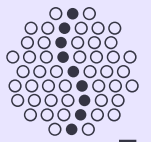




# Sustainability Report 2025



**Softtek**<sup>®</sup>



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# Chapter

# 1



1.1

## CEO Letter

If there is one thing we have learned in recent years, it is that real transformation does not happen overnight; it is built consistently through conscious decisions, the dedication of people, and a clear vision of the impact we aim to create. At Softtek, this transformation has been driven by our people, by a rapidly evolving global environment, and by the conviction that technology only makes sense when it serves a purpose.

Today, we stand at a historic inflection point. Artificial intelligence is no longer a promise; it has become a force that is redefining industries, business models, and ways of working. At the same time, sustainability has become a fundamental expectation for any company that aspires to create long-term value, build trust, and contribute positively to society and the environment. In this context, we reaffirm a truth that has guided Softtek since its inception: we are a software engineering partner that drives companies forward through technology

that improves lives. Our talent stands as our greatest differentiator, translating into measurable results and sustainable value for our clients. Technology evolves, markets shift, and challenges transform, but what remains constant is the ability of our Softtekians to anticipate, learn, adapt, and lead responsibly.

The year 2025 was decisive for our organization; we consolidated strategic initiatives and took firm steps toward the future. We elevated talent management as a central pillar of our strategy, designed platforms that foster the holistic development of our people, and strengthened programs to ensure that every Softtekian has the tools, support, and opportunities needed to grow in an environment where artificial intelligence will be a key driver of global competitiveness.

We consistently invested in specialized training in artificial intelligence, promoted internal innovation ecosystems, and reinforced our culture of continuous learning. These actions reflect a clear conviction: we want our people not only to adapt to change, but to lead it, generating a positive impact for our clients, our communities, and society. Looking ahead, we ask ourselves a fundamental question: How do we want Softtek to help build the world of tomorrow?

Our answer is shaped by three strategic commitments: **To adopt artificial intelligence in a simple, intelligent, and reliable way**, eliminating complexity and ensuring that every solution is developed under ethical principles, with proper risk management, transparency, and a focus on people's well-being and our clients' trust.

**To strengthen our collaboration with clients** by anticipating their needs, delivering results, co-innovating, and building long-term relationships that create sustainable value and resilience in an increasingly complex environment. **To reinforce our**

**impact on sustainability** by reducing our environmental footprint, strengthening responsible practices across our value chain, and expanding access to educational and technological opportunities that drive social and economic development in the communities where we operate. This report reflects the collective effort of 2025: a year in which we demonstrated that the combination of talent, technology, and purpose is not only our strategy, but our identity. It also represents our commitment to transparency, results, and continuous improvement—fundamental pillars for building trust with all our stakeholders. I am deeply proud of what we have achieved together and confident that the best is yet to come. Because if there is one thing that defines Softtek, it is that we always move forward with intelligence, integrity, and heart.

Best regards,  
**Blanca Treviño**  
President & CEO, Softtek

We are a software engineering partner that drives companies forward through technology that improves lives.



1.2

# About Softtek

1.2.1

## Who we are?

We are a global software engineering company, founded in **1982** in Monterrey, Mexico, and a pioneer of the nearshore model. We act as a partner that shares responsibility for results, transforming the way organizations develop, implement, and manage technology solutions, generating tangible results and optimizing operations with efficiency and agility. We work with companies across ten industry groups: Banking and Financial Services, Consumer Goods, Government and Public Services, Hospitality, Industrial, Natural Resources, Energy, Oil and Gas, Retail, Healthcare and Insurance, Technology, Communications, Media and Entertainment, and Transportation. Over more than four decades, we have evolved alongside our clients and our people, adapting to a dynamic environment without losing sight of our purpose: **to empower businesses through technology that improves people's lives.**

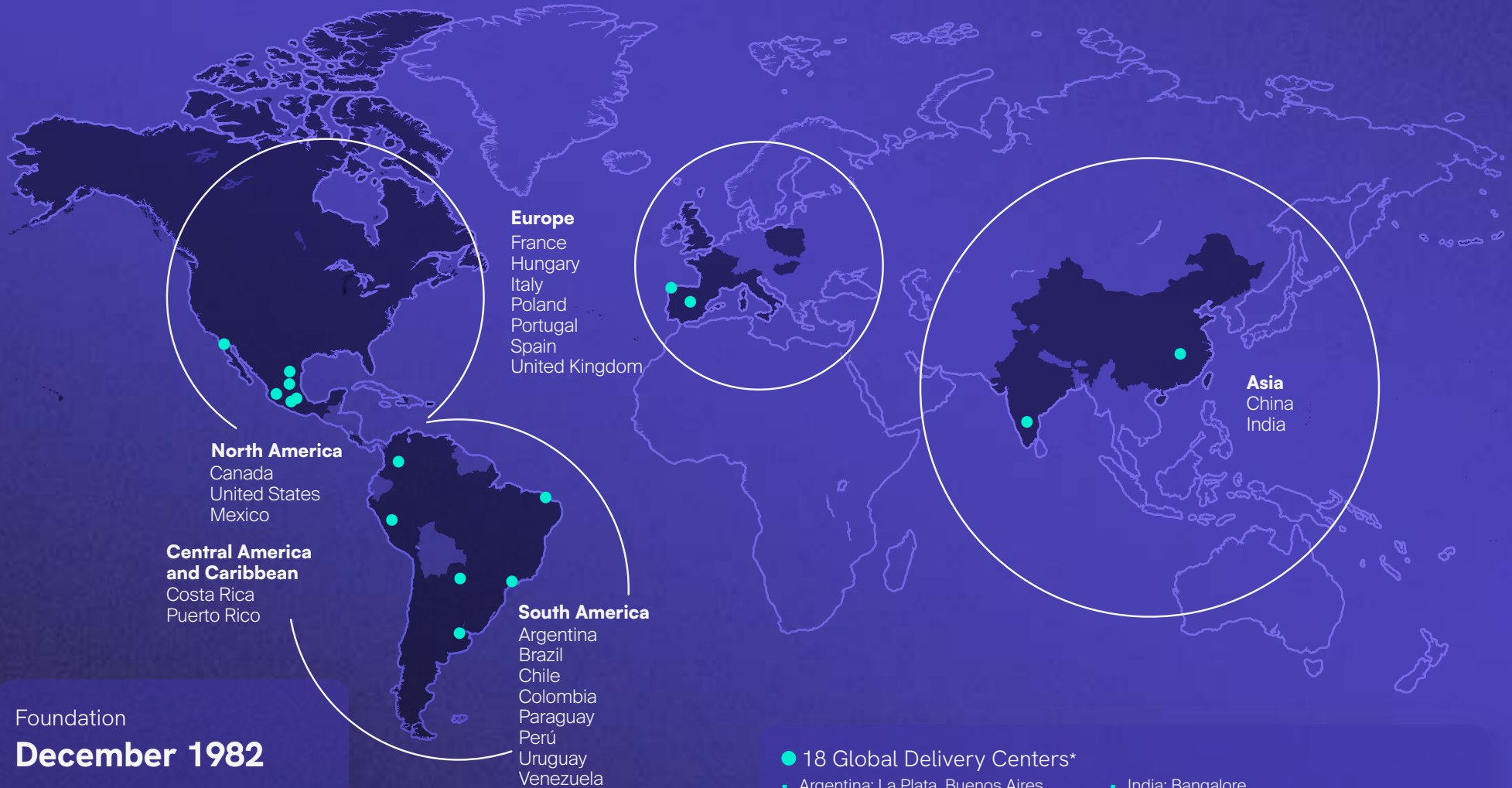
Through the **nearshore** delivery model, we bring innovation closer to business strategy. It is not about “reinventing” or “reimagining” the business: **we drive results.**

**nearshore**

#### 1.2.2

### Creators of the nearshore delivery model

In **1997**, we created the nearshore model, based on a clear premise: operating alongside our clients in the same time zone, with cultural affinity and operational proximity to generate better results. This approach enables continuous collaboration, real-time communication, and greater adaptability to business needs. In the era of artificial intelligence, this model becomes even more relevant, as solutions require implementation, monitoring, adjustment, and constant feedback to generate results. Our approach allows these cycles to remain active, ensuring that solutions evolve with agility and stay aligned with our clients' business objectives.



Foundation  
**December 1982**

Type of company  
(by ownership):  
**Private**

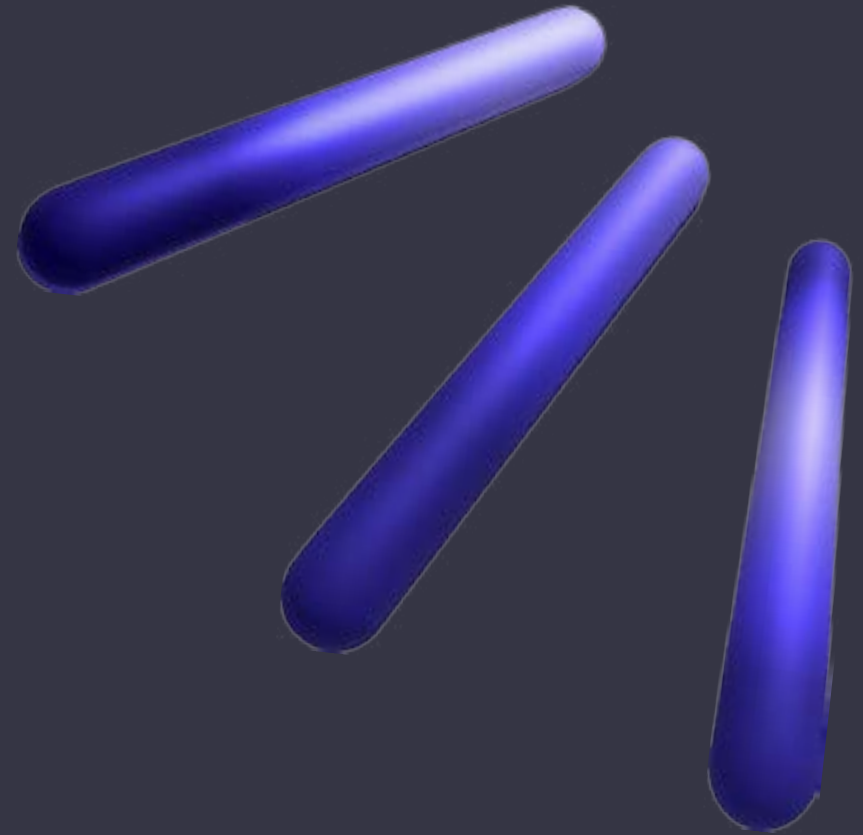
Employees  
**+13,878**

Offices headquarters in  
**Monterrey, Mexico**

● **18 Global Delivery Centers\***

- Argentina: La Plata, Buenos Aires
- Brazil: São Paulo, Fortaleza
- Chile: Santiago
- China: Wuxi
- Colombia: Bogota
- Spain: Las Rozas, Coruña
- India: Bangalore
- Mexico: Aguascalientes, Mexico City (2), Ensenada, Guadalajara, Monterrey
- Paraguay: Asunción
- Peru: Lima

\*Delivery centers with processes, methodologies, knowledge, security, and quality frameworks to provide services worldwide.



1.2.3

## Driving results with purpose

At Softtek, our essence is guided by generating measurable value for our clients, our talent, and society. We strive for every project, every technology, and every collaboration to have a tangible and meaningful impact.



### We drive results

We are focused on generating value. We do not only develop strategies; we also take responsibility for their execution and the impacts we create. This approach ensures that every action we take has a measurable and concrete effect.



### We care about our talent and our clients

This priority reflects our responsibility to deliver on our promises and forms the foundation of the trust we build with those around us, as well as the ethics that guide each of our decisions.



1.2.4

## Our mantra

We believe the best technology is born from clarity, designed with intelligence, and sustained through trust.

That is why our mantra — simple, intelligent, and reliable — guides every decision we make.

**We make software engineering**



### Simple

We eliminate complexity, both in how clients work with us and in the technology we build or manage. This simplicity allows us to develop more efficient processes and maximize the value of resources.



### Intelligent

We apply intelligence—both human and artificial—to amplify what our clients and our talent can achieve. This enables us to deliver solutions with tangible results and real impact on people and businesses.



### Reliable

We build trust by consistently delivering on our promises in a transparent and sustained manner. This strengthens our business ethics and reinforces the confidence our stakeholders place in us.

For more than 40 years,  
we have helped our clients build,  
implement, and manage technology  
that improves people's lives.

1.2.5

# What we do?

We develop innovative digital products, ensure quality in every delivery, optimize IT operations, enhance cloud environments, and incorporate artificial intelligence into processes to boost productivity—transforming the way organizations leverage technology to achieve their goals and generate value.

## Softtek Services Portfolio

### POWER THE CORE

- Digital IT Operations
- Cloud
- Enterprise Platforms
- Quality Engineering
- Cybersecurity



- Creative Services
- Digital Product Engineering
- Data & AI
- Digital Business Solutions
- Technical Consulting

### LEAD THE SHIFT

# The convergence of artificial intelligence (AI) and software engineering is transforming the IT industry.

## AI-powered results

Generative Artificial Intelligence (GenAI) and agentic AI are driving us to reinvent processes, adopt new skills, and deliver outcome-oriented services, revolutionizing the way we work. They act as a “force multiplier” that amplifies the productivity of our teams. Our nearshore delivery model enables close, fast, and culturally aligned collaboration with our clients. With GenAI, this model evolves into a structural advantage: AI enhances productivity while proximity ensures relevance. GenAI thus becomes a virtual extension of our nearshore delivery centers, generating insights and accelerating results.

Our expertise in digital solutions and our global delivery capabilities allow us to transform business models, streamline processes, and anticipate new opportunities. We are naturally integrating GenAI into every service, enabling our talent and agents to work side by side. This approach increases agility and productivity, allowing us to address increasingly complex challenges. Our approach to GenAI is simple: we introduce artificial intelligence where it truly improves work, scale it in a reliable and controlled manner, and measure success by results.

In 2025, it was certified under ISO 42001, the international standard for artificial intelligence governance, making us the first technology company in Latin America to obtain this certification.

For over a decade, we have developed our own GenAI accelerator: **FRIDA (Framework for Intelligent Digital Automation)**, which operates across all our service areas. **FRIDA is simple, intelligent, and reliable.** It is simple because it integrates easily with the technology stack and processes, without steep learning curves or failed implementations, enabling teams to move faster from day one.

It is intelligent because it incorporates tools with contextual awareness, reusable components, and predictive insights that enable more efficient technology orchestration. And it is reliable because it naturally integrates with shift-left testing, DevOps pipelines, and EverythingOps execution, ensuring that quality and speed scale together.





### FRIDA Design Assistant

A Figma plugin for web and desktop that streamlines design operations, with AI-powered support for layout, color, text, and assets



### FRIDA Figma2Code

Automatically generates production-ready code from design components, reducing manual effort for developers and optimizing the transition between design and development teams. Reduces front-end development time and delivery time by up to 40%.



### FRIDA Code Guard

Analyzes every pull request to identify issues, summarize changes, and automatically generate documentation. Reduces the review burden on senior developers and adds a layer of quality control before code reaches production.



### FRIDA Intelligent Test Automation

Accelerates and scales high-quality testing through AI-generated artifacts, reusable code, and intelligent test coverage. Achieves up to 150% more test coverage per user story. Reduces testing effort by 50%, enabling faster release cycles.



### FRIDA Product Planner

Instantly generates user stories, epics, test cases, and detailed acceptance criteria. Integrates with the tools your teams already use and connects directly with Jira and other platforms.



### FRIDA Large Scale Code Changes

Helps teams review, migrate, and document entire codebases across different languages, branches, and repositories. Whether refactoring legacy systems or starting a new development stream, FRIDA handles the heavy lifting and highlights what truly matters.



### FRIDA Code Copilot

Automates repetitive, low-value tasks across the software development lifecycle (SDLC) without overstepping. It understands context, adapts to your coding standards, and provides developers with the right level of control. Moves from hours of cleanup to clean code in minutes.

1.2.6

## Who we do it for?

We follow an industry-specialized approach that strengthens our competitiveness and reinforces our relationships with clients.



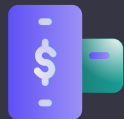
### Hospitality

Softtek works with clients in the segment to innovate through technology, generate operational excellence, provide an outstanding customer experience and mitigate risks.



### Industrial

We focus on customization and lean, efficient production to preserve budgets and reduce costs. The customer is at the center and their need to participate digitally in the new economy.



### Banking and Financial Services

Our capabilities in the Banking and Financial services industry include everything from support and management models for technology and IT infrastructure, to the development and enablement of architectures and solutions for payment platforms and means—digital marketing, advanced analytics, omnichannel, customer experience; Fintech and Open Banking solutions, among many others.



### Consumer Packaged Goods

We have developed a personalized offer, in accordance with the value flows and supply chains of the main sectors of the industry. This has allowed them to maximize data at the points of sale, improve launch capabilities to the market, optimize their supply chain and inventories, as well as transform data volumes, both from operational platforms and on social networks.



### Retail

At Softtek we modernize, integrate, automate and manage complex technology environments, including improvements in operational efficiency, cost reduction, identifying digital opportunities for improvement throughout the sector's value chain.



### Healthcare and Insurance

Our services are based on data analytics, artificial intelligence, automation and enabling digital channels for remote service and consultation, supported by our innovation laboratories. This allows for rapid and continuous digital evolution of health institutions, positively impacting people's lives.



### Transportation and Logistics

Softtek helps boost the airline sector with digital, automated and virtual models that ensure stable and safe operations.



### High Tech, Telecom & Media

We have created a broad portfolio of services and solutions that allow us to adapt to new digital initiatives, and at the same time address the digital gaps that the sector faces. Softtek designs, develops, implements and manages advanced platforms and application scenarios to improve user experience in rapid and iterative periods.



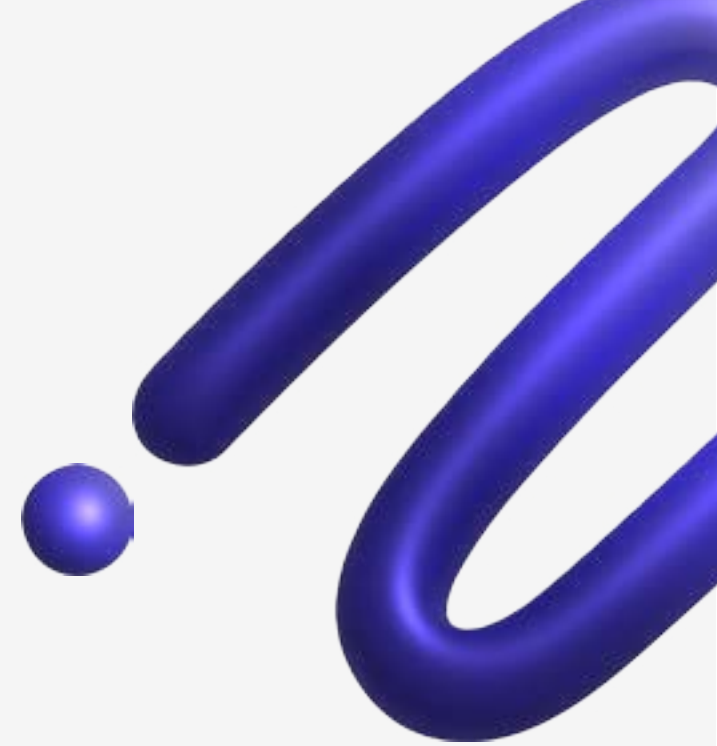
### Natural Resources, Energy, Oil and Gas

New developments have entered an industry that has always been traditional, contributing to its evolution. Softtek helps companies become more sustainable, technological and agile.



### Government and Public Services

For more than 35 years, Softtek has collaborated with public sector entities, enabling their digital evolution with a focus on streamlining inter-institutional operations and the citizen experience.



1.3

# Milestones

In 2025, we continued to strengthen our artificial intelligence capabilities, driving their development and application through a robust management system, an AI responsibility committee, and the continuous training of our talent.

These advancements reflect our focus on consolidating competencies, ensuring responsible use, and maximizing the value of artificial intelligence for our organization and our clients. **We are the first technology company in Latin America to obtain ISO 42001 certification.** Committed to responsible innovation, ethics, and proper management of technological risks, we became the first technology company in Latin America to obtain ISO 42001 certification, the international standard for the responsible management of artificial intelligence systems.

This certification recognizes the implementation of an Artificial Intelligence Management System that establishes strong practices in governance, transparency, accountability, continuous monitoring, and risk mitigation throughout the entire AI lifecycle.

This approach reinforces our responsibility to develop and operate reliable technological solutions aligned with international standards and the expectations of our stakeholders. ISO 42001 has become a global benchmark for AI governance.

Its adoption responds to the growing need for organizations to strengthen their control, compliance, and innovation frameworks in the responsible use of emerging technologies, contributing to the proactive management of ethical, operational, and reputational risks. Additionally, we renewed certifications in ISO 27001 (Information Security Management System), ISO 20000 (IT Service Management), ISO 9001 (Quality Management System), consolidating a comprehensive compliance ecosystem.

The achievement and renewal of these certifications reinforce our position as a trusted and responsible technology partner, capable of supporting organizations across industries in adopting artificial intelligence and digital solutions that generate value, deliver results, and promote operational efficiency.

# Strengthening **our talent** to lead in the age of artificial intelligence

**BRAINS Hub (Business Resources for AI Nurturing and Strategy)** was created as a strategic initiative to structure, centralize, and accelerate the responsible adoption of artificial intelligence at Softtek. It was developed to provide a dedicated space for knowledge, ensuring that the development and use of AI are aligned with our ethical principles, security standards, and business objectives. The BRAINS Hub brings together more than **190 training programs**, real use cases, and key resources, promoting the strengthening of internal capabilities under three fundamental pillars:

- Intelligent AI, focused on the strategic and logical mastery of AI
- Responsible AI, focused on ethical and secure use
- Applied AI, aimed at generating concrete and measurable results

Through these actions, we drive digital transformation and establish a structured framework to integrate AI as a strategic enabler of growth and innovation for both our business and our clients.



1.4

## Awards and Recognitions

The awards and recognitions obtained in 2025 reflect the impact of our actions and our sustained commitment to the quality of our management. These achievements strengthen the trust of our stakeholders, validate our practices against industry benchmarks, and reinforce our focus on business excellence and sustainability.

1.4.1

# The Forrester Wave™ Q1 2025

Recognized as a **“Strong Performer”** in **The Forrester Wave™: Modern Application Development Services, Q1 2025**, which evaluates leading global providers of modern application development services.

The report assessed 13 leading organizations in the market, considering both the strength of their current offerings and the clarity of their strategy. We stood out in key categories such as custom agile development, DevSecOps practices and technologies, architecture services, and talent vision and strategy—areas directly linked to our ability to deliver reliable, secure solutions aligned with our clients’ needs. Forrester highlighted our capabilities in customized agile development, DevSecOps practices with a focus on Site Reliability Engineering (SRE), and expertise in microservices and event-driven architectures. These capabilities strengthen operational continuity, information security, and the resilience of the technological solutions we implement, contributing to long-term relationships built on trust and execution excellence.

[Forrester Wave Report](#)





1.4.2

## Everest Group PEAK Matrix® 2025 – Intelligent Process Automation

Recognized as a **“Major Contender”** in the **Everest Group PEAK Matrix® assessment for Intelligent Process Automation**, marking our fifth consecutive year included in this analysis. This report evaluates 24 global providers shaping the future of intelligent automation, reaffirming our ability to innovate, execute, and generate value through advanced technology solutions.

The assessment highlights our strategic investments in intelligent automation, including FRIDA, which combines generative artificial intelligence with preconfigured digital accelerators to transform processes and operations across the business lifecycle. It also underscores our capabilities in platform functionality, ease of implementation, ecosystem readiness, and customer satisfaction. This achievement reinforces our commitment to developing simple, intelligent, and reliable automation solutions that enable organizations to simplify complexity and scale their digital transformation, in line with our sustainability and long-term value creation strategy.



1.4.3

## Gartner® Magic Quadrant™ 2025

Recognized as a **“Challenger”** in the **Gartner Magic Quadrant™ 2025 for Custom Software Development Services, Worldwide**, marking our fourth consecutive year included in this report. This recognition positions us among a group of 20 global IT services companies, reaffirming the strength of our value proposition and our ability to compete at the highest level in the industry.

The evaluation highlights our key strengths, including the stability of our talent, our industry expertise, and our specialized delivery capabilities, as well as our strong performance in the mid-market segment. These attributes reflect our consistent focus on quality, innovation, and value creation for our clients.

This distinction reinforces our commitment to responsible software engineering, driven by advanced technology and focused on improving people's lives, in alignment with our sustainability and long-term growth strategy.

[Gartner Magic Quadrant 2025 Report](#)



1.4.4

# Other awards, recognitions, and rankings



## Environmental

- Carbon Disclosure Project (United States and Mexico)
- Leadership in Energy and Environmental Design (Colombia, United States, and Mexico)



## Sustainability

- EcoVadis (United States and Mexico)



## Governance

- Most Ethical Companies Ranking, 34th place (Mexico)



## Social

### Workplace

- Great Place to Work (Argentina, Brazil, India)
- Best Workplaces – Companies That Care 2025 by Great Place to Work, 4th place (Argentina)
- Best Workplaces in Technology 2025 by Great Place to Work, 4th place (Argentina)
- Best Workplaces 2025 by Top Companies, 5th place (Mexico)

### Supply Chain

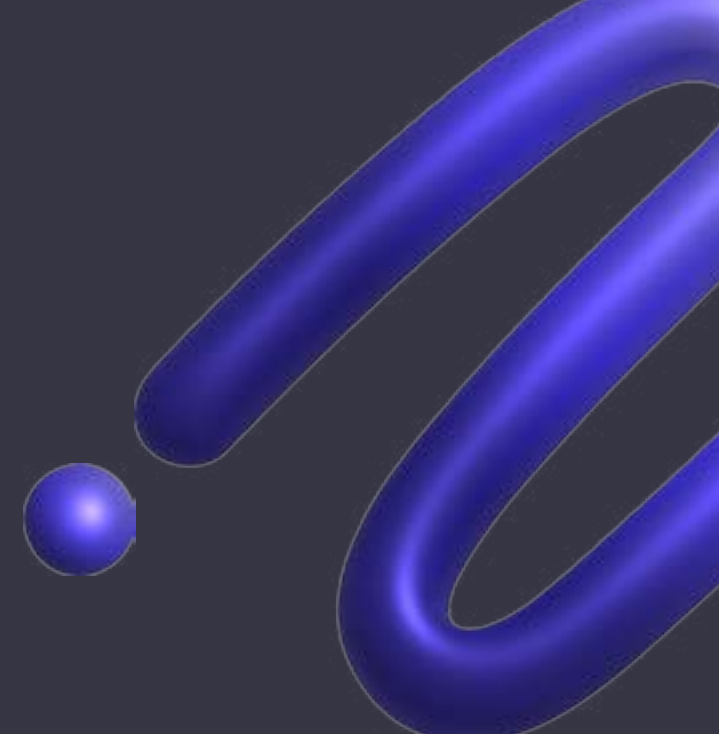
- Sustainability Seal from Banco de Bogotá (Colombia)
- Value Partners of Tecnológico de Monterrey, Silver Distinction (Mexico)
- Finalist in the Social Category of the Sustainable Innovation Leading Companies Award by HSBC in collaboration with EY (Mexico)

### Well-being

- Cigna Healthy Workforce Designation: Gold Level (United States)
- Stage 8 Accreditation of the Wellness Model 2025 by the Workplace Wellness Council (Mexico)

### Diversity and Inclusion

- Super Companies for Women Ranking by Expansión, 29th place (Mexico)
- Best Workplaces for Women 2025 by Great Place to Work, 2nd place (Argentina)
- Best Companies to Work for LGBT+ Equality 2025 (Argentina, Chile, Mexico)
- Recognition for Commitment to the Labor Inclusion of People with Disabilities 2025 by the Mexican Business Council and Éntrale (Mexico)



1.5

# About this report

This Sustainability Report communicates our performance and progress for the period January 1 to December 31, 2025 covering our global operations. It reflects the advancement of our sustainability strategy and our commitments across environmental, social and governance (**ESG**) dimensions.

