



Softtek[®]

Sustainability Report 2022

Content

TRANSCENDING
AS A COMPANY

6

PEOPLE
WHO TRANSCEND

36

WE TRANSCEND BY
PRESERVING THE PLANET

83

ABOUT
THE REPORT

92

CONTACT

112

To transcend is to decide our present with an eye on the future, and to do it together.

Because the future depends on people, and it's from them that the passion that drives us at Softtek is born.

Letter from our CEO

This year, 2022, challenged us in many ways

It was the period during which we envisioned various scenarios of what we called the 'return to normalcy.' Many situations showed us that the world had changed, and so had we. At Softtek, it meant embracing changes that originated from the pandemic. We adapted to a new business model, service delivery approach, and the global talent retention challenge in an open landscape.

However, it also reaffirmed our ability, as Softtekians, to turn challenges into opportunities. Our unique essence and culture is the differentiating factor that still sets us apart from our competitors.





The future depends on our talent, those who choose Softtek to grow, align their vision with ours, and transcend together. We're a technology company, but we transcend through our people. Our talent enables us to seize opportunities in the global digital transformation boom.

During 2022, we successfully solidified our growth and presence in Europe, thanks to the completion of our integration with Vector ITC, which enables us to further establish our presence across the continent. In Colombia, we doubled in size, surpassing 1,000 Softtekians, and added another Global Delivery Center that strengthens our service delivery capability from South America to the rest of the world. We managed to maintain our market share in countries such as the United States and Mexico, thanks to our proximity to our clients and their trust in us beyond a being a vendor—as a strategic partner.

We navigated diverse Latin American contexts, prioritizing employee well-being and client value. We maintained training, career tracking, and applied our Engagement Index twice this year to stay connected, address concerns, and respond promptly.

Our Corporate Sustainability department introduced a new environmental policy and various initiatives that underscore our commitment to the environment in the coming years. We're joining UN Global Compact initiatives to combat climate change and reduce our carbon footprint.

We expanded Codellege virtually to provide more young people with IT opportunities. We resumed in-person events, prioritizing health and integration as Softtekians, celebrating our anniversary worldwide.

In 2023, we anticipate challenges and welcome them, with 15,000 individuals ready to transcend individually while collaborating, embracing the transcendence we seek as the Softtek family.

A kiss,
Blanca Treviño



Sustainability
Report
2022

-

Transcending
as a Company



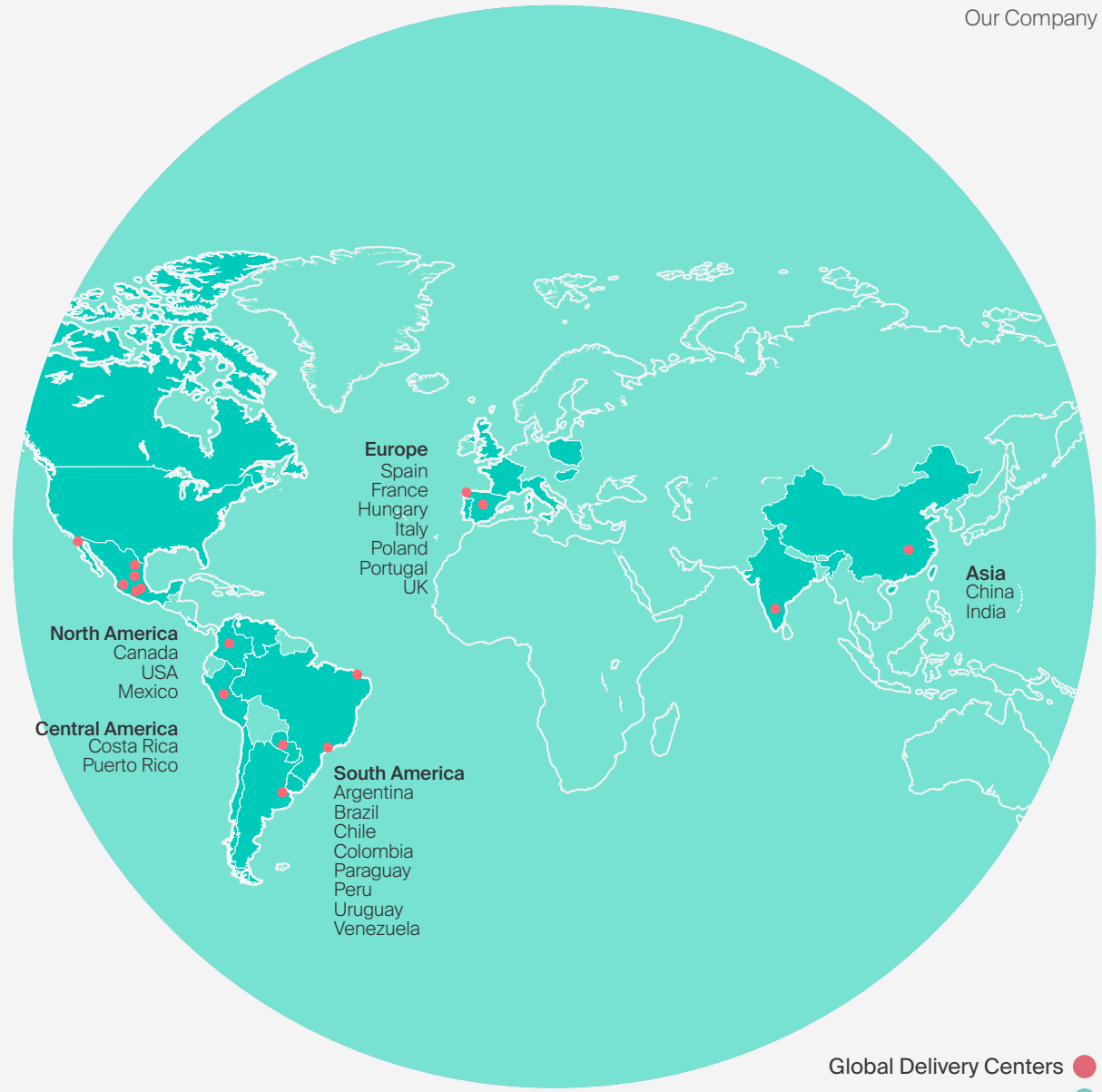
Our Company

Founded in 1982 by a small group of entrepreneurs, Softtek started out providing local IT services in Mexico and has since become a global leader in next-generation digital solutions.

The first company to introduce the Nearshore model, Softtek helps Global 2000 companies in developing digital capabilities seamlessly and consistently, from ideation and construction to execution and evolution. Its entrepreneurial drive has led it to operate in more than 20 countries.

Softtek worldwide

We are a global company that ensures client proximity, cultural affinity, and a diverse talent base. We have more than 15,000 Softtekians around the world.



15,000+ Softtekians

17 Global Delivery Centers

20 Countries

Workforce at the End of 2022

15,496

Distribution by Country

1,043
Brazil

104
Costa Rica

672
India

1,966
Spain

11
Uruguay

10
Canada

533
Perú

509
EUA

1,120
Colombia

311
China

206
Chile

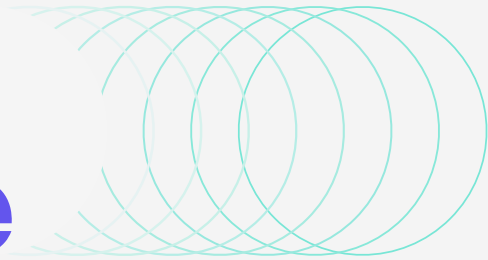
1,015
Argentina

31
Venezuela

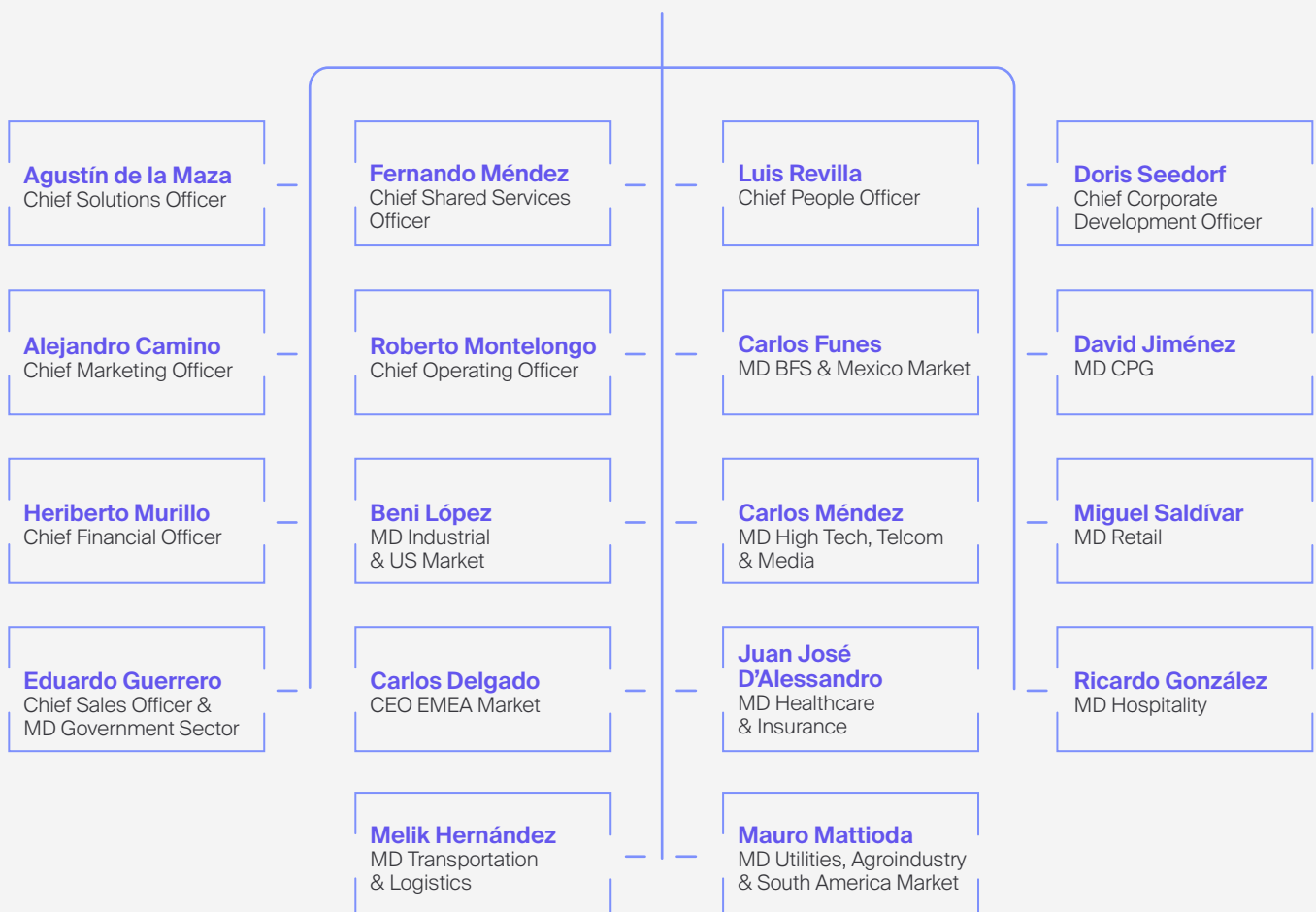
33
Paraguay

7,932
Mexico

Executive Committee



Blanca Treviño
President & CEO



Overview

Our executives share, from their roles, the actions taken in the organization to confront the challenges of 2022 and how each contributes to our sustainability strategy.



Agustín de la Maza
Chief Solutions Officer

—
In 2022, Softtek successfully consolidated our portfolio of offerings to address the comprehensive needs of our clients in their digital transformation, allowing us to create more value.



Alejandro Camino
Chief Marketing Officer

—
We solidified the international integration of our services by functionally incorporating our Nearshore® model into our Colombia GDC. Another significant advancement is the demonstration of the business value our solutions bring to our clients.



Doris Seedorf
Chief Corporate Development Officer

—
We delivered technically complex services and projects that had an impact and gained enormous visibility in society at large.

This includes our transformation, infrastructure, or digital product services in the sports and aviation sectors.

We continued to lead digital transformation in the public sector, thus influencing service quality and the experience of millions of users.



Fernando Méndez
Chief Shared Services Officer

—
The most significant development for Softtek was staying relevant as an organization in our relationship and service to our clients while also providing the best possible experience for our Softtekians in every region where we are present. This was achieved despite the significant challenges in the industry and the economy during 2022.



Heriberto Murillo
Chief Financial Officer

—
In 2022, talent attraction and retention were challenges in order to meet the growth requirements and achieve the sustainability and consolidation of remote delivery capabilities to the United States, Mexico, and other markets from Colombia.

Additionally, we achieved the highest growth rates since 2019 in our business, which required significant efforts to meet our clients' demands, including creating capabilities and strengthening our balance sheet to enhance our competitiveness in the market.



Luis Revilla
Chief People Officer

—
A significant challenge in 2022 was adapting our work structure to a hybrid model. In 2020, it was remote due to the pandemic, 2021 was a transition period, and in 2022, we consolidated our hybrid model, considering market dynamics, office usability, and technology utilization.

We consider ourselves a people-centric company, and as such, we continued to evolve our Softtekian Journey, focusing on the experience of our people.



Roberto Montelongo
Chief Operating Officer

—
We successfully consolidated both Vector and Vision IT integrations. As a result, we are operating as a single entity, combining all operational and human capabilities. This has been one of our fundamental achievements in 2022.

Our Markets and Industries

Specializing our services by industry allowed us to optimize client delivery and meet the challenge of integrating the best talent in all the countries where we operate.



Beni López
MD Industrial & US Market

—
We furthered the verticalization process in the United States to be closer to the value chains of our clients, gain a better understanding of their processes, and leverage our 40 years of experience in the market.

This helped us achieve double-digit growth after the pandemic, and Nearshore® delivery remains our hallmark for the industry. With the growing trend toward nearshoring in the manufacturing sector, we continue to identify the demand in the technology field.



Carlos Delgado
CEO EMEA Market

—
In 2022, we launched our ambitious Strategic Plan 2022 - 2024 to expand in the European market beyond our solid position in Spain.

We strengthened our presence in the UK, Italy, Hungary, and Portugal by leveraging technologically complex, high-impact services and projects. We've helped major clients accelerate their digital transformation.



Carlos Funes

MD Bank Financial Services & Mexico Market

—
We helped financial institutions worldwide accelerate their digital evolution by creating solutions aimed at enabling technologies and architectures that meet the omnichannel model demanded by their customers. We built advanced AI and analytics solutions to prepare intelligent organizations with a deep understanding of their customers, personalizing experiences and enhancing innovation capabilities.

Our goal is to accelerate the shift toward open finance as the foundation for digital platform transformation, integrating proprietary and third-party services for hyper-personalization.



Carlos Méndez

MD High Tech, Telecom & Media

—
In 2022, the most significant achievement for Softtek was providing our Softtekians with the opportunity to work remotely, on-site, or in a hybrid manner.

This created the opportunity to implement well discussed and analyzed changes that will clearly lead to improvement in our management, agility, talent retention, and reduction of turnover.



David Jiménez

MD Consumer Packaged Goods

—
The consolidation of verticals allowed us to focus more on industries, understand value chains, and utilize technology to add value for our clients. We reinforced our talent by placing them at the center of our actions.



Eduardo Guerrero

Chief Sales Officer & MD Government Sector

—
The most significant development was the global standardization of the sales process and organization to foster sustainable and growing business development. As Managing Director of Government services and solutions, we achieved the integration of groups from different regions and optimized the service team in Mexico for greater competitiveness.



Juan José D'Alessandro

MD Healthcare & Insurance

—
For the second year in a row, we've doubled the industry's average growth rate in our vertical, strengthening our capabilities. Talent scarcity remains a challenge for both our clients and us, presenting joint work opportunities.

We have never been closer to our clients, actively seeking to solve the issues that affect us, analyzing various long-term alternatives, such as talent generation from academic sources.



Mauro Mattioda

MD Utilities, Agroindustry & South America Market

—
In 2022, we exceeded our revenue plan by 5%, despite currency devaluations in some of our markets, confirming a positive trend for the third consecutive year. We achieved consolidation and growth from recurring clients, driven by a deepening of our vertical offerings and a long-term client relationship strategy. While our SAP practice is well established in the region, the main challenge remains diversification and digital offering development.



Melik Hernández

MD Transportation & Logistics

—
From a business perspective, we experienced growth in 2022 through contracts acquired outside the US. Operationally, we restructured to focus more on the market and to attract and develop talent in a highly competitive environment.

This continues to be one of our main challenges for projects and client delivery, and we are taking the right steps for greater success.



Miguel Saldivar

MD Retail

—
The retail industry has experienced accelerated digital transformation in recent years, intensifying dramatically since 2020 due to the pandemic.

Permanent changes in shopping habits have created numerous opportunities. Our clients no longer view transformation as optional but rather imperative to meet consumer demands.

One of our major achievements in 2022 was consolidating industry knowledge and transforming it into flexible technology solutions for solving business problems.



Ricardo González

MD Hospitality

—
We prioritized talent and stressed the significance of comprehending the Softtekian Journey, covering all interactions from the initial consideration of joining Softtek to integration, including aspects such as creativity, leadership, and training. We believe it is essential to continue evolving for the benefit of our people, keeping them engaged and committed.

Employing talent and energy is vital for our continued growth. In the Hospitality vertical, 96% of our income is primarily focused on the US market. We have made progress with our industry clients, helping them enhance their delivery experience with their customers.



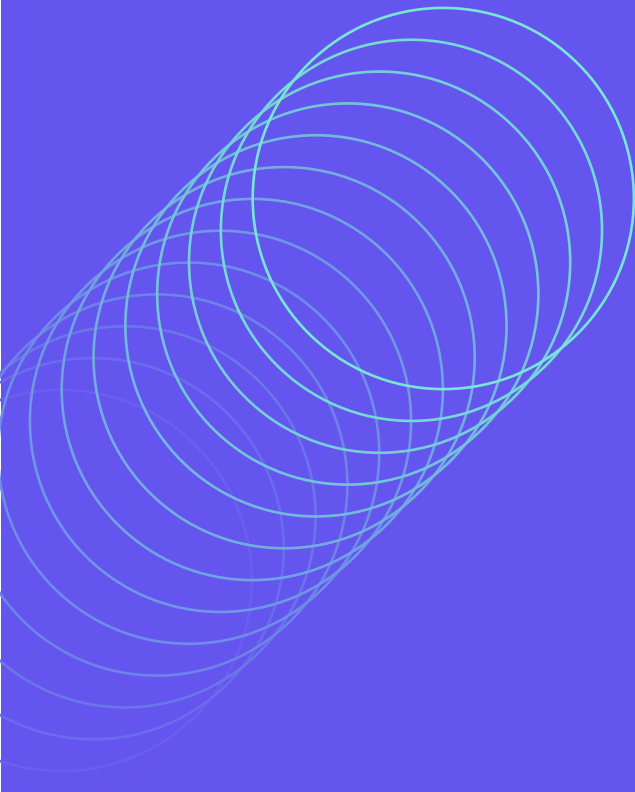
From an operational perspective, we reorganized to concentrate our efforts on the market and talent attraction and development, within a highly competitive environment. This remains one of the key challenges in delivering to our clients, but we are undoubtedly taking the right steps to achieve greater success.

