploitation of them.	
G4-HR5	We had no risks in 2017.	

Aspect: Forceful work

Basic General Contents	Pages	Omissions
G4-DMA	We do not get involved in the use of work forced or compulsory, nor do we benefit of the. No person should be demand the completion of a job or service under threat of punishment, or its realization in a nonvoluntary way.	
G4-HR6	We had no risks in 2017.	

Category: Social performance Subcategory: Human rights

Aspect: Security measures

Basic General Contents	Pages	Omissions
G4-DMA	10,16	
G4-HR7	10,16 27,28,29	

Aspect: Rights of the indigenous population

Aspect. Nights	of the inalgerious	hohararic
Contenido básicos generales	Pages	Omissions
G4-DMA	We recognize and respect the principle of non-discrimination and rights of the individuals that belong to a indigenous people, by carrying out their decisions and activities.	
G4-HR7	We did not have cases of violation of human rights.	

Aspect: Evaluation

Basic General Contents	Pages	Omissions
G4-DMA	Softtek is a member of the Global Compact of the UN which obliges us to align our actions and operations to 10 principles Compliance with these commitments are sent, verified and endorsed by the UN of annual way.	
G4-HR7	Not Applicable (G4-DMA)	

Aspect: Suppliers evaluation on human rights matter

Basic General Contents	Pages	Omissions
G4-DMA	Softtek increases its credibility by establishing the relevant commitments in relation to its impacts, undertaking the appropriate actions and evaluating the performance and communicating the progress made and the shortcomings of its stakeholders.	
G4-HR10		We do not have evaluation in human rights matter in the 2017.

Aspect: Claims mechanisms in human rights matter

Basic General Contents	Pages	Omissions
G4-DMA	Softtek counts with mechanisms in orde to solve conflicts or disagreements with the parties interested, appropriate to the type of conflict or disagreement and useful for interesested parties that are affected. Direct conversations with the parties interested parties that are affected written information to address the misunderstandings.	
G4-HR4	During 2017 we had 2 complaints related to human rights through from our public Integrity complaint site. For one of the cases it was not proven that it was true and for the second the facts however no guilty. As a corrective measure, awareness sessions about the processes related to these complaints.	

Subcategory: Society

Aspect: Local Comunidades

Basic General Contents	Pages	Omissions
G4-DMA	Softtek contributes to the Development of innovative technologies that can help solve social and environmental issues in local communities.	
G4-SO1	41,42,43,44,45,46	

Aspect: Fight against corruption

Basic General Contents	Pages	Omissions
G4-DMA	Softtek identifies the risks of corruption and implements and maintains, policies and practices that fight corruption, and extortion; we make sure that our leaders are an anticorruption example and provide commitment.	
G4-SO4	8,9,10,12,20,27,28,29	

Category: Social Performance Subcategory: Society

Aspect: Public Policies

Basic General Contents	Pages	Omissions
G4-DMA	Softtek trains its employees and representatives to increase the awareness of the responsible political participation and contributions and how to manage conflicts of interest	
G4-SO6	We have not contributed economic or in-kind contributions.	

Aspect: Unfair competition practices

Basic General Contents	Pages	Omissions
G4-DMA	At Softtek we believe that behaviors anti-competition can get to damage the reputation of a organization in front of its parties interested and may cause legal issues. When we reject engage in anti-aging behaviors competition we help create a climate where said behavior does not tolerate, which benefits everyone.	
G4-SO7	We did not have demands for unfair competition during 2017.	

Aspect: Fulfillment

Basic General Contents	Pages	Omissions
G4-DMA	Softtek carries out its activities of consistent with the laws and regulations on matters of competition and cooperate with competent authorities; establishes procedures and other mechanisms of safeguard to avoid getting involved or be an accomplice to anti-competitive behavior.	
G4-SO8	We had no claims in 2017.	

Aspect: Evaluation of the social impact of suppliers

Basic General Contents	Pages	Omissions
G4-DMA	We evaluate the suitability of laws, regulations, standards and other specifications on health and security by addressing all aspects related to health and safety.	
G4-SO10	We do not evaluate in 2017 the impacts on the supply chain.	

Aspect: Claim mechanism by social impact

Basic General Contents	Pages	Omissions
G4-DMA	The effective resolution mechanisms of claims play a role important in the duty of the State of protect human rights. Similarly, to meet your responsibility to respect the rights humans, we establish the mechanisms so that those who believe that they have committed abuses against their rights can take the problem to the organization and try to get an compensation. This mechanism does not should harm access to channels legal available.	
G4-SO11	We had no claims in 2017.	

Subcategory: Product Responsability

Aspect: Health and safety of customers

Basic General Contents	Pages	Omissions
G4-DMA	Softtek provides products and services that, in conditions of use normal and reasonably foreseeable, be safe for users and others people, for their property, and for environment.	
G4-PR5	We did not have claims on 2017.	

Category: Social performance Subcategory: Product liability

Aspect: Information on the management approach

Basic General Contents	Pages	Omissions
G4-DMA	Softtek gives access to consumers get the information adequate to allow them to take informed decisions, according to your wishes and needs individual and to be protected against to deceptive advertising or labeling or with wrong information.	
G4-PR5	6	

Aspect: Marketing Communications

Basic General		
Contents	Pages	Omissions
G4-DMA	Fair marketing practices, objective and unbiased information and fair contractual practices, provide information about products and services in a way that can be understood by the consumers. This allows consumers make decisions based on relationship with consumption and purchases and compare the characteristics of different products and services.	
G4-PR6	We do not sell prohibited products or in litigation.	

Aspect: Clients privacy

Basic General Contents	Pages	Omissions
G4-DMA	Softtek helps maintain your credibility and the confidence of their clients through the use of systems rigorous to obtain, use and protection of data from consumers.	
G4-PR8	We had no claims in 2017.	

Aspect: Fulfillment

Basic General Contents	Pages	Omissions
G4-DMA	With the protection and privacy of consumer data is intended safeguard the right of consumers to privacy, limiting the type of information gathered and the ways in which that information is get, use and keep safe.	
G4-PR9	We had no claims in 2017.	

Fernando Nava Velázquez

Corporate Social Responsibility Manager fernando.nava@softtek.com

Av. Constitución #3098, Piso 6 Col. Santa María Monterrey, NL. +52 (81)1932 4400 Ext. 1028

Editorial board

Blanca Treviño Heriberto Murillo Luis Revilla Alejandro Camino Fernando Nava

General editor

Mónica González Yosefin Olmedo

Design editorPaola Gutiérrez



Softtek® SUSTAINABILITY REPORTS