The report has been prepared in accordance with the Global Reporting Initiative (**GRI**) Standards and aligned with the Sustainability Accounting Standards Board (**SASB**) Software & IT Services Standard. This publication constitutes our Communication on Progress (**CoP**) submitted to the United Nations Global Compact (**UNGC**) and reported annually through its official questionnaire.

For this edition, no external assurance was conducted for this reporting period, and there are no updates to the information compared to the previous report.

For additional information related to this report,  
please contact: [sustainability@softtek.com](mailto:sustainability@softtek.com)

1.5.1

## Materiality Assessment

We conducted our materiality assessment with KPMG to evaluate Softtek's current sustainability **impact** and **performance**, and to identify, analyze, and prioritize the ESG topics most relevant to our business strategy and stakeholder expectations.

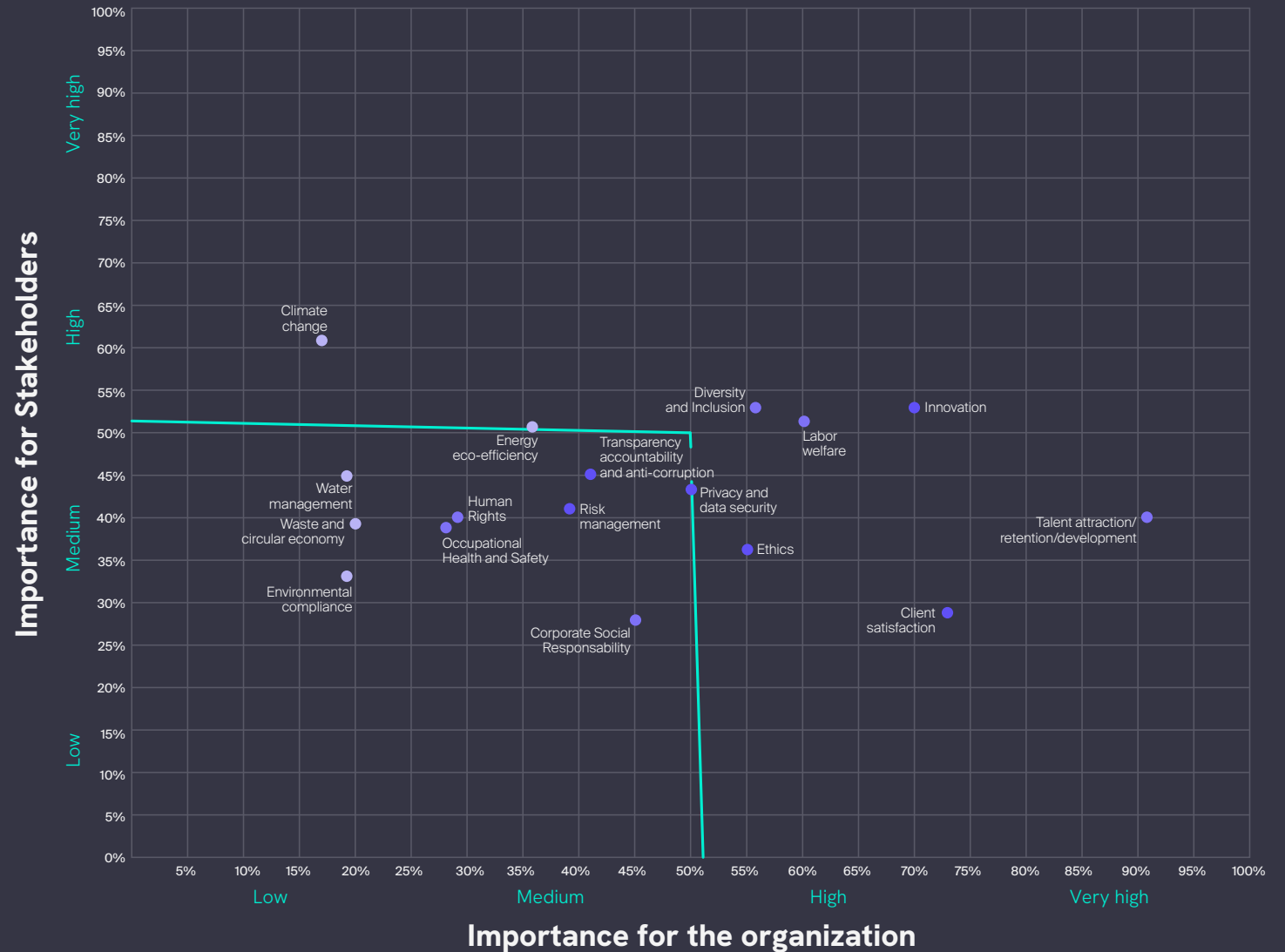
The assessment integrated both internal and external perspectives and considered the potential impacts of our organization on people and the environment. As part of this process, we engaged key stakeholder groups - including directors, shareholders, employees, clients, and community partners through interviews and surveys.

Also, we analyzed regulatory frameworks, trends and benchmarked against peer organizations in our industry. This enabled us to determine in a materiality matrix which ESG topics hold the highest significance for our organization ("X" axis - horizontal) and for our stakeholders ("Y" axis - vertical).

## Materiality Matrix

As part of our Materiality Assessment, the following topics were evaluated:

- Environmental
  - Climate change
  - Energy eco-efficiency
  - Water management
  - Environmental compliance
  - Waste and circular economy
  
- Social
  - Diversity and Inclusion
  - Talent attraction/ retention/ development
  - Labor welfare
  - Human Rights
  - Corporate Social Responsibility
  - Occupational Health and Safety
  
- Governance
  - Privacy and data security
  - Innovation
  - Risk management
  - Ethics
  - Transparency accountability and anti-corruption
  - Client satisfaction





The resulting material topics defined the areas on which our efforts and commitments are focused, which remain consistent with the previous year's report. Below, we present the priority material topics for our organization:



### Environmental

- Climate change
- Energy efficiency



### Social

- Talent attraction, retention and development
- Well-Being
- Diversity & Inclusion



### Governance

- Ethics
- Innovation
- Client satisfaction
- Privacy and information security

## Management of material topics

Dimension	Material Topic	Impact	Management approach	KPIs
<b>Environmental</b>	Climate change	Reduce carbon footprint to mitigate climate change	<ul style="list-style-type: none"> <li>Environmental Policy</li> <li>Carbon Footprint Calculation Method</li> <li>Carbon Footprint Inventory</li> <li>Carbon Footprint Reduction Plan</li> <li>Environmental training</li> </ul>	<ul style="list-style-type: none"> <li>GHG emissions scope 1, 2 &amp; 3</li> <li>Energy consumption</li> <li>Renewable energy</li> <li>Training hours in environmental topics</li> </ul>
	Energy efficiency	Reduce environmental impact through energy efficiency use	<ul style="list-style-type: none"> <li>Environmental Policy</li> <li>Energy efficiency guidelines</li> <li>Renewable energy projects</li> <li>LEED certification.</li> </ul>	<ul style="list-style-type: none"> <li>Energy consumption</li> <li>Renewable energy</li> <li>Sites with LEED certification</li> <li>Training hours in environmental topics</li> </ul>
<b>Social</b>	Talent attraction, retention and development	Strengthen workforce capabilities and competitiveness	<ul style="list-style-type: none"> <li>Learning programs</li> <li>Career pathways</li> <li>Benefits</li> </ul>	<ul style="list-style-type: none"> <li>Headcount (by gender, generation, role, attrition, training hours)</li> </ul>
	Well-Being	Promote a safe and healthy work environment	<ul style="list-style-type: none"> <li>Well-Being Hub</li> <li>Softtekian Experience Index</li> </ul>	<ul style="list-style-type: none"> <li>Participation in Well-Being activities</li> <li>Softtekian Experience Index results</li> </ul>
	Diversity & Inclusion	Foster equal opportunities and an inclusive culture	<ul style="list-style-type: none"> <li>Diversity and Inclusion Policy</li> <li>Inclusive leadership training</li> <li>Employee Resourceful Groups</li> </ul>	<ul style="list-style-type: none"> <li>Ethnicity in U.S.</li> <li>Training hours in diversity and inclusion</li> <li>Participation in ERGs</li> </ul>

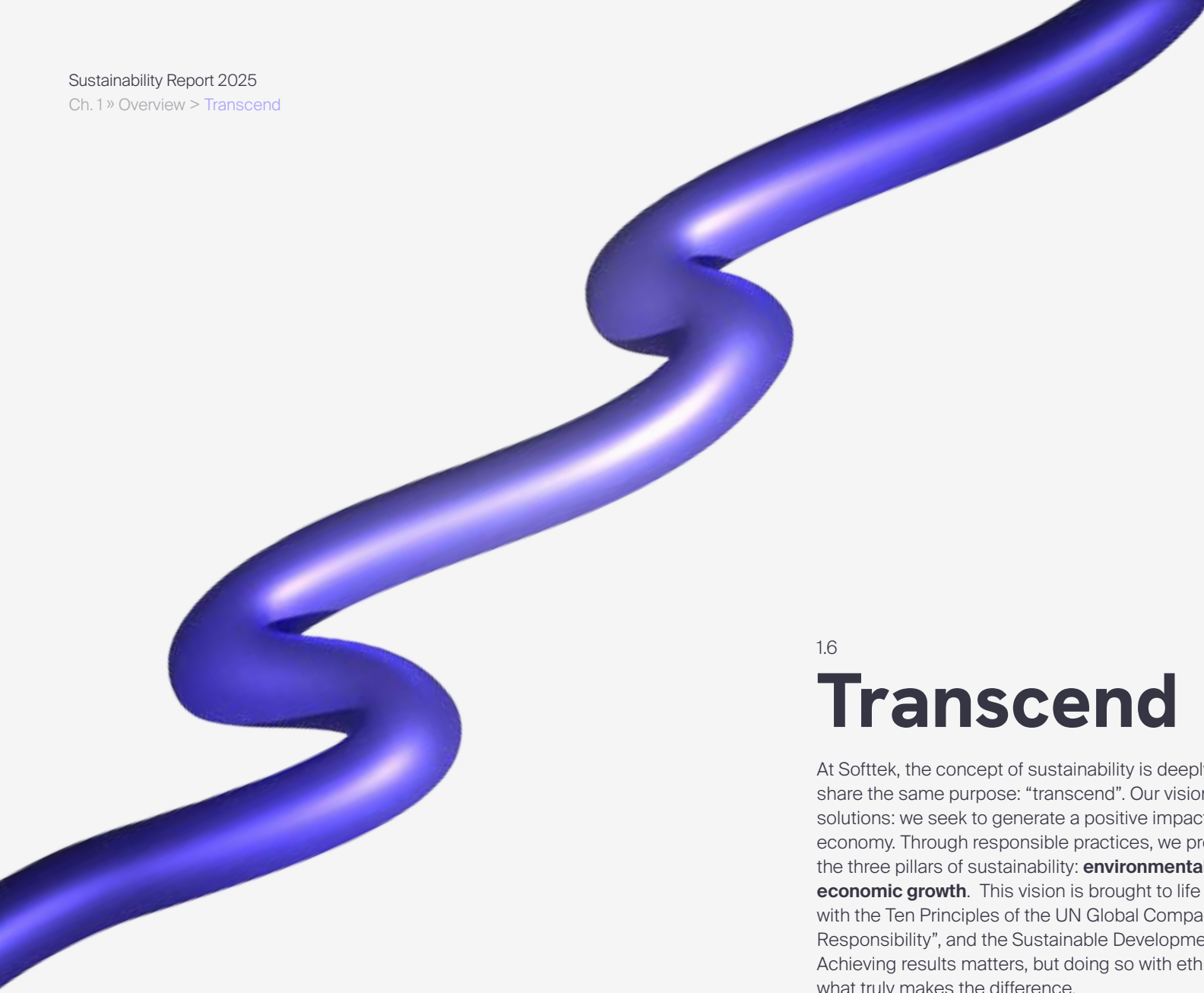
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## Management of material topics (continued)

Dimension	Material Topic	Impact	Management approach	KPIs
<b>Governance</b>	Ethics	Ensure integrity, transparency, and ethical conduct	<ul style="list-style-type: none"> <li>Code of Ethics</li> <li>Anticorruption Policy</li> <li>Conflict of Interest Policy</li> <li>Whistleblower mechanism</li> <li>Ethics training</li> </ul>	<ul style="list-style-type: none"> <li>Integrity Program</li> <li>Training hours in ethics</li> <li>Complaints</li> <li>Remediation plans</li> </ul>
	Innovation	Develop innovative digital solutions	<ul style="list-style-type: none"> <li>FRIDA</li> <li>Artificial Intelligence Management System (ISO 42001)</li> </ul>	<ul style="list-style-type: none"> <li>Approved GenAI software or platforms</li> <li>AI initiatives under Softtek's Responsible AI Framework (RAI)</li> <li>Risk analysis report</li> <li>Training hours in AI</li> </ul>
	Client Satisfaction	Enhance client trust	<ul style="list-style-type: none"> <li>Quality Management System (ISO 9001)</li> <li>IT Service Management System (ISO 20000-1)</li> </ul>	<ul style="list-style-type: none"> <li>Net Promoter Score (NPS)</li> </ul>
	Privacy & Information Security	Protect stakeholder's information and ensure digital trust	<ul style="list-style-type: none"> <li>Information Security Policy, Information Security Management System, Training (ISO 27001)</li> </ul>	<ul style="list-style-type: none"> <li>Training hours in Information Security</li> </ul>

Together, we build a future where **technology** and **sustainability** come together to make programming the **code that will change the world.**

**Fernando Nava**  
Corporate Sustainability Director.



1.6

# Transcend

At Softtek, the concept of sustainability is deeply connected to our essence, as both share the same purpose: “transcend”. Our vision goes beyond creating technological solutions: we seek to generate a positive impact on the environment, people, and the economy. Through responsible practices, we promote balance in our operations around the three pillars of sustainability: **environmental stewardship, social well-being, and economic growth**. This vision is brought to life through our ESG strategy, aligned with the Ten Principles of the UN Global Compact, ISO 26000 “Guidance on Social Responsibility”, and the Sustainable Development Goals (SDGs) of the 2030 Agenda. Achieving results matters, but doing so with ethics, sustainability, and shared benefit is what truly makes the difference.

[Learn more about Transcend](#)



This commitment is part of our identity: we strive not only to adapt to the future, but to build it consciously and sustainably. In doing so, we ensure that the change we have begun today will transcend. Through our Sustainability Policy, we commit to:



## Community

Generate value in the communities where we live and work, support our business partners, and positively contribute to society's well-being.



## People

- Promote safe, healthy, diverse, and inclusive workplaces that foster a culture of personal and professional growth for our entire workforce.
- Respect, protect, and promote the Human Rights of all our stakeholders.



## Planet

- Minimize the environmental impact arising from our operations in order to preserve and protect the environment.
- Responsibly manage electronic waste through recycling or donation, promoting their economic incursion.
- Reduce the carbon footprint of our operations to help mitigate climate change.



## Business

Promote sound corporate governance practices that ensure the achievement of our objectives and transparency in decision-making, strengthening business integrity, ethics, quality, and profitability.

# ESG Highlights 2025

We reduced our energy consumption by **4.61%**, water consumption by **7.26%**, and total emissions by **3.54%** compared to 2024.

**3,851,861.38 kWh**  
of electricity consumption



**124,424.8 kWh** of renewable energy  
**7.66 ton** of recycled waste

**24,390.73 m<sup>3</sup>** of water consumption  
**3,261.33 ton** of CO<sub>2</sub>e

## CDP Disclosure

(US and Mexico)

**6**  
sites with LEED certification

**558**  
hours of environmental training

## Environmental

We are a global network of specialized talent, made up of **13,878\*** professionals who contribute expertise across industries and technologies.  
(\*As of December 2025)

Talent  
**13,878**  
professionals:  
**30%** Women  
**70%** Men

**9%**  
turnover rate



**516,467**  
training hours  
**5.5**  
average years of tenure

## Well-Being Hub

### 3 global ERGs

TrueColors (LGBTQ+), AccesSphere (PcD), Tech4All (Gender)

### Results of our social responsibility programs

**34**  
social campaigns  
**6,000**  
trees purchased

**+7,000**  
social campaigns  
**+34,948**  
people benefited

**+600**  
reused devices  
**33**  
technology classrooms

**108**  
students in Codellege

## Social



### Corporate Governance Structure

- Board of directors
- Audit Committee
- Ethics Committee
- Investment and Risk Committee
- Artificial Intelligence Responsibility Committee
- Information Security and Cybersecurity Committee

**40%**  
women on the Board of directors

### Corporate certifications

**ISO 9001:**  
Quality Management System

**ISO 20000-1:**  
IT Service Management System

**ISO 27001:**  
Information Security Management System

**ISO 37001:**  
Anti-Bribery Management System

**4.37**  
NPS/C-SAT

Innovation  
**FRIDA & BRAINS Hub**

Integrity program  
**5,221**  
hours of ethics training

**14,000**  
hours of information security training

## Governance

**ISO 42001:**  
Artificial Intelligence Management System

**SOC1**

**SOC2**

**CMMi**

**TMMi**



# Environmental

- 2.1 Environmental Policy
- 2.2 Energy
- 2.3 Water
- 2.4 Waste
- 2.5 Emissions
- 2.6 Environmental awareness

# Chapter 2



2.1

# Environmental Policy

At Softtek, we recognize that environmental protection is a fundamental pillar in building a sustainable future. We are convinced that our operations must be carried out with environmental responsibility, enabling business growth while addressing present needs without compromising future generations' resources.

Through our [Environmental Policy](#) we reaffirm our commitment to protect and preserve the planet, prevent pollution, and maintain a management system that guarantees the continuous improvement of our environmental performance. This is achieved through the identification and assessment of environmental aspects and impacts associated with our operations, in order to reduce or mitigate them.

[Discover our environmental commitment](#)

In 2025, we achieved a **4.61%** reduction in energy consumption, a **7.26%** decrease in water use, and a **3.54%** reduction in total emissions compared to 2024.



At Softtek, we are committed to:



Promote energy efficiency.



Encourage water conservation.



Evaluate and reduce carbon footprint to mitigate climate change.



Minimize the generation of waste guaranteeing a responsible management.



Promote sustainable acquisitions.



Generate environmental awareness.

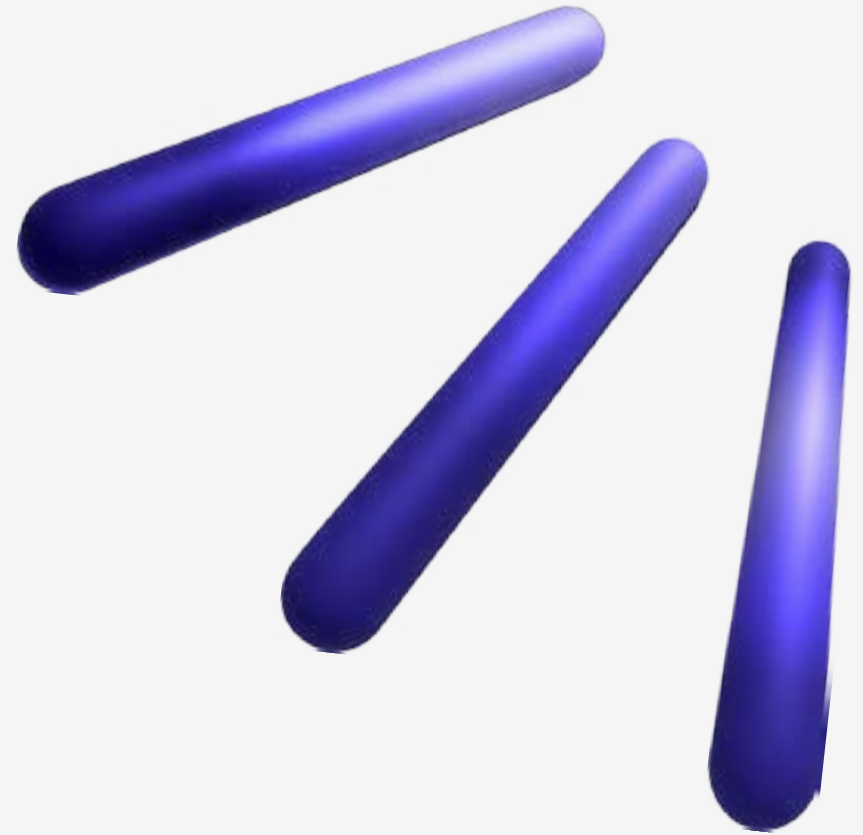


Comply with applicable environmental legal requirements, as well as those voluntarily accepted.



Identify and evaluate environmental aspects and impacts of the business operation.

Our environmental commitment is an integral part of our sustainability strategy and is reflected in the transparency with which we communicate our performance, challenges, and progress. We will continue strengthening our capabilities to identify, measure, and reduce impacts, thereby contributing to the well-being of the planet.



2.2

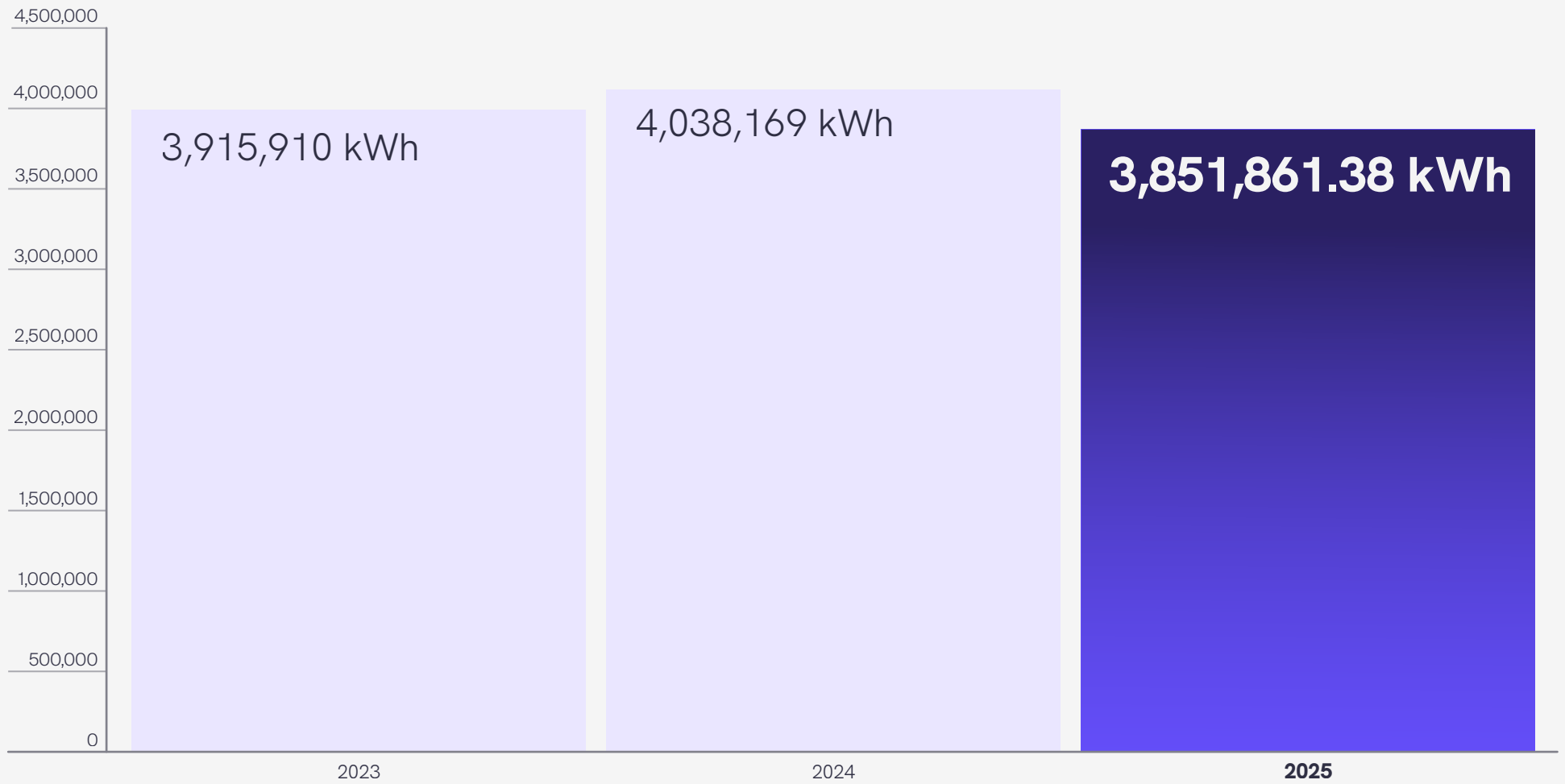
# Energy

Energy is an essential resource for the continuity of our business. Most of our electricity consumption comes from the public grid; however, in some locations we complement this source with renewable energy, as is the case at our Aguascalientes site in Mexico.

**3,851,861.38 kWh**

Energy consumption in 2025

Annual energy consumption comparison graph



## Energy consumption by site

Country	Site	2023	2024	2025
Argentina	Buenos Aires	88,520	90,680.00	<b>90,560.00</b>
Brazil	São Paulo	61,186.92	188,650.80	<b>108,340.90</b>
Chile	Santiago	20,473	14,539.00	<b>17,575.00</b>
Colombia	Bogotá	58,139.00	83,705.00	<b>69,205.00</b>
India	Bangalore	438,425.00	455,349.95	<b>485,025.00</b>
Mexico		2,082,583.00	2,007,838.00	<b>1,998,820.00</b>
	Aguascalientes	612,389.00	534,502.00	407,952.00
	Ensenada	137,960.00	142,976.00	205,709.00
	Mexico City: Polanco	46,110.00	43,026.00	43,054.00
	Mexico City: Toreo	252,289.00	207,891.00	202,304.00
	Monterrey (GDC, PH1, PH2)	1,033,835.00	1,079,443.00	1,139,801.00
Peru	Lima	22,714.40	26,058.69	<b>34,720.50</b>
Spain		1,000,675.00	1,025,993.75	<b>908,998.32</b>
	Segovia	9,534.00	9,461.75	9,648.58
	Barcelona	32,693.00	21,187.00	3,386.64
	Córdoba	14,936.00	16,401.00	16,101.00
	La Coruña	51,631.00	48,878.00	43,448.00
	Las Rozas	881,280.00	887,981.00	790,819.00
	Las Tablas	-	31,871.00	35,855.75
	Llanera	3,160.00	2,346.00	2,035.00
	Segovia	7,441.00	7,868.00	7,704.35
United States	Dallas	143,194.00	145,353.70	<b>138,616.66</b>
<b>Total</b>		<b>3,915,910.32</b>	<b>4,038,168.89</b>	<b>3,851,861.38</b>

We manage energy by monitoring consumption and optimizing our physical and technological infrastructure to reduce environmental impact and move toward a more efficient and sustainable operation. Our approach includes energy efficiency in our facilities, the adoption of Green IT practices, and the gradual incorporation of renewable energy sources.