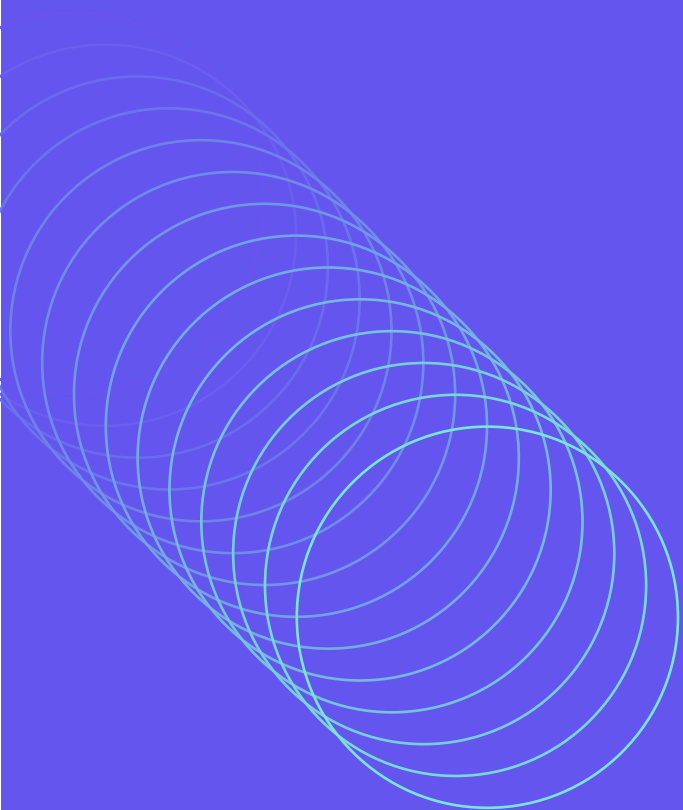
Future together

A future that begins together is a commitment that transcends time.

We understand that the future is uncertain and cannot be predicted, but we do know where we want to move forward and, most importantly, how we want to do it. What we have experienced during this time has shown us that everything can change in an instant. What matters is being together, because when we are, we combine our strengths to face the future. The future is about progress. But there is a way to move forward faster and more securely: together.

We anticipate the future by enhancing our capabilities, being close to our clients, and embracing change, recognizing that technology is constantly evolving and becoming an increasingly disruptive factor. We confront the future with **creativity, courage, agility, and preparedness**.





For our company, in 2022, we turned challenges into opportunities for learning and growth, reflected in the consolidation of the international integration of our services, increasing the value of the digital transformation solutions we provide to our clients.

We adopted the **hybrid work model**, which combines high productivity, meeting our clients' expectations, and providing a better quality of life for our Softtekians. We solidified our verticalization model, allowing us to get closer to our clients, understand their industry and environments, and offer higher-value solutions. For Softtek, this means being better prepared and staying a step ahead. We increased and reinforced our talent attraction and development initiatives to evolve technical skills and business acumen in a **flexible, adaptable, and balanced environment**.

Our actions carried out in 2022 won us recognitions, awards and certifications:

- **Leader in Modern Application Development Services** by Independent Research Firm
- **Cigna Well-Being Award** due to our commitment with the health of our collaborators in the **US Wellness Council México**, Mentorship level
- **La Moderna**, named one of the Spain's Best Agencies by Google
- **Great Place to Work-Certified™** in India, Brazil and Argentina
- **Gold Partner** and **Platunium Status** by **certified ISTQB®** (International Software Testing Qualifications Board)
- Named as one of the **35 Most Ethical companies in Mexico** by AMITAI
- Awarded the **Distitivo Plata** during evaluation by ECOVADIS



Certifications

- **ISO/IEC27001:2013** in Madrid, Spain
- **Service Desk Certification as Business-Led** in Aguascalientes, Mexico
- **ISO 14064-1:2018** – Carbon footprint calculation in Madrid, Spain
- **SOC 1 (SSAE18)** in Monterrey, Mexico and Aguascalientes in Mexico and India

Awards and Acknowledgements

Our Services

Our integral portfolio of services solves the needs and digital transformation objectives of our customers, efficiently utilizing technological tools to build their platforms and optimize their processes by contributing in the efficiency of operations, mainly IT and automation.

Our mission is to help our clients achieve three strategic objectives:

- **Transform** their business models using digital technologies.
- **Build** technological platforms to support an effective and efficient operation of their business processes.
- **Evolve** IT process operation to maximize service reliability and availability by optimizing its cost.



TECHNOLOGICAL STRATEGY & GOVERNANCE	Digital Transformation Consulting Digital Innovation Labs	Digital Enterprise Architecture Agile Program Management	Digitized IT Governance Cyber-security
BUSINESS PROCESS	Customer Experience Transformation Cognitive Automation	Business Process Digitization Robotic Process Automation Enterprise IoT	Smart Buy Digital Marketing & Sales Performance
INFORMATION	Advanced Business Analytics	Business Intelligence Data Management & Engineering	Operational Intelligence
APPLICATIONS		Industry Solutions Digital Commerce Solutions Enterprise Management Solutions	
	Digital Solutions Development Application Transformation	Application Development Application QA & Validation DevSecOps	Application Management Reliability Engineering
IT PLATFORM & INFRASTRUCTURE	Digital Architecture Consulting	Cloud Adoption	Cloud Operations IT Infrastructure Management

In 2022, we consolidated and put together a comprehensive portfolio by incorporating offers that efficiently connect our services. We launched **Next Generation IT Operations**, which represent a deep level of integration of our capabilities for application management, technology infrastructure management, cybersecurity management; IT processes management and governance, automation and digitalization, detection and remediation of vulnerabilities, high availability of business systems and applications.

We also went further in some industries with more specific solutions such as **Industry 4.0** to automate and digitize manufacturing operations. Similarly, we made a significant advance in the creation of **Digital Banking** platforms for the **Insurance Industry**, through strategic alliances. We made possible for insurance companies to turn into native digital businesses operating even more efficiently and providing a great experience for their consumers.

In the **Retail industry**, we achieved greater efficiency of logistics backend operations combined with an order management mechanism and a cloud-based e-commerce platform. An offer to our clients that enables a very efficient electronic commerce process. We furthered our offer in four industries and achieved business expertise with a technological offer towards business that has accelerated our growth rate in these industries.

Another important advance of 2022 is the globalization of proposal production processes with an expert global network in Asia, America and Europe, to generate solutions for our clients with a wide diversity of business knowledge in different industries and cultural plurality that enables us to adapt, in different countries, to the particular needs and context of our clients. This globalization of production processes of our solutions to clients makes us more efficient to understand their needs and become more global in our solution approach, leveraging on the capacities we have as an organization because of our people.

Differentiators



Outcome-Driven Culture
 Commitment & Ownership



Customer-Centric
 Flexible Mindset



Highly Accessible Executive Suite
 Lean Organization



Highly-Experienced
 Long-Tenured Leaders



Low Employee
 Attrition Rate



Nearshore® @ Scale
 Americas & EMEA



Integrated
 High-maturity Process

FRIDA DIEGO

Technology
 Automation, IP & Accelerators

25 years of Nearshore[®]©

In 1997 when Softtek started working with its first clients in the US, it was the first Company in the world to forge the concept of Nearshore[®]. This nomenclature started to gain popularity in 2002 when Softtek, together with the Mexican government, started to promote the concept with greater determination.

The market initially identified the Nearshore[®] concept with IT services provided from Canada and Mexico to clients in the US. Later, the use of the term evolves until it outlined all outsourcing services provided from geographical zones near the final client (e.g. Outlining services from Eastern European countries to Western Europe.) some analysts currently describe it as services delivered from an adjacent country or near the final destination.

Nearshore[®] original value proposal is based on the following benefits to the client:

Geographic proximity and same time zone

Cultural alignment and ease to generate business

Costs optimization

Distributed Agile teams thrive when they share the same time zone

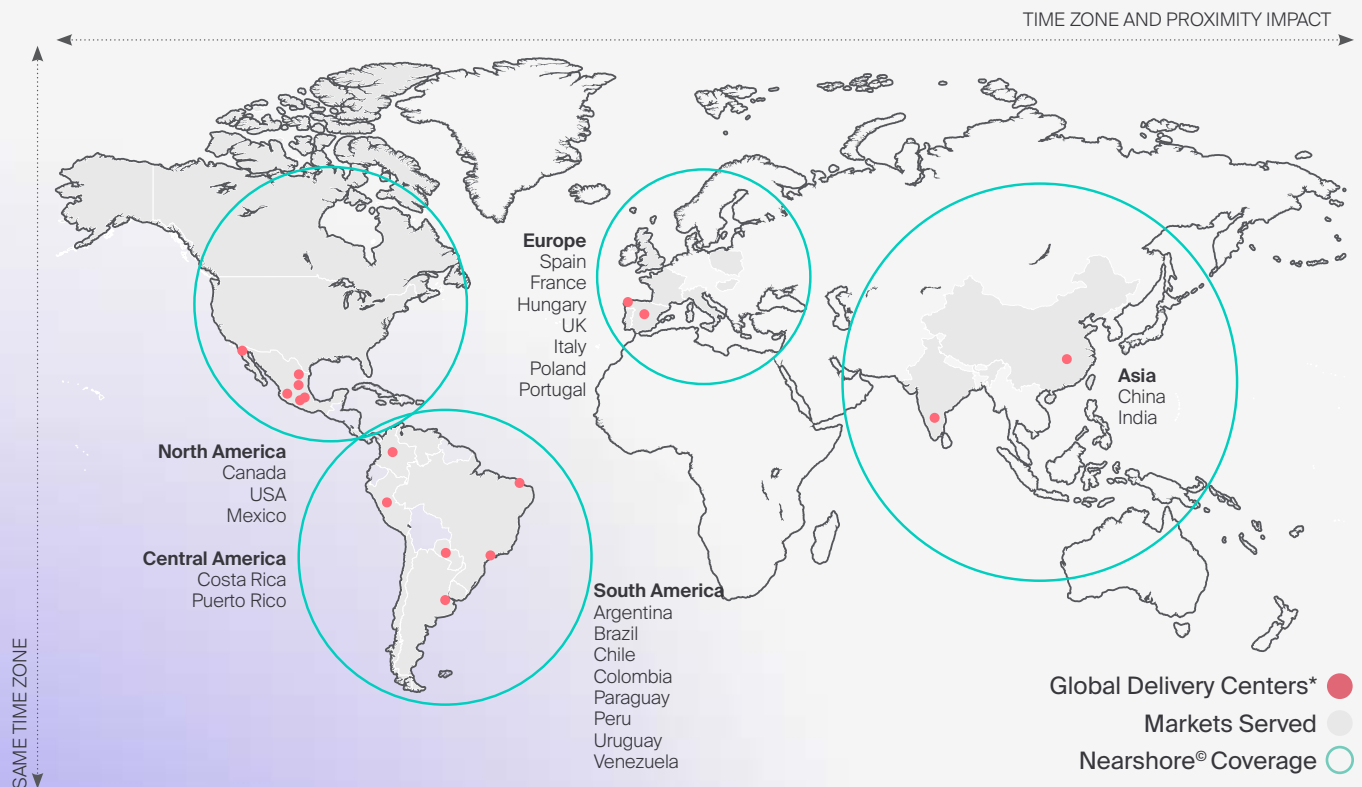
These benefits represent the most fundamental aspect of the nearshore value proposal available for any Company established within a nearshore location. Something easily justifiable for experienced global sourcing professionals. Therefore, many provides are “riding the nearshore wave” validating the effectiveness of the proposal.

In Softtek, we believe these elements serve as basis for a strong value proposal for global service users, but without world-class highly mature practices and methodologies, benefits are far from achieving their real potential.

Nearshore® is ideal to address the requirements of agile teams

- Cultural alignment
- Real-time collaboration
- Functional time zone alignment
- Productivity of agile teams
- Geographic proximity to complementing Agile SDLC
- Geopolitical & sourcing risk diversification

nearshore



Nearshore plus India enables agility at scale

**Global Delivery Center: Delivery centers with processes, methodologies, knowledge, security, and quality structures to deliver seamless services across the globe.*



Intellectual Property and Innovation

We create intellectual property to generate value for our clients in two dimensions:

It helps **optimizing our services**

&

Property of support to our customers business processes

We have evolved Intellectual Property optimizing Softtek's processes into a suite of products that automates makes our internal processes more efficient. We also have another that automates test design and execution, provides programmers the help to a more efficient code through intellectual property which analyzes a code, not generated by us, and makes abstractions enabling easier understanding before initiating the changes.

Similarly, we have created adaptable and reusable systems or platforms to produce a single solution to the customer from a partial advance in the pre-built product. We have strengthen our platform of products with the Frida y Diego brand allowing a more efficient use of our time to automate and be more competitive to deliver Softtek's portfolio of services.

We use artificial intelligence through AIOps, which through machine learning get reception from servers or apps infrastructure, detects when something is not working correctly and sends alerts. This allows for an early signal when something is about to happen allowing us to take quick action before a problem arises. Frida has evolved to utilize a generative AI to produce software test scenarios reading a part of it and creating the environments to test it.

The second dimension developed of intellectual property includes products that solve a concrete and specific requirement for our customers, such as digital commerce solutions for logistics systems, banking, insurance and industry 4.0. The four ingredients, in addition to our ERP standard offers in the cloud, are the elements that continue to further and evolve to get greater solutions.



Proprietary solution accelerators

- Digital Sales Services
- Infrastructure discovery and health-check
- Application complexity analyzer
- Code quality and DB complexity analyzer
- Service and API generator
- Customizable code translator
- Plant resource optimization
- Data masking
- Click-to-sync (EAI)
- Prototype generator

Proprietary intelligent automation capabilities

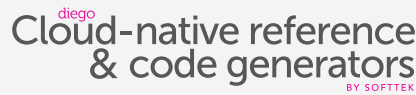
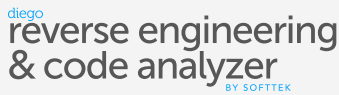
- Cognitive automation
- Intelligent test automation
- Computer vision
- Workflow orchestration
- Intelligent virtual agents



DIEGO

Digital Enablers For Growth

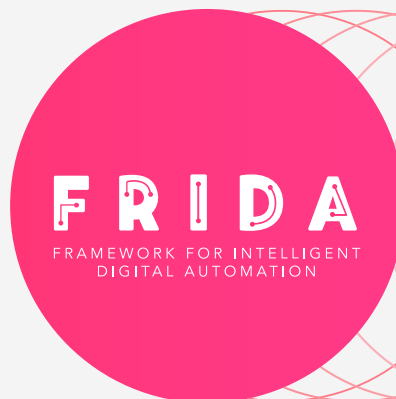
Softtek's collection of proprietary products, platforms and frameworks that help organizations to accelerate time to market. These digital enablers for growth act as solution accelerators to achieve continuous digital transformation.



FRIDA

Framework for Intelligent Digital Automation

Platforms, tools and service accelerators based on artificial intelligence (AI) technology.





Information Security Culture

For Softtek, it is imperative to have an Information Security Management System (SGSI) aligned and certified by recognized international standards such as ISO 27001. Each year our Information Security practices continue to mature and align to prevention and decrease of the industry's most common risks. In 2022, we also aligned our practices to the ISO 27002 standard and created different projects to achieve our objectives:

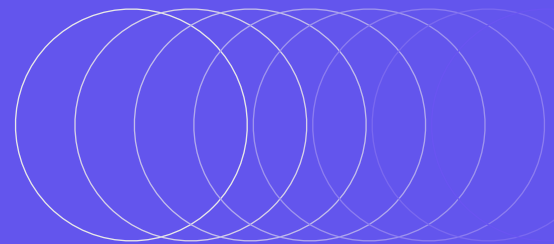
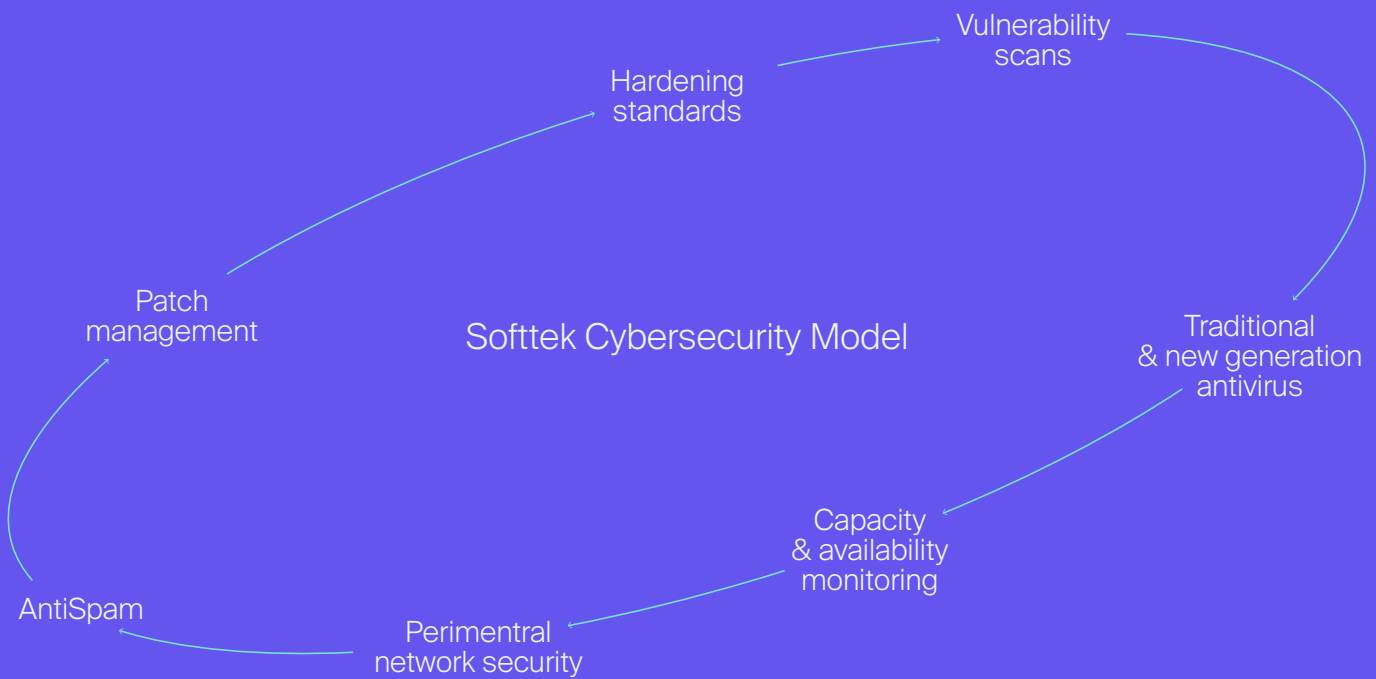
Social Engineering Framework, aimed at implementing controls to reduce effective risks on social engineering attacks.

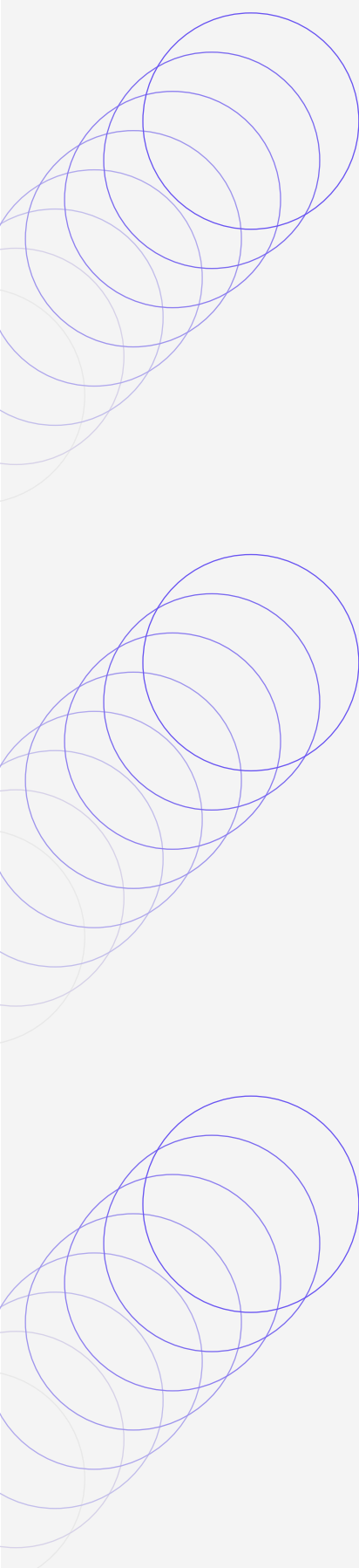
Cyber Security Response Plan, is designed for:

- Outlining response requirements and expectations of cybersecurity events.
- Determine functions and responsibilities of people involved in response to security events.
- Define parameters to declare, categorize and classify events.
- Determine life cycle and response process to security events.
- Create communication channels utilized during a security event.

The **Information Security Office** is the strategic entity that defines protocols, processes and upgrades policies according to Softtek's needs and of our clients, and continuously implements actions and improvements to achieve objectives.

Our Cybersecurity model is comprised of the following elements:





Value to our Clients

Since our beginning as organization, we have maintained a strong customer-oriented culture with which we generate and maintain close relationships and understanding of their requirements and processes. Thus, it is essential to have an assessment that allows us to maintain our business relations.

Our **Client Satisfaction** program seeks to become a key contributor to client retention, profitability growth and income, providing information on trends and opportunities for improvement derived from feedback on client satisfaction seeking:

- Increase visibility of client satisfaction by increasing response rate.
- Promote a client-oriented culture involving the Softtek team in conversations about our services satisfaction levels.
- Obtain effective feedback to ensure identification of opportunities for improvement.

Our program includes a process denominated C-SAT that allows us to identify aspects of our service identified as advantages which differentiate us from other providers in addition to provide information on areas for improvement.

The C-SAT Index is an annual KPI whose main goal is to show implementation accuracy for each project process and how significant and representative is our C-SAT score. In 2022, our customer's response index for interviews and surveys was 57% with global reach.

C-SAT process were successfully evaluated during ISO 20000-1 and CMMi Svc Level 5 certification audits. 2022 C-SAT 2022 survey results are describe next:

C-SAT Global Score



**** C-SAT consolidated metrics uses 1 a 5 scale to measure client satisfaction.**

Transcending:

Deciding our present with our sight in the future

We seek to transcend as organization. Sustainability means deciding our present thinking of the future and we decided to do it together, since the future is experienced through the people from whom the passion that pumps Softtek is born.

Corporate sustainability is composed of the actions that we carry out as a Company to ensure our permanence over time with an eye on the future. Thus, in 2022 we mature our strategy and focused on three aspects:



We Transcend as a Company

For Softtek, to leave a mark in the world means to develop our business fully seeking social wellbeing and fulfilling our commitments as an organization.



People who transcend

Our Softtekians are what drives the organization and our main commitment is to create for them an inclusive, diverse, ethical environment filled with opportunities that enables ongoing personal and talent development.

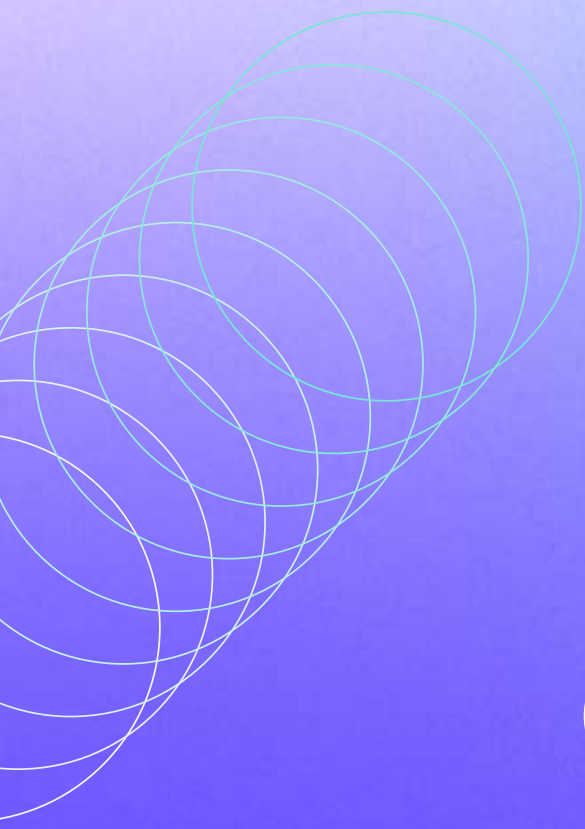


Transcending by preserving the planet

By preserving the environment, we ensure resource availability for future generations and sustainability of our business.

Our sustainability is not only represented by our own actions and services it also takes into account environmental and social impact aspects. We create technology to monitor the use of natural resources and optimize their use to reduce environmental impact.

These types of solutions are driven by sustainability of a transformational productive process, manufacturing, continuous production process or logistical processes, in which our solutions have direct effect.



Corporate Government

Softtek's governance structure seeks to maintain healthy, transparent and appropriate management that enables decision making that ensures competitiveness and sustainability.

Our committees are in constant dialogue with the objective of generating frameworks, processes or practices that ensure quality and accountability with equity and transparency. In addition to addressing management of impacts of the operation.



Management Board

The Management Board is the highest body that directs our Corporate Governance. It is comprised of the president and advisors designated by the company's current statutes and regulations. Its main function is to oversee management, performance and general strategy of the organization.

It annually holds three assemblies whose main activities are:

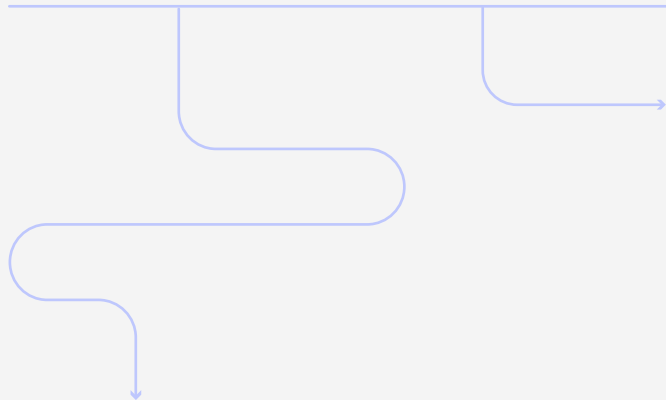
- Review and authorization of financial statements.
- Report on the status and performance of the business.
- Authorization of markets' financial projections and investment plans for the following five years.
- Execution and monitoring of compliance with agreements and decisions generated during each assembly.

The Board of Directors is comprised of:

Blanca Treviño President & CEO	President
Doris Seedorf Chief Corporate Development Officer	Advisor
Roberto Montelongo Chief Operating Officer	Advisor
Heriberto Murillo Chief Financial Officer	Advisor
Carlos Cantú Retail Business Relationship Sr.	Advisor

Committees

The Management Board supports performance of duties in the different Operating Committees whose focus is to oversee pertinent organizational issues.



Investment and Risk Committee

It is responsible to oversee implementation, evaluation and authorization of risk policies. Other responsibilities are:

- Analyze and evaluate performance of individual markets in connection with the approach for the fiscal year.
- Determine and implement actions needed to ensure appropriate business performance.
- Ensure affiliation of underrepresented social groups.
- Analyze and evaluate organizational actions to address economic, social and environmental issues.
- Represent stakeholders.

It's comprised by:

Blanca Treviño President & CEO	Member
Roberto Montelongo Chief Operating Officer	Member
Heriberto Murillo Chief Financial Officer	Member

Information Security Committee

Their main role is to authorize policies and initiatives proposed by the Information Security Office. It makes sure these proposals are aligned with the strategy and objectives of the organization and comply with the clients and industry requirements. Other responsibilities are:

- Follow up and focus on information security risks and events that arise in the organization.
- Review of Information Security clauses in our Service Agreements.
- Training on Information Security and Data Privacy policies.
- Coordinate Information Security awareness campaigns.
- Give support to other departments in the SOPs (Standard Operating Procedure) integration or process or tasks changes associated with Information Security.

This Committee is composed by:

Fernando Méndez Chief Shared Services Officer
Luis Cuéllar Executive Director of Risk Management and Compliance
Beni López MD Industrial & US Market
Carlos Funes MD BFS & Mexico Market
Roberto Montelongo Chief Operating Officer

Audit and Corporate Practices Committee

This Committee's main role is the evaluation of internal audit and control system with the purpose of informing the Management Board of the company's situation. In order to fulfill its role, it carries out the following activities:

- Approves the annual internal audit program.
- Evaluates reports issued by internal audits.
- Oversees internal audit self-reliance.
- Reports the Management Board on the situation of corporate governance by reporting risks and internal control deficiencies and deviations.
- Reports on detected irregularities.
- Evaluates compliance of the organization's goals and objectives.
- Reviews regularization and self-correction plans.
- Holds meetings with the Internal Audit department at the end of the fiscal year.

Está conformado por:

Horacio Flores	President
Elsa Patiño	Advisor

Ethics Committee

Their main objective is to ensure compliance of the organization's ethical standards through the coordination of Local Committees, which in turn, address any non-compliance to our Ethics Code. The Committee meets 4 times a year.

The Global Committee is composed of:

Luis Revilla Chief People Officer	President
Agustín de la Maza Chief Solutions Officer	
Beatriz Vallejo Account Delivery Director	
Fernando Méndez Chief Shared Services Officer	
Mauro Mattioda MD Utilities, Agroindustry & South America Market	



Sustainability
Report
2022

-

People
who transcend

Flexibility, adaptability and balance were the pillars for the consolidation of our hybrid model, focusing our capabilities on talent experience and development.

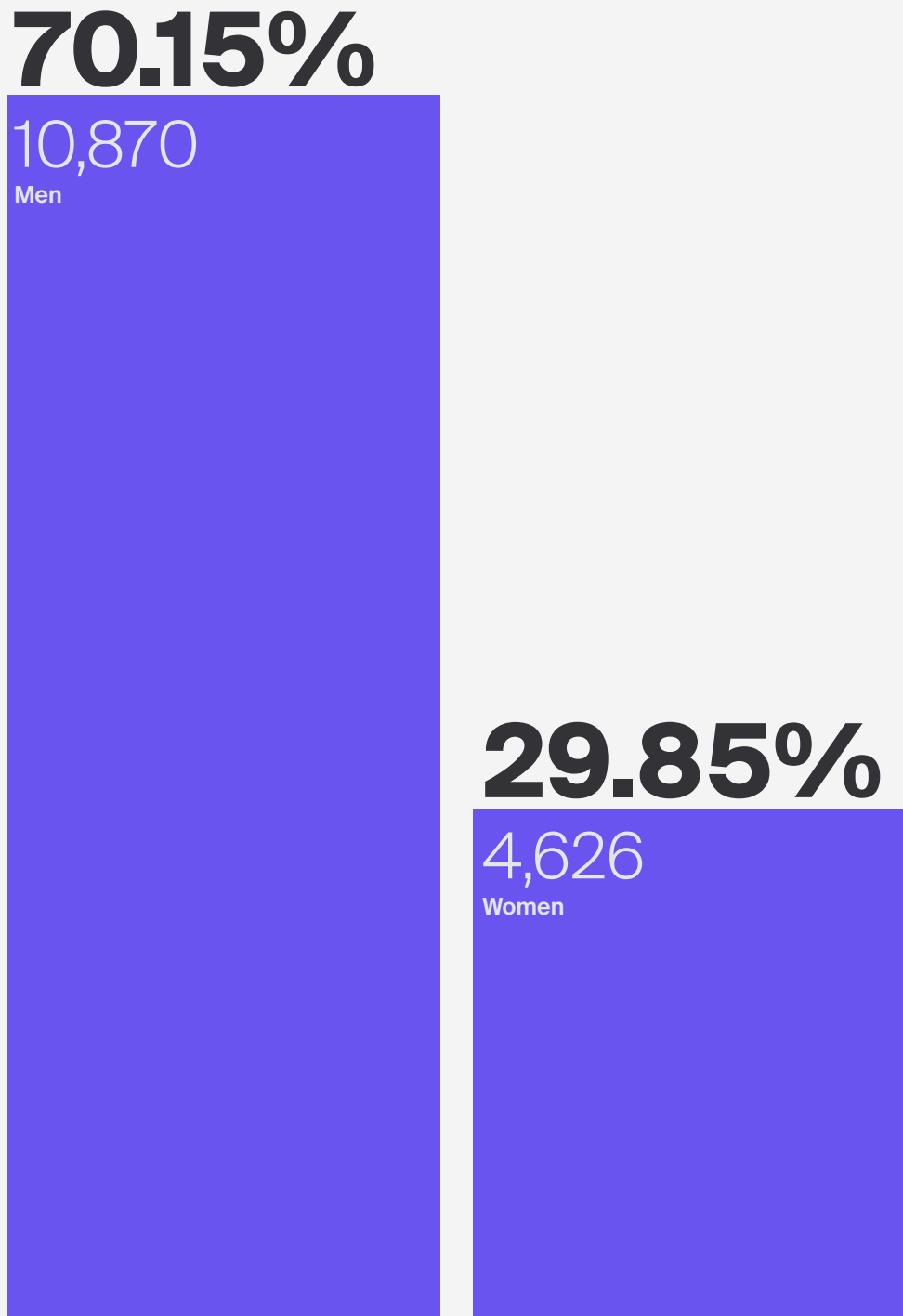
Softtekians: Our Demographics

The talent and creativity of our professionals has an impact on industries, hundreds of organizations and the life of millions of people around the world.