## 2.2.1

## Energy efficiency

At Softtek, we promote initiatives to optimize energy use across our facilities, with the goal of reducing our environmental impact and advancing towards a more efficient operation. To achieve this, we implement actions focused on responsible energy use:

- **Transition to low-consumption technologies:** We progressively replace incandescent and fluorescent lighting with LED systems, which are more efficient and longer-lasting.
- **Automation and smart control:** We implement intelligent energy management solutions, such as programmable thermostats, occupancy sensors, and timers to optimize the use of lighting and HVAC systems.
- **Preventive maintenance of HVAC systems:** We develop maintenance programs in accordance with manufacturer guidelines to ensure an efficient performance of climate control systems.

These actions contribute to reducing operational energy consumption and improving the environmental performance of our physical infrastructure, while fostering a culture of efficiency and continuous improvement.

2.2.2

# Green building

As part of our environmental strategy in our facilities, we adopted international environmental management standards such as the **Leadership in Energy and Environmental Design (LEED)** certification, developed by the U.S. Green Building Council.

This certification provides a framework for constructing or renovating buildings under eco-efficiency standards while meeting sustainability requirements.

Buildings certified under LEED incorporate efficient energy management systems, are equipped with technologies that optimize energy and water use and are constructed or renovated using environmentally sustainable materials.

Currently, six of our sites operate in LEED-certified buildings:



**GDC Aguascalientes, Mexico**  
Platinum status in the Building Design and Construction category.



**GDC Monterrey, Mexico**  
Gold status in the Interior Design and Construction category.



**Mitikah, Mexico City**  
(Tower M) Gold status in the Building Design and Construction category.



**Polanco, Mexico City**  
(Corporate Office)  
Gold status in the Operations and Maintenance category for existing buildings.



**GDC Bogota, Colombia**  
(City Business)  
Gold status in the Operations and Maintenance category for existing buildings.



**Dallas, USA Office**  
(Colonnade Building)  
Gold status in the Operations and Maintenance category for existing buildings.

### 2.2.3

## Green IT

We adopt a Green IT approach as part of our commitment to integrate sustainability into the use of technology. This approach focuses on optimizing energy consumption, improving the operational efficiency and lifecycle of our equipment, with the aim of minimizing emissions, electricity consumption, and waste generation. Under this framework, we implement the following actions:

- **Acquisition of energy-efficient equipment:** We invest in computers and devices that reduce electricity consumption without compromising operational performance.
- **Data center optimization:** We implement designs that promote efficient airflow management, such as hot and cold aisle configurations, contributing to more efficient operation and lower energy demand.
- **Responsible management of electronic waste:** We track the lifecycle of computing equipment and ensure its responsible disposal through reuse or recycling programs.

Through these actions, we aim for our technological infrastructure to contribute to our environmental objectives.



### 2.2.4

## Renewable Energy

As part of our commitment to decarbonization and energy transition, we incorporate the use of renewable energy in facilities where the physical infrastructure allows it. Our approach focuses on implementing solar energy through the installation of photovoltaic panels, which help reduce dependence on conventional energy sources and, consequently, lower associated greenhouse gas (GHG) emissions.

Our Aguascalientes site in Mexico operates with a photovoltaic system consisting of 279 solar panels. In 2025, this system generated **124,424.8 kWh of renewable energy**, supplying part of the site's electricity needs.

This infrastructure includes **150 panels rated at 550 kWh**, along with the addition in 2025 of **129 bifacial solar panels rated at 705 kWh**. With actions like this we keep strengthening the use of clean energy in our operation.

2.3

# Water

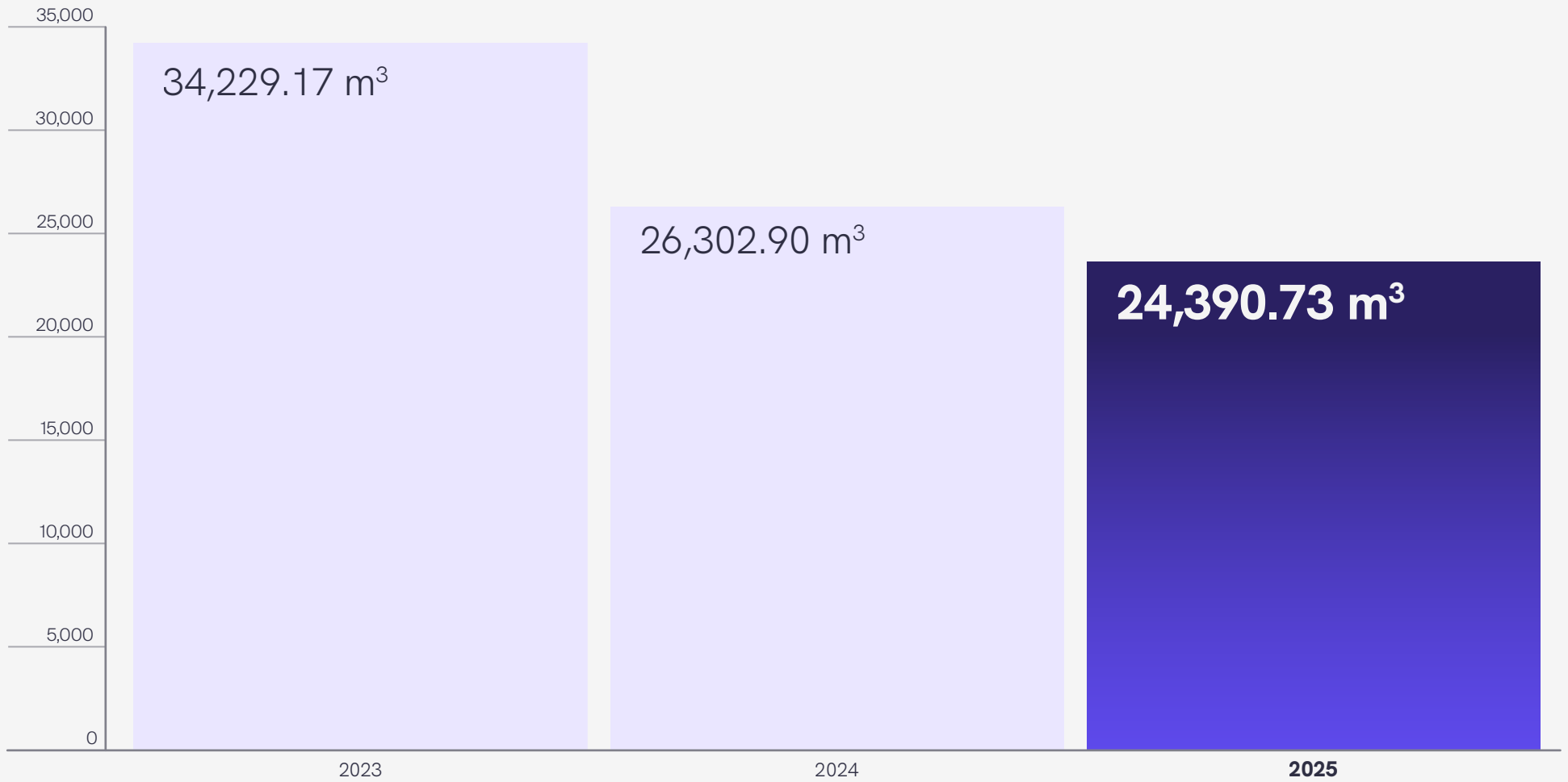
Our operation does not require water; however, we recognize it is an essential resource for life on the planet, and its availability is critical for our ecosystem's balance and human well-being. Our water management approach focuses on promoting responsible and efficient use through practices aimed to prevent water waste and contribute to its conservation. These include the installation of flushometers, low-flow systems in sinks and restrooms, preventive maintenance programs, and awareness initiatives.

Across our facilities, we ensure access to safe drinking water and adequate sanitation and hygiene services for our employees, in line with our commitment to health, well-being, and environmental stewardship. Our water-related impact is not significant in terms of pollution, as water waste generated is discharged through municipal or local drainage systems, depending on the location of each facility.

**24,390.73 m<sup>3</sup>**

Water consumption in 2025

Annual water consumption graph





Water consumption by site

Country	Site	2023	2024	2025
Colombia	Bogota	330.70	428.80	<b>94.10</b>
India	Bangalore	2,478.60	3,000.40	<b>3,035.90</b>
<b>Mexico</b>		<b>26,653.00</b>	<b>19,960.00</b>	<b>16,051.00</b>
	Aguascalientes	16,439.00	10,886.00	7,898.00
	Ensenada	275.00	356.00	399.00
	Monterrey (GDC, PH1, PH2)	9,939.00	8,718.00	7,754.00
Peru	Lima	890.22	118.16	<b>146.74</b>
<b>Spain</b>		<b>3,327.64</b>	<b>2,256.21</b>	<b>4,026.16</b>
	Avila	96.00	3.21	19.02
	Barcelona	31.00	118.50	19.64
	Cordoba	14.00	13.00	18.50
	La Coruña	568.64	627.00	684.00
	Las Rozas	2,618.00	1,494.50	3,285.00
United States	Dallas	549.01	539.33	<b>1,036.83</b>
<b>Total</b>		<b>34,229.17</b>	<b>26,302.90</b>	<b>24,390.73</b>

## 2.4

# Waste

As part of our operation, the main waste generated consists of electronic devices that have reached the end of their useful life within the organization. Aware of the environmental impact associated with this, we implement a waste management approach based on circular economy principles, prioritizing reuse and recycling.

Devices that remain functional are allocated to a **donation program**, extending their lifecycle by being delivered to non-profit organizations, with the aim of providing access to technology for communities in need. Through this action, we mitigate the environmental impact and generate a positive social impact.

On the other hand, devices that are no longer functional are directed to a **recycling program** that ensures their proper disposal and the recovery of valuable materials. Through these actions, we prevent the release of heavy metals into the environment, reduce pressure on landfills, and reinforce our commitment to circular economy principles.



# 7.66 (tons)

of electronic waste recycled in 2025

Annual comparative table of electronic waste recycling and equipment donation

		2023		2024		2025	
Country	Site	Recycle (ton)	Donation (pieces)	Recycle (ton)	Donation (pieces)	Recycle (ton)	Donation (pieces)
Brazil	São Paulo	0.12	8	0.03	92	<b>1.85</b>	<b>353</b>
<b>Mexico</b>		<b>6.90</b>	<b>131</b>	<b>4.35</b>	<b>456</b>	<b>4.97</b>	<b>616</b>
	Aguascalientes	4.35		0.77		0	131
	Ensenada	0		0		1.24	0
	Guadalajara	0		0.94		0	0
	Mexico City: Toreo	1.39		1.59		3.73	182
	Monterrey (GDC, PH1, PH2)	1.16		1.05		0	303
<b>Spain</b>		<b>1.94</b>	<b>0</b>	<b>0.83</b>	<b>56</b>	<b>0.83</b>	<b>0</b>
	La Coruña	0	0	0	0	0.14	0
	Las Rozas	1.94	0	0.83	56	0.69	0
United States	Dallas	0.32	0	0	0	<b>0</b>	<b>0</b>
<b>Total</b>		<b>18.11</b>	<b>139</b>	<b>5.21</b>	<b>604</b>	<b>7.66</b>	<b>969</b>

2.5

# Emissions

For Softtek, climate change represents one of the most significant global environmental challenges and a key factor for the continuity and resilience of our business. We align with international initiatives and frameworks, such as the **Paris Agreement** and the global effort to **limit warming to 1.5°C**, to assess and reduce greenhouse gas (GHG) emissions derived from our operation, thereby contributing to the transition towards a low-carbon economy. Our management approach is based on identifying direct and indirect GHG emissions generated by our operation and calculating them annually in accordance with the **GHG Protocol** and **ISO 14064-1** standard.

This ensures a methodology aligned with international environmental standards for measuring an organization's carbon footprint. Since 2023, we have responded annually to climate transparency requests through the **Carbon Disclosure Project** (CDP) Climate Change questionnaire, where we have obtained a "B" rating. For the calculation of our carbon footprint, we adopt an operational control approach, considering GHG emissions from facilities over which we have control. For three consecutive years, we have developed our global carbon footprint inventory in line with international standards, covering our sites in Bogotá (Colombia), Las Rozas (Spain), Dallas (United States), Bangalore (India), Aguascalientes, Mexico City, and Monterrey (Mexico). The Las Rozas (Spain) site has had its carbon footprint verified in accordance with ISO 14064-1. As a result, the following emission sources were identified and quantified:



## Scope 1: Direct GHG emissions

- Direct emissions from stationary combustion (power generators).
- Direct emissions from mobile combustion (owned vehicles).
- Fugitive emissions from refrigerants in HVAC systems.
- Fugitive emissions from fire suppression systems.



## Scope 2: Indirect GHG emissions

- Electricity consumption.



## Scope 3: Other indirect GHG emissions

- Category 6: Business travel.

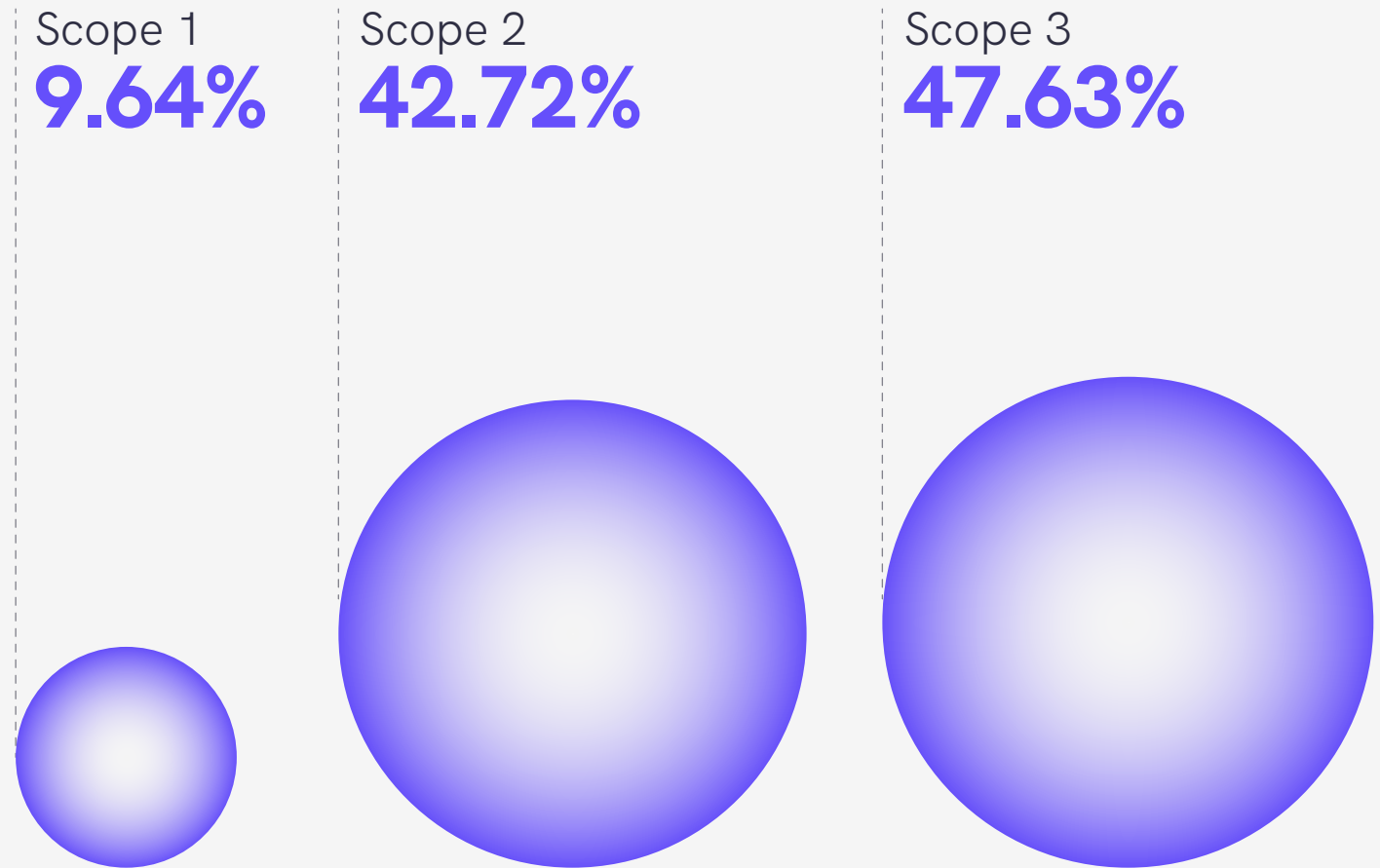
Global carbon footprint inventory	2023	2024	2025
<b>Scope 1: Direct emissions</b>			
Stationary combustion (power generators)	29.56	34.10	<b>28.01</b>
Mobile combustion (own vehicles)	94.64	95.31	<b>105.41</b>
Fugitive emissions from refrigerants in HVAC systems	107.54	166.93	<b>27.96</b>
Fugitive emissions from fire suppression systems	36.10	153.79	<b>153.16</b>
<b>Total Scope 1</b>	<b>267.84</b>	<b>450.13</b>	<b>314.54</b>
<b>Scope 2: Indirect emissions</b>			
Electricity consumption	1,421.20	1,408.46	<b>1,393.33</b>
<b>Total Scope 2</b>	<b>1,421.20</b>	<b>1,408.46</b>	<b>1,393.33</b>
<b>Total Scope 1 and 2</b>	<b>1,689.04</b>	<b>1,858.59</b>	<b>1,708.07</b>
<b>Scope 3: Other indirect emissions</b>			
Category 6: Business travel	1,279.97	1,522.55	<b>1,553.55</b>
<b>Total Scope 3</b>	<b>1,279.97</b>	<b>1,522.55</b>	<b>1,553.55</b>
<b>Total Scope 1, 2 and 3</b>	<b>2,969.01</b>	<b>3,381.14</b>	<b>3,261.33</b>

The global carbon footprint inventory uses 2023 as the base year, from which we track the evolution of our environmental performance in terms of GHG emissions.

Our most significant sources are indirect emissions from electricity consumption (Scope 2) and other indirect emissions from business air travel (Scope 3).

\*The scope of the Global Carbon Footprint Inventory includes the offices in Bogotá (Colombia), Las Rozas (Spain), Dallas (United States), Bangalore (India), Aguascalientes, Mexico City, and Monterrey (Mexico).

Percentage distribution of emissions by scope



## Carbon footprint inventory by site

Scope / Site	Colombia (Bogota)			India (Bangalore)			Spain (Las Rozas)			United States (Dallas)		
	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
Scope 1: Direct emissions												
Stationary combustion (power generators)	3.07	3.22	<b>3.22</b>	12.99	11.02	<b>14.87</b>	0.44	0.17	<b>0.48</b>	N/A	N/A	<b>N/A</b>
Mobile combustion (owned vehicles)	N/A	N/A	<b>N/A</b>	91.72	89.49	<b>100.68</b>	Removed	Removed	<b>Removed</b>	N/A	N/A	<b>N/A</b>
Fugitive emissions from refrigerants in HVAC systems	6.12	6.13	<b>1.15</b>	26.00	26.00	<b>4.63</b>	0.00	0.00	<b>0.00</b>	N/A	N/A	<b>N/A</b>
Fugitive emissions from fire suppression systems	1.16	1.17	<b>0.58</b>	0.01	0.05	<b>0.01</b>	0.00	0.00	<b>0.00</b>	N/A	N/A	<b>N/A</b>
<b>Total Scope 1</b>	10.35	10.52	<b>4.95</b>	130.72	126.56	<b>120.19</b>	0.44	0.17	<b>0.48</b>	0.00	0.00	<b>0.00</b>
Scope 2: Indirect emissions												
Electricity consumption	7.32	9.36	<b>6.71</b>	313.91	326.01	<b>356.98</b>	241.33	246.16	<b>201.66</b>	60.33	53.64	<b>51.15</b>
<b>Total Scope 2</b>	7.32	9.36	<b>6.71</b>	313.91	326.01	<b>356.98</b>	241.33	246.16	<b>201.66</b>	60.33	53.64	<b>51.15</b>
<b>Total Scope 1 and 2</b>	17.67	19.88	<b>11.66</b>	444.63	452.57	<b>477.17</b>	241.77	246.33	<b>202.14</b>	60.33	53.64	<b>51.15</b>
Scope 3: Other indirect emissions												
Category 6: Business travel	224.00	55.68	<b>70.64</b>	152.16	171.66	<b>39.26</b>	57.62	36.62	<b>70.31</b>	241.22	576.42	<b>539.71</b>
<b>Total Scope 3</b>	224.00	55.68	<b>70.64</b>	152.16	171.66	<b>39.26</b>	57.62	36.62	<b>70.31</b>	241.22	576.42	<b>539.71</b>
<b>Total Scope 1, 2 and 3</b>	241.67	75.56	<b>82.30</b>	596.79	624.23	<b>516.43</b>	299.39	282.95	<b>272.45</b>	301.55	630.06	<b>590.86</b>

Table continues on the next page →

## Carbon footprint inventory by site (continued)

Scope / Site	Mexico								
	(Aguascalientes)			(Mexico City)			(Monterrey)		
	2023	2024	2025	2023	2024	2025	2023	2024	2025
Scope 1: Direct emissions									
Stationary combustion (power generators)	10.39	15.33	<b>2.07</b>	0.19	0.45	<b>3.28</b>	2.48	3.90	<b>4.09</b>
Mobile combustion (owned vehicles)	0.23	0.45	<b>0.45</b>	N/A	N/A	<b>N/A</b>	2.68	5.37	<b>4.28</b>
Fugitive emissions from refrigerants in HVAC systems	75.42	25.29	<b>0.00</b>	0.00	0.00	<b>0.00</b>	0.00	109.51	<b>22.18</b>
Fugitive emissions from fire suppression systems	0.12	13.17	<b>13.17</b>	34.81	139.40	<b>139.40</b>	0.00	0.00	<b>0.00</b>
<b>Total Scope 1</b>	<b>86.16</b>	<b>54.24</b>	<b>15.69</b>	<b>35.00</b>	<b>139.85</b>	<b>142.68</b>	<b>5.16</b>	<b>118.78</b>	<b>30.55</b>
Scope 2: Indirect emissions									
Electricity consumption	227.99	201.72	<b>181.13</b>	117.50	92.30	<b>89.82</b>	452.82	479.27	<b>506.08</b>
<b>Total Scope 2</b>	<b>227.99</b>	<b>201.72</b>	<b>181.13</b>	<b>117.50</b>	<b>92.30</b>	<b>89.82</b>	<b>452.82</b>	<b>479.27</b>	<b>506.08</b>
<b>Total Scope 1 and 2</b>	<b>314.15</b>	<b>255.96</b>	<b>196.82</b>	<b>152.50</b>	<b>232.15</b>	<b>232.50</b>	<b>457.98</b>	<b>598.05</b>	<b>536.63</b>
Scope 3: Other indirect emissions									
Category 6: Business travel	155.34	201.92	<b>241.79</b>	251.00	335.37	<b>407.70</b>	198.64	144.88	<b>184.14</b>
<b>Total Scope 3</b>	<b>155.34</b>	<b>201.92</b>	<b>241.79</b>	<b>251.00</b>	<b>335.37</b>	<b>407.70</b>	<b>198.64</b>	<b>144.88</b>	<b>184.14</b>
<b>Total Scope 1, 2 and 3</b>	<b>469.49</b>	<b>457.88</b>	<b>438.61</b>	<b>403.50</b>	<b>567.52</b>	<b>640.20</b>	<b>656.62</b>	<b>742.93</b>	<b>720.77</b>

The results of the carbon footprint calculation are based on the information available at the time of the assessment. Therefore, they are subject to change if new or updated information becomes available.

2.5.1

## GHG Emissions Reduction Plan

To reduce our emissions and mitigate climate change, we promote actions focused on:



### Reducing

environmental impact through process optimization, improved energy efficiency, and conservation of natural resources.



### Replacing

technologies by pursuing long-term investments to upgrade workplace technologies with more efficient alternatives.



### Removing or eliminating

the use of conventional fuels.



### Re-educating

and building awareness, through training programs on the importance of reducing GHG emissions.

2.6

# Environmental awareness

We strengthen our employees' environmental capabilities through targeted initiatives that build awareness and commitment.

- **Participation in environmental responsibility actions**, such as recycling campaigns, reforestation activities, and energy-saving initiatives, enabling our employees to build a strong environmental culture.
- **Access to training through Softtek University**, where we offer courses about environmental impacts, climate change, circular economy, and waste management, with the goal of increasing awareness and understanding of environmental topics.
- **Communication through digital newsletters, internal communications, and signage** to promote best practices inside and outside our workplace.