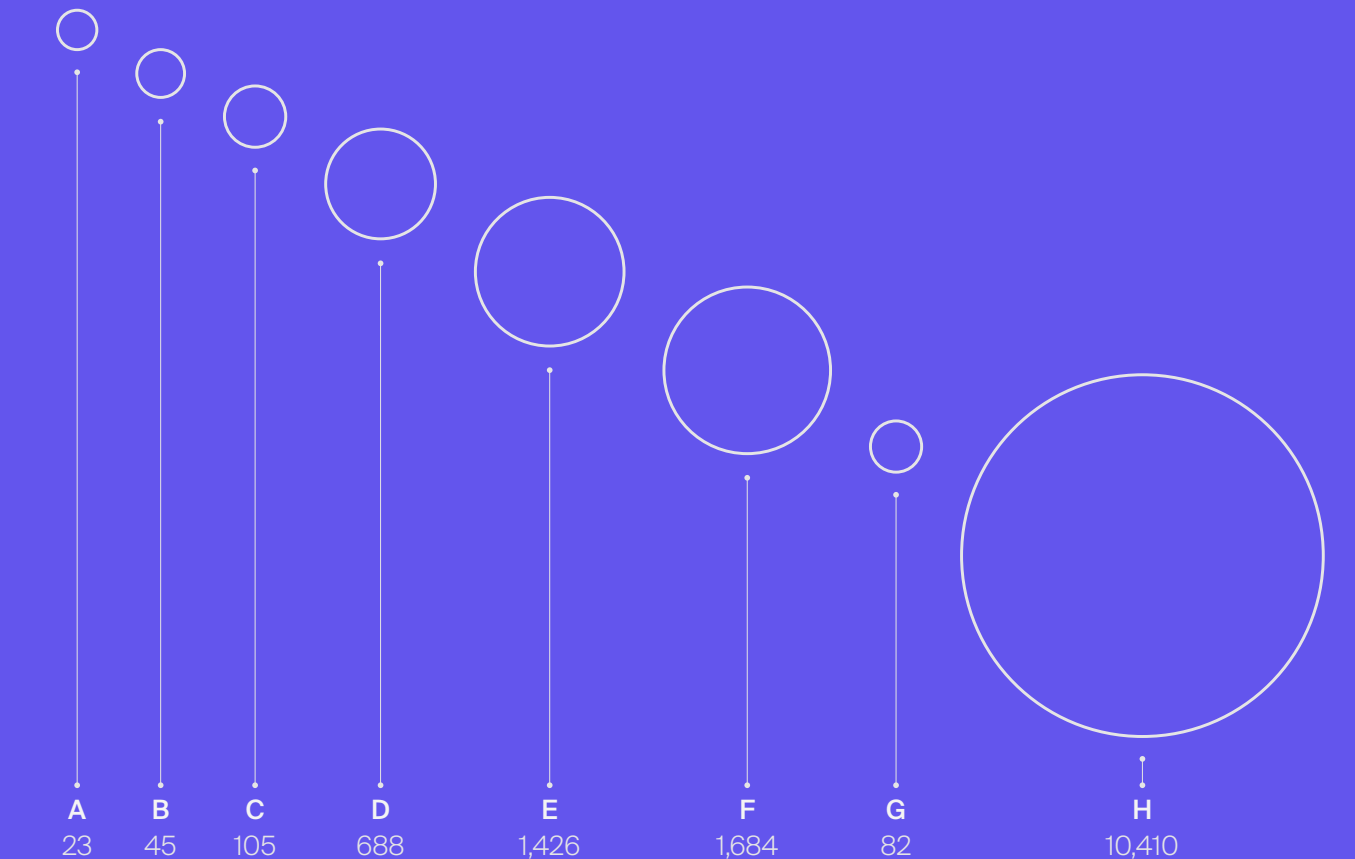
Softtekians
by the end of 2022



By gender



















By professional category

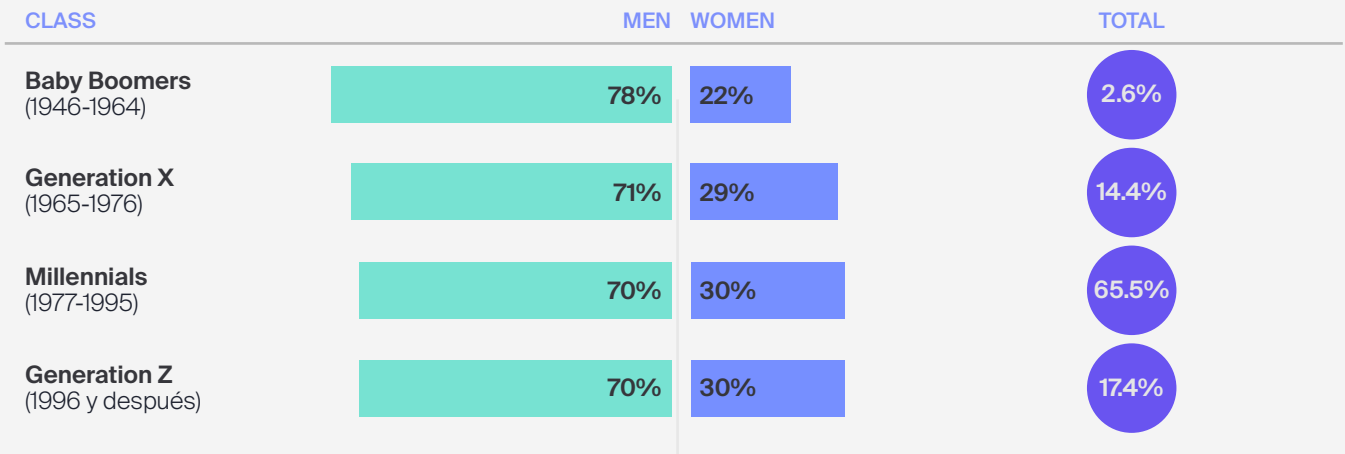


LEVEL	MEN	WOMEN	TOTAL
A – President / C-Level	21	2	23
B – Executive Director	39	6	45
C – Director	75	30	105
D – Manager	449	239	688
E – Leader	911	515	1,426
F – Specialist	1,128	556	1,684
G – Coordinator	44	38	82
H – Team Member	7,380	3,030	10,410
TOTAL			15,496

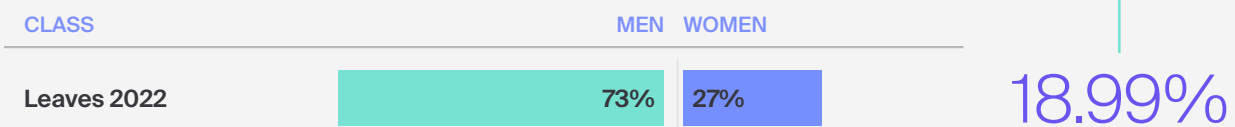
Per country distribution

COUNTRY	TOTAL	MEN	WOMAN	NATIONALS	FOREIGN
 Argentina	1,015	66%	34%	88%	12%
 Brazil	1,043	75%	25%	99%	1%
 Canada	10	80%	20%	10%	90%
 Chile	206	67%	33%	79%	21%
 China	311	58%	42%	98%	2%
 Colombia	1,120	67%	33%	95%	5%
 Costa Rica	104	80%	20%	90%	10%
 Spain	1,966	66%	34%	91%	9%
 United States	509	81%	19%	63%	37%
 India	672	70%	30%	96%	4%
 Mexico	7932	72%	28%	99%	1%
 Paraguay	33	45%	55%	97%	3%
 Peru	533	69%	31%	98%	2%
 Puerto Rico	14	64%	36%	92%	8%
 Uruguay	11	91%	9%	92%	8%
 Venezuela	31	39%	61%	97%	3%

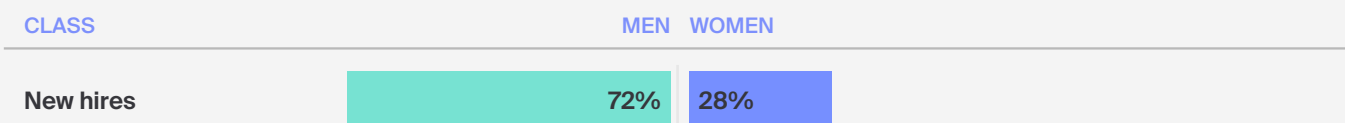
By age group



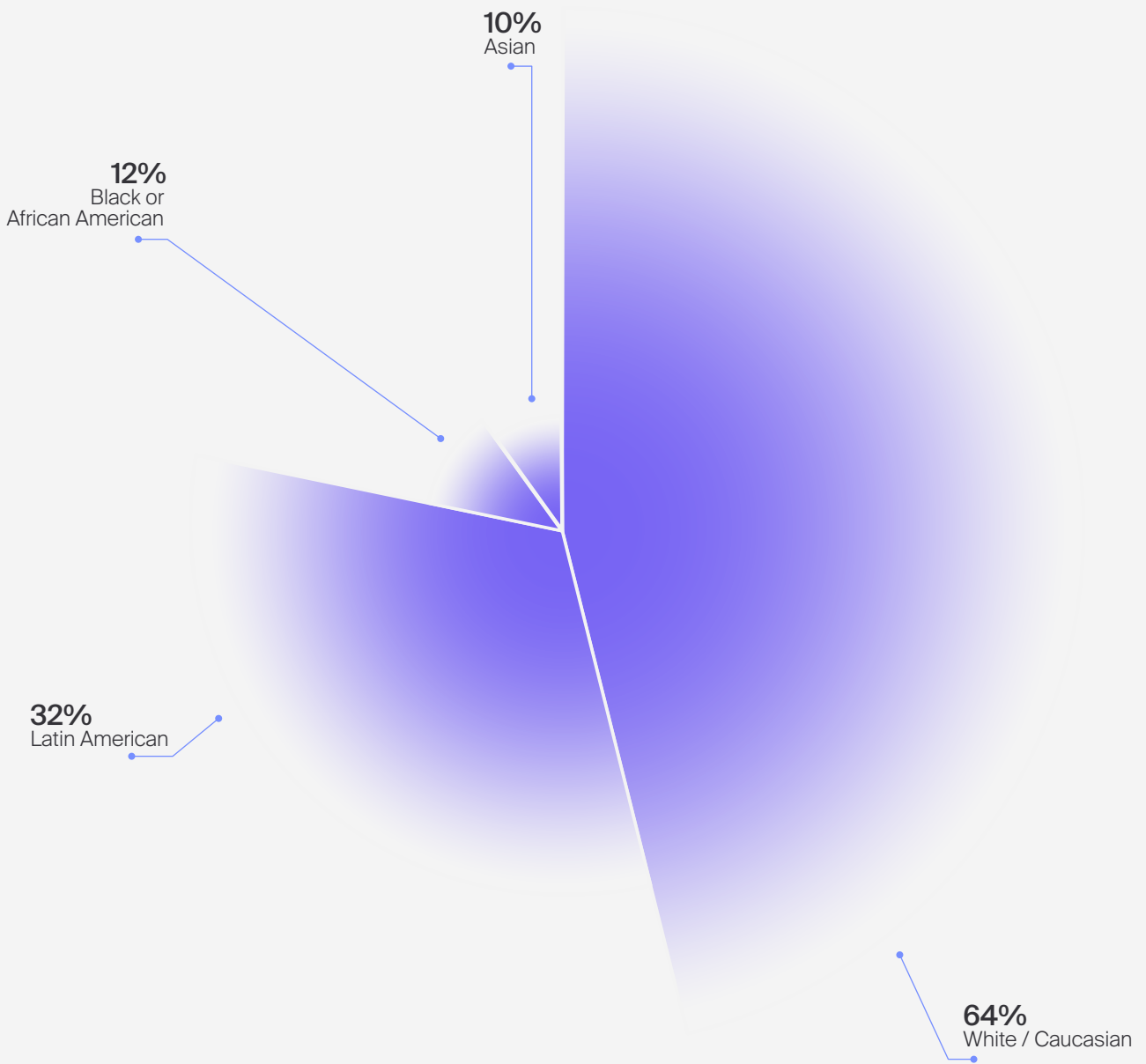
Turnover 2022



New hires 2022



US Ethnicity Distribution



softtekian

(sôft·tĕk·iən)

n.

1. Talented and self-determined human being.

Also referred to as freaking awesome person.

We are a unique mix of talent, ideas and cultures, a four-decade entrepreneurial impetus filled with passion for people and passion to create value through technology. We affirmed that our essence is our distinctive mark and we are aware what it means to be a Softtekian. Our culture adapts and transcends.

Cultural Platform

Our organizational culture makes us different from the rest and as a tech Company; we have an intrinsic need for change and transformation. This includes our culture and, in that evolution, we seek to clarify and simplify what is expected from us.





We manage the talents of our Softtekians through three fundamental pillars:

Balance

We seek and appropriate balance between business, clients and Softtekians priorities

Adaptation

We adapt our capabilities to the diverse situations in order to deliver our services.

Flexibility

We embrace changes in our conditions and environment and adjust as needed.

Softtekians: Talent Management



Softtekian Journey

We are a talent-based Company and one of our fundamental commitments is to create the best growth experience and opportunities for our collaborators in offices where we operate. Moreover, we have defined a value strategy for our people, the Softtekian Journey, which focuses on three major aspects:

Physical environment, we make sure our facilities and the experience we offer to our people when coming to the office to work or create connections across teams is appropriate, inspiring and with the right conditions as to continue achieving amazing goals within our hybrid model context.

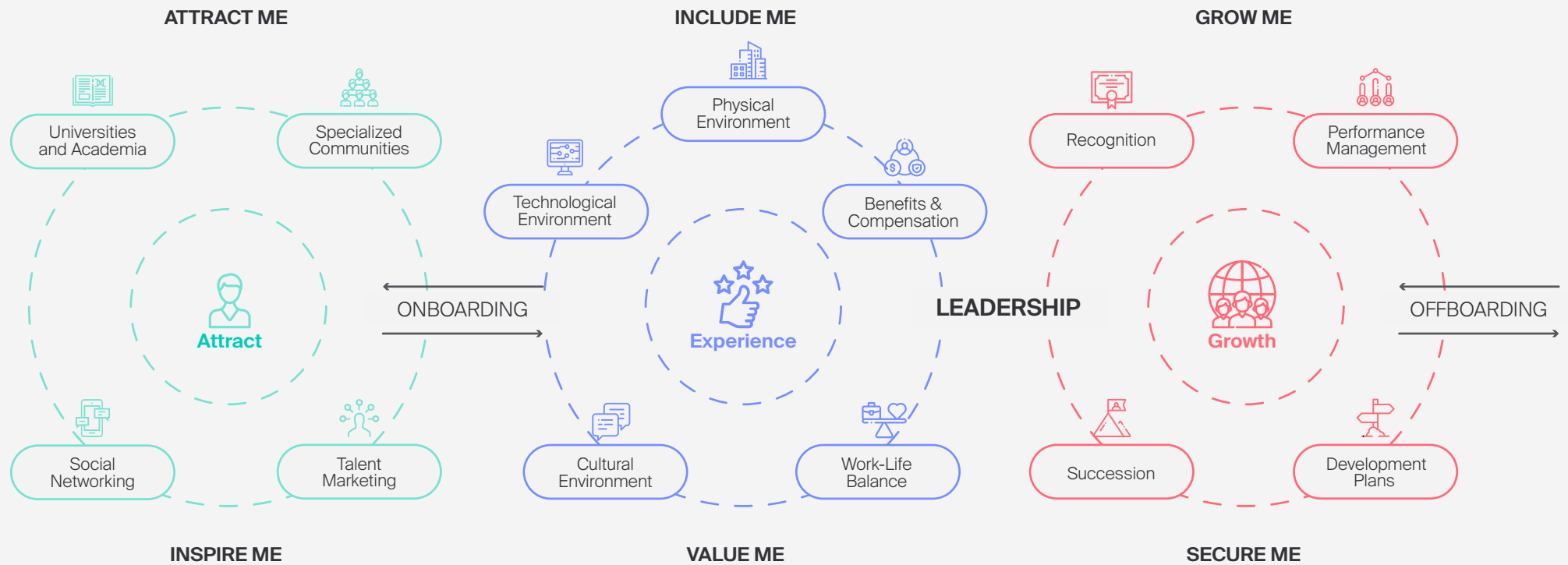
Technological environment: we make sure our Softtekians have the tools they need to carry out their activities and create environments where they can learn about technology and power skills, and promote activities for their wellbeing.

In addition to the two previous aspects, there is a third environment: **cultural environment**. In Softtek we have our very own way to achieve goals without geographical limitations and we live the values of our Cultural Platform to reach new horizons.

An essential component of the Softtekian Journey is the growth dimension. Our approach with Softtekians focuses in being catalysts to their personal and professional development, and we do this with a clear and accurate definition of objectives and subsequent evaluation. We design the most suitable development plan to remain updated on recent trends and prepare for new challenges, and celebrate our success with acknowledgments.

The current scene leads us to evolve and adapt our Softtekian Journey to new realities in the constant search for providing a pleasant experience for those who are part of our organization.

Additionally, for those who have decided to find opportunities outside of Softtek, we interact with our IT professionals to attract and retain talent through different initiatives with universities, specialized communities and networking.



The voice of our Softtekians

Engagement Index

Openness and listening are fundamental values since it allows us to enable spaces to learn about our Softtekians' perspective and their conditions and experiences in order to be more accurate and on-point in decision-making.

We evaluate organizational environment of work groups with our Engagement Index to determine satisfaction levels of our talent in the different four dimensions of our value creation strategy:

1 INCLUDE ME
When I feel I belong, I can add value

- Organizational environment
- Wellness Program
- Internal Communication

2 GROW ME
I can learn and develop professionally

- Mobility
- Career paths
- Leadership training
- Technology training
- ASP (Account Strategic Plan)

3 INSPIRE ME
I work with a purpose and have the autonomy to succeed

- Cultural Platform
- Softtekian Empowerment Skills
- Award Program

4 VALUE ME
I feel valued and get the support I need to do my job

- Performance Management
- Talent Map
- Physical and Technological environment

In 2022, with the goal of getting closer to our people we evolved to have this exercise twice a year. The general outcome for 2022 was a 2% increase in our favorability index over 2021, going from 83% to 85%, which positions us as a High Performance Company.

Favorability percentage by dimension:

89.4%
Include Me

89%
Inspire Me

84.2%
Grow Me

79.5%
Value Me

Talent Development Performance Management

The clear set of objectives boost the possibilities for talent development. We can monitor follow up through our evaluation and feedback process that enables interaction between leaders and their teams.

Performance Management is the formal space through which we strengthen co-responsibility between collaborator and leader. The outcomes of established objectives are evaluated and development plans are created to prepare for the following challenges.

With an annual basis and periodic reviews, it covers five stages:



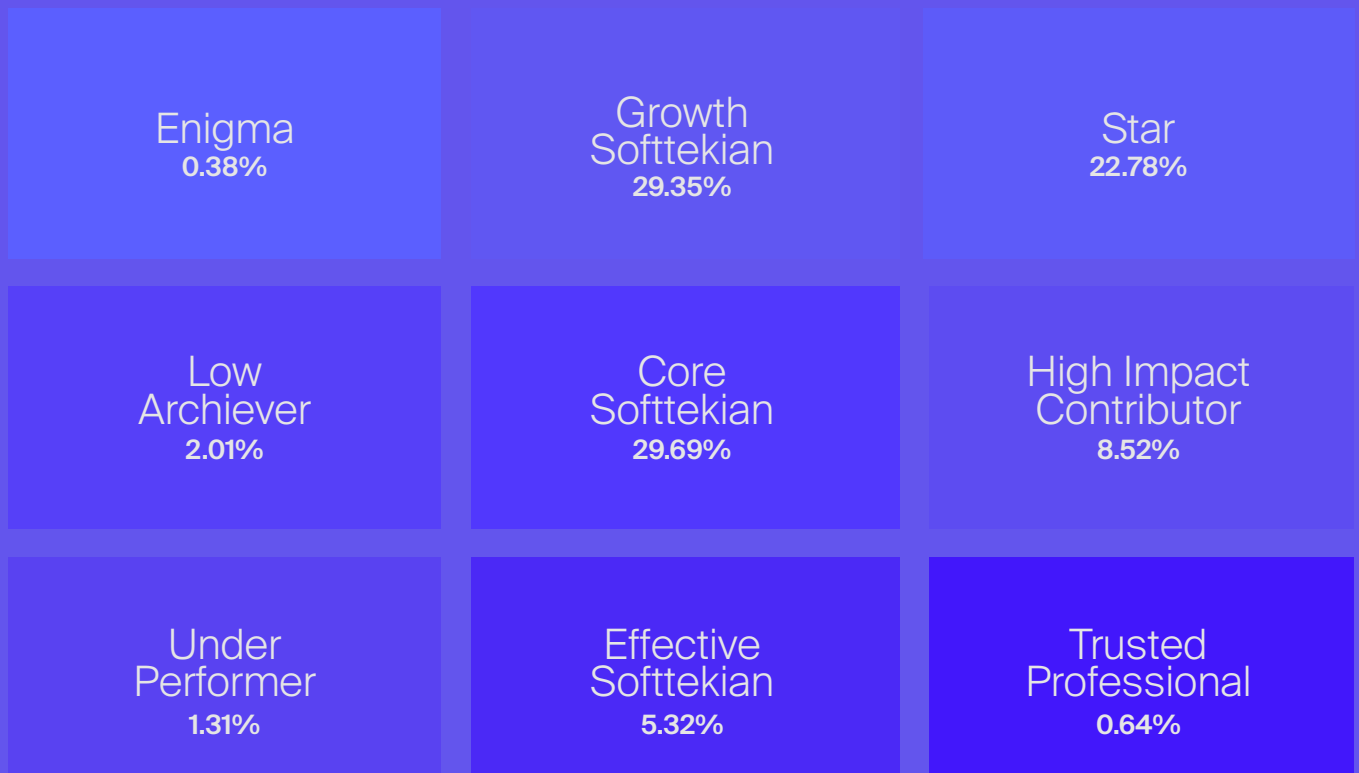
This applies to every Softtekian with the exception of momentums and sales department that have other evaluation types.