# 657

employees trained in environmental topics



# +558

hours invested in environmental training



# Social

- 3.1 Talent Value Proposition
- 3.2 Sustainable Sourcing
- 3.3 Partnerships and Collaborations

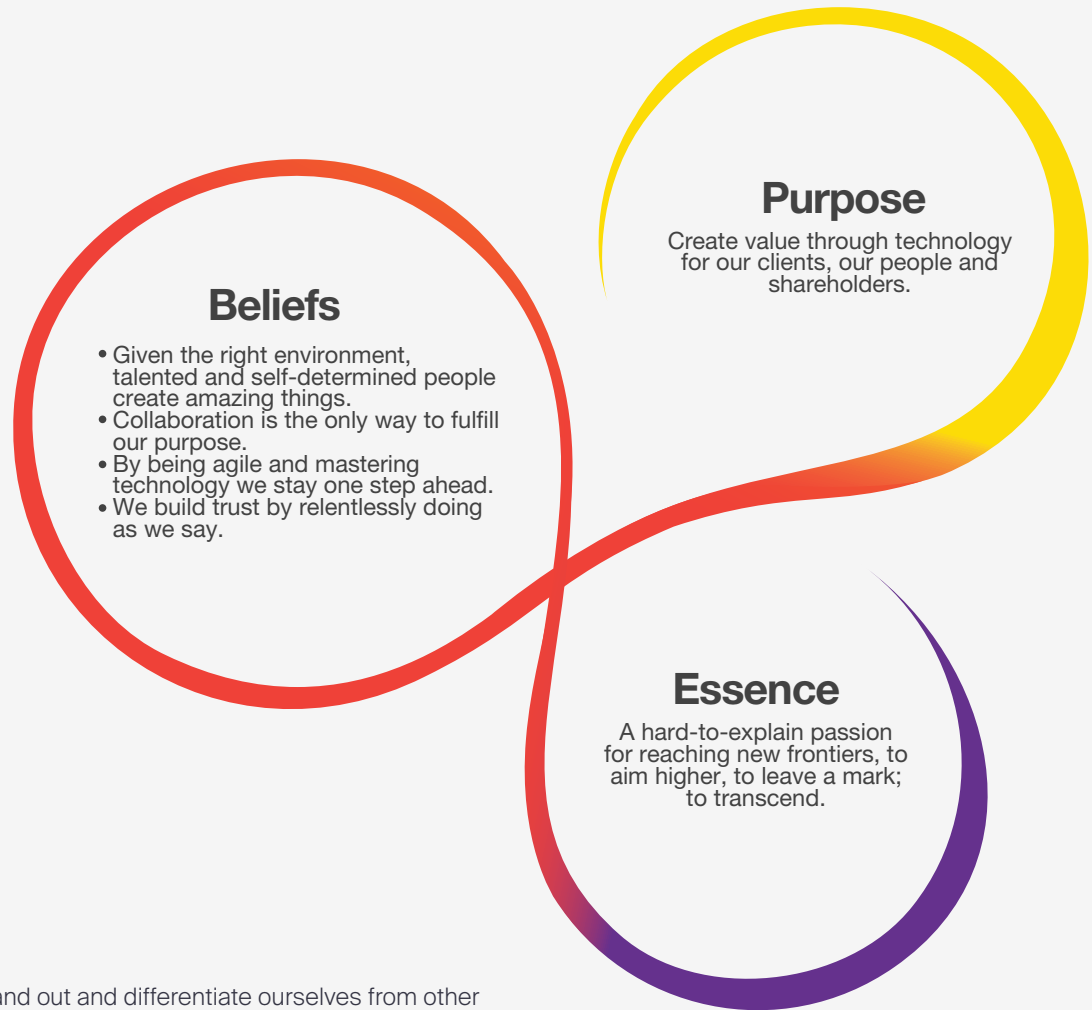
# Chapter 3

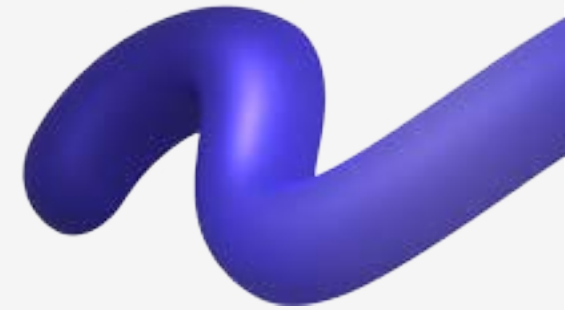
3.1

# Talent Value Proposition

Our culture has enabled Softtek to develop a unique identity, helping us stand out and differentiate ourselves from other companies. Every company has a particular purpose that goes beyond what it does, allowing people not only to bring their efforts together but also to create true synergy and give meaning to their contributions.

Today, after **43 years**, we have a clearer and more mature vision of our reason for being. We recognize that we have created value in the lives of many people (including our clients), and we can proudly say that being part of Softtek leaves a mark that creates value. This foundation allows us to drive innovation, collaboration, and sustainable growth, ensuring that every initiative is aligned with our vision of generating a positive impact on society and the environment.





Since 2016, we gave a name to what has always defined us: **Softtekian**. More than a term, it is a shared identity that unites us and recognizes us as a community guided by strong values and exceptional qualities. Being a Softtekian means proudly embracing what we do—and how we do it—matters.

We are driven by the conviction to do things right, with excellence and purpose, and to generate a positive and lasting impact through actions that go beyond expectations. This way of acting lives in our **Cultural Platform**, the framework that embodies our organizational DNA and guides every decision, behavior, and step we take, reaffirming what sets us apart and the mark we seek to leave in the world.

We believe that the future is built day by day through the effort and dedication of every person who is part of our organization. Together, we continue creating an environment where it is possible to grow, innovate, and build a more prosperous and sustainable future for everyone. Our value proposition for our collaborators —**Be Great, Be Future Fit, Be Well - Do Good**— guides every step we take, driving us to grow, adapt to change, and actively contribute to the well-being of people and our environment.

We have built a global network of specialized talent, made up of **13,878\*** professionals who contribute their expertise across different industries and technologies.

\*Total as of year-end 2025

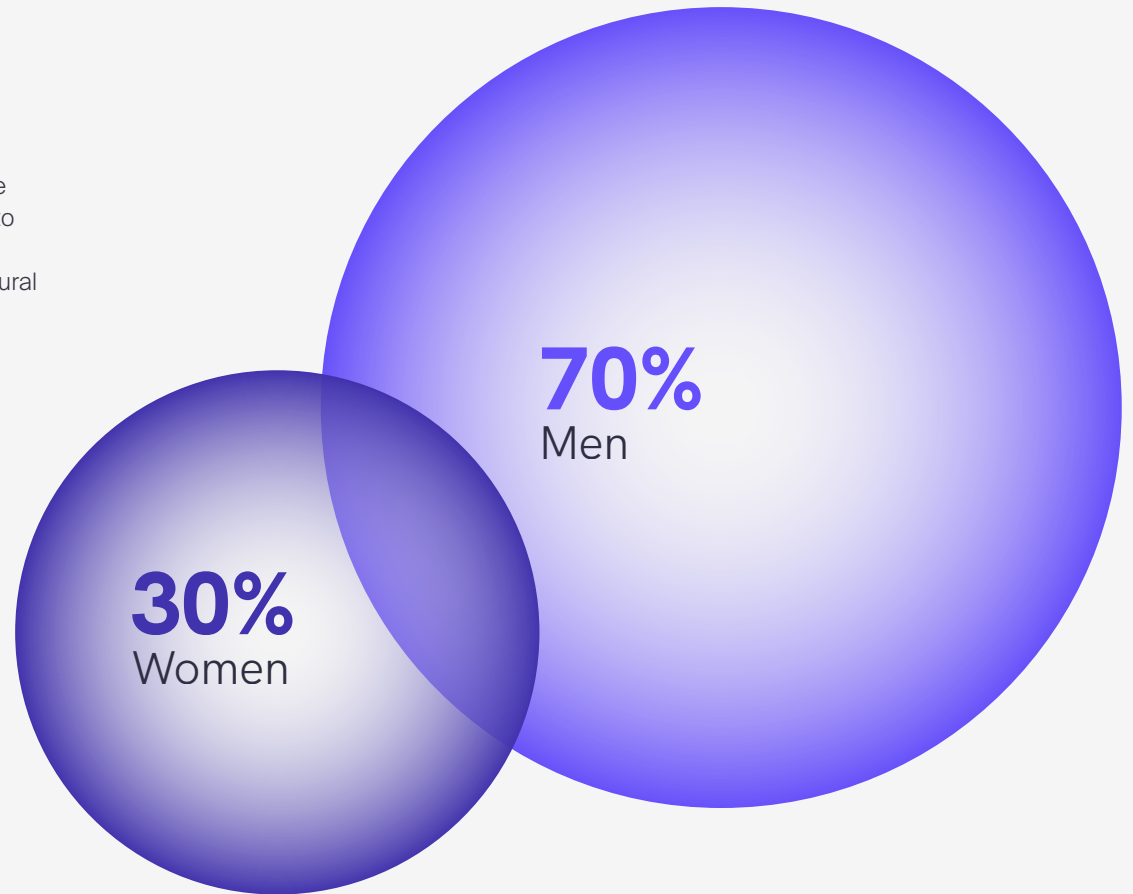
3.1.1

## RX Softtek

Our greatest strength comes from our people. We believe that the richness of perspectives, experiences, and skills that make up our teams is a tangible reflection of our commitment to inclusion. Our identity is deeply connected to our global presence. With operations in more than **20 countries** and teams across the Americas, Europe, and Asia, we have a workforce that brings cultural and professional diversity, enriching every dimension of our operations.

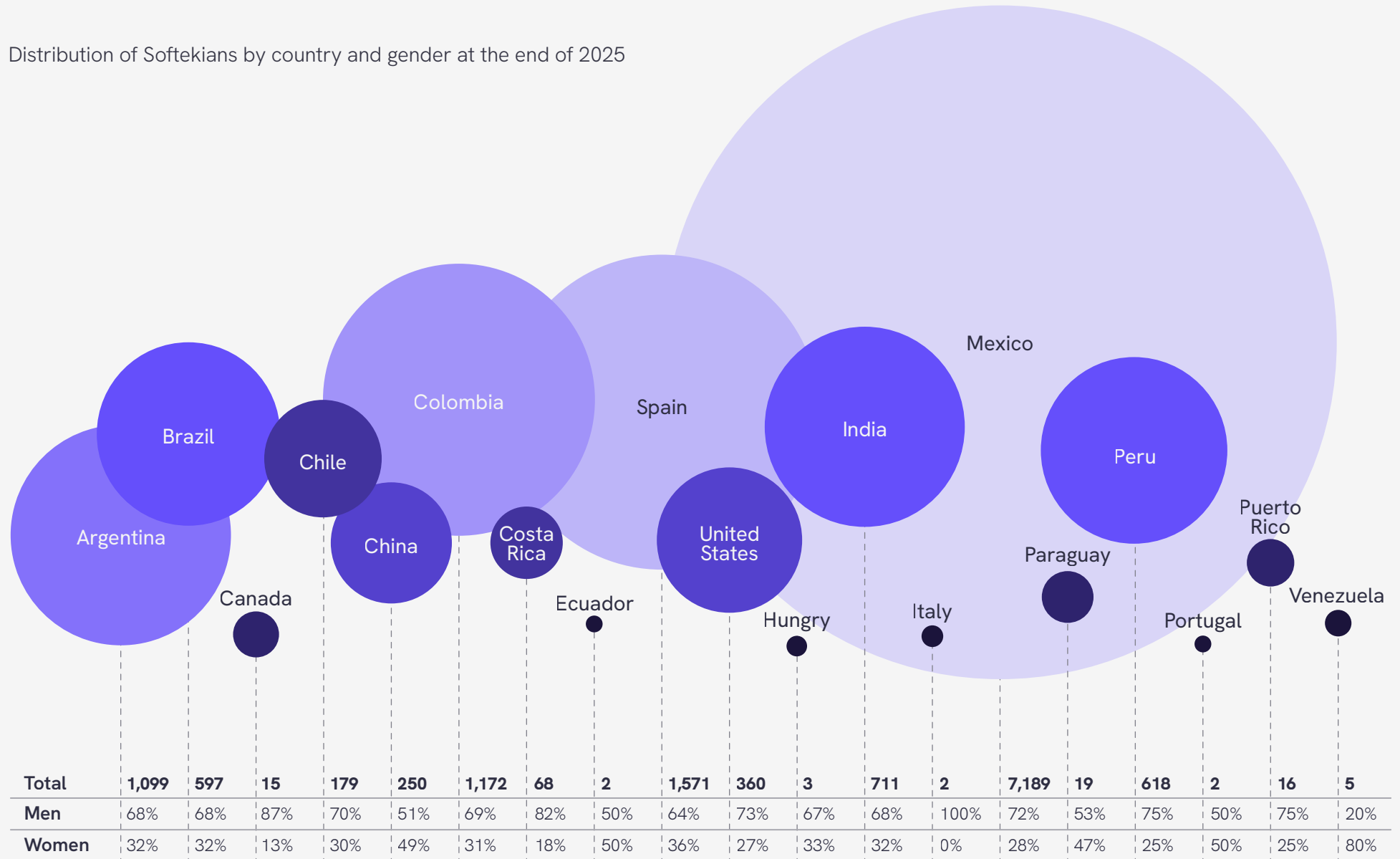
# 13,878

Professionals at the end of 2025

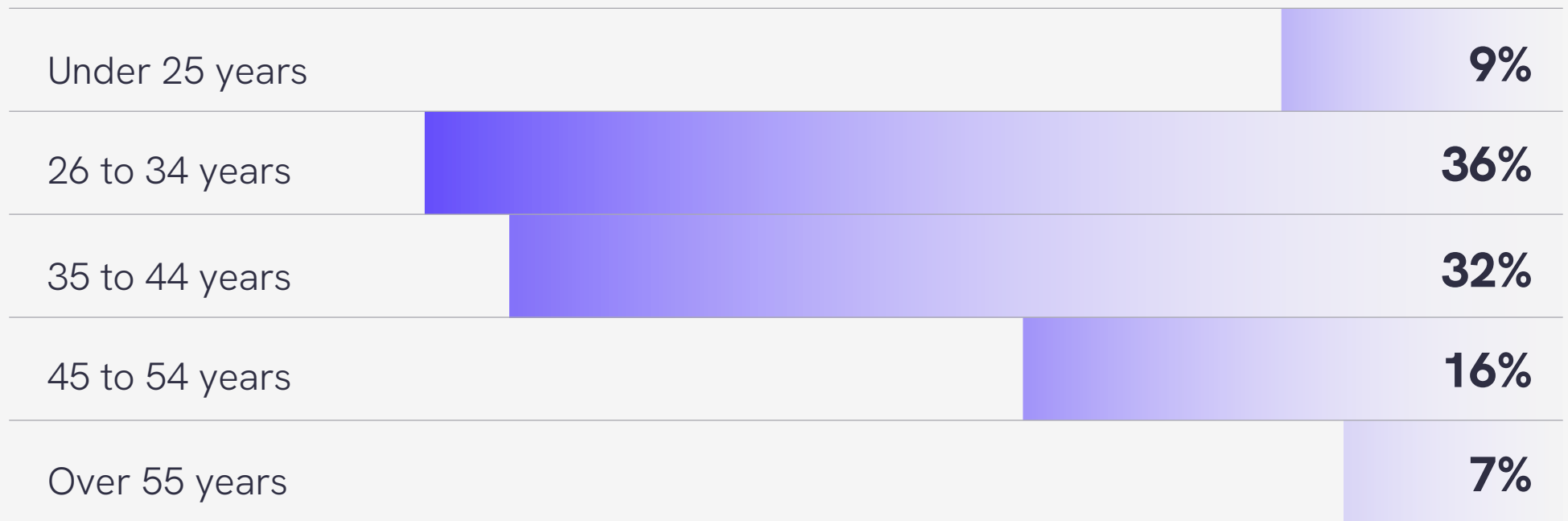


Distribution of Softekians by gender at the end of 2025

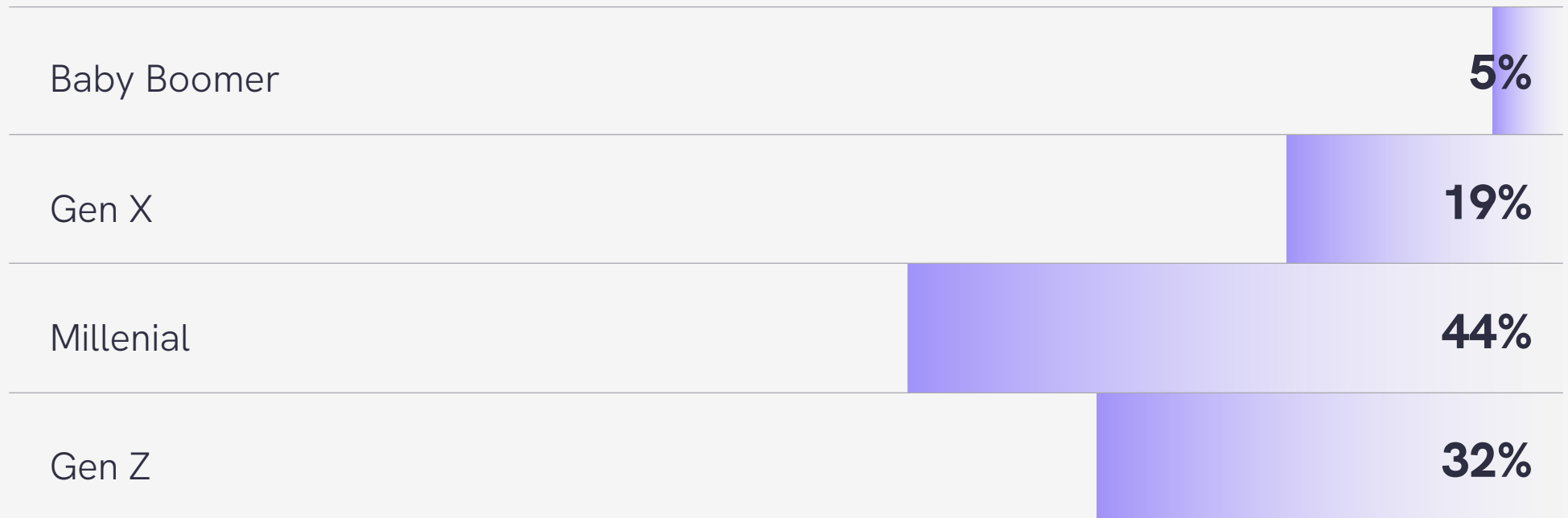
Distribution of Softtekians by country and gender at the end of 2025

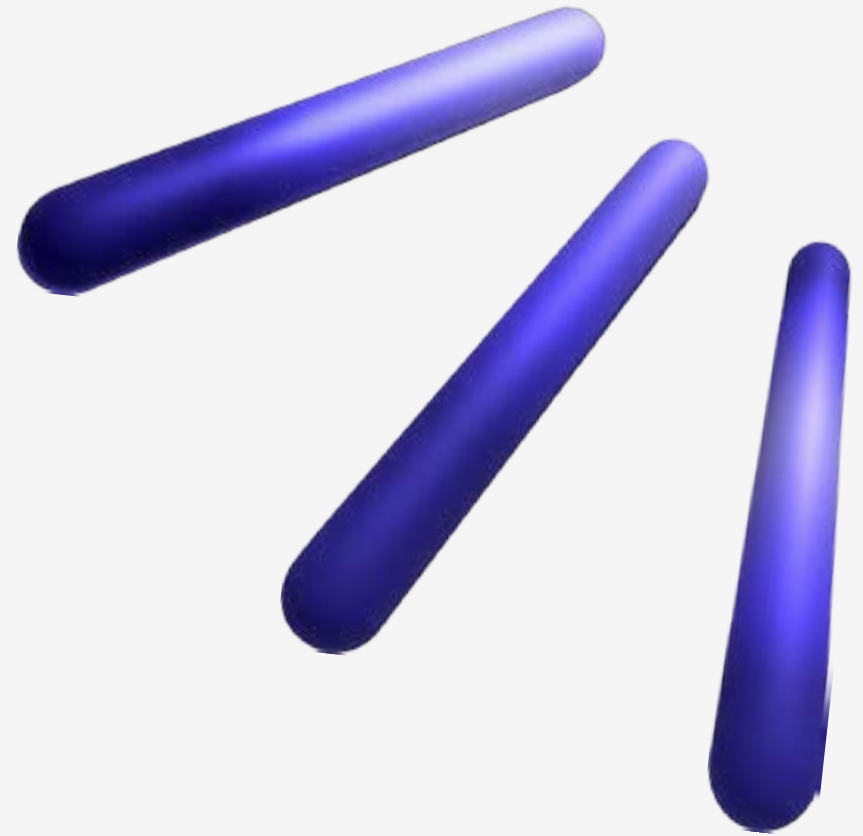


Distribution of Softekians by age group



Distribution of Softekians by generation





Distribution of Softtekians by professional category

Category	Headcount	Percentage	Men	Women
President and C Level	23	0.17%	21	2
Executive Director	48	0.35%	39	9
Director	94	0.68%	67	27
Manager	759	5.47%	477	282
Leader	1,127	8.12%	691	436
Coordinator	73	0.53%	29	44
Specialist	1,652	11.90%	1,110	542
Team member	10,102	72.79%	7,241	2,861
<b>Total</b>	<b>13,878</b>	<b>100%</b>	<b>9,675</b>	<b>4,203</b>

Distribution of Softtekians in the U.S. by ethnicity

Ethnicity	Percentage
Hispanic	50.81%
White/Caucasian	28.38%
Black	10.27%
Asian	10.00%
Middle Eastern or North African	0.27%
Two and more races	0.27%
<b>Total</b>	<b>100%</b>

3.1.2

## Be Great

With the support of a unique organizational culture based on trust, collaboration, self-determination, agility, and transcendence, we remain open to change, allowing us to expand opportunities to enhance the professional lives of our employees. We ensure that all Softtekians:

- Have exciting challenges with clients around the world.
- Work with cutting-edge technology, with both global and local opportunities that drive their careers wherever they are.
- Innovate in an enriching environment.



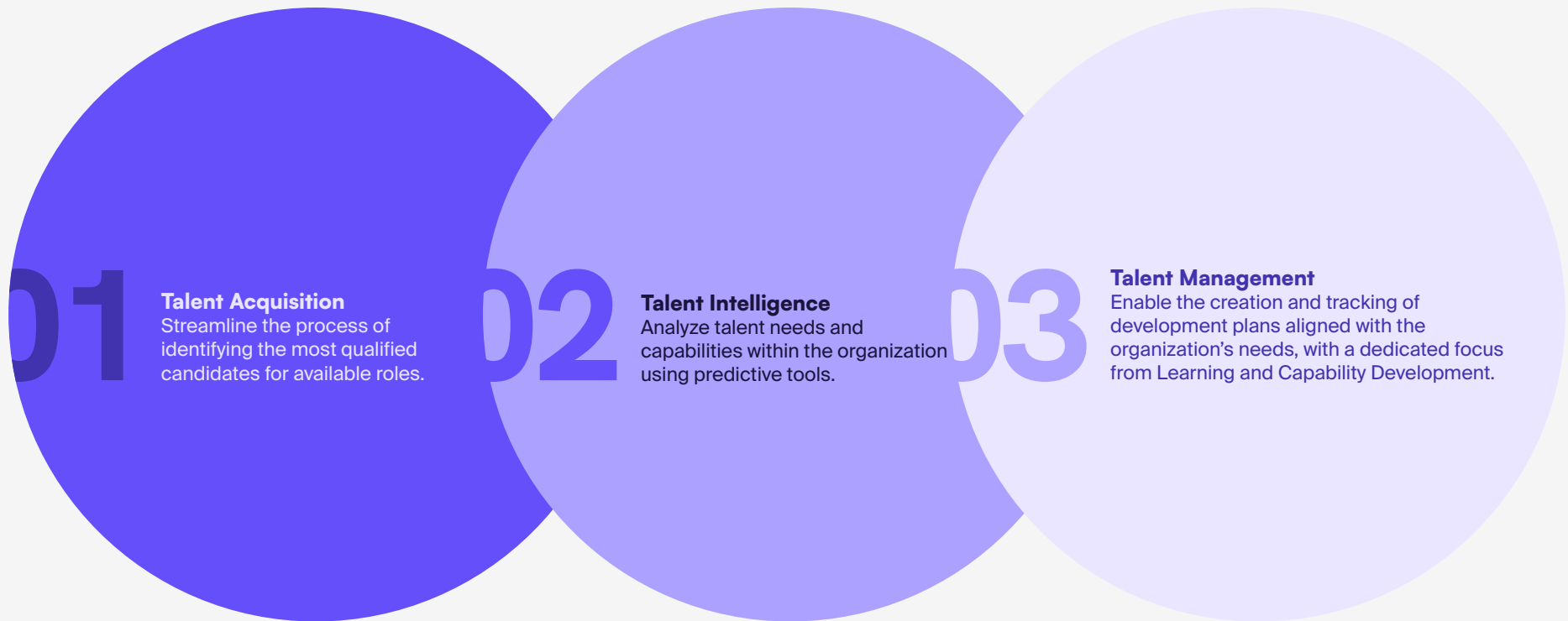


3.1.3

## Be Future Fit

At the core of our approach is talent; therefore, its development and growth are fundamental to the organization. Our value proposition emerges at the intersection of talent, business, and technology. Our Softtekians:

- Can choose their own career path, aligned with their professional goals.
- Have access to future-ready technologies, centers of excellence, and innovation labs.
- Have access to materials and tools to boost their careers.
- Are self-determined, allowing themselves to grow and become empowered.
- Are mentored and aspire to become mentors.



## Thrive - Talent Intelligence Hub

We create value for our people, our clients, and our stakeholders through a deeply digital talent ecosystem, powered by artificial intelligence and designed to meet the needs of each of these key groups. This model not only connects capabilities, but also anticipates challenges and creates opportunities, ensuring that every interaction translates into growth and real impact.

The true engine of our growth is our people. That is why we have designed a comprehensive talent management system that supports and enhances the professional development of every Softtekian, strengthening their capabilities

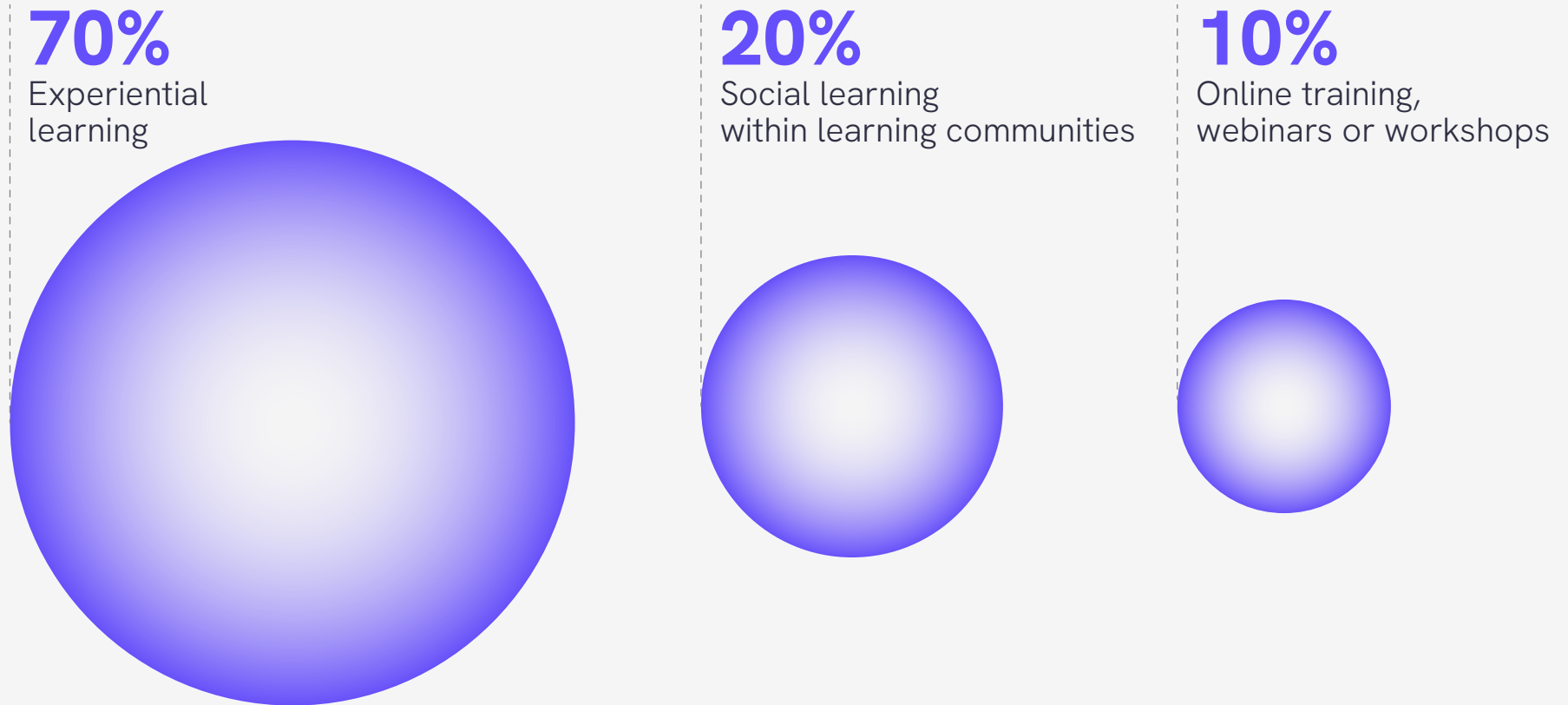
and driving their career path: **Thrive**. Thrive is much more than technology: it is the space that enables talent retention and development, integrating cutting-edge tools, artificial intelligence, and generative capabilities—all with a proactive, predictive, and prescriptive approach to anticipate needs and create opportunities.