Talent Map

The Performance Management app generates evaluation results that identify and locate capabilities of each collaborator to identify development needs according to the challenges for the next evaluation period.

Our Talent Map is made up of nine quadrants:

Talent Map (Performance/Potential)



Recognition Program

In Softtek we have excelled throughout our history for our unique way of acknowledging, thank and celebrate those who are part of this organization and who make a difference on a daily basis bringing clients who continue to trust in us, building strong and united teams and turning their projects into success stories. The appreciation strategy is based on behaviors defined in the Cultural Platform, Code of Ethics and positive outcomes on the operation.

Voice of the Customer

We reinforce our culture of “Client Centricity” recognizing Softtekians who receive positive feedback from our clients. Showing our commitment of creating value through technology.

Collaboration

Recognition given by the leader to work teams because of their outstanding actions and results through partnership.

Leave a Mark

Recognizes those who, through their daily actions leave a mark throughout the year to the client, practices, office and organization.

Badges

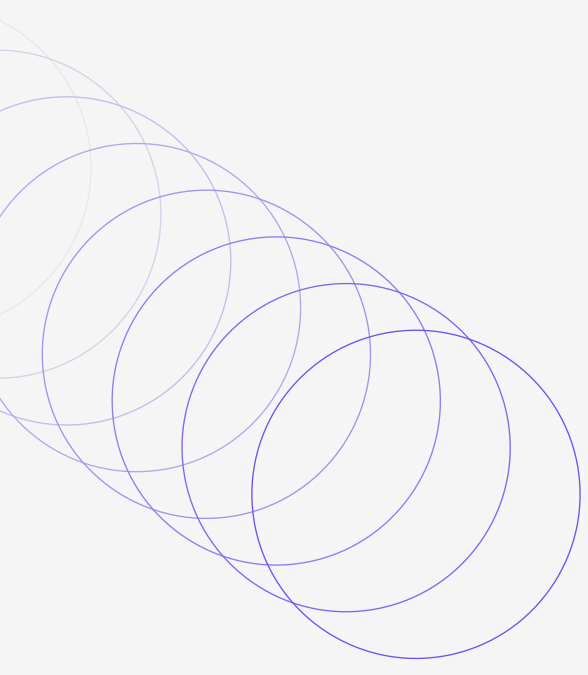
Is a token of appreciation from Softtekian to Softtekian for their daily actions that are represented in our Cultural Platform, with the main purpose of giving positive feedback.

Voice of the Management

Recognition from a leader to one of their team’s Softtekian for their excellent performance, highlighting behaviors that generate a positive impact on the team, results, quality and productivity.

Featured Projects

Recognition of the good work of Softtekians, identifying and acknowledging the most successful projects of the year.

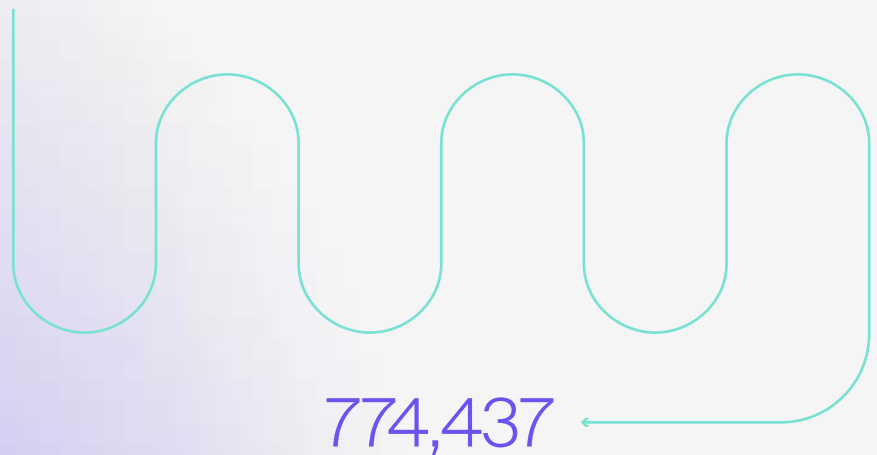


Education and Training

We maintain our commitment to constantly increasing knowledge through a wide diversity of personal and technical skills achieving it through our training platforms. Since the pandemic we accelerated digitization of our training programs and consequently continue promoting culture of self-learning and development. In the past two years, training hours doubled their monthly average and in 2022, they increased 38% over the previous year.

We understand the importance of meeting the needs required by the market, hence our commitment to maintain updated tools, content and platforms throughout the year.

2022
Total hours



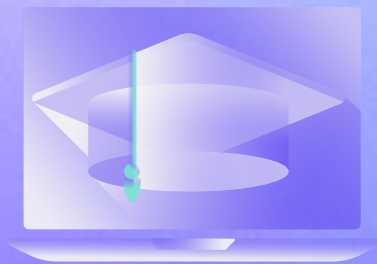
Global Learning Model

Our industry is constantly evolving and for this reason, we seek to be a step ahead to stay updated with the latest trends of the market. The availability of materials and proper delivery of this content to our Softtekians is the differentiating element that enables a better use.

Since 2021, with the implementation of the Global Model for Learning we seek to enhance proficiency and understanding of the training offer, and to identify essential issues and contents. This model consists of four phases:



This positive experience led us to rethink and consolidate our leaders training and, on this basis, we started working on a wider reference frame for dimensions and contents that allows them to increase their business knowledge and better understanding of technology. Reinforce their knowledge to carry out their responsibilities and a specialized onboarding for new leaders.



Momentum and Academia Program

Each year, our Momentum program allows us to bring to our organization students and graduates who have the opportunity to apply their knowledge and develop their capacities in real projects of local, regional and global scope. The Academies are spaces that the majority go through during the first stage of training for a limited period where they have the opportunity to learn the elements needed for a specific Project.

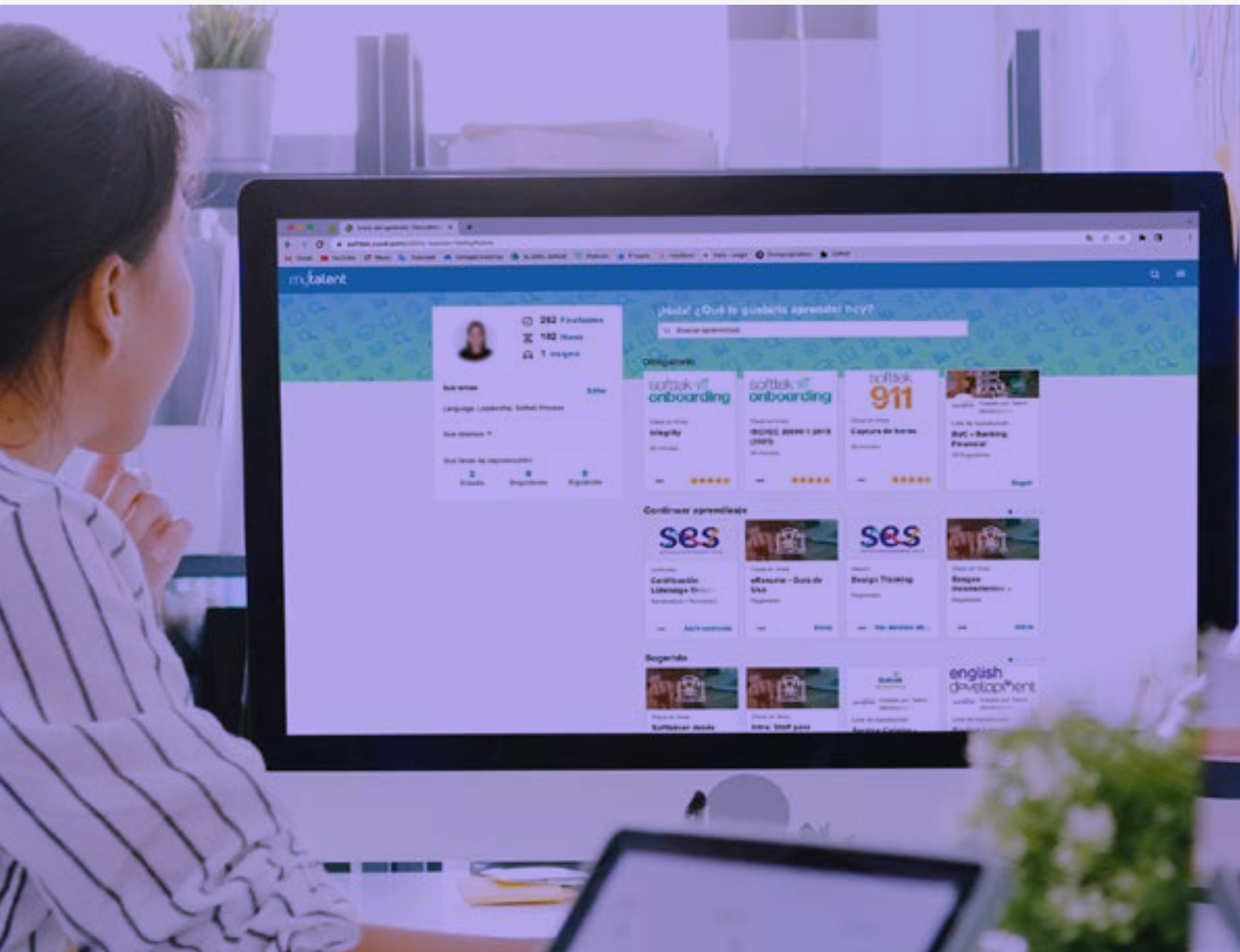
In 2022, we held

51 academies

with

798 participants

After completion of the Momentums period, 63% participants of the program take on direct responsibilities in projects and join different teams as collaborators.



Softtek University

Our virtual University is a platform enabled to increase our self-directed continuous education culture, which focus on a value proposal targeted to the personal and professional development of our people.

The content and training catalogue is design based on the business needs and skills of our people. All of our training processes are evaluated and certified with the Engineering Institute Software in compliance with CMMi level 3.

Talent Development in Numbers



Training hours per course

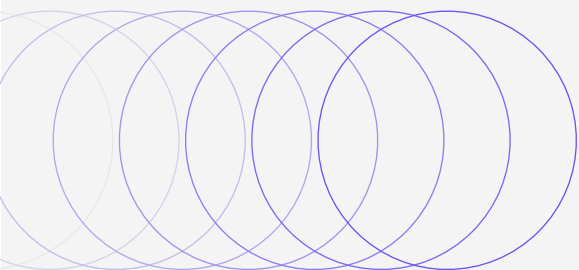
	MEN	WOMEN
Bussiness Value Case	7,894	3,721
Language	27,430	13,440
Quality	5,855	4,273
Technology	267,130	76,551
Compliance	56,348	17,212
Leadership	25,674	18,440
Softtekian Empowerment Skills	62,840	35,478
Customer	2,340	1,018
Methodology	54,536	22,631
Softtek Process	39,945	19,508
Others	8,006	3,288

Training hours per gender



Training hours per professional level

LEVEL	MEN	WOMEN
Presidency / C-Level	91	7
Executive Director	1,138	190
Director	1,324	771
Manager	17,517	10,248
Specialist	46,018	21,197
Leader	37,786	25,715
Coordinator	1,046	710
Team Member	396,741	142,439



Training hours per age group

CATEGORY	MEN	WOMEN
Baby Boomers (1946-1964)	8,503	2,431
Generation X (1965-1976)	66,292	23,995
Millennials (1977-1995)	266,136	132,334
Generation Z (1996 y después)	160,489	42,477

Total of training hours per country

COUNTRY	MEN	WOMEN
 Argentina	19,388	14,861
 Brazil	5,916	2,910
 Canada	67	3
 Chile	1,375	902
 China	167	193
 Colombia	29,283	9,463
 Costa Rica	4,863	1,006
 Spain	18,663	10,591
 USA	5,267	1,835
 India	25,578	12,414
 Mexico	384,952	145,041
 Peru	6,153	2,032
 Venezuela	0	29



Softtekians and Wellness Culture

Our Softtekians' development is linked to environments, spaces and experiences generated to maintain a healthy balance between their personal and professional life. We are constantly creating actions towards becoming a great place to work.

Benefits

Our main driver is our Softtekians and because of that, we seek to maximize the value of our offer to have fair and appropriate remuneration and benefits according to their responsibilities, experience and skills and Performance Management results.

Our main goal is to stay competitive in the tech industry with higher offers than those established by law in the countries we operate.

BENEFITS	ARGENTINA	BRAZIL	CANADA	CHILE	CHINA	COLOMBIA	COSTA RICA	SPAIN	USA	INDIA	MEXICO	PERU	PUERTO RICO	VENEZUELA
Vacations	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
Retire 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
Incapacity and disability coverage	x		x		x		x		x	x	x		x	
Soft Loans														
Savings fund						x					x			
Scholarship / student fellowship	x	x					x	x			x	x	x	
Dental insurance	x	x	x	x					x		x		x	
Housing assistance						x								
Legal assistance services			x		x				x		x		x	
Food card		x								x	x			
Lunch card		x												
Fuel card		x												
Gym		x									x			
Leave for marriage					x		x				x	x		
Leave for death					x		x				x	x		
Accident insurance					x						x			
Family planning permit					x									
National holiday bonus												x		
Day off for your birthday						x	x					x		
Psychological assistance											x			
Telehealth assistance											x			
Home assistance											x			
Nutritional assistance											x			
Annual Medical Checkup							x	x			x			
Vision Care			x				x		x				x	
Local agreements							x				x			
Burial Insurance		x	x				x		x		x		x	
Work from home assistance								x			x	x		



Wellness

In our constant search for keeping an appropriate balance for our people our main goal is offering a suitable and healthy environment where they can achieve organizational goals. To get there our Wellness program focuses on four lines of action that create a culture of self-care and well-being.



Nutrition | Physical Culture and sports
we promote wellness as part of physical care and balance



Integration and Recreational Activities
We create online and in person spaces where Softtekians can connect and share experiences to create closeness and a sense of belonging.



Mindfulness and Integration
for work-life balance and emotional care

Our program covers diverse contents and activities:

- **Wellness Center:** It concentrates all digital content on health and well-being and is available on demand for every Softtekian according to their needs and interests.
- **Tools:** Softtekians have access to nutrition and sport apps such as FitMe and Benefit that together promote the right physical activity and food habits.
- **Knowledge:** We created content for learning and development of emotional skills. Through The Mindful Path, we provide tools focused on stress, sleep hygiene, and emotional well-being management. Knowledge on health and wellbeing are presented in a holistic way through Health Fairs where information on current and relevant health issues are provided, and in some cases, are accompanied by basic health checkups.



5,848 
Softtekians

participated in the different wellness programs during 2022

Because of the implementation of our strategy in 2022 we were awarded by **Workplace Wellness Council** at the last stage of their route with the Responsible Healthy Organization, recognized as Mentorship. **This award allows us to share and accompany other companies in the creation of their wellbeing programs.**



Softtek and the Community

We strive to be one of the best
companies for the world.





Value through technology

ProBono

We help to better assist

With our ProBono projects, we seek to make technology innovation accessible for non-profit organizations and maximize their social impact on the community.

Among the solutions we provide to automate processes and make them more functional are: administrative platform development, business systems, testing process, project management, and IT process consulting.

Our 2022 projects:

- **Institutional System - Segment:** Education
A system automates internal processes through modules and follow up on children records from admission to graduation. Additionally, it will be possible to have a health, academic, financial and psychological record, consult their daily progress and identify events and illnesses.
- **Institutional Internal Institutional System - Segment:** Education
CRM is a platform for registration and follow up on donations by the institution's benefactors as well as the different tenders institutions apply.




LOGRA

In 2021, together with the United Nations Global Compact, Red Mexico, we develop the LOGRA platform that allows seeing and making tangible the actions from the private sector in Mexico to the benefit of Sustainable Development Objectives to promote that implemented actions and best practices are known and applied.

In 2022, the second version of the Logra platform was ready and the Pacto Mundial México team officially launched the platform. Later, Agenda 2030 workgroups started registration of their activities, initiatives and best practices to make them public and available for enterprises and the general public.

There are over 200 actions and initiatives recorded since it was launched.

11 
supported organizations

+28,000 
effective Pro-Bono hours

+2,334,000 
impacted people



Codellege

We learn to program. We program to transcend.

Our industry is ever more competitive and needs top professionals. Codellege is a program that seeks to achieve labor inclusion and promote Information Technologies. Our efforts are aimed at young talented people that because of external factors have not had the opportunity to access education.

We have a comprehensive approach where our Coders not only learn to program but also acquire additional skills for their personal and work life.

Contamos con dos diferentes modalidades:



Codellege UP

Seeks labor inclusion for young people in the IT industry. An intensive program covering contents such as Human Development and Entrepreneurship for a complete education. A new generation of the program comprised of 50 students began in 2022.