This platform, powered by **Eightfold AI**, includes continuous learning programs, individual development plans, performance evaluations, and personalized career paths, all within an environment that inspires learning, leadership, and continuous improvement.

## Learning and Capability Development

A culture of learning and professional development is one of our fundamental pillars. That is why we design training programs that are accessible, flexible, and aligned with business needs, ensuring that every Softtekian has the tools to grow.

Our learning offer strengthens technical, human, and leadership skills, while providing opportunities tailored to each individual's pace and interests, creating a personalized and continuous learning experience. The Learning Model is the foundation that ensures each program has a real impact: that the knowledge acquired translates into tangible results and improvements in the daily work of our talent. Based on:



More than **516,467 training** hours  
empowering our teams to support the  
evolution of our clients' businesses.



516,467

Total training hours

37

Average training hours  
per person



## Softtek University

It is one of the main tools of our sustainable talent development strategy. Through this digital platform, we drive the acquisition, strengthening, and retention of key capabilities, offering our Softtekians continuous access to training programs, specialized courses, certifications, and classes delivered by experts.

Integrated with **SuccessFactors Learning**, Softtek University enables new learning models, fosters professional growth, and promotes best development practices, ensuring that our Softtekians are prepared for future challenges, aligned with technological evolution and the principles of lifelong learning.

## Distribution of hours by gender

70%  
Men

30%  
Women

## Training hours by professional role

Position	Training hours	Percentage
Team Member	391,232	75.75%
Specialist	54,587	10.57%
Leader	47,488	9.19%
Manager	20,510	3.97%
Coordinator	1,558	0.30%
Director	775	0.15%
Executive Director	288	0.06%
C Level	29	0.01%
<b>Total</b>	<b>516,467</b>	<b>100%</b>

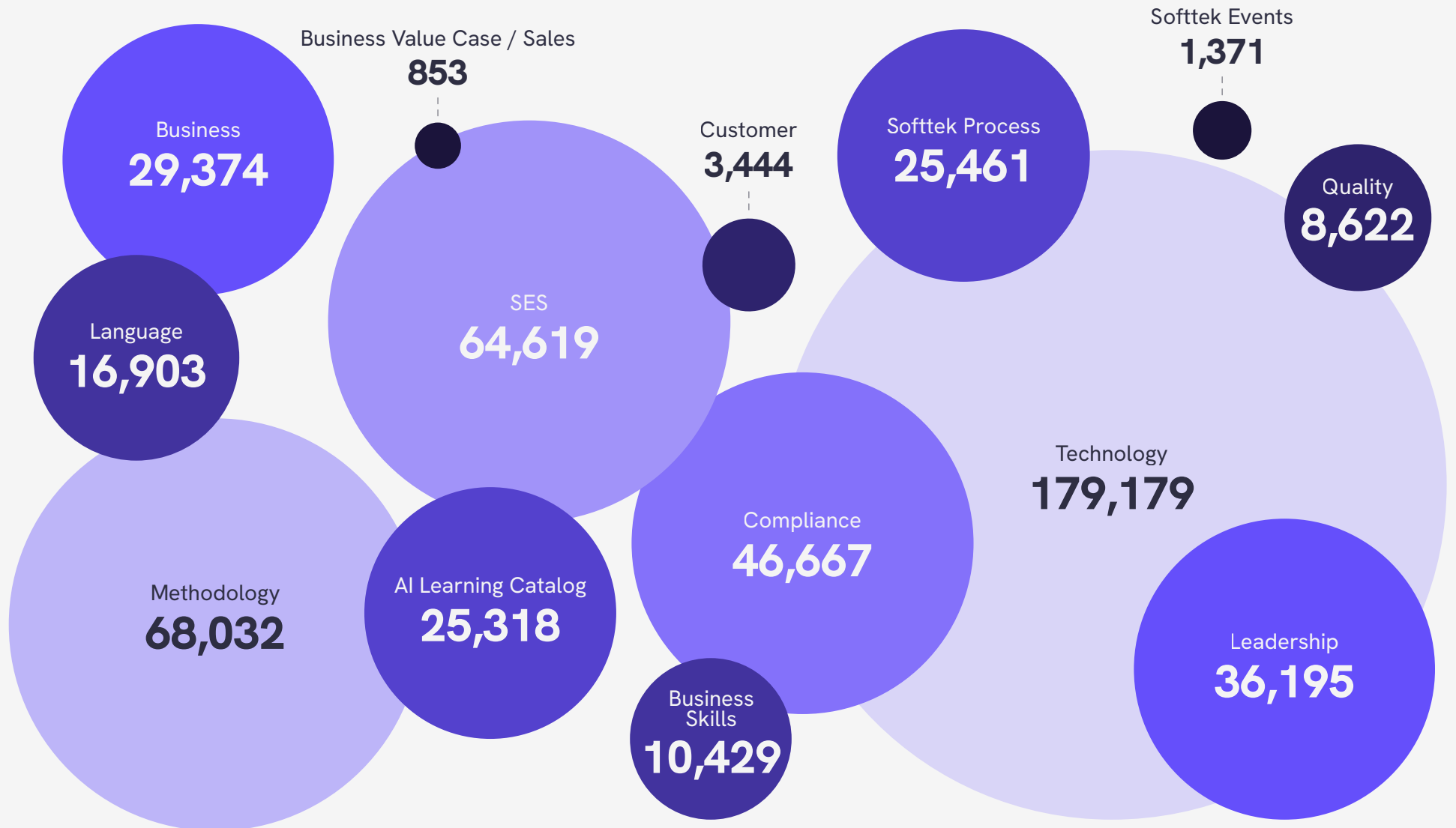
## Training hours by generation

Generation	Training hours	Percentage
Millennial	214,870	41.60%
Gen Z	188,165	36.43%
Gen X	95,507	18.49%
Baby Boomer	17,925	3.47%
<b>Total</b>	<b>516,467</b>	<b>100%</b>

## Training hours by country

Country	Training hours	Percentage
Argentina	40,314	7.81%
Brazil	3,829	0.74%
Canada	298	0.06%
Chile	2,682	0.52%
China	420	0.08%
Colombia	45,070	8.73%
Costa Rica	2,529	0.49%
Hungary	1	0.00%
India	22,311	4.32%
Italy	7	0.00%
Mexico	339,683	65.77%
Peru	8,896	1.72%
Portugal	7	0.00%
Puerto Rico	61	0.01%
Spain	46,534	9.01%
United States	3,814	0.74%
Venezuela	11	0.00%
<b>Total</b>	<b>516,467</b>	<b>100%</b>

Training hours by topic



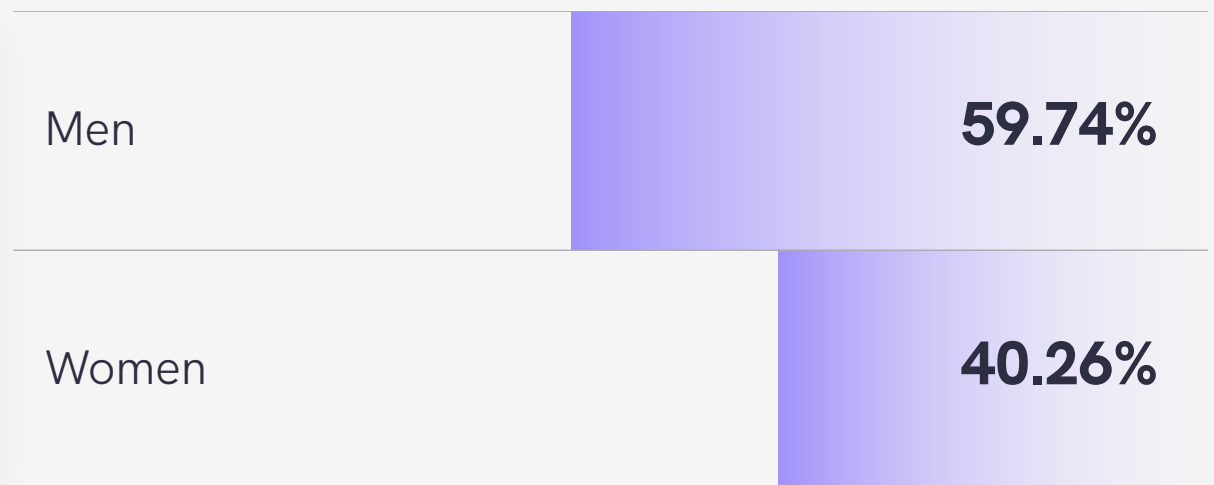
## Softtekian Empowerment Skills

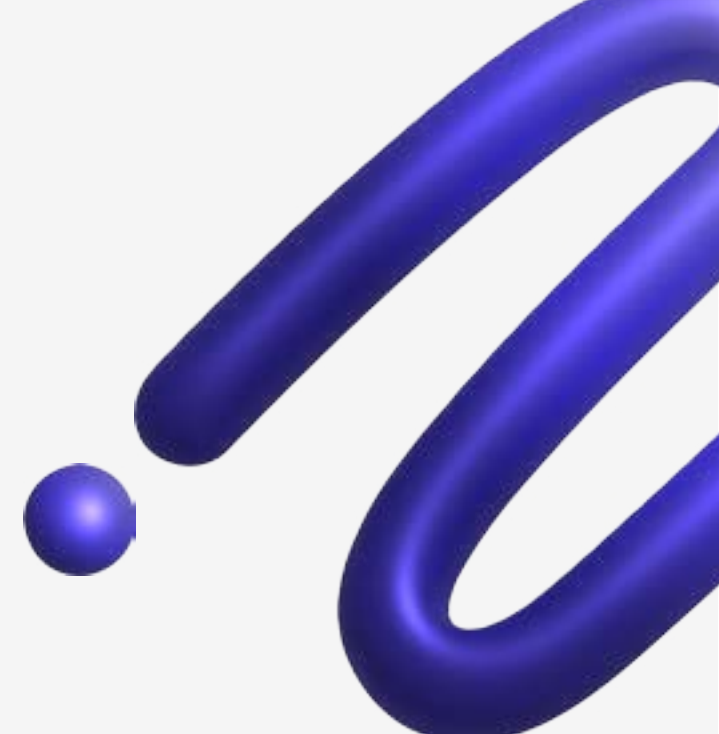
We understand that the true potential of every Softtekian emerges when technical excellence is combined with power skills that today define competitiveness in the talent market. That is why we have a comprehensive and strategic program: **Softtekian Empowerment Skills** (SES), designed to strengthen those human competencies that amplify the impact of technical knowledge.

Through this initiative, we promote the development of key competencies such as effective collaboration, conscious leadership, decision-making, problem-solving, emotional intelligence, coordination of actions, and negotiation, among others. These competencies are directly reflected in the quality of our services, strengthen trust-based relationships with our clients, and support the sustainable professional growth of our talent.

**3,214**

Softtekians participated in at least one SES event during 2025





## Performance Management

We foster the self-determination of each Softtekian as a pillar for co-creating career paths that align individual aspirations with business priorities. This approach is supported by the definition of clear and measurable objectives, as well as continuous self-assessment as a tool for learning and growth.

The **Performance Management** process is Softtek's formal space for evaluation and feedback that structures conversations between leaders and employees. Through constructive dialogue, performance is assessed considering both the achievement of objectives and behaviors aligned with the Cultural Platform and the Code of Ethics. In 2025, an average **compliance rate of 91% was reported**.

This process enables the identification of development opportunities, the clarification of goals, and the addressing of challenges that accompany professional growth, strengthening a culture of continuous feedback. The stages of this process are:



### Self-assessment

- Goals evaluation
- Performance evaluation
- Profile evaluation in Thrive
- Corporate competencies evaluation in Thrive\*

\*Not applicable to Staff areas.



### Leader Evaluation

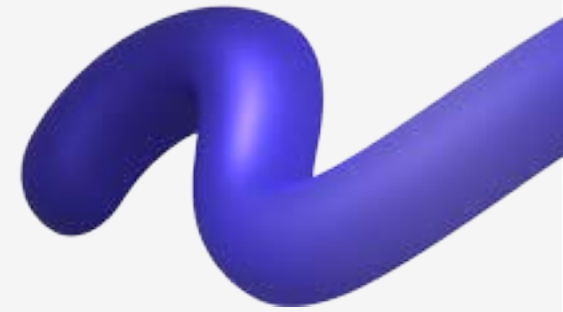
- Evaluation of the same points included in the self-assessment
- Feedback session
- Goal setting
- Confirmation of Rating, Potential, and Talent Map



Performance evaluation survey for the employee upon completion of the process.



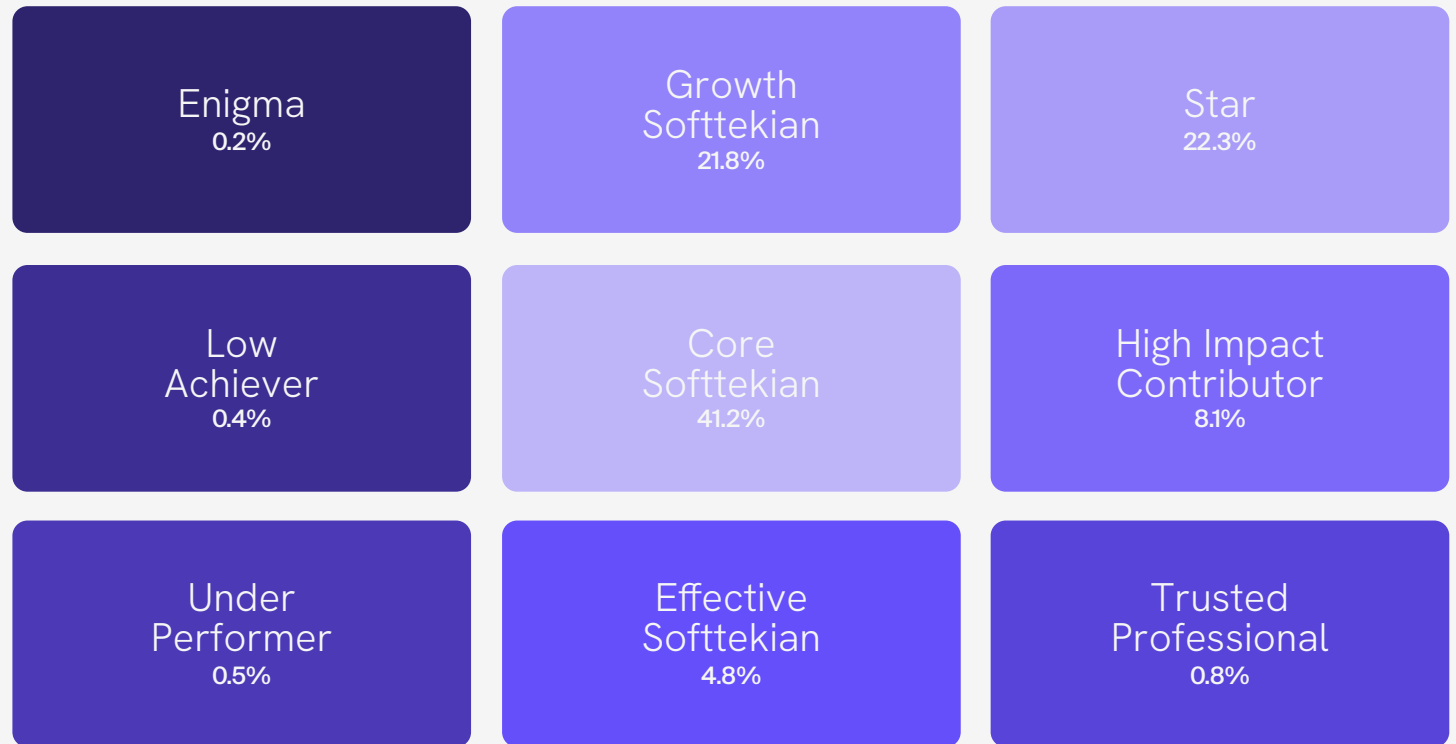
Confirmation of Rating, Potential, and Talent Map by managers and directors.



This process applies to all Softtekians, except for Momentums (interns) and the sales area, which have a specific evaluation system.

Based on the results of the Performance Management process, we identify strengths, development areas, and the potential of everyone. This approach allows us to tailor development actions to the challenges of the upcoming year in a personalized and strategic way.

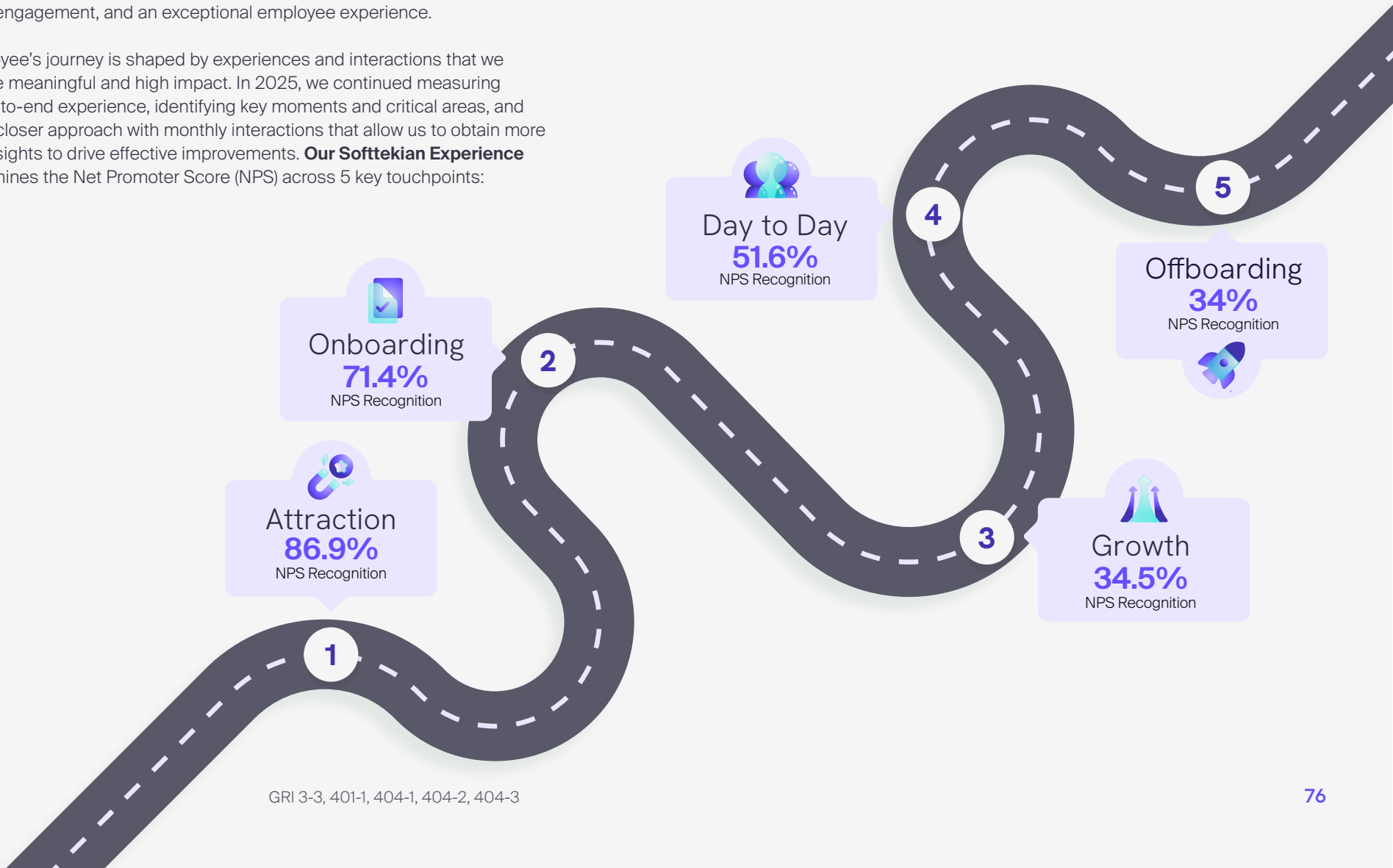
We have a nine-box **Talent Map**, where each employee is positioned according to their performance and potential, enabling more accurate decisions regarding their growth.



## Softtekian Experience Index

The **Softtekian Experience Index** is the result of the annual employee engagement survey completed by Softtekians. It includes every key moment, from onboarding and integration to professional development, well-being, recognition, and continuous growth, with the aim of strengthening belonging, engagement, and an exceptional employee experience.

Each employee's journey is shaped by experiences and interactions that we aim to make meaningful and high impact. In 2025, we continued measuring the full end-to-end experience, identifying key moments and critical areas, and adopting a closer approach with monthly interactions that allow us to obtain more accurate insights to drive effective improvements. **Our Softtekian Experience Map** determines the Net Promoter Score (NPS) across 5 key touchpoints:



A **9% turnover rate** and a **5.5-year** average tenure reflect a stable workforce that ensures continuity in service delivery.



3.1.4

## Be Well, Do Good

We promote the holistic well-being of our employees as the foundation for their development and for building a healthy and sustainable work environment. Through an attractive benefits package and initiatives such as our **Well-Being Hub**, we foster habits that strengthen integration, physical, mental, and financial health.

We believe in the value of each individual and celebrate the uniqueness that defines us as an organization. At the same time, we promote a culture in which every employee can generate a positive impact by participating in volunteer initiatives that contribute to the well-being of the communities where we operate. In this way, we build together a stronger, more conscious, and committed community working toward a better future for all.

### Benefits

We continuously work on the evolution of our benefits offering, with the aim of responding comprehensively to the needs of each Softtekian and exceeding the legal standards of the countries in which we operate. This approach reflects our commitment to the Well-Being and sustainability of our employer value proposition. In terms of compensation, we ensure fair and transparent practices, based on criteria such as level of responsibility, skills, experience, and performance.

<b>Benefits</b> (statutory and additional benefits)	Argentina	Brazil	Canada	Chile	China	Colombia	Costa Rica	India	Mexico	Peru	Puerto Rico	Spain	United States	Venezuela
Vacations	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Parental Leave	X	X	X	X	X	X	X	X	X	X		X		X
Retirement savings plan	X	X			X	X		X	X				X	
Life insurance	X	X	X	X	X		X	X	X	X	X		X	
Minor and major medical insurance	X	X	X	X	X		X	X	X	X	X	X	X	X
Incapacity and disability coverage	X	X	X	X	X	X	X	X	X	X	X		X	
Soft Loads		X			X							X		
Saving fund									X					
Scholarship /Student fellowship	x	X				X	X		X	X	X	X		
Dental insurance	X	X	X	X					X		X	X	X	
Housing assistance														
Legal assistance services			X						X		X		X	
Food Vouchers								X	X	X				
Food Card		X		X										
Fuel card		X		X										
Gym	X	X						X	X					
Leave for marriage	X	X		X	X	X	X		X	X				
Leave for death	X	X		X	X	X	X	X	X	X		X		
Accident insurance		X			X			X	X					
Family planning permit					X	X								
National Holiday bonus				X	X					X				
Benefit for birthday	X			X	X	X	X			X		X		
Psychological assistance		X						X	X			X		
Telehealth assistance		X		X					X	X		X		
Home assistance		X							X					
Nutritional assistance		X							X			X		
Annual medical Check up		X			X		X		X	X		X		
Vision care		X	X		X	X	X			X	X	X	X	
Local agreements	X			X	X	X	X		X			X		
Burial insurance		X	X		X		X		X	X	X	X	X	
Work-from-home assistance	X	X		X	X	X			X	X		X		

## Recognition culture

We encourage every Softtekian to embrace challenges that foster growth, continuous improvement, and their best potential. Based on this belief, expressing gratitude for collaboration, recognizing effort, and making outstanding achievements visible are an essential part of our culture. Our **Recognition Program** has been strengthened as a pathway toward excellence, starting with genuine appreciation and evolving into global recognition of those actions that generate a direct and positive impact on the business.

This approach not only celebrates achieved results, but also the way they are accomplished, highlighting behaviors aligned with our Cultural Platform and the value that each Softtekian brings to their environment. In this way, we foster professional development, strengthen a sense of belonging, and contribute meaningfully to the sustainable growth of our organization.



Outstanding Projects were created from the desire to recognize our employees for their great work and to share the success of the best projects. Continuous improvement is the path to excellence, and therefore we identify and recognize those projects and individuals that bring essential value to the organization and to our clients.



Recognition of the top 0.1% of Softtek's population who, through their daily actions, leave a mark on their client, practice, office, or the company during the calendar year.



We reinforce our "Client Centricity" culture by recognizing those Softtekians who receive positive feedback from our clients, demonstrating our commitment to value creation through technology.



Recognition given by a leader to a Softtekian for excellent performance and outstanding behavior that generate a positive impact on results, quality, process improvement, and productivity.



To thank and recognize the collaboration of Softtekians, a series of statuettes called Evolution was designed, which aims to reflect each employee's transformation over their time contributing to the organization, with one piece awarded every 5 years. With this, we express gratitude and recognition for collaboration, as this organization was created and continues to evolve thanks to the effort and contributions of all employees.



Recognition awarded for outstanding actions and results of work teams, whether within a natural work team or through positive interactions between different teams.



As part of our recognition program, Softtekians can give and receive badges directly through the hrServices module in SAP. These reinforce the behaviors and values that drive our organizational culture.



## Well-Being Hub

The full potential of every Softtekian is realized when there is a healthy and sustainable balance between professional and personal life. With this vision, we enhance the employee experience within the organization through a comprehensive **Well-Being Program**. This program is structured around four key pillars aimed at promoting physical, emotional, social, and financial well-being, consolidating an environment that drives performance, satisfaction, and sustainable growth through a set of content and activities that includes:

- Webinars
- Social experiences
- Digital tools
- Physical and sports activities
- Learning materials
- Communication campaigns
- Communities

### Softtekiada

Each year, more than one thousand Softtekians gather in this integration space that celebrates the diversity of interests and skills within our global community. Participation begins at the local level through qualifying tournaments, where champions emerge to represent their sites and countries in the global competition. The 2025 edition included activities related to sports, video games, and talent competitions in singing and dancing, promoting an inclusive experience that went beyond competition.

In this environment, bonds between people are strengthened, teamwork is fostered, and our Cultural Platform is experienced in a tangible way, replicating at a global scale the experiences generated in each of our locations. By expanding participation forums and recognizing different forms of talent, this initiative promotes interaction, inclusion, and a sense of belonging, reinforcing our identity as a diverse, connected, and truly global community.