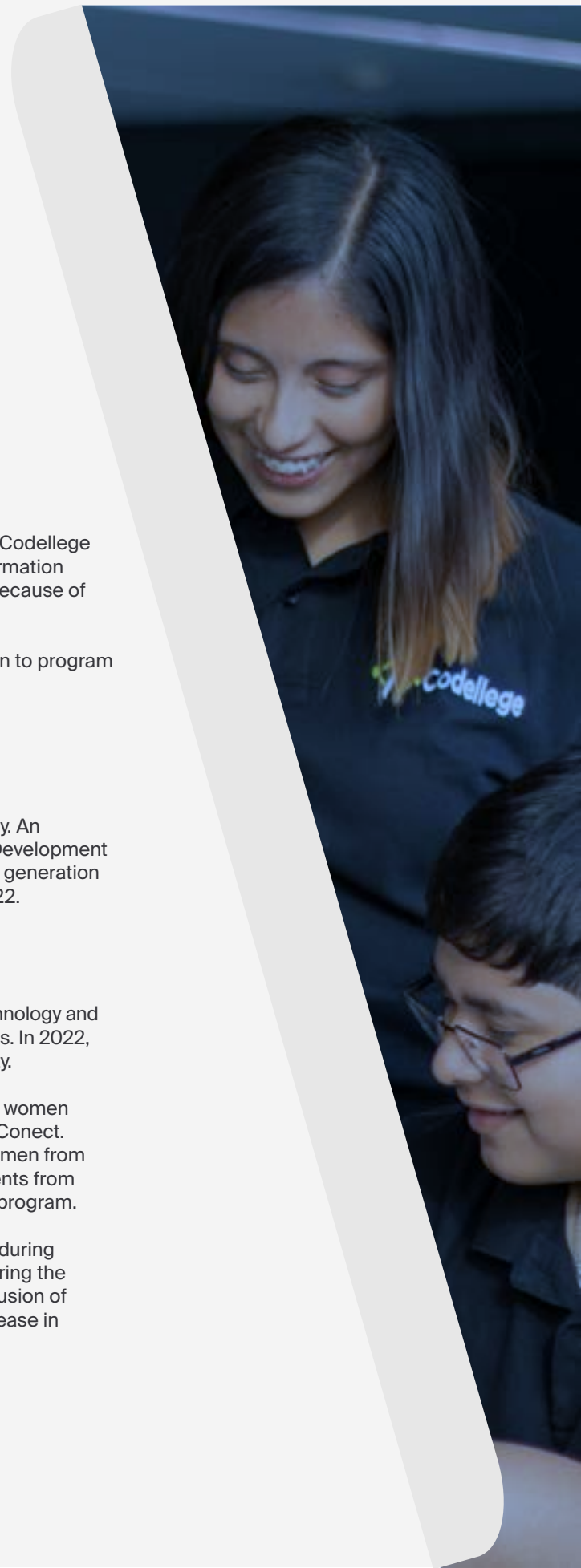
Codellege START

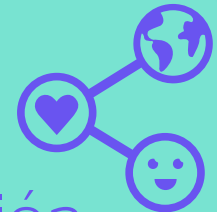
This modality seeks to bring young people closer to technology and programming to ensure future training of IT professionals. In 2022, 55 people completed their education under this modality.

In our constant search to provide fair opportunities and inclusion for women in the tech world. In 2022, we implemented a third modality named Conect. Ada. An intensive coding and programming program centered in women from 19 to 45 years of age with an interest in IT. Seventy-two female students from different regions of México, South America and Spain attended the program.

There were more than 170 students we were able to assist and train during 2022 which represented a 66% increase over the past two years during the same period. One of Codellege's main outcomes is future labor inclusion of our graduates in IT companies, which helps them obtain a 70% increase in their family income.

codellege.com





fundación
solidaria

Value in the communities we operate

Fundación Solidaria

Share to transcend.

We believe personal growth begins with volunteer work. Fundación Solidaria is born with the purpose of creating opportunities to share and practice generosity and a way our Softtekians can get involved in philanthropic activities that contribute to sustainable development of the community.

Through the different committees made up of collaborators from each of the communities in which we operate we put together campaigns and activities to support different causes of social impact.

2022 most relevant campaigns and activities:

Fondy

Monetary contribution to young people with Down syndrome in Monterrey, Mexico.

Mochilón

Donation of school supplies to different low income communities in Mexico City.

Planta tu panta

Reforestation and care of domestic flora awareness campaign. Additionally, a reforestation effort was made in Monterrey and Mexico City.

Sierra Tarahumara

Delivery of food and personal hygiene products to the Raramuri community in the state of Chihuahua, México.

Sonrisas del futuro

Donation of dental diagnosis to children in vulnerable conditions in Monterrey, Mexico.

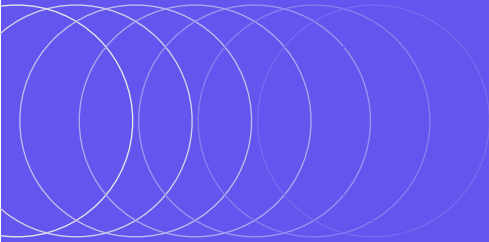
We Are Here Ukraine

Global fundraising campaign to support war conflict in Ukraine.

Total of people impacted
by Fundación Solidaria

2,028

fundacionsolidaria.org



Alma Tecnológica

Fundación Alma Tecnológica is born as the result of our commitment to the Third Sector, which inspire us to boost entrepreneurship and innovation and to foster talent and improve quality of life of people requiring special needs and have little resources to get them.

Our General Objective is to promote and carry out activities that enhance life conditions and ensure full family, social and work integration and development of a normal life for people at risk of social exclusion and/or disability.

Our activity is particularly aimed at promoting and enabling access to technology and communication and information media to people who require special needs and/or have little resources with the purpose of improving their quality of life.

We have two main projects:


Cátedra Alma Tecnológica “Aurelio Delgado”

Together with Universidad Carlos III, it provides qualified and practical university education in digital and technological areas to people with intellectual disabilities and other cognitive disorders with the purpose of giving access to the labor market in which they find greater difficulties.

FormaT con Alma

A Project of Fundación Alma Tecnológica whose goal is to awaken the curiosity and interest of people with disabilities or at risk of social exclusion to the tech world, to get trained and acquire skills and competencies to Access the 21st century's labor market. Bridging the digital gap where this groups are found.

Next are 2022 results:

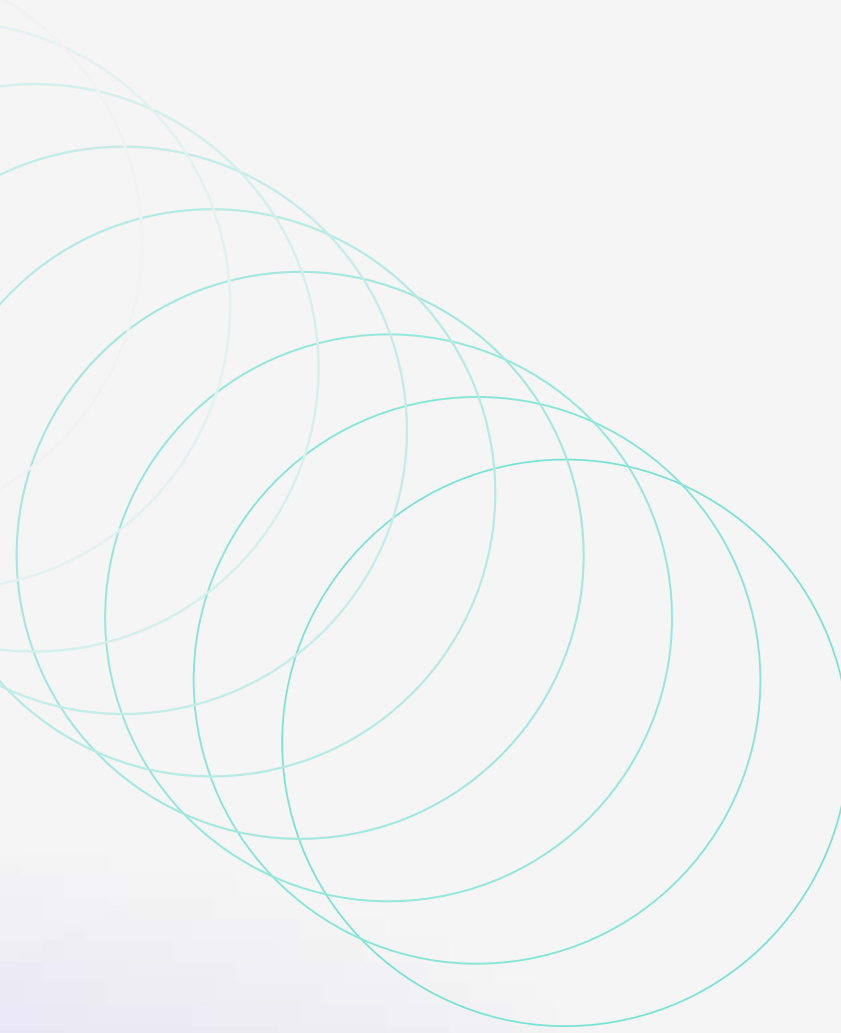
1,352  people impacted by CAT and FormaT con Alma projects

28  supported organizations

61  trainings conducted

85%  of labor opportunities created

68%  of work practices opportunities created



We are all Softtekians

In Softtek we are aware of the challenges of the future thus, our mission is to support organizations in their digital evolution. To reach our goal we must remain faithful to our values, principles and culture, and affirm our commitment to act with ethics, respect and without discrimination.



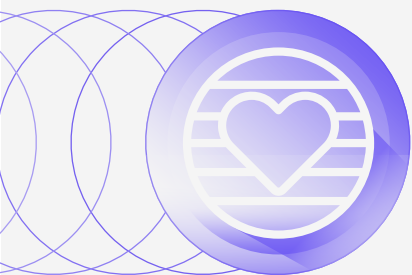
we're all
SOTTTEKIANs

Diversity and Inclusion

Through our Diversity and Inclusion program and under the principles of equity and no discrimination in the labor market we take actions to build an atmosphere of respect in which any Softtekian can develop their professional life project based in our three principles:

- We acknowledge diversity of talent
- We respect life condition of every person
- We promote fairness of treatment and opportunities

The guidelines for our actions are in line with our Code of Ethics and our Diversity and Inclusion Policies.

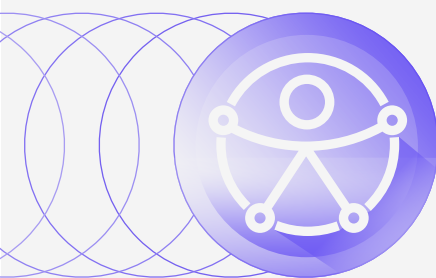


Actions and Committees

LGBT+

We extended the scope of the action protocol for administrative adjustments and accompaniment of people undergoing gender or sex transition in the organization. In addition to Argentina, this protocol is also available in Mexico, Spain and Chile. We put together training materials for an appropriate inclusion of Trans, non-binary and intersex persons.

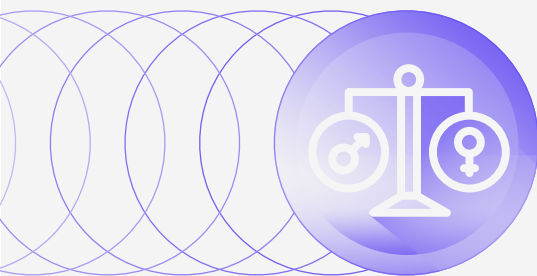
We obtained top score for the LGBTQ+ Best Place to Work certification in Argentina, an initiative of the HRC Equality AR of the Human Rights Campaign Foundation. Moreover, for the fourth consecutive year we are HRC Equality MX certified and recognized as a Mentor company.



People with disabilities

In 2022, we accomplished our goal of providing training on inclusion of people with disabilities and digital Access in Microsoft. Our efforts led us to be awarded with the 2022 Distintivo Éntrale “Company committed to labor inclusion of people with disabilities” in Mexico.

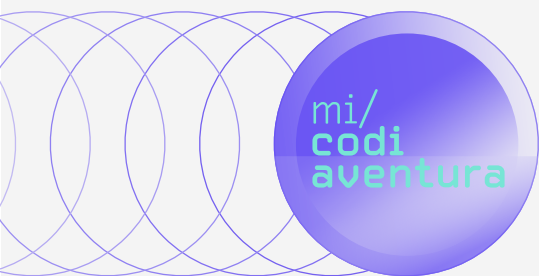
One of our main allies is Santa Catarina Technology University in Nuevo Leon, Mexico, a Pioneer higher education institution in inclusion of people with disabilities and have a signed collaboration agreement to share good practices and promote insertion of young people with disabilities in the IT industry.



Gender equality

Power Up

Our Peer Mentoring program for women was developed to facilitate a training space for power skills and empowerment of our female Softtekians. It widened its scope in 2022 and is now implemented in Brazil and India, adapting to the context and reality of the countries in which we operate.



Mi Codiaventura

Softtek restated its commitment with gender equality STEM careers since childhood. In order to boost the interest of girls in technology we launched Mi Codiaventura, a contest where our Little Softtekians throughout the world can have their first adventure in the tech world using Scratch to program their first story.

Academies in Brazil

In collaboration with civil society organizations, we promote access to IT technical training for women in mobility, refugees and young women to gain the skills needed to be integrated into the industry. These and many other initiatives have the support Softtekians who are part of our Diversity and Inclusion Committees on Gender equality, people with disabilities and LGBT.

Similarly, we create forums for discussion under an intercultural and intergenerational perspective that promote the rupture of unconscious biases and influential leadership in our work teams. We conduct ongoing trainings as part of our offer in Softtek University.



GRUPOS DE TRABAJO AGENDA 2030



Grupos de Trabajo Agenda 2030

The UN 2030 Agenda is made up of 17 Sustainable Development Goals to achieve eradication of poverty and create a dignified life for every person within the limits of availability of the planet resources for this and next generations. To achieve this goal means to coordinate actions among governments, enterprises and civil society. Softtek participates in this call for action to ensure a sustainable future with equal opportunities for all.

Since 2019, we are active members of United Nations Global Compact in México, and in 2020, we participated in the 2030 Agenda Working Groups. Similarly, this year we collaborated with Global Pact to launch the digital platform "LOGRA: Acciones de sostenibilidad empresarial," a space to share and learn best practices of sustainable development in odsmx.pactomundial.org.mx

Working Groups in which we participate:



DIVERSIDAD E INCLUSIÓN

PERSONAS CON DISCAPACIDAD

Softtek leads this group and in 2022 launched an Implementation Guide with best practices for Labor Inclusion that were gathered during the work done in 2021 and 2022, in collaboration with enterprises, civil society and the government.

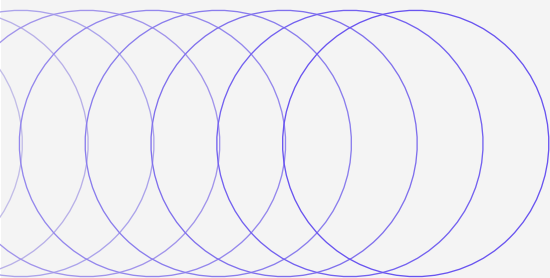
This Guide offers solutions for inclusion, accessibility, organizational culture and talent attraction for business of all sizes and industry. It provides tools and teaching materials to facilitate and accelerate progress for organizations in their labor inclusion strategy.



DIVERSIDAD E INCLUSIÓN

IGUALDAD DE GÉNERO

This group is made up of five working groups and Softtek coordinates the one corresponding to "Participación Económica de la Mujer". The implementation guide published under the section regarding the latter topic and offers solutions for inclusion of women in recruitment, leadership training, and progress report in gender equality and promotion of STEM careers since childhood until insertion in the labor market.



Integrity Program

We are convinced that to transcend in this world and achieve sustainability it is essential to maintain business ethics.

Integrity, honesty and respect are the guiding principles of our actions to achieve our objectives.





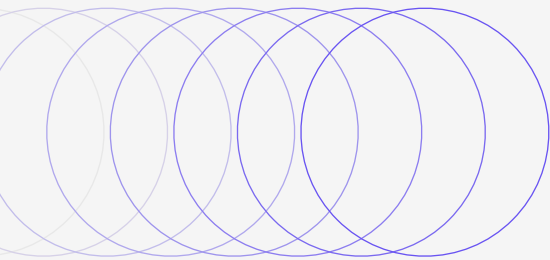
Policies and Actions

To make this possible we have extended our integrity program throughout our value chain: Softtekians, stakeholders, clients, suppliers and the community. Such program includes policies and protocols within the regulatory framework for good actions.

Anti-Harassment Policy

Its purpose is that all Softtekians have an environment in which the dignity of the person is respected, rejecting any type of harassment or bullying in any of its modalities.

Our duty is to ensure access for collaborator to a violence free professional and work environment. For that purpose, we are committed to prevent bullying and harassment behaviors by integrating prevention in management systems with the implementation of a plan that guarantees the rights of our Softtekians to be treated with dignity.



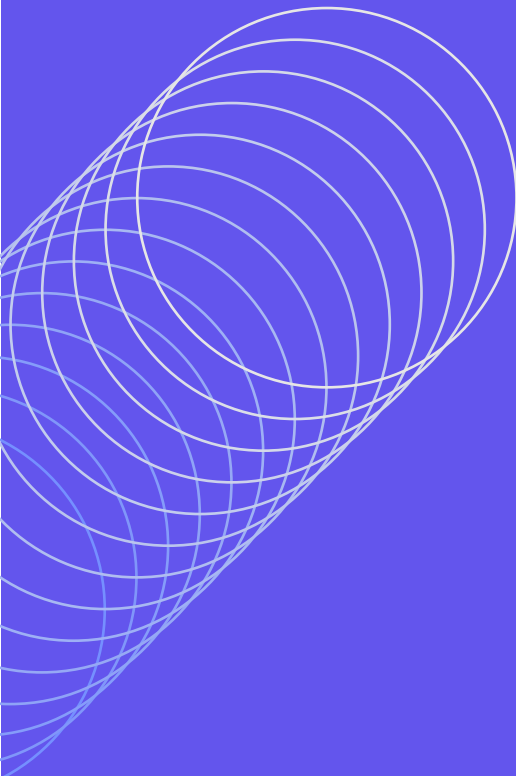
Anti-Corruption Policy

Softtek is committed to preventing, addressing, and sanctioning corrupt conduct among the members of the community, both internal and external, to guarantee that the development of our activities with our clients, suppliers, collaborators, and shareholders is in accordance with the legal framework and good business practices, favoring free competition.

This policy is subject to update and improvement, as result of the business regulatory dynamics. In 2022, we were ISO 37001-2016 certified in Anti-Bribery Management System for the government sector in Mexico. We align our efforts this year to generate more mature mechanism for an anti-corruption management system in virtue of al ISO 37001. We updated the Anti-Corruption and Anti-Bribery policy with the purpose of preventing, detecting and addressing bribery in the organization with zero tolerance as focal point. We update and implemented better controls that have an impact on the following processes:



Other significant advances of our integrity program are the release of the Code of Ethics for suppliers and external consultants of Softtek whose goal is to complement and focus on legal compliance criteria, Human Rights respect, banning any form of forced labor and child labor, avoid corruption and fraud behaviors, disloyal competition and actions against monopoly, among others.