**Table of Softtekiada 2025 Participants**

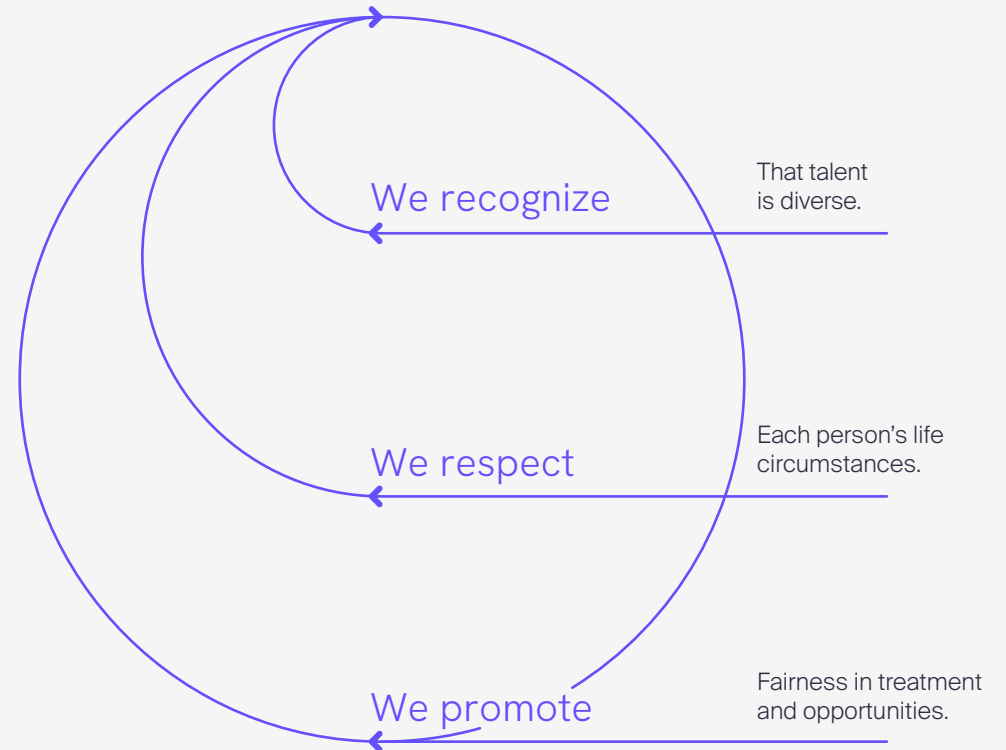
Discipline	Participants
Basketball 3x3 (Men)	15
Basketball 3x3 (Women)	24
Beach volleyball	54
Dance	22
Dodgeball	36
EA Sports FC 25	22
Flag football	47
League of Legends	35
Padel	10
Singing	11
Soccer	65
Softtekian race	43
Tarascan ball game	24
Volleyball	32
<b>Total participants</b>	<b>440</b>
Guests	15
Family/ Friends	586
<b>Total attendees</b>	<b>1,041</b>

we're all  
**Softtekians**

## Diversity and Inclusion

At Softtek, talent transcends borders and each person contributes unique value that drives innovation and excellence in our services. Our approach is based on the following principles:

- **Compliance and equity:** We ensure that our practices are aligned with internal and external regulations, promoting equal opportunities for all individuals.
- **Innovation and competitiveness:** The diversity of perspectives allows us to develop more creative solutions adapted to the needs of the global market.
- **Respect and transparency:** We foster a safe, inclusive, and discrimination-free work environment, where every employee is treated with dignity.



To support this commitment, we have specific tools and guidelines, such as our **Diversity and Inclusion Policy**, the **Reasonable Adjustment Manual**, and the **Gender Transition Protocol**, which are examples of actions implemented to ensure an accessible, respectful work environment aligned with the highest compliance standards.

Diversity and Inclusion Policy

### Training

We mandatorily provide training on **Inclusive Leadership** and **Unconscious Bias**, complemented by materials available on our internal platforms. This strengthens informed decision-making, promotes behaviors aligned with a culture of respect and inclusion, and reduces risks associated with discriminatory practices across the organization's various processes.



### Employee Resource Groups (ERGs)

As a strategic enabler, we have a strong structure of **ERGs** that promote diversity and inclusion at all levels of the organization. At a global level, we promote initiatives such as **Tech4All**, focused on gender equity; **AccesSphere**, focused on the inclusion of people with disabilities; and **TrueColors**, dedicated to strengthening the LGBTQ+ community.

In the same way, at each of our locations we encourage the creation of groups aligned with specific interests, generating spaces for connection and collaboration. This allows us to channel ideas, needs, and diverse perspectives, providing valuable input for decision-making and the improvement of internal practices, while also enabling the development of talent and leadership, contributing to the professional growth of participants. These actions reinforce our commitment to fostering inclusion and strengthening a sense of belonging, offering environments where each person can contribute, grow, and feel represented.



#### Tech4All

Promotes gender equality, working to ensure that all people, regardless of gender, have access to the same opportunities and rights in the workplace and in society.



#### AccesSphere

Promotes the inclusion of people with disabilities, serving as a bridge toward a more accessible future full of opportunities for everyone.



#### TrueColors

Promotes the inclusion of LGBTQ+ individuals in all areas of work and social life, contributing to the creation of a more diverse, equitable, and accessible environment for all, regardless of sexual orientation or gender identity.

## Human Rights

We reaffirm our commitment to respect, protect, and promote internationally recognized fundamental human rights, integrating them across our sustainability strategy and in all decisions that guide our operations. This commitment is reflected not only within our direct scope of action but also throughout our value chain, aware of the impact our activities may generate beyond our operational boundaries.

In line with this approach, we adhere to international frameworks and standards such as the United Nations Global Compact, the Organization for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises, the International Labour Organization (ILO) conventions, and the United Nations Guiding Principles on Business and Human Rights.

These frameworks guide our [Human Rights Due Diligence Policy](#), through which we establish mechanisms to identify, prevent, mitigate, and, when necessary, remediate potential negative impacts related to human rights violations, both in our operations and in those of third parties linked to our services. From this foundation, we promote and ensure fundamental principles such as:



The elimination of all forms of forced labor.



The elimination of discrimination in employment and occupation.



The effective abolition of child labor.



The guarantee of a safe and healthy work environment where respect prevails.



Freedom of association, trade union freedom, and the effective recognition of the right to collective bargaining.

### Human Rights Due Diligence Policy

At Softtek, every person who works with the organization must be treated with dignity, and under no circumstances should they be subject to physical, psychological, or any other form of abuse derived from their work activities.

We recognize that corporate responsibility in human rights goes beyond local or national regulatory compliance. Therefore, we adopt a proactive and preventive approach that strengthens fair and inclusive labor relations, reaffirming our commitment to the Universal Declaration of Human Rights and to building an ethical, responsible, and human dignity-respecting business environment.



## Social Responsibility

During 2025, at Softtek we consolidated a structured, measurable Social Responsibility strategy aligned with the business, focused on generating shared value for communities, the environment, and our stakeholders. Through **Fundación Solidaria** and **Codelege**, we promote initiatives under three strategic pillars: quality education, environmental action, and strategic partnerships for sustainable development.



### Quality Education

- Technology classrooms
- Codelege
- Mochilón campaign
- Sierra Tarahumara



### Environmental Action

- Saving the Amazon
- Local reforestation initiatives



### Strategic Alliances for Sustainable Development

- Mochilón campaign
- Mavericks (empowering girls in STEM in the USA)



The following indicators reflect the scope, strength, and consistency of the Social Responsibility actions implemented at Softtek during 2025.



34

People benefited

16,740

Volunteer employees

660

Corporate volunteer hours

+ 7,000

Total estimated investment

\$45,350 USD



Trees bought

6,000

People benefited

100

Total estimated investment

\$42,000 USD

**Technology  
Classrooms**

Technology Classrooms

33

People benefited

+18,000

Reused computer  
equipment units

+ 600

Volunteers

500



Codellege course hours

632

Codellege students

108

Student hours

16,924

Total estimated investment

\$10,500 USD



### Fundación Solidaria

Through Fundación Solidaria, our social impact arm, we bring our commitment to sustainable community development to life in the regions where we operate. From the Foundation, we transform our convictions into tangible actions: we foster generosity, enable employee participation, and channel our philanthropic efforts into initiatives that create real opportunities for well-being, development, and social transformation.

We promote programs aimed at maximizing social well-being, reducing educational gaps, and generating equitable opportunities, leveraging the collective energy of our Softtekians and strategic partners. From the creation of technology-enabled educational spaces to volunteer projects and partnerships with local organizations, we operate with a comprehensive approach that allows us to build sustainable relationships with the communities where we are present.

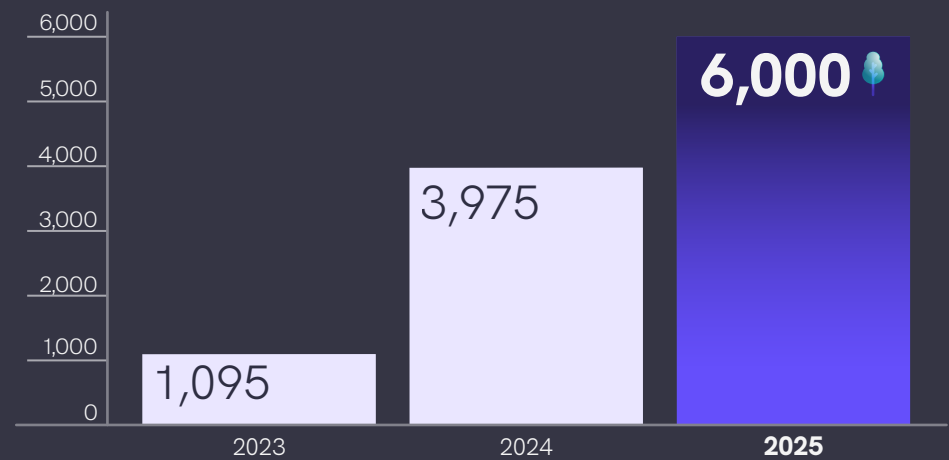
Fundación Solidaria encourages the participation of employees, clients, and partners to address priority causes with human energy, resources, and creativity. In this way, we reaffirm our social commitment and execute it in a concrete manner, generating lasting impact in the regions where we operate.

### Environmental Impact – Saving The Amazon

In partnership with the NGO “Saving the Amazon” and our Fundación Solidaria, since 2023 Softtek has committed to planting **7,500 native trees** in the Amazon rainforest, a region that plays a key role in regulating the global climate and is home to 47 million people, including more than 2 million Indigenous community members.

Through this “Forest with Purpose,” we not only seek to mitigate climate change but also to promote inclusive and sustainable economic growth for women in Indigenous communities in Colombia, promoting their economic incursion.

### Trees bought





### Codellege

At Codellege by Softtek, we promote interest in technology as well as academic and professional inclusion in the Information Technology (IT) sector, regardless of gender, age, or social and economic condition. Our goal is to contribute to the development of diverse and inclusive tech talent aligned with the current and future needs of industry.

The program is structured around three strategic pillars that cover different stages of educational and professional development. First, we promote interest in **Science, Technology, Engineering, and Mathematics** (STEM) from childhood; second, we strengthen the academic development of young people; and finally, we facilitate educational and professional inclusion for adults seeking to enter or transition into the IT field. Through our courses, we provide comprehensive training that combines technical skills—such as programming and software development—with the strengthening of soft skills. Upon graduation, participants have greater tools to engage in technological activities, pursue a STEM career, or enter the IT labor market.

In this way, Codellege by Softtek drives talent development in the industry, generating a positive impact not only on participants but also on their families and communities. Since 2023, the program has expanded into new territories in Latin America, launching operations in Argentina and Colombia as part of our vision to bring Codellege by Softtek to all countries where the company operates. This expansion reaffirms our commitment to generating professional development opportunities in technology and contributing to closing the talent gap in the region.



Likewise, throughout the program, alliances have been established with strategic stakeholders—including educational institutions, civil society organizations, government agencies, and companies—that share a commitment to inclusion and sustainable development, which has allowed us to expand the reach and impact of the initiative.

In line with Softtek’s commitment to reducing the gender gap in the technology sector, Codellege by Softtek promotes specific actions to support the growth and professional development of women. In 2025, **Codellege Kids for Girls Empowered by Mavericks** was launched in **Dallas, United States**, with the goal of inspiring girls to explore STEM fields through interactive experiences, courses, and talks led by Softtek leaders.

Through these initiatives and partnerships, Codellege by Softtek seeks to inspire, train, and actively include more women in the world of technology, promoting an environment where gender is not a barrier to talent, innovation, and professional development.

## Technology Classrooms

We firmly believe that technology should not be a privilege, but an accessible tool for everyone. For this reason, since 2023 we have worked to close the digital gap in vulnerable communities through our Technology Classrooms program, a global initiative developed with a comprehensive approach that includes physical infrastructure, technological equipment, and educational support.

First, we ensure that schools and community spaces have adequate conditions for learning. Subsequently, we equip these spaces with quality technology: computers, connectivity, and digital tools. However, the key component is the learning stage, where we ensure that support for teachers and students is delivered through Codellege, promoting the use of technology as a practical tool to learn, explore, and develop relevant skills for their future.

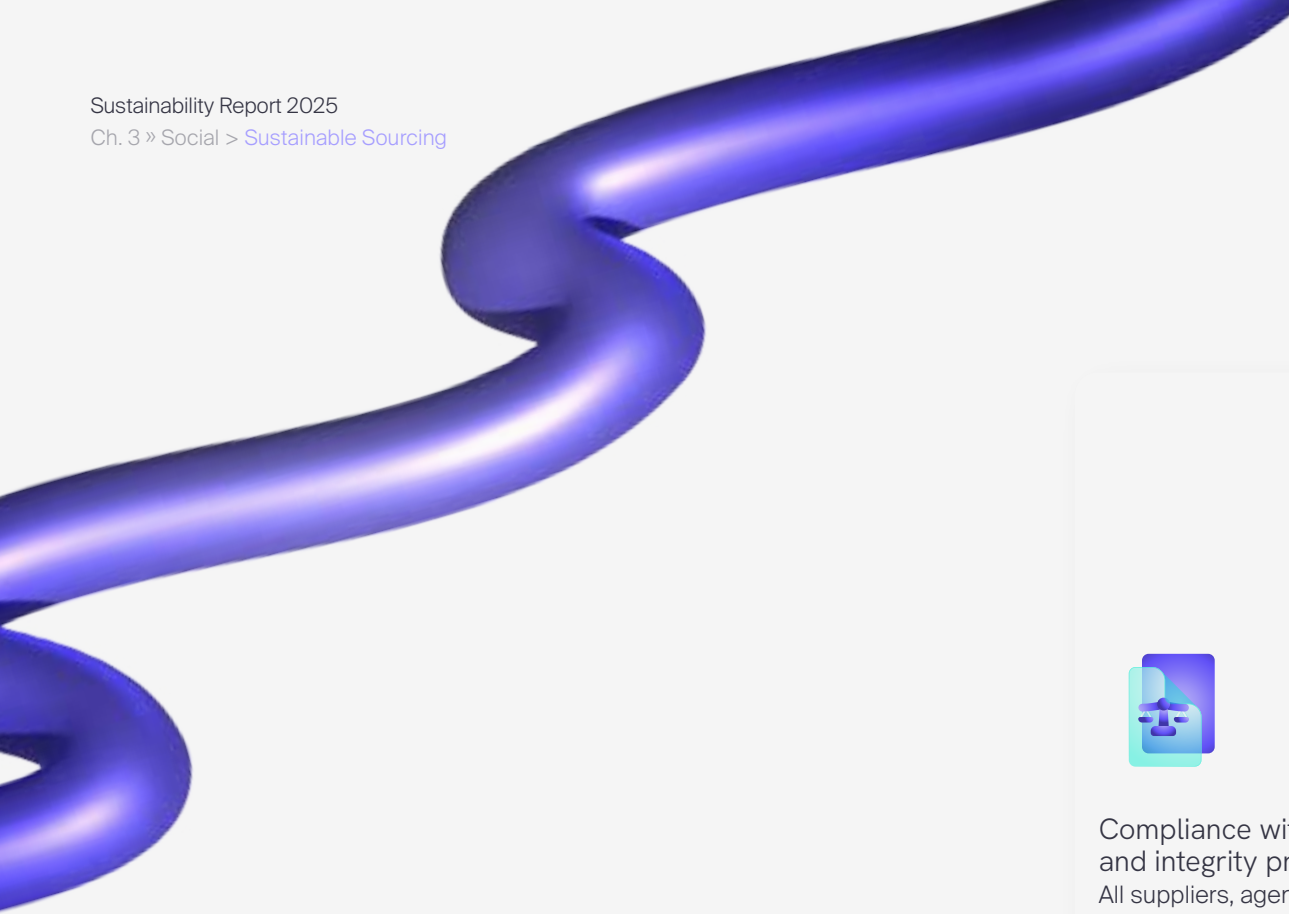
Each of these stages is the result of listening, adapting, and continuously improving, working collaboratively with communities, as well as with companies and partners who join our initiatives to expand the program's impact. Our differentiating value lies in the fact that we do not deliver equipment and leave. We stay, listen, adapt, and build together with communities. Each classroom becomes a living space where technology connects people with new opportunities, knowledge, and future skills.

Today, Technology Classrooms is not just about delivering technology: it delivers opportunities. Each installed classroom represents a story of growth, connection, and empowerment. And although the journey has not been linear, every step has brought us closer to our purpose: ensuring that no one is left behind due to lack of digital access.

# 33

## Technology Classrooms





3.2

# Sustainable Sourcing

At Softtek, we understand that sustainability and ethics must be reflected in our internal operations and throughout our entire value chain. Our commitment to a sustainable sourcing model involves working with suppliers who share our principles of integrity, social and environmental responsibility. This allows us to generate positive impact on people, communities, and the environment in which we operate, while strengthening long-term relationships based on trust and mutual respect. Our sustainable sourcing management is based on the following key pillars:



## Compliance with ethical and integrity principles

All suppliers, agents, intermediaries, and third parties working with us are required to comply with the Softtek **Code of Ethics** and the **Code of Conduct for Suppliers and External Intermediaries**, as well as to sign the commitment to our **Transcending the Supply Chain** guideline. These documents establish principles that guide our supply chain practices, including business ethics, anti-corruption, conflict of interest management, and respect for human rights.



## Respect for human and labor rights

Softtek expects its suppliers to respect and uphold fundamental human rights in all their operations. This includes the prohibition of practices such as forced labor, child labor, and any form of discrimination or abuse toward individuals working with them, promoting decent, safe and fair working environments in accordance with international standards and our code of conduct.



### Environmental responsibility

Our suppliers must operate in an environmentally responsible manner, complying with applicable laws and regulations and adopting practices that minimize negative environmental impacts. Environmental protection is a principle that is part of the ethical standards we expect to be extended throughout the supply chain.



### Diversity and inclusion in the value chain

We promote an inclusive supply chain that reflects social justice and ensuring that small and diverse businesses have access to business opportunities with Softtek.

We invite businesses owned by women, minorities, underrepresented communities, LGBTQ+ individuals, and other diverse groups to be part of our **Inclusive Sourcing Program**, so they may be considered in bidding processes when opportunities related to their business activities arise.



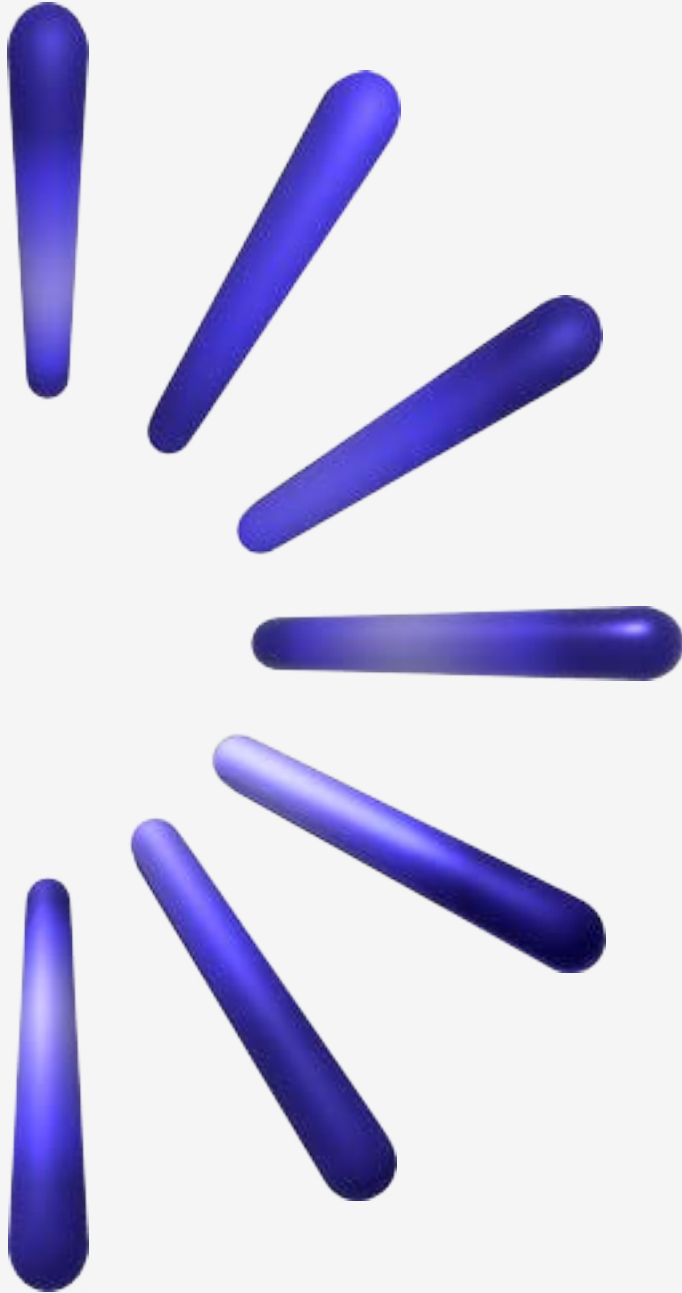
### Collaboration

Our relationship with suppliers is not limited to contractual compliance. We maintain a collaborative approach to foster social responsibility, share best practices, and build capabilities that jointly elevate sustainability, integrity, and performance standards across the entire supply chain.



During 2025, no significant risk of child labor or forced or compulsory labor cases was identified.

This comprehensive approach to sustainable sourcing supports our corporate values and also strengthens the resilience of our supply chain against social, ethical, and environmental risks, contributing to a more responsible, transparent operation aligned with global sustainability commitments.



3.3

# Partnerships and Collaborations

We are convinced that collaboration is a key enabler of sustainable development, and therefore we promote strategic alliances with international organizations, academic institutions, clients, suppliers, and civil society organizations that share our vision of generating a positive and lasting impact. Through these interactions, we actively contribute to the 2030 Agenda, strengthening our contribution to the **Sustainable Development Goals** (SDGs), driving responsible innovation, talent development, and the creation of shared value in the communities where we operate.



OFFICIAL GLOBAL PARTNER

WINNING THE FUTURE

### 3.3.1

## Strategic Partnership with Real Madrid

As part of our commitment to innovation, sustainable value creation, and the strengthening of strategic alliances, we renewed our global partnership with Real Madrid, consolidating a collaboration that has significantly contributed to the evolution of the digital experience of millions of fans around the world. Since the beginning of this collaboration, we have supported Real Madrid in implementing its digital vision, participating in the design and modernization of an integrated, robust, modular, and scalable technology platform.

This transformation has enabled the acceleration of agile practices, the strengthening of the club's digital channels, and the delivery of personalized, real-time experiences, placing fans at the center of the digital strategy. The partnership has also enhanced Real Madrid's ability to expand and diversify its digital revenue streams, while optimizing the management of its technology ecosystem, contributing to a more efficient, adaptable

operations aligned with the expectations of a constantly evolving global community. The renewal of this collaboration reflects a shared vision based on excellence, innovation, and rigor, as well as a mutual commitment to driving technological solutions that generate positive impact and long-term value.

For us, this partnership reaffirms our positioning as a strategic partner in digital transformation and a benchmark in the implementation of high-impact technology solutions. Looking ahead, the collaboration will continue to focus on the ongoing evolution of the club's digital ecosystem, the strengthening of its technology infrastructure, and the continuous improvement of user experience, contributing to Real Madrid's global leadership in sports, entertainment, and innovation, under a responsible and sustainable digital transformation approach.



**Softtek**®

OFFICIAL INTERNATIONAL TECHNOLOGY SPONSOR  
OF THE DALLAS MAVERICKS

### 3.3.2

## Strategic Partnership with the Dallas Mavericks

As part of our sustainable growth strategy and our commitment to generating positive impact through technology, we entered into a multi-year agreement with the Dallas Mavericks, through which we were named **“Official International Technology Sponsor”**. This partnership reinforces our commitment to innovation, digital transformation, and the development of initiatives that go beyond the sports domain.

Through this agreement, we make our software engineering and digital transformation capabilities available to the Dallas Mavericks, contributing to the evolution of their technology ecosystem and the creation of innovative experiences for fans, both locally and globally. To maximize the impact of this partnership, Softtek and the Dallas Mavericks joined efforts around a shared goal: to promote social well-being and the development of children and youth through sports and technology, agreeing to carry out an exchange in our respective home cities.

When **purposes** come together, new **opportunities** emerge and impact **transcends** borders.



## Building community, one court at a time

This partnership came to life through the renovation of two basketball courts in Monterrey, Mexico, transforming them into an inclusive space designed to foster healthy community interaction and expand sporting opportunities for the local community.

The project marked the first basketball court renovation in Mexico driven by the Dallas Mavericks. Key improvements included the refurbishment of the playing surface and outdoor court, installation of new backboards, addition of seating areas, and the creation of artistic murals both inside and outside the court. These interventions were designed to reflect the spirit and identity of Monterrey, inspired by its urban landscape and tex-mex music, symbolizing a bridge between Dallas and Monterrey.

As part of this initiative, on **March 15, 2025**, Softtek, in collaboration with Fundación Solidaria, brought together more than **80 volunteers** to participate in painting the court and the exterior murals. Softtekians and their families, the

Ciudad Deportiva Churubusco community, Dallas Mavericks leaders, and the Monterrey-based artist collective “The Mural Agency” all worked together to bring the court and murals to life, turning the space into a collective artwork.

On **March 28, 2025**, during the inauguration ceremony, attendees included Blanca Treviño, President and CEO of Softtek; Katie Edwards, Chief Impact Officer of the Dallas Mavericks; Dallas Mavericks legends Eduardo Nájera and Rolando Blackman; as well as local government representatives, Softtek leaders, and community members, reaffirming the mission of inspiring and uniting through sports.

With a vibrant community **“Fan Fest”** open to the public, more than **400 people** gathered to celebrate. During the event, basketball clinics led by coaches from the Mavs Academy and NBA Mexico were offered to approximately 200 local athletes, in a festive, sporting, and family-friendly atmosphere.



## Inspiring the STEM Future

For this initiative, the social programs of both organizations were brought together: **“Codellege” by Softek** and **“Girls Empowered by Mavericks” (GEM)**, with the aim of introducing girls between the ages of 9 and 14 to the world of technology in a playful and inspiring way, through courses and talks.