Code of Ethics

Our highest guidelines for an ethical behavior among Softtekians and our stakeholders are our Code of Ethics, which outlines our actions with integrity:

- In our relationships
- With information
- With the use of technology and company's assets
- Before society
- In decision making

Every year is submitted for review and update according to our auditable practices associated with **ISO/IEC 27001:2013** certification. Its most recent update included a focus on zero tolerance for bribery.

Integrity Lines

When a violation to the Code of Ethics, policies and business agreements or laws of the country or office where we operate is detected, it can be reported to our Integrity Line in which there is no room for discrimination or retaliation for informing in good faith the alleged violation.

Every report is investigated with impartiality, maintaining the integrity of the complainant and under these three principles:



Presumption of innocence



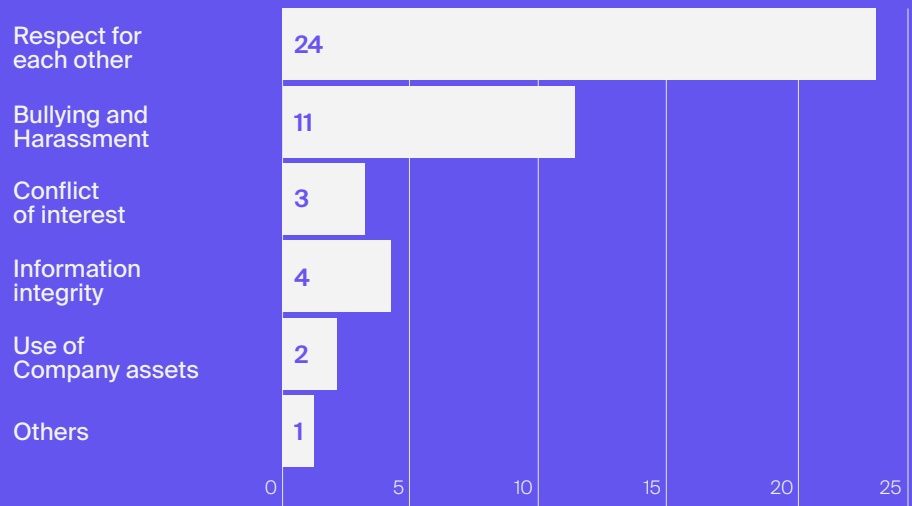
Protection of the complainant



Confidentiality of information

integrity.softtek.com

In 2022, our integrity hotline received 45 complaints classified as follow:

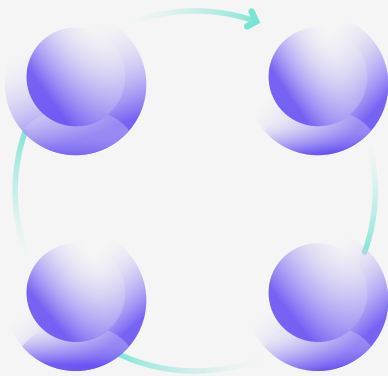


Interpersonal respect complaints subdivide into:

CLASS OF COMPLAINTS	NUMBER
Abuse of authority	1
Adequate environment	7
Discrimination	1
Proper management	6
Respect for each other	9
TOTAL	24

There were no complaints associated with corruption. Based on the complaints we put together 37 remediation plans. Which help to strengthen our processes and raise awareness on the organizations' ethical culture with the purpose of preventing such situations from continuing to occur.

In cases where there were direct perpetrators, they were handled and channeled in accordance with the established protocol and typification of misconduct, which is available on our Integrity site.



Ethical culture

Create an Ethical Culture is everyone's commitment and for that reason, we make available different trainings and content associated with ethical issues for our Softtekians.

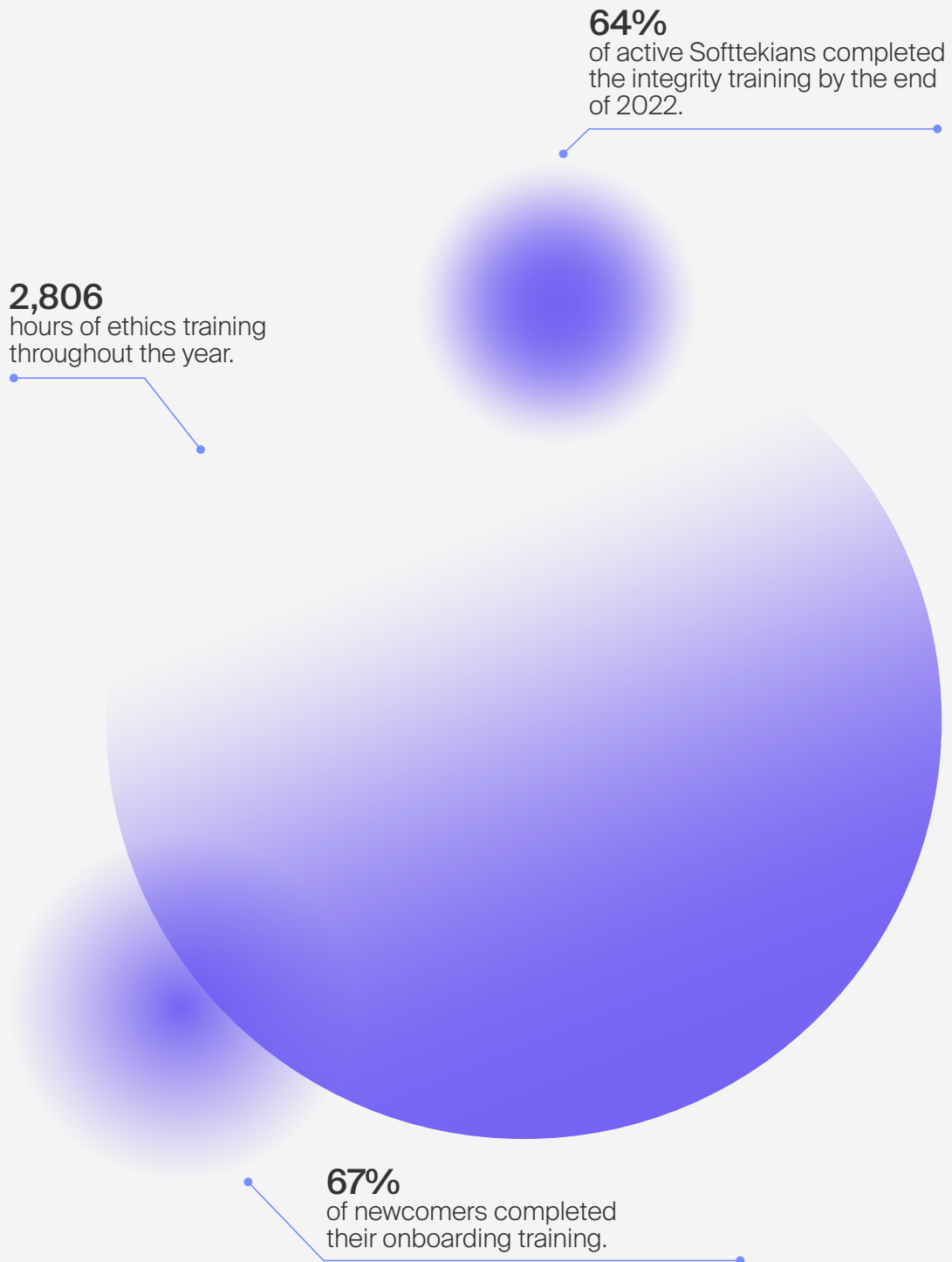
Courses and trainings

- **Integrity at Softtek**, in this introductory course with discuss in detail our Code of Ethics and Integrity Line.
- **Ethical Cultural Sessions**, we address issues and reflections on our actions or ethical situations we face.

Contents

- **Ethics week**, a space to share relevant and current ethics issues with the help of experts in the subject.
- **Annual Communication Campaign**, we share relevant information to create a culture of integrity in addition to progress and results.

Culture of Integrity with Numbers



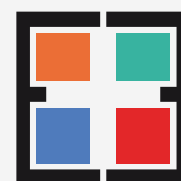


#BeEthical

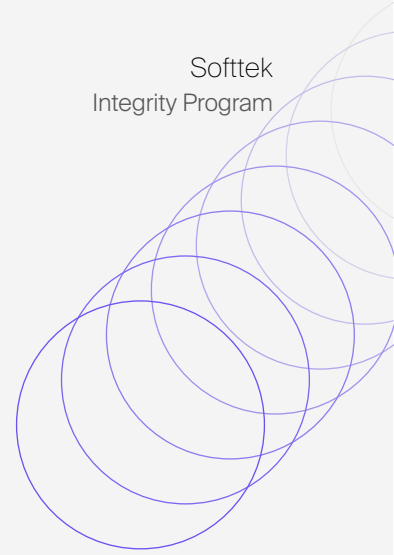
To strengthen and acknowledge our commitment to the culture of integrity of each collaborator, we implemented the #BeEthical badge in our recognition program. We use this badge to recognize any Softtekian who stands out for creating and maintaining an environment of integrity, honesty and respect promoting the values of no discrimination, do what is right and inclusion.

Named one of the 35 Most ethical
companies in Mexico

Powered by
AMI AI



**EMPRESAS
+ ÉTICAS**
2022



Human Rights

Our Due Diligence Policy on Human Rights aims to operate as company with a process for the prevention of negative consequences on violation of human rights, whether by our own actions, by contributing or by any third party activity associated with our products and services.

We commit to acknowledge that respect for human rights responsibility is not limited to the compliance of local or national provisions, but rather considered additional to international standards. We know the impact of our human right actions can transcend borders through our value chain, thus, our responsibility in due diligence shall not be limited to the sites where our Company operates.

In 2022, we were awarded with the “Empresa Comprometida con los Derechos Humanos” badge because of our actions and training to our personnel in our offices in Argentina, and are committed to guarantee the right to no discrimination at the workplace and continue promoting actions for labor inclusion and respect for Human Rights.



Sustainability
Report
2022

-

We transcend
by preserving
the planet

Every moment and every day, we make an impact in the world. Together we decide the type of impact we want to have.

Commitment to the environment

By updating Environmental Policy, we reinforce our commitment to protect and preserve the environment, prevent pollution and maintain a management system that guarantees continuous improvement of our environmental performance.

For that matter, we commit to:

- Comply with the applicable environmental legal provisions, in addition to commitments assumed voluntarily.
- Identify and evaluate environmental aspects and impacts derived from our operation.
- Promote Energy efficiency.
- Foster water conservation.
- Evaluate and reduce carbon footprint to combat climate change.
- Minimize waste generation ensuring responsive management.
- Promote sustainable purchases.
- Raise environmental awareness in and out of the organization.

Environmental Impacts

During 2022, we worked on improving our processes by focusing our sustainable actions and practices to four key environmental indicators for our organization:



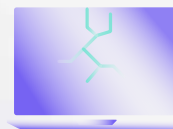
Energy

Streamlining the use of Energy in our facilities.



Water

Optimizing consumption of water to promote conservation.



Electronic waste

Promoting comprehensive management to foster circular economy.



Emissions

Identifying and calculating our greenhouse gas emissions to combat climate change.



LEED Buildings

The “Leadership in Energy and Environmental Design” (LEED) certification created by the U.S. Green Building Council provides a reference frame to build or remodel buildings in compliance with sustainability requirements and eco-efficiency standards.

Buildings certified with this certification are considered ecological, efficient and sustainable since they promote optimal water use, energy efficiency and use of eco-friendly materials.

Currently, four of our offices are located in buildings with this certification:

- **GDC Monterrey:** Gold status in interior design category.
- **GDC Aguascalientes:** Platinum status under new construction category.
- **Mitikah CDMX Office (Tower M):** Gold status under structure and façade development category (“core and shell development”).
- **Dallas Office (Colonnade Building):** Gold status under operation and maintenance of existing buildings category.

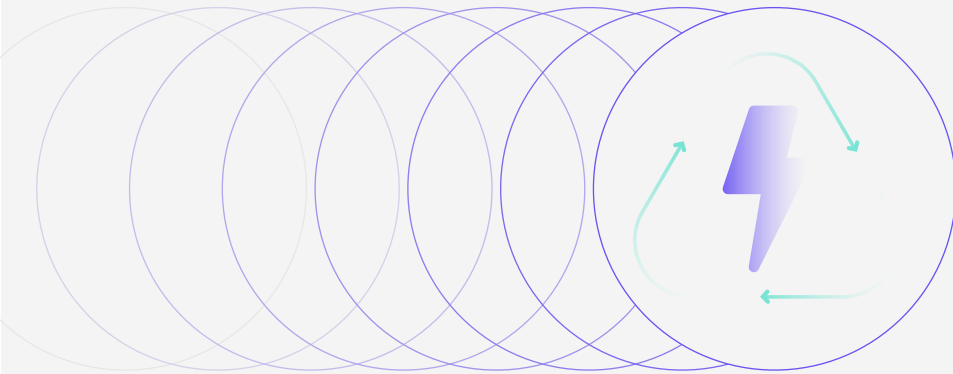
With LEED certification we guarantee that our physical infrastructure is environmentally friendly by promoting Energy saving, reducing carbon footprint and water conservation.



ISO 14001 and 14064 Certification

Our offices in Las Rozas in Madrid, Spain are ISO 14001:2015 “Environmental Management System” standard certified through which we guarantee continuous improvement of our environmental performance.

Additionally, during 2022 this office verified its carbon footprint based on the ISO 14064-1:2018 “Greenhouse gases— Part 1: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals” standard reporting 166.77 tons of equivalent carbon dioxide discharged during the period March – December of 2021.



Energy

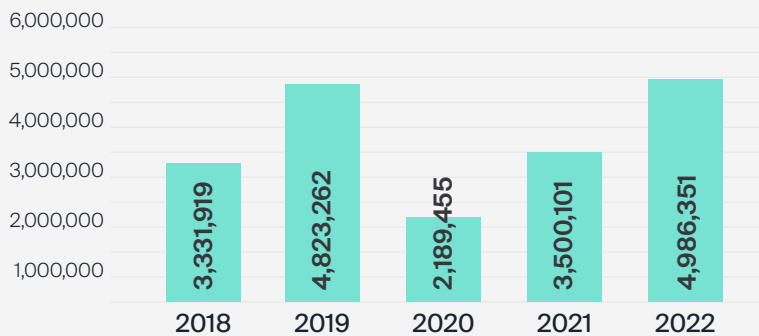
Energy is an essential and required resource for the IT sector using approximately 7% of Energy at a global level and it is estimated to grow in the following years due to greater access to technology for the world population.

At Softtek, we recognize the importance of Energy use for the development of our operations. To reduce our energy consumption, we seek to make an efficient use in each of our offices by applying our “Guidelines for energy efficiency and water conservation.”

Energy important data:

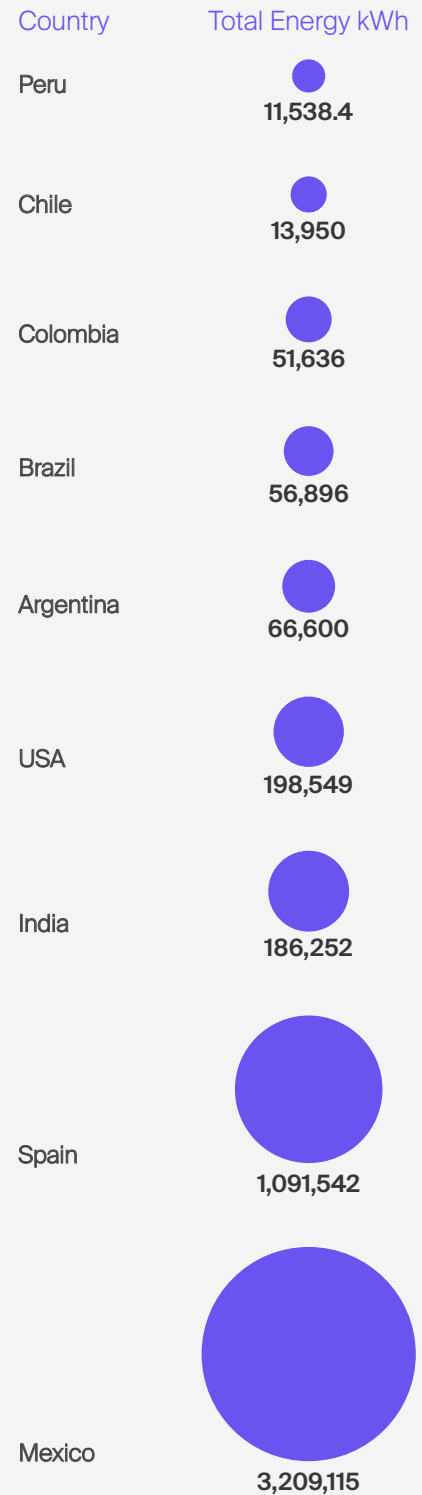
- Solar panels in our offices in Aguascalientes supply 15-16% of the annual energy needed.
- We implemented the “cold and warm halls” design in our data centers “sites” to facilitate ventilation and cooling.
- The computer equipment has an efficient use of energy.

Energy consumption per year

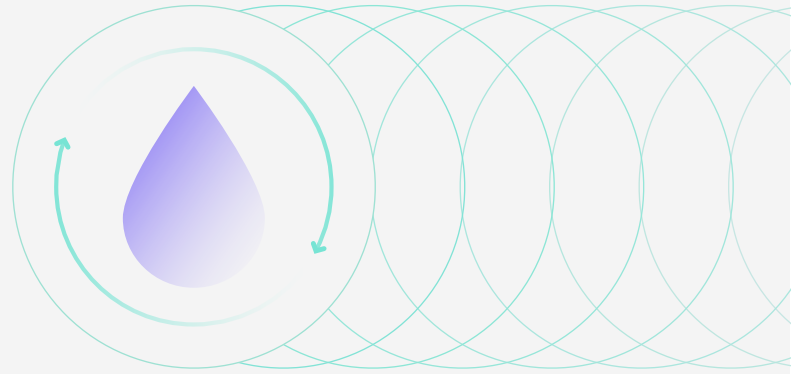


* The increase in energy consumption between 2021 and 2022 is due to the return to hybrid office work

Energy consumption per country



* Expressed in kWh



Water

Water is an essential natural resource for life conservation in the planet, thus it is of the utmost importance to ensure its availability for every living creature, promote proper use and avoid waste.