Through the “Coding & Hooping” course, girls from the GEM program in Dallas, United States learned the fundamentals of coding using the “Scratch” platform, while designing a video game inspired by their favorite sport: basketball. This experience allowed them to develop logical and creative skills, connecting programming with an activity they are already passionate about.

The courses were created by a team of Softek volunteers, who also participate as speakers, mentors, and facilitators during the events, further strengthening the support and educational impact of the initiative.

In 2025, more than **1,000 girls** in Dallas were reached through this initiative. By investing in children and youth, in collaboration with the Dallas Mavericks, at Softek we are committed to a purposeful present and a future led by those who are now discovering their passion for creating, innovating, and transcending. This partnership reflects a shared vision that recognizes technology as an enabler of social impact, innovation, and community connection.

3.3.3

## Other partnerships

- Real Madrid
- Dallas Mavericks
- AB Initio
- Acquia
- Adobe
- Anixter
- Appian
- ASUG
- Atlassian
- AWS
- Backbase
- BlueYonder
- Botech
- CEGID
- CentricsIT
- CloudHesive
- Compusoluciones
- Corcentric
- Cumulus Solutions Group
- CyberArk
- DAON
- Databricks
- Datadog
- DevoTeam
- Dynatrace
- Easy Metrics
- Electrinet
- Equinix
- Five9
- Gluware Inc.
- Google
- Grafana Enterprise
- Haka Technologies
- HP
- Imping
- Incorta
- Informatica
- Innovative Logics
- Inpixon
- Intel
- KIO
- Knime
- Kontakt.io.Inc
- Kroll
- Llamaindex
- MATILDA INC
- Meridian Link
- Microsoft
- MIGNOW
- Modern Industrial
- Mulesoft
- Nakivo
- NewRelic
- Nutanix
- Nvidia
- OneSec
- Open Text
- Oracle
- Outliers
- Outsystems
- Panaya
- Privaini
- Quest
- Red Hat
- RELEX
- Rocket
- Sailpoint
- Salesforce
- SAP
- Service Now
- Shopify
- Snowflake
- Softeon
- SoftwareOne
- Splunk
- Stibo
- Stromasys
- SupportLogic
- Tanium
- TD SYNTEX
- TrueSpot
- UCP-inc
- UIPath
- VEEAM
- Venetia Partners
- Veridas
- WSO2
- Yalo
- Zuora



# Governance

- 4.1 Corporate Governance
- 4.2 Certifications
- 4.3 Stakeholders
- 4.4 Customer Satisfaction
- 4.5 Risk Management
- 4.6 Information Security
- 4.7 Integrity

# Chapter

# 4



#### 4.1

# Corporate Governance

Our Corporate Governance structure reinforces our commitment to an ethical, transparent organization aligned with sustainability principles. Through responsible decision-making, we aim to build trust with our stakeholders and strengthen a competitive and sustainable operation over the long term.

Corporate Governance is composed of strategic committees that work in a coordinated manner to develop frameworks, procedures, and best practices aimed at ensuring accountability, effective risk management, and regulatory compliance in environmental, social, and governance matters.

## 4.1.1

## Board of Directors

The Board of Directors is the highest corporate governance body of the organization. It is responsible for the overall oversight of management, performance, and business strategy, including the review and approval of key financial matters, investment plans, and projections in the markets where we operate. The appointment of its members is carried out in accordance with previously established rules and bylaws, ensuring a transparent process aligned with good governance principles.

Currently, the Board of Directors is composed of professionals with diverse and specialized experience, providing a strategic perspective from different key areas. Diversity of profiles is also encouraged, strengthening decision-making, accountability, and the commitment to ethical, sustainable, and long-term management.

It is composed of:

<b>Blanca Treviño</b>	Chairwoman
President & CEO	
<b>Doris Seedorf</b>	Board Member
Chief Corporate Development Officer	
<b>Roberto Montelongo</b>	Board Member
Chief Operating Officer	
<b>Heriberto Murillo</b>	Board Member
Chief Financial Officer	
<b>Carlos Cantú</b>	Board Member
Retail Business Relationship Sr	

## 4.1.2

## Audit Committee

This Committee oversees the organization's internal control and audit system, ensuring its robustness, effectiveness, and independence. Its main functions include reviewing and evaluating reports issued by internal and external audits, as well as monitoring findings and recommendations.

As part of its responsibility, for sound corporate governance, the Committee keeps the Board of Directors informed about any deviations, deficiencies, or significant risks identified in internal control processes, thereby contributing to continuous improvement, transparency, and accountability in organizational management.

It is composed of:

<b>David Jiménez</b>
MD CPG
<b>Eduardo Guerrero</b>
Chief Sales Officer
<b>Mauro Mattioda</b>
MD Utilities, Agroindustry & South America Market

## 4.1.3

## Ethics Committee

The main objective of the Ethics Committee is to ensure compliance with the organization's ethical principles and standards. To this end, it coordinates the work of Local Committees, which are responsible for addressing and following up on potential breaches of the Code of Ethics in each region or operational unit.

This Committee meets at least four times a year and acts as a guardian of an ethical organizational culture, promoting transparency, responsible conduct, and trust among employees and other stakeholders. The Global Committee is composed of:

**Luis Revilla**

Chairman

Chief People Officer

**Doris Seedorf**

Chief Solutions Officer

**Beatriz Vallejo**

Account Delivery Director

**Fernando Méndez**

Chief Change Management Officer

**Mauro Mattioda**

MD Utilities, Agroindustry &amp; South America Market

## 4.1.4

## Investment and Risk Committee

This Committee is responsible for overseeing and implementing policies related to risk management, evaluating performance by market, and ensuring the implementation of policies aligned with strategic corporate objectives. Additionally, it defines and promotes actions aimed at strengthening business performance from an economic, social, and environmental perspective, encouraging responsible and sustainable investment decisions.

Its role also includes safeguarding stakeholder requirements by incorporating their expectations into the analysis of risks and opportunities, contributing to more resilient, transparent, and long-term-oriented management. It is composed of:

**Blanca Treviño**

President &amp; CEO

**Roberto Montelongo**

Chief Operating Officer

**Heriberto Murillo**

Chief Financial Officer

4.1.5

## Artificial Intelligence Responsibility Committee

The primary function of this Committee is to define the governance, risk, security, and compliance framework for the implementation of artificial intelligence through a responsible, democratized, and federated model. Additionally, the Committee oversees the implementation and evolution of artificial intelligence at Softtek for the benefit of our organization and our clients. Our responsible management of artificial intelligence is guided by international standards and frameworks that support its reliable, secure, and ethical implementation, including ISO 42001, NIST AI RMF, and OWASP, among others. Composed of a global and multidisciplinary team, it is composed of:

### Albertina del Pilar Cardiel Chávez

AI Governance

### Juan Antonio Sánchez

Senior Information Security Manager

### Jaime Alberto Palacios Reyes

Chief Value Discovery Officer

### Arturo Marroquín

Global IT &amp; Cybersecurity Director

### Rodrigo González Hermosillo

Chief Information Officer

### Roberto Manuel Arratia Maqueo

Legal Counsel

### Luis Fernando Jaramillo Cuéllar

USA, CAN, IN People Director

4.1.6

## Information Security and Cybersecurity Committee

This Committee's main function, in coordination with the Information Security Office, is the review, approval, and oversight of policies related to information security, personal data protection, and cybersecurity. Its work includes continuous monitoring of risks and security incidents, as well as the implementation of preventive and corrective measures that ensure the integrity, confidentiality, and availability of information.

Additionally, the Committee validates information security clauses included in service contracts, ensuring regulatory compliance and alignment with international best practices. Its work is key to strengthening digital trust and mitigating risks associated with the technological environment. It is composed of:

### Luis Cuéllar

Executive Director of Risk Management and Compliance

### Beni López

MD Industrial &amp; US Market

### Carlos Funes

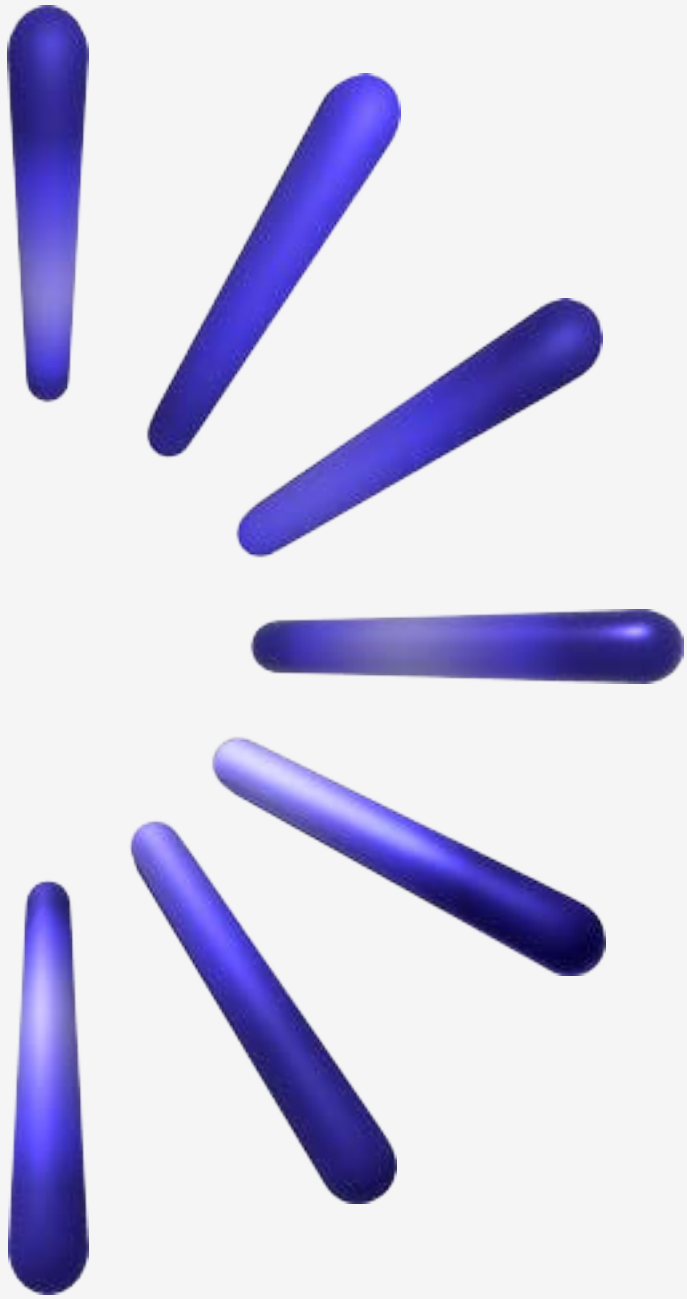
MD BFS &amp; Mexico Market

### Roberto Montelongo

Chief Operating Officer

### Arturo Marroquín

Global IT &amp; Cybersecurity Director



## 4.2

# Certifications

Certifications support the strength of our processes and reflect our commitment to internationally recognized standards. Achieving these certifications validates the quality, security, and efficiency of our operations, strengthens trust with our stakeholders, and drives continuous improvement aligned with industry best practices. In this regard, certifications also ensure that our teams possess standardized knowledge and skills based on methods, tools, and practices recognized by the industry. This contributes to maintaining consistency in the execution of processes and deliverables, enabling the scalability of our organization without compromising the quality of our services.

- ISO 9001: Quality Management System
- ISO 14001: Environmental Management System
- ISO 14064-1: Carbon Footprint
- ISO 20000-1: IT Service Management System
- ISO 27001: Information Security Management System
- ISO 37001: Anti-Bribery Management System
- ISO 42001: Artificial Intelligence Management System
- SOC 1
- SOC 2
- CMMI
- TMMI Level 5
- SDI Business Led

4.3

# Stakeholders

Stakeholders	Interest	Communication Channels
Employees	<ul style="list-style-type: none"> <li>▪ Company’s economic performance in the medium and long term</li> <li>▪ Customer commitment and satisfaction</li> <li>▪ Professional growth and development</li> <li>▪ Health and safety</li> <li>▪ Environmental protection</li> </ul>	<ul style="list-style-type: none"> <li>▪ Weekly email communications</li> <li>▪ Mercury</li> <li>▪ Regular in-person and virtual meetings with leadership</li> <li>▪ Performance Management</li> <li>▪ Softtekian Engagement Index</li> <li>▪ External social media</li> <li>▪ Internal social network (Viva Engage)</li> <li>▪ Annual Sustainability Report</li> </ul>
Clients	<ul style="list-style-type: none"> <li>▪ Customer commitment and satisfaction</li> <li>▪ Company’s economic performance in the medium and long term</li> <li>▪ High-quality services and solutions</li> <li>▪ Social and environmental commitments</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ongoing relationship management through sales representatives</li> <li>▪ Annual business events</li> <li>▪ Annual customer satisfaction surveys</li> <li>▪ Email communication</li> <li>▪ Website</li> <li>▪ External social media</li> <li>▪ “Voice of the Customer” recognition</li> <li>▪ In-person meetings</li> <li>▪ Annual Sustainability Report</li> </ul>

Table continues on the next page →



Continuación tabla

Stakeholders	Interest	Communication Channels
Suppliers	<ul style="list-style-type: none"> <li>▪ Company's economic performance in the medium and long term</li> <li>▪ Fair business conditions</li> <li>▪ Social and environmental commitments</li> </ul>	<ul style="list-style-type: none"> <li>▪ Daily procurement interactions</li> <li>▪ Email communication</li> <li>▪ In-person meetings</li> <li>▪ Surveys</li> <li>▪ Annual Sustainability Report</li> </ul>
Community	<ul style="list-style-type: none"> <li>▪ Company's economic performance in the medium and long term</li> <li>▪ Environmental impact mitigation and management</li> <li>▪ Human rights</li> <li>▪ Transparent communication</li> <li>▪ Contribution to community well-being and development</li> <li>▪ Local employment opportunities</li> </ul>	<ul style="list-style-type: none"> <li>▪ Company's economic performance in the medium and long term</li> <li>▪ Environmental impact mitigation and management</li> <li>▪ Human rights</li> <li>▪ Transparent communication</li> <li>▪ Contribution to community well-being and development</li> <li>▪ Local employment opportunities</li> </ul>
Government	<ul style="list-style-type: none"> <li>▪ Company's economic performance in the medium and long term</li> <li>▪ Health and safety</li> <li>▪ Local employment opportunities</li> </ul>	<ul style="list-style-type: none"> <li>▪ Annual Sustainability Report</li> <li>▪ Long-term partnerships</li> <li>▪ Events and conferences</li> </ul>
Shareholders	<ul style="list-style-type: none"> <li>▪ Company's economic performance in the medium and long term</li> <li>▪ Corporate Governance</li> <li>▪ Disclosure and performance on environmental, social, and governance (ESG) topics</li> <li>▪ Talent development</li> </ul>	<ul style="list-style-type: none"> <li>▪ Regular in-person and virtual meetings with leadership</li> <li>▪ Annual financial reports</li> <li>▪ Annual Sustainability Report</li> <li>▪ Internal communication platforms</li> </ul>

4.4

# Customer Satisfaction

We continuously work to gain a deep understanding of our clients' needs, who trust us to design and deliver innovative solutions that generate a positive, measurable, and sustainable impact over time. Active listening, ongoing experience measurement, and the sharing of success stories allow us to learn, adapt, and evolve consistently, strengthening trust and the relationships we build with our clients.

All these efforts are framed within a vision of responsible digital transformation, where technology is conceived as an enabler of progress that integrates ethics, inclusion, and sustainability across all dimensions, ensuring that innovation contributes to the balanced development of individuals, organizations, and society. The value we bring to our clients can be defined by four key qualities:

**Being technology experts**  
Being outstanding software engineers is our superpower.



**Being empathetic**  
We understand our client's challenges, concerns, and motivations, and turn them into opportunities.



**Being visionary**  
We anticipate trends, understand them, and apply them alongside our clients so they stay one step ahead of their competition.



**Being humble**  
It's not about appearances, but about delivering value. We prefer to listen, learn, and respond with real solutions. Our clients value that—people who take action and create impact.





# 4.37

\*C-SAT Global Score



One of our core metrics for evaluating customer experience is the **Customer Satisfaction Score (C-SAT)**, an indicator that allows us to directly understand our clients' perception of the value we deliver in every interaction. More than just a measurement, this program serves as a strategic tool to strengthen closeness and maintain continuous dialogue with our clients.

Through C-SAT, we gain a comprehensive view that helps us identify trends, anticipate needs, and detect opportunities for improvement, driving the continuous evolution of our services. This approach enables us to strengthen retention, support our clients' growth, and maximize the value we generate in every relationship. The feedback process is conducted annually and includes various methodologies to ensure a broad, representative, and consistent evaluation. The systematic implementation of this process reinforces our relationships with clients and supports our ability to operate under demanding standards of quality and excellence.

4.5

# Risk Management

At Softtek, we recognize that the identification, assessment, and management of risks are essential to ensuring business continuity, protecting our stakeholders, and strengthening the resilience of our operations. Therefore, we have mechanisms in place that allow us to anticipate, prevent, and mitigate risks related to human capital, infrastructure, assets, technology, and the environment.

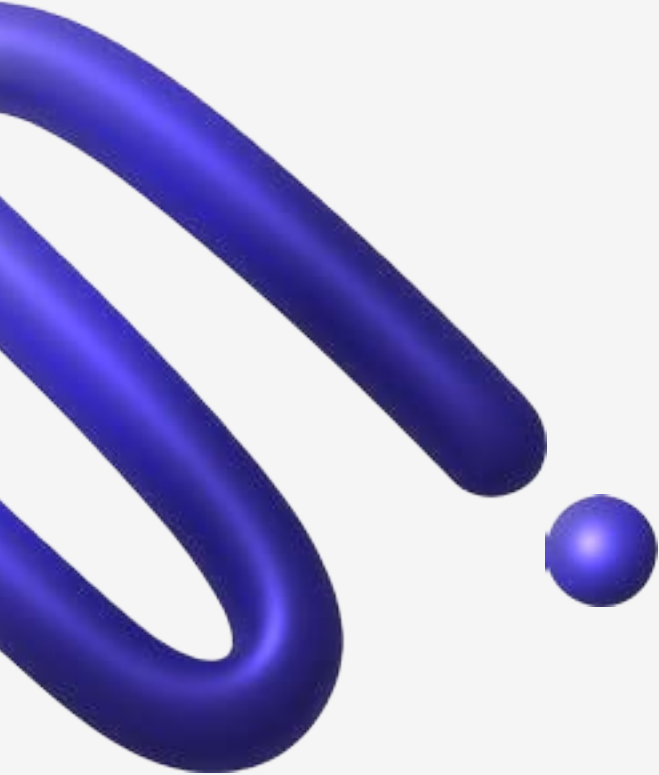
As part of our preventive approach, we use the **Failure Mode and Effects Analysis** (FMEA) methodology to identify potential risks, analyze existing controls, and assess possible failures and their effects based on severity, detectability, and likelihood of occurrence. This analysis enables us to strengthen existing controls and mitigate, reduce, or correct the probability and impact of adverse events within our operations.

Additionally, we have a **Business Continuity Plan and Disaster Recovery Plan** (BCP-DRP) designed to ensure operational continuity in the face of disruptive events that may affect performance, continuity, or effectiveness, such as crises, technological incidents, operational contingencies, emergencies, or natural disasters, among others.



This plan establishes clear response and recovery protocols aimed at strengthening organizational resilience, safeguarding people's safety, and mitigating, reducing, or controlling operational disruptions.

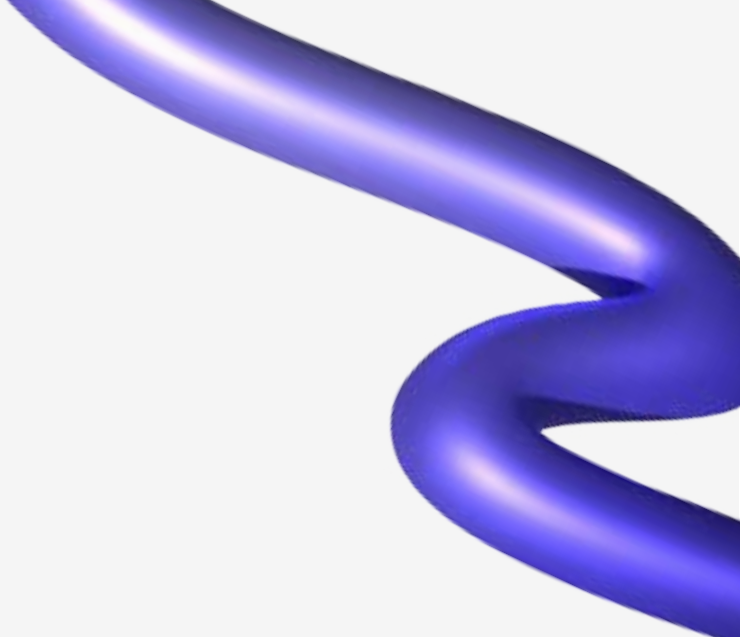
Aligned with this, Softtek has a local **Crisis Management** team responsible for testing the BCP-DRP at least once a year across our **Global Delivery Centers** within the scope of the **Information Security Management System**. Through this risk management approach, we strengthen a resilient organization capable of anticipating and effectively responding to changing scenarios, ensuring business continuity and maintaining the trust of our clients, employees, and other stakeholders.



4.6

# Information Security

A key component of sustainability in our business is the establishment of a strong Information Security culture. Protecting data—both our own and that of our clients and employees—is especially critical in an environment where technological innovation, including the development and use of artificial intelligence-based solutions, requires the ethical, transparent, and secure handling of large volumes of information. At Softek, we are committed to implementing an **Information Security Management System (ISMS)**, supported by robust cybersecurity measures and certified under the international standard **ISO/IEC 27001:2022**. This ensures the confidentiality, integrity, and availability of information, strengthens stakeholder trust, and enables the identification, assessment, and control of operational risks that could impact our organizational objectives. Our **Information Security Policy** promotes the adoption of measures aimed at fostering a culture of compliance and ensuring privacy, confidentiality, integrity, and availability of data.



This Policy aims to:



Establish guidelines for evaluating information about security risks and incidents.



Maintain control of company assets through inventory, asset ownership, and clearly defined roles and responsibilities.



Protect facilities, assets, services, and business activities against unauthorized access, misuse, theft, fraud, and accidental or intentional damage.



Guarantee the proper use and secure operation of servers, networks, and software, as well as the integrity of the information processed, stored, or transmitted through them.



Prevent any legal, civil, criminal, or labor-related violations, as well as breaches of security clauses in contracts or agreements with clients.



Define guidelines to ensure the confidentiality of the company's intellectual property, as well as that of our clients.

The **Information Security Office** is responsible for identifying, assessing, and controlling information security risks. It also manages security events and incidents by implementing processes and tools for reporting, tracking, and documentation, ensuring timely preventive and corrective actions.

Security events or incidents can be reported through our internal **HELP** platform, via email, or directly to the corresponding operations, area, or local security leader.



#### 4.6.1

## Information Security in Artificial Intelligence

The adoption of artificial intelligence-based solutions introduces new challenges and opportunities in the field of information security. As these technologies transform processes and generate value, they require robust governance frameworks to ensure ethical, transparent, and secure use of data. At Softtek, we promote responsible AI governance aligned with cybersecurity, privacy, and digital sustainability principles, strengthening trust among our clients and stakeholders.

As part of this commitment, the **Artificial Intelligence Responsibility Committee** was established in 2024 to define policies and processes regulating AI use, through collaboration between Information Technology, Legal, and the Information Security Office. As a result of this approach, in 2025 we obtained certification under the international standard **ISO/IEC 42001:2023**, becoming the first company in Latin America to certify an artificial intelligence management system.



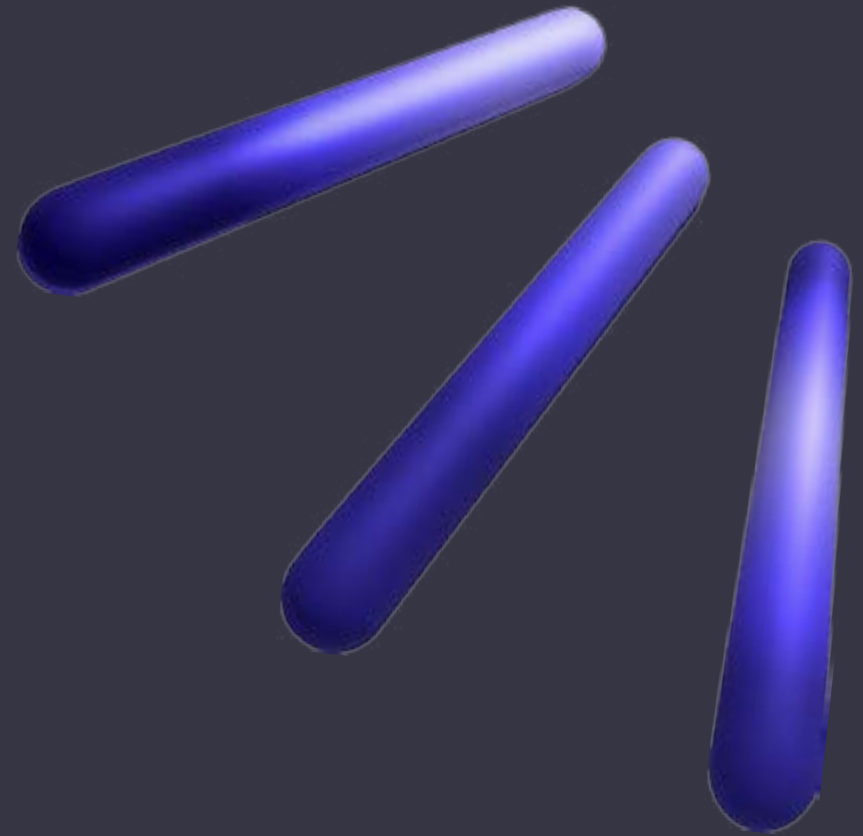
#### 4.6.2

## Information Security Culture

Building a strong information security culture requires the active commitment of everyone within our organization. To reinforce this culture and ensure awareness and compliance with our Policy, we have implemented a comprehensive Information Security training program composed of various courses for our personnel.

This program aims to promote the proper use and protection of information belonging to both Softtek and our clients. Key training initiatives include: **“Information Security Induction”**, designed to introduce new hires to security guidelines and responsibilities; **“Information Security Awareness”**, an annual training covering key risks, threats, and updates to policies and procedures; and **“Information Security for Leaders”**, focused on reinforcing compliance with security controls within their teams.

In 2025, we achieved a **92%** participation rate in our **“Information Security Awareness”** program, representing approximately **14,000** hours of information security training.



4.7

# Integrity

At Softtek, we have an **Integrity Program** built on three key pillars that strengthen ethical conduct:



## Culture

Strategies that foster ethical habits and behaviors through training, tools, communications, and content focused on ethics, integrity, honesty, and respect.



## Regulatory Framework

A set of policies that promote ethical behavior among all members of the organization. These policies are reviewed and updated annually to ensure their effectiveness and compliance.



## Integrity Line

A formal and secure channel that enables employees and third parties to report, in good faith, any misconduct, irregularities, or actions contrary to the law, our organizational values, or internal policies.

To reinforce our program, we have a **Global Ethics Committee** that ensures compliance with the organization's ethical principles and standards, as well as **Local Ethics Committees** responsible for addressing and following up on potential breaches of the **Code of Ethics** in each region.

Both committees act as ambassadors of an ethical organizational culture, promoting transparency, responsible conduct, and trust among employees and stakeholders. These guidelines, training initiatives, reporting mechanisms, and governance bodies strengthen our ethical culture and ensure transparent and secure practices.

Integrity, honesty, and respect are fundamental values that guide our organization's actions.

4.7.1

## Ethics

To foster an environment of respect and integrity, we have a **Code of Ethics** that guides decision-making and promotes responsible behavior. It serves as the primary reference for ethical conduct among employees and stakeholders and as the foundation for the policies that shape our culture of integrity.

This document outlines how we act with integrity across all aspects of our operations, including how we interact with people, manage information responsibly, use technology and company assets appropriately, engage with society, and make decisions.

In Mexico, we were recognized for the fourth time as one of the most ethical companies by **AMITAI**, ranking 34th in 2025. We also expect our suppliers, agents, and intermediaries to share these values and principles. **Through our Code of Conduct for Suppliers and External Intermediaries**, we define the minimum requirements that our external partners must follow regarding integrity.

### Code of Conduct for Suppliers and External Intermediaries to Softtek

## Softtek Code of Ethics

### Integrity Culture

At Softtek, we promote a culture of integrity through continuous training, tools, communications, and content on ethics, starting from onboarding and reinforced throughout each year.

#### Training

Ongoing ethics training is essential to ensure that all employees understand and apply ethical principles in their daily work. Integrity training is mandatory and represents a strategic pillar in strengthening our ethical culture.

Its objective is to ensure that all employees understand what it means to act with integrity within our organization by defining the expected skills, behaviors, and actions required to act ethically and responsibly. Through this training, we reinforce key concepts such as respect, harassment, and corruption, providing an overview of our policies and guidelines and facilitating their application in both professional and personal contexts.

By the end of 2025, **78% of employees had completed the Integrity training**, reflecting significant progress in the adoption of shared ethical principles and collective commitment to a strong and sustainable culture of integrity.

To further strengthen knowledge and the value of integrity, workshops and asynchronous training are offered through Softtek University on strategic topics such as **anti-corruption, integrity in decision-making, ethical leadership, and ethics in artificial intelligence**. In 2025, a total of **5,221 training hours** were accumulated in integrity-related topics.

Each year, we reaffirm our commitment to ethics through **Integrity IQ**, an agile and accessible training that reinforces employees' understanding of integrity topics. Additionally, in 2025 we delivered exclusive training for leaders during Leaders Week, providing

guidance on how to channel integrity-related concerns into formal reports in accordance with the Code of Ethics and institutional reporting channels.

### Integrity Week

Our efforts have led to the consolidation of a dedicated Integrity Week focused on creating spaces for dialogue on relevant integrity topics.

During **Integrity Week 2025**, the central theme was the Integrity Line as a key mechanism for promoting transparency and trust, highlighting its proper use, protection measures for reporting individuals, and organizational support throughout the process.

Additionally, applied integrity exercises and leadership dialogue sessions were conducted, where leaders shared experiences on how to apply integrity in strategic decision-making.

### Case Studies

We strengthen knowledge and practice of integrity through publicly available case studies, which illustrate risk behaviors, reflect on real-life scenarios, and reinforce decision-making aligned with the **Code of Ethics**.

We also create reflection spaces where employees analyze new case studies, discuss identified risks, and, in some cases, develop remediation plans as if they were part of Softtek's Ethics Committee.

Learn more about our culture of integrity

### Integrity Assessment

The Integrity Assessment is part of the **Softtekian Experience Index** strategy and allows us to understand the perception of integrity within our organization.

The results are used to evaluate the effectiveness of integrity strategies and identify areas for improvement. In 2025, the **perceived level of integrity among employees reached 80%**, while the **perception of integrity promotion by leadership reached 83%**.



#### 4.7.2

## Anti-Corruption

Through our **Anti-Corruption and Anti-Bribery Policy**, we reaffirm our commitment to integrity by preventing, addressing, and sanctioning any act of corruption or bribery, both internally and in our interactions with external stakeholders, including government authorities, clients, and suppliers.

We ensure that all activities comply with applicable legal frameworks in the countries where we operate, under principles of fair competition and good business practices. This policy is subject to continuous review and improvement and establishes clear responsibilities aligned with international best practices, including the **ISO 37001:2016 Anti-Bribery Management System**. It reinforces our zero-tolerance stance toward corruption and bribery through measures such as:

- Proposing improvements to strengthen the system
- Complying with established procedures and controls
- Reporting improper practices through the Integrity Line
- Conducting due diligence in all relevant transactions and activities

In Mexico, the Government industry successfully completed its **ISO 37001** recertification process in 2025, maintaining the certification since 2022.

### Anti-Corruption and Anti-Bribery Policy

## Training

To reinforce our zero-tolerance culture, we provide training to raise awareness and strengthen understanding of corruption and bribery risks. In 2025, in partnership with the United Nations Office on Drugs and Crime (UNODC), we delivered the training **“Global Action for Business Integrity: Youth as Agents of Change in Corruption Prevention”**, strengthening capabilities in key Anti-Bribery Management System roles.

4.7.3

## Conflict of Interest

We have a **Conflict of Interest Policy** to identify, manage, and prevent situations that may result in conflicts between personal interests and those of Softtek. In 2025, we implemented a global **Related Parties Declaration**, through which employees disclosed potential relationships within the organization, value chain connections, significant investments, and additional professional activities.

Identified situations are managed transparently in accordance with established protocols, ensuring the integrity of professional relationships and preventing behaviors that could compromise ethics, objectivity, and trust. All employees are expected to act in the best interest of the organization, exercising objective judgment free from personal influence or conflicting loyalties.

Conflict of Interest Policy

4.7.4

## Anti-Harassment

At Softtek, we reject all forms of harassment and misconduct. Through our **Anti-Harassment Policy**, we are committed to preventing, addressing, and sanctioning such behaviors to ensure a safe, respectful, and violence-free workplace. We have established protocols that define procedures and tools to properly handle complaints, ensuring protection and support for those who report incidents. We promote a culture of respect through continuous training, awareness, and communication, reinforcing our zero-tolerance stance toward any behavior that undermines human dignity.

Anti-Harassment Policy

Attention Protocol for Harassment Complaints

4.7.5

# Integrity Line

As part of our commitment to ethics, we have an **Integrity Line**, a confidential and secure channel that allows employees and third parties to report, anonymously or openly, any potential violations of our Code of Ethics, internal policies, contractual agreements, or applicable laws.

This reporting mechanism is permanently available through our public platform and ensures a safe environment free from retaliation or discrimination. Complaint management is governed by principles such as presumption of innocence, protection of the reporting individual, and confidentiality throughout the process. We have a formal **protocol for receiving and handling complaints**, as well as specialized protocols for cases related to respect and harassment, ensuring appropriate case management.

Once a report is received, it is assigned to a trained investigator responsible for reviewing, collecting information, verifying facts, and preparing a report. Investigators are trained in interview methodologies, case tracking, and remediation planning. The Ethics Committee then evaluates the findings, issues conclusions, and defines a **remediation plan**. Committee members are trained in integrity, investigations, and internal policies.

Additionally, we use a **classification framework** that categorizes misconduct based on impact, recurrence, and timing, helping define appropriate corrective actions. Through this process, we aim to remediate issues by addressing root causes and preventing recurrence, thereby strengthening our culture of integrity and accountability.

[Learn about our Integrity Line](#)

## Start

\*All complaints are investigated objectively, protecting the complainant and upholding the presumption of innocence.





## Total complaints in 2025

Complaint Status	Quantity
Complaints closed	44
Complaints in process	11
Complaints dismissed	4
<b>Total</b>	<b>59</b>

## Complaints received in 2025 segregated by topic and country

Topic/Country	Argentina	Brazil	Chile	Colombia	India	Mexico	Peru	Spain	United States	Total
Harassment	1	0	1	0	1	8	1	3	3	18
Conflict of interest	0	0	0	0	0	10	0	0	0	10
Corruption	0	0	0	0	1	0	0	0	0	1
Information integrity	0	0	0	0	0	0	0	1	0	1
Mutual respect	3	1	0	5	0	16	0	2	1	28
Authority abuse	0	0	0	0	0	1	0	0	0	1
Adequate environment	2	0	0	0	0	1	0	0	0	3
Discrimination	0	0	0	1	0	0	0	0	0	1
Proper management	0	0	0	4	0	5	0	2	0	11
Respect	1	1	0	0	0	9	0	0	1	12
Use of company technology and assets	0	0	0	0	0	1	0	0	0	1
<b>Total</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>35</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>59</b>

## Total remediation plans and actions in 2025

Description	Quantity
Remediation plans elaborated	42
Remediations actions implemented	67
Comprehensive Ethical Culture Plan	11
Team Environment Plan	18
Improvement Opportunity for the reporter/reported party	5
Process Improvement	19
Improvement Commitment	14

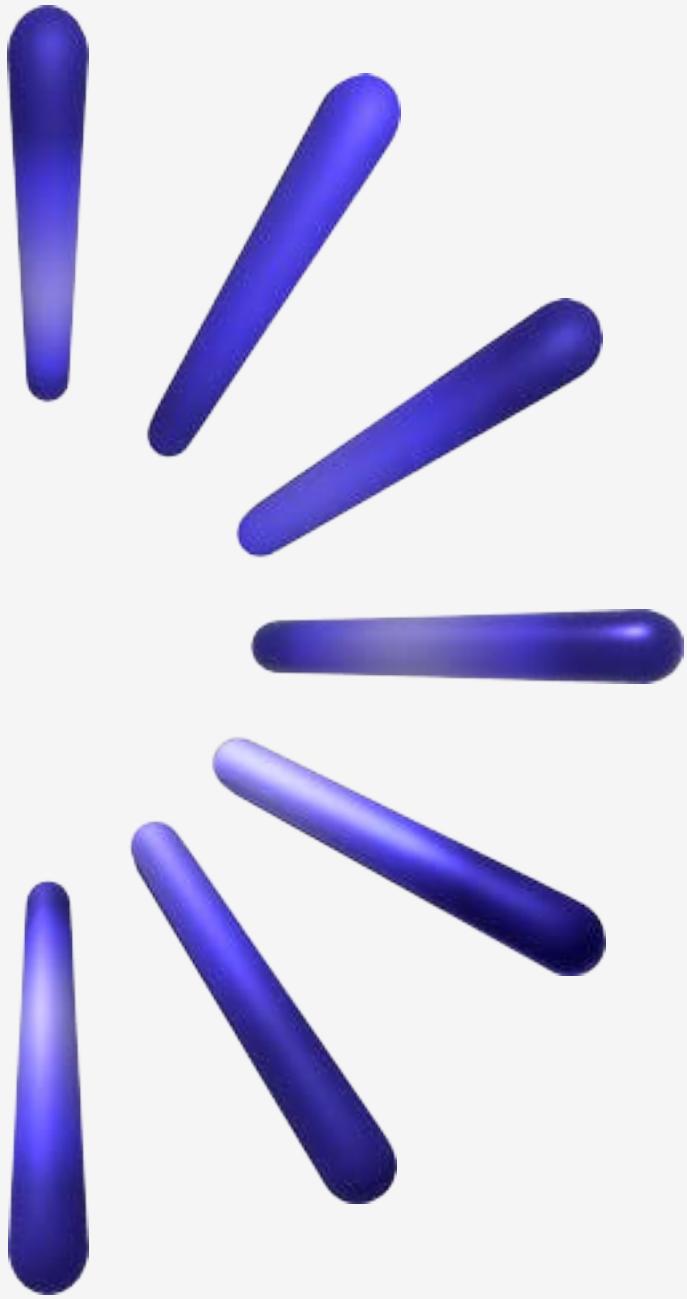
Note: A complaint could have more than 1 remediation action.



# Indices

- 5.1 GRI
- 5.2 SASB
- 5.3 SDGs

# Chapter 5



## 5.1

# Global Report Initiative (GRI)

The Global Reporting Initiative (GRI) has become the most widely adopted reporting framework worldwide. It provides organizations with comprehensive guidelines to transparently disclose their environmental, social, and governance (ESG) impacts, enabling stakeholders to assess corporate sustainability performance in a clear and consistent manner. As part of our commitment to transparency and accountability, Softtek has incorporated GRI guidelines as the foundation for communicating our sustainability performance.

This approach has been consistently reflected in the development of our GRI Content Index, which we have maintained since the publication of our 2015 Report. Softtek has reported the information cited in this GRI Content Index for the period from January 1 to December 31, 2026, with reference to the GRI Standards.

GRI Standard	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) omitted	Reason	Explanation	
General Disclosures						
GRI 2: General Disclosures 2021	2-1 Organizational details	9				
	2-2 Entities included in the organization's sustainability reporting	26				
	2-3 Reporting period, frequency and contact point	26				
	2-4 Restatements of information	26				
	2-5 External assurance	26				
	2-6 Activities, value chain and other business relationships	7-18				
	2-7 Employees	60-64				
	2-8 Workers who are not employees			Confidentiality	Confidentiality constraints	As a private company, part of the information associated with these indicators is confidential and therefore is not included in this report.
	2-9 Governance structure and composition	101-104				
	2-10 Nomination and selection of the highest governance body	102				
	2-11 Chair of the highest governance body	102				
	2-12 Role of the highest governance body in overseeing the management of impacts	101-104				

Table continues on the next page →

GRI Standard	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) omitted	Reason	Explanation	
GRI 2: General Disclosures 2021	2-13 Delegation of responsibility for managing impacts	101-104				
	2-14 Role of the highest governance body in sustainability reporting	The Corporate Sustainability Director is responsible for reviewing and approving the information presented.				
	2-15 Conflicts of interest	121				
	2-16 Communication of critical concerns	122-123				
	2-17 Collective knowledge of the highest governance body	101-104				
	2-18 Evaluation of the performance of the highest governance body	74				
	2-19 Remuneration policy		Confidentiality	Confidentiality constraints	As a private company, part of the information associated with these indicators is confidential and therefore is not included in this report.	
	2-20 Process to determine remuneration		Confidentiality	Confidentiality constraints	As a private company, part of the information associated with these indicators is confidential and therefore is not included in this report.	
	2-21 Annual total compensation ratio		Confidentiality	Confidentiality constraints	As a private company, part of the information associated with these indicators is confidential and therefore is not included in this report.	

Table continues on the next page →

GRI Standard	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) omitted	Reason	Explanation	
GRI 2: General Disclosures 2021	2-22 Statement of sustainable development strategy	4-5; 32-33				
	2-23 Policy commitments	4-5; 32-33; 116-123				
	2-24 Embedding policy commitments	32-33				
	2-25 Processes to remediate negative impacts	122-123				
	2-26 Mechanisms for seeking advice and raising concerns	122-123				
	2-27 Compliance with laws and regulations}	116				
	2-28 Memberships associations	99				
	2-29 Approach to stakeholder engagement	106-107				
	2-30 Collective bargaining agreements	No operations or suppliers have been identified where the right to freedom of association and collective bargaining may be at risk.				
Material Topics						
GRI 3: Material Topics 2021	3-1 Process to determine material topics	26-30				
	3-2 List of material topics	28				
	3-3 Management of material topics	29-30				

Table continues on the next page →

GRI Standard	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) omitted	Reason	Explanation	
Anti-corruption						
GRI 3: Material Topics 2021	3-3 Management of material topics	19-30; 120				
GRI 2025: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	120				
	205-2 Communication and training about anti-corruption policies and procedures	120				
	205-3 Confirmed incidents of corruptions and actions taken	122-123				
Anti-competitive Behavior						
GRI 3: Material Topics 2021	3-3 Management of material topics	29-30; 116-123				
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	During the reporting period, no legal cases related to unfair competition or monopolistic practices were recorded.				
Energy						
GRI 3: Material Topics 2021	3-3 Management of material topics	29-30; 39-43				
GRI 302: Energy 2016	302-1 Energy consumption within the organization	39-41				
	302-2 Energy consumption outside of the organization		Unavailable	Information unavailable	Currently, no metric is available for this indicator.	
	302-3 Energy intensity		Unavailable	Information unavailable	Currently, no metric is available for this indicator.	
	302-4 Reduction of energy consumption	37-41				

Table continues on the next page →

GRI Standard	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) omitted	Reason	Explanation	
GRI 302: Energy 2016	302-5 Reductions in energy requirements of products and services		Not applicable	Not applicable	Not applicable, as the organization does not produce energy-consuming products.	
<b>Emissions</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	29-30; 49-54				
GRI 305: Emissions 2016	305-1 Direct (scope 1) GHG emissions	50-53				
	305-2 Energy indirect (scope 2) GHG emissions	50-53				
	305-3 Other indirect (scope 3) GHG emissions	50-53				
	305-4 GHG emissions intensity		Unavailable	Information unavailable	Currently, no metric is available for this indicator.	
	305-5 Reduction of GHG emissions	37, 54				
	305-6 Emissions of ozone-depleting substances (ODS)		Unavailable	Information unavailable	Currently, no metric is available for this indicator.	
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx) and other significant air emissions		Unavailable	Information unavailable	Currently, no metric is available for this indicator.	
<b>Employment</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	29-30; 57-90				
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	59-64; 77				

Table continues on the next page →

GRI Standard	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) omitted	Reason	Explanation	
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	78-79				
	401-3 Parental leave	78-79				
<b>Labor - Management Relations</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	29-30; 66-77				
GRI 402: Labor - Management Relations 2016	402-1 Minimum notice periods regarding operational changes	We ensure that we provide advance notice depending on the affair.				
<b>Training and Education</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	29-30; 66-77				
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	70				
	404-2 Programs for upgrading employee skills and transition assistance programs	66-73				
	404-3 Percentage of employees receiving regular performance and career development reviews	74-75				
<b>Diversity and Equal Opportunity</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	29-30; 85				

Table continues on the next page →

GRI Standard	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) omitted	Reason	Explanation	
GRI 405: Diversity and Equal Opportunity	405-1 Diversity and governance bodies and employees	60-64; 101-104				
	405-2 Ratio of basic salary and remuneration of women to men		Confidentiality	Confidentiality constraints	As a private company, part of the information associated with these indicators is confidential and therefore is not included in this report.	
Non-discrimination						
GRI 3: Material Topics 2021	3-3 Management of material topics	29-30; 85				
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	122-123				
Customer Privacy						
GRI 3: Material Topics 2021	3-3 Management of material topics	29-30; 111-115				
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		Confidentiality	Confidentiality constraints	As a private company, part of the information associated with these indicators is confidential and therefore is not included in this report.	

5.2

# Sustainability Accounting Standards Board (SASB)

At Softtek, we have used the Sustainability Accounting Standards Board (SASB) Standards since 2022 as a reference for disclosing sustainability information relevant to our investors' decision-making. This framework enables us to identify and report on the topics with the greatest financial and operational impact for the Software and IT Services sector.

The adoption of SASB strengthens the consistency, comparability, and quality of our disclosures, contributing to clearer, more transparent communication aligned with market expectations and stakeholder needs.

**Table 1.**  
Sustainability Disclosure Topics & Metrics

Topic	Metric	Category	Unit of measure	Code	Answer
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Quantitative	Gigajoules (GJ); Percentage (%)	TC-SI-130a.1	P. 39-43
	(1) Total water withdrawn, (2) total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	Quantitative	Thousand cubic metres (m <sup>3</sup> ); Percentage (%)	TC-SI-130a.2	P. 44-46
	Discussion of the integration of environmental considerations into strategic planning for data centre needs	Discussion & Analysis	n/a	TC-SI-130a.3	P. 43

Table continues on the next page →

Topic	Metric	Category	Unit of measure	Code	Answer
Data Privacy & Freedom of Expression	Description of policies and practices relating to targeted advertising and user privacy	Discussion & Analysis	n/a	TC-SI-220a.1	P. 111-115
	Number of users whose information is used for secondary purposes	Quantitative	Number	TC-SI-220a.2	We do not have public users or public services
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Quantitative	Currency	TC-SI-220a.3	No legal proceedings were filed
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	Quantitative	Number, Percentage (%)	TC-SI-220a.4	None
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Discussion & Analysis	n/a	TC-SI-220a.5	None
Data Security	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	Quantitative	Number, Percentage (%)	TC-SI-230a.1	Confidential Information
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion & Analysis	n/a	TC-SI-230a.2	P. 111-115
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that require a work visa	Quantitative	Percentage (%)	TC-SI-330a.1	4.84%
	Employee engagement as a percentage	Quantitative	Percentage (%)	TC-SI-330a.2	P. 60-64
	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	Quantitative	Percentage (%)	TC-SI-330a.3	P. 60-64

Table continues on the next page →

Topic	Metric	Category	Unit of measure	Code	Answer
Intellectual Property Protection & Competitive Behaviour	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	Quantitative	Currency	TC-SI-520a.1	None
Managing Systemic Risks from Technology Disruptions	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	Quantitative	Number, Days	TC-SI-550a.1	Confidential Information
	Description of business continuity risks related to disruptions of operations	Discussion & Analysis	n/a	TC-SI-550a.2	P. 110

## Table 2.

### Activity Metrics

Activity Metric	Category	Unit of measure	Code	Answer 2025
(1) Number of licences or subscriptions, (2) percentage cloud-based	Quantitative	Number; Percentage (%)	TC-SI-000.A	67% cloud-based
(1) Data processing capacity, (2) percentage outsourced	Quantitative	See note	TC-SI-000.B	30% outsourced
(1) Amount of data storage, (2) percentage outsourced	Quantitative	Petabytes; Percentage (%)	TC-SI-000.C	80% cloud-based; 20% local



5.3

# Sustainable Development Goals (SDGs)

The United Nations Sustainable Development Goals (SDGs) guide Softtek's sustainability strategy and the management of the impacts of our global operations. Their integration into our initiatives and solutions reflects our commitment to economic, social, and environmental development, aligned with the challenges outlined in the 2030 Agenda.

Since 2016, we have been members of the **United Nations Global Compact** (UNGC) and signatories to its Commitment Letter, through which we uphold the Ten Principles related to human rights, labor, environment, and anti-corruption. This commitment is further strengthened by the participation of our President and CEO, Blanca Treviño, as a member of the **United Nations Global Compact Board**, reinforcing Softtek's alignment with responsible, ethical management and the creation of long-term sustainable value.

## SDG 4 Quality Education

4 QUALITY EDUCATION



Objective	Action	Results
<b>4.3</b> By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university.	Be future fit	More than 516,467 hours of training were delivered, strengthening equitable access to continuous learning and skills development for all our professionals.
<b>4.4</b> By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.	Social Responsibility: Codellege by Softtek	108 young people and adults developed key digital skills for employability through more than 632 hours of training in information technologies.
<b>4.a</b> Build and upgrade education facilities that are child, disability and gender sensitive and provide safe, non-violent, inclusive and effective learning environments for all.	Social Responsibility: Technology Classrooms	Since 2023, we have implemented 33 technology classrooms globally, enabling more than 18,000 people to access computer equipment and digital learning opportunities.

## SDG 5 Gender Equality

5 GENDER EQUALITY



Objective	Action	Results
<b>5.1</b> End all forms of discrimination against all women and girls everywhere.	Diversity & Inclusion / Integrity	A 75% decrease in discrimination-related cases reported through the integrity whistleblower line compared to the previous year.
<b>5.5</b> Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life	Diversity & Inclusion	Through the ERG "Tech4All," equal opportunities are promoted by fostering the development of female talent and strengthening women's participation in leadership roles.
<b>5.b</b> Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women	Social Responsibility: Codellege by Softtek	45% of participants were women, helping to encourage their engagement with information technologies.

Table continues on the next page →

## SDG 8 Decent work and economic growth

**8** DECENT WORK AND ECONOMIC GROWTH



### Objective

**8.5** By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.

**8.6** By 2020, substantially reduce the proportion of youth not in employment, education or training.

**8.8** Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.

### Action

Be Great / Diversity & Inclusion

Social Responsibility: Codellege by Softtek

Be Well Do Good

### Results

With a base of 13,878 professionals in continuous development, we promote an environment where equal opportunity is a key pillar of growth.

108 young people and adults developed key digital skills for employability through more than 632 hours of training in information technologies.

We promote a safe, inclusive, and risk-free work environment through respect for labor rights and the implementation of initiatives focused on overall well-being.

## SDG 9 Industry, innovation and infrastructure

**9** INDUSTRY, INNOVATION AND INFRASTRUCTURE



### Objective

**9.5** Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers per 1 million people and public and private research and development spending.

**9.c** Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries by 2020.

### Action

About Softtek

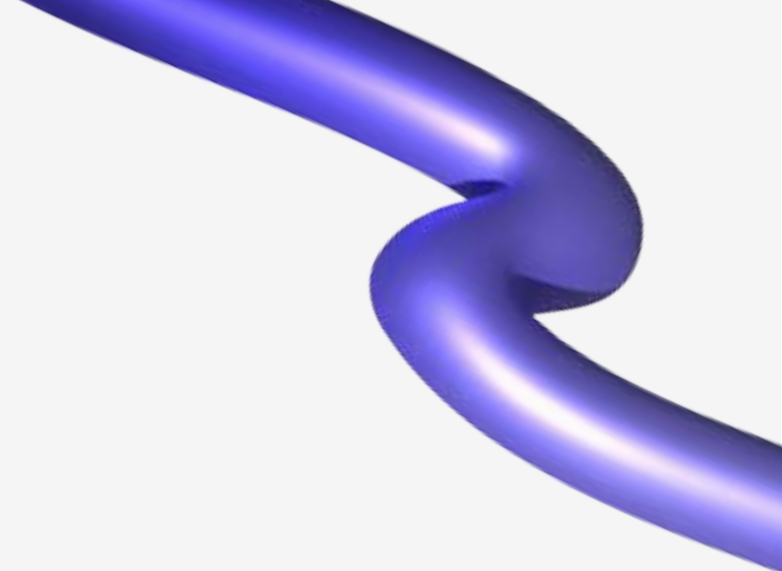
Social Responsibility: Technology Classrooms

### Results


FRIDA encourages the adoption of emerging technologies, while BRAINS Hub promotes talent specialization in research and development areas. Both strengthen our contribution to technological advancement and competitiveness.

Since 2023, we have implemented 33 technology classrooms globally, enabling more than 18,000 people to access computer equipment and digital learning opportunities.


Table continues on the next page →



## SDG 13 Climate action

 <p><b>13</b> CLIMATE ACTION</p>	Objective	Action	Results
	<p><b>13.2</b> Integrate climate change measures into national policies, strategies and planning.</p>	Environment	<p>Our Environmental Policy incorporates commitments to addressing climate change. The carbon footprint is calculated annually, and the results are disclosed transparently in this report.</p>
	<p><b>13.3</b> Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.</p>	Environmental Awareness	<p>We promote education and awareness on climate change through courses at Softtek University, accumulating more than 550 hours of training in environmental topics.</p>

## SDG 17 Partnerships for the goals

 <p><b>17</b> PARTNERSHIPS FOR THE GOALS</p>	Objective	Action	Results
	<p><b>17.17</b> Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.</p>	Strategic Alliances	<p>In collaboration with the Dallas Mavericks and Real Madrid, Softtek promotes initiatives that combine technology, talent, and global reach, strengthening ties between the private sector and society.</p>

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