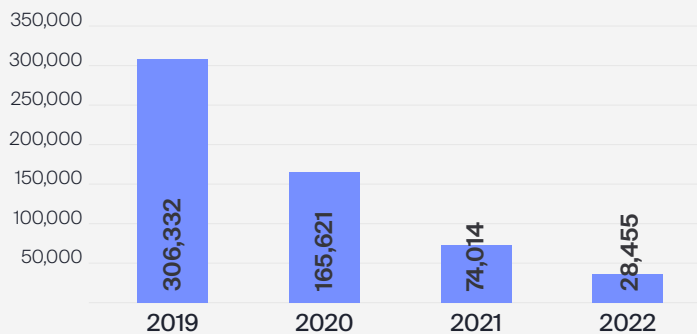
Even though our productive process does not use water resources, we make sure each of our facilities have access to water for human consumption, sanitation and hygiene for our Softtekians.

Our water impact is not of high contaminant level because our sanitary discharges are channeled to local or municipal sewers depending on the location of our facilities.

As a part of our environmental practices, we are taking actions towards water consumption management:

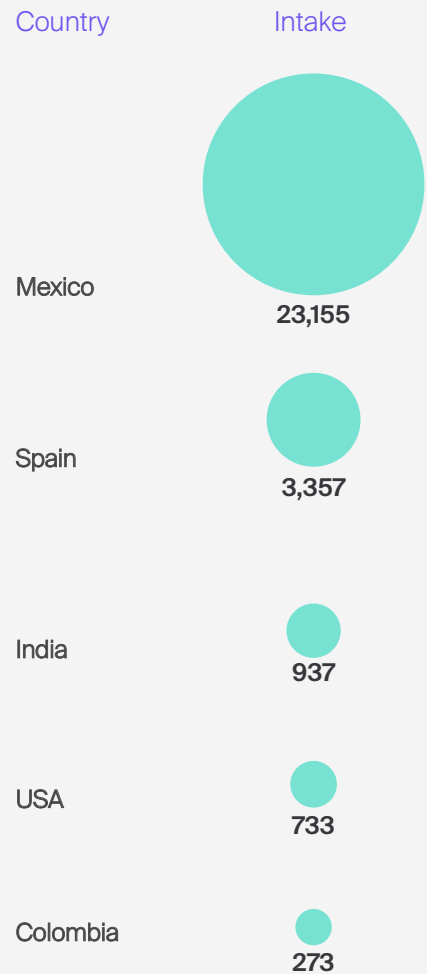
- Regular checks of facilities or water sources for each building for timely detection and correction of possible leaks.
- We have low flow equipment to reduce consumption.
- Appropriate signage for adequate use of water for people operating in offices.

Water consumption per year

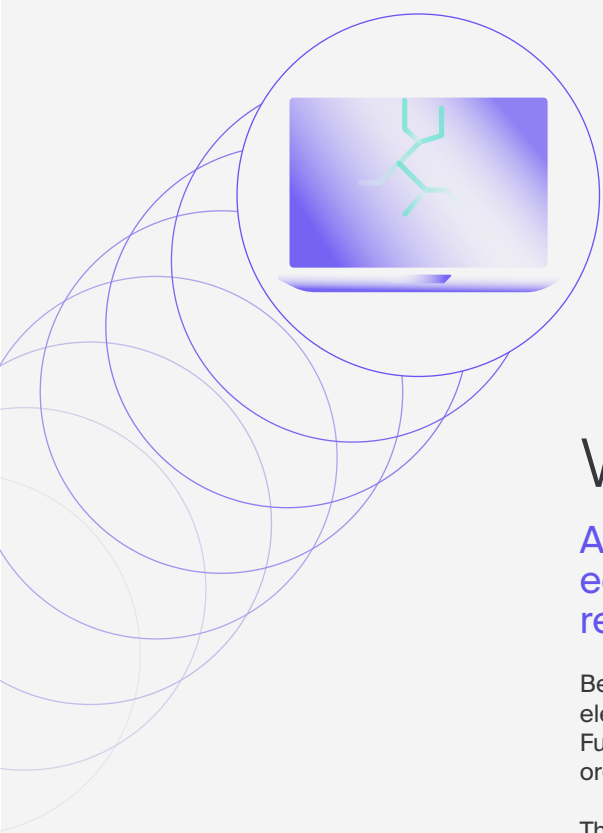


*Expressed in cubic meters

Water consumption per country



*Expressed in cubic meters



Waste

Approximately 50 million tons of electronic equipment is wasted every year and only 20% is recycled.

Because of the nature of our operation, our main waste is composed of electronic equipment that have reached their useful life in the company. Functional equipment is sent to a donation program to be reused by nonprofit organizations while nonfunctional equipment is sent to a recycling program.

Through the "**Electronic Waste Recycling and Donation Program**," we prevent environmental contamination; similarly, we prevent overpressure of landfills and foster recovery of usable material for the Manufacturing of new products under the circular economy model.

COUNTRY	DONATION	RECYCLING	TOTAL
Mexico	65	493	558
Spain	0	125	125
Brazil	84	444	528
TOTAL	149	1,062	1,211



Sustainability
Report
2022

-

About
the report

This report has been prepared in accordance with the Core option of the GRI Standards. Its publication is in line with best practice in triple bottom line reporting: economic, environmental, and social.

We show the results for the period from January 1 to December 31, 2022, based on the results of the materiality study conducted at the beginning of 2022. It includes the efforts made to contribute to the 2030 Agenda established by the UN, through five Sustainable Development Goals:



This report also represents our Communication on Progress (CoP), which we submitted to the United Nations Global Compact, to which we are a signatory. Our Social Responsibility efforts are based on its 10 principles.



Materiality

At the beginning of 2022, we carried out an update to our materiality study in conjunction with the firm, KPMG. An analysis was conducted from various internal and external sources with the objective of evaluating Softtek's current impact and performance in terms of sustainability. In general terms, the objectives of this study focused on:

- Identifying and prioritizing issues relevant to the organization, prescribers, and the industry.
- Identifying trends in environmental, social, and governance issues.
- Guiding the organization's approach to sustainability through the identified issues.

Softtek 2022 Materiality Study

We followed a 4-step methodology:



Prescriber Analysis

(Trends, Standards and Frameworks)

Identification of relevant issues and ESG trends for the sector in which we operate based on prescribers such as: Sustainable Development Goals, EcoVadis, SASB, ISO27001, ISO20000, ISO9001, TMMi, and CMMi.



Analysis of the Internal Context

Evaluation of stakeholders influence on relevant issues and ESG trends.



Peer Benchmark

Analysis of the level of relevance and performance in relation to other companies in the sector.



Materiality Assessment

Assignment of specific weighing to the stakeholders evaluated and to the organization's interest.

Materiality Matrix

Next, we find results from the materiality evaluation covering material topics according to the importance for Softtek and the importance for stakeholders. Next, relevant issues for each of the ASG segments is shown.

Environmental

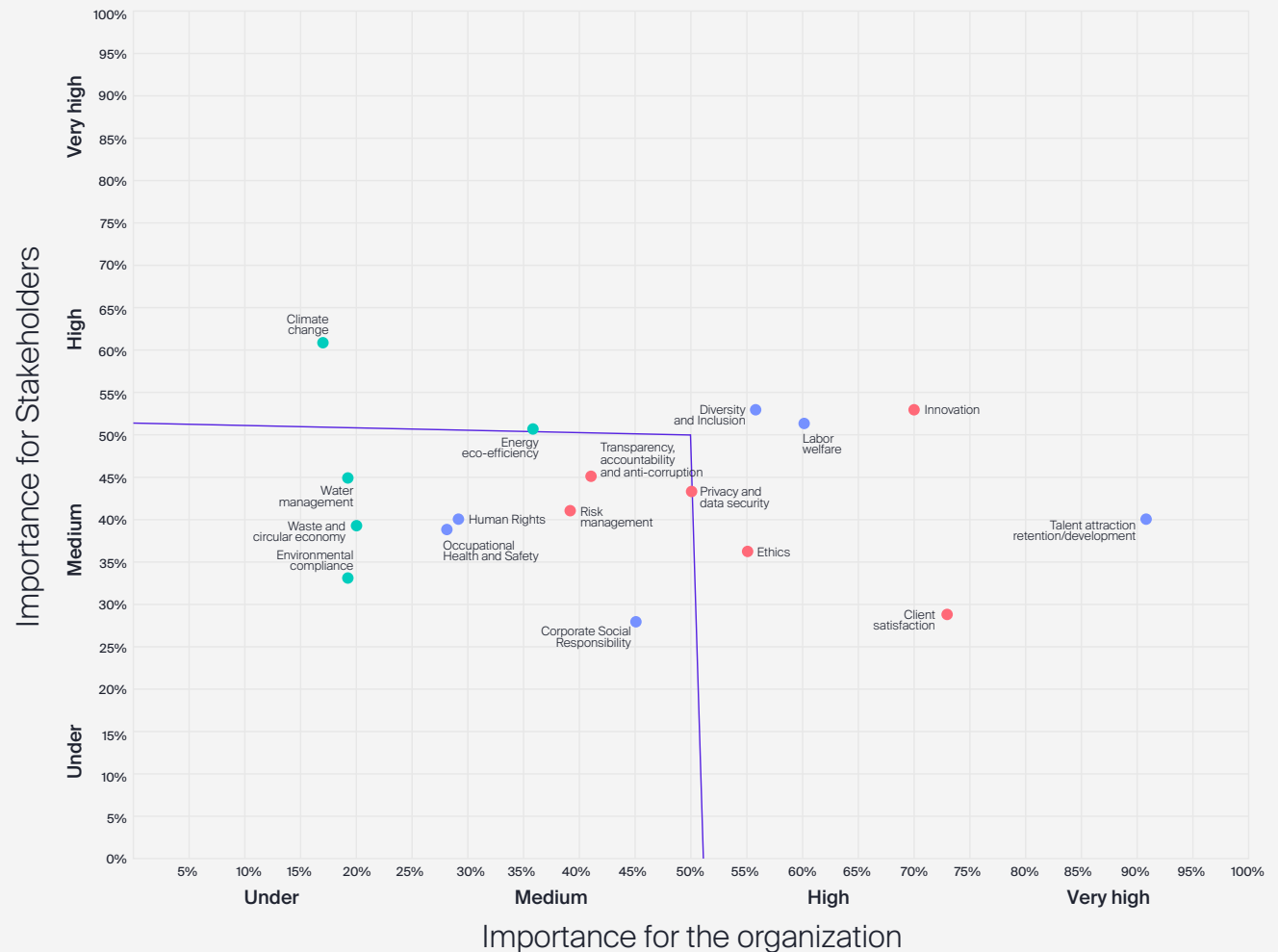
- Climate change
- Energy eco-efficiency
- Water management
- Environmental compliance
- Waste and circular economy

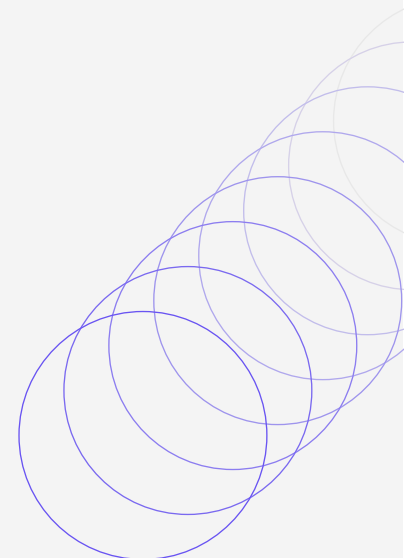
Social

- 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





Interest Groups

INTEREST GROUPS	INTERESTS	COMMUNICATION CHANNELS
Collaborators	<ul style="list-style-type: none"> > Company's Economic Performance in the Medium and Long Term > Customer Commitment and Satisfaction > Professional Growth and Development > Health and Safety > Environmental care 	<ul style="list-style-type: none"> > Weekly e-mail > Softtek Cloud > Periodic Public Meetings and Remote Conferences with Directors > Performance Management > Engagement Index (twice a year) > Social Media > Yammer
Customers	<ul style="list-style-type: none"> > Customer Commitment and Satisfaction > Company's Economic Performance in the Medium and Long Term > Quality services and solutions 	<ul style="list-style-type: none"> > Ongoing Customer Relationship Management through Sales Representative > Annual Trade Events > Annual Customer Satisfaction Surveys > E-mail > Website > VOC > In person meetings
Suppliers	<ul style="list-style-type: none"> > Company's Economic Performance in the Medium and Long Term > Fair conditions for doing business > Environmental and social commitment 	<ul style="list-style-type: none"> > Daily interactions for acquisitions > E-mail > In person meetings > Surveys
NGO and Community	<ul style="list-style-type: none"> > Company's Economic Performance in the Medium and Long Term > Environmental Impact Mitigation and Management > Human Rights > Transparent communication > Contribution to the Well-being and Development of Communities > Local Employment Opportunities 	<ul style="list-style-type: none"> > Periodic One-on-one Meetings with Community Leaders and Organizations > Participation in Local Employment Events > Development of Community Infrastructure, Volunteer work and Social Investment Initiatives
Local, National and Regional Governments, and Regulatory Bodies	<ul style="list-style-type: none"> > Company's Economic Performance in the Medium and Long Term > Health and Safety > Local Employment Opportunities 	<ul style="list-style-type: none"> > Annual Sustainability Report > Long-Term Alliances > Regular Meetings > Events and Conferences
Investors	<ul style="list-style-type: none"> > Company's Economic Performance in the Medium and Long Term > Corporate Governance > Disclosure and Performance on Environmental, Social and Corporate Governance issues > Talent Development 	<ul style="list-style-type: none"> > Regular meetings, Web conferences > Annual Financial Report > Annual Sustainability Report > Internal communication sites

GRI Content Index

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			Requirement(s) Omitted	Reasons	Explanation	
General disclosures						
GRI 2: General Disclosures 2021	2-1 Organizational details	8-9, 112				
	2-2 Entities included in the organization's sustainability reporting	8-9				
	2-3 Reporting period, frequency and contact point	93				
	2-4 Restatements of information	94				
	2-6 Activities, value chain and other business relationships	17, 21-24				
	2-7 Employees	8-9				
	2-8 Workers who are not employees	38-43				
	2-9 Governance structure and compositionn	32-35				
	2-10 Nomination and selection of the highest governance body	33				
	2-11 Chair of the highest governance body	33				
	2-12 Role of the highest governance body in overseeing the management of impacts	33				
	2-13 Delegation of responsibility for managing impacts	33				
	2-14 Role of the highest governance body in sustainability reporting	33				

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			Requirement(s) Omitted	Reasons	Explanation	
GRI 2: General Disclosures 2021	2-16 Communication of critical concerns	33				
	2-17 Collective knowledge of the highest governance body	33				
	2-18 Evaluation of the performance of the highest governance body	33				
	2-22 Statement on sustainable development strategy	31				
	2-23 Policy commitments	31				
	2-24 Embedding policy commitments	31, 77				
	2-25 Processes to remediate negative impacts	34				
	2-26 Mechanisms for seeking advice and raising concerns	77, 97				
	2-27 Compliance with laws and regulations	34				
	2-28 Membership associations	Adobe, AMITI, Appian, Atlassian, AWS, Azure, Blue Yonder, BOTECH, CANIETI, Cloudera, CMN, Csoft, Docuware, IFTBA, MESA, Microsoft, MuleSoft, National Retail Federation, Oracle, Salesforce, SAP, Tibco, UiPath, WSO2.				
	2-29 Approach to stakeholder engagement	97				
2-30 Collective bargaining agreements	There are no operations or suppliers identified to be at risk of freedom rights.					

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			Requirement(s) Omitted	Reasons	Explanation	
Material topics						
GRI 3: Material Topics 2021	3-1 Process to determine material topics	94-96				
	3-2 List of material topics	96				
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed				Softtek is a private Company, thus financial statements are not disclosed publicly. This report shows results from entities that are part of the Company, unless expressed otherwise.	
	201-2 Financial implications and other risks and opportunities due to climate change	85-86				
	201-3 Defined benefit plan obligations and other retirement plans	59-60				
	201-4 Financial assistance received from government	Softtek receives no financial assistance from the Government.				
Market Presence						
GRI 3: Material Topics 2021	3-3 Management of material topics	31				
GRI 202: Market Presence 2016	202-2 Proportion of senior management hired from the local community	41				

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			Requirement(s) Omitted	Reasons	Explanation	
Indirect Economic Impacts						
GRI 3: Material Topics 2021	3-3 Management of Material issues				Softtek is a private Company, thus financial statements are not disclosed publicly. This report shows results from entities that are part of the Company, unless expressed otherwise.	
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported				Softtek is a private Company, thus financial statements are not disclosed publicly. This report shows results from entities that are part of the Company, unless expressed otherwise.	
	203-2 Significant indirect economic impacts				Softtek is a private Company, thus financial statements are not disclosed publicly. This report shows results from entities that are part of the Company, unless expressed otherwise.	
Anti-corruption						
GRI 3: Material Topics 2021	3-3 Management of material topics		76			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption		76			

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			Requirement(s) Omitted	Reasons	Explanation	
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	76				
	205-3 Confirmed incidents of corruption and actions taken	76				
Anti-competitive Behavior						
GRI 3: Material Topics 2021	3-3 Management of material topics	76				
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	76				
Energy						
GRI 3: Material Topics 2021	3-3 Management of material topics	89				
GRI 302: Energy 2016	207-1 Approach to tax	89				
	207-2 Tax governance, control, and risk management				Currently, we do not have metrics for this data.	
	207-3 Stakeholder engagement and management of concerns related to tax	89				
	207-4 Country-by-country reporting	89				
Water and effluents						
GRI 3: Material Topics 2021	3-3 Management of material topics	90				
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	90				
	303-2 Management of water discharge-related impacts	90				
	303-3 Water withdrawal	90				

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			Requirement(s) Omitted	Reasons	Explanation	
GRI 303: Water and Effluents 2018	303-5 Water consumption	90				
Emissions						
GRI 3: Material Topics 2021	3-3 Management of material topics	86, 88				
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	88				
	305-5 Reduction of GHG emissions	88				
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	88				
Waste						
GRI 3: Material Topics 2021	3-3 Management of material topics	91				
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	91				
	306-2 Management of significant waste-related impacts	91				
	306-3 Waste generated	91				
	306-4 Waste diverted from disposal	91				
	306-5 Waste directed to disposal	91				
Supplier Environmental Assessment						
GRI 3: Material Topics 2021	3-3 Management of material topics	86			We make sure our major providers comply with the highest Environmental Guidelines.	

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			Requirement(s) Omitted	Reasons	Explanation	
GRI 308: Supplier Environmental Assessment	308-1 New suppliers that were screened using environmental criteria				We make sure our major providers comply with the highest Environmental Guidelines	
	308-2 Negative environmental impacts in the supply chain and actions taken				We make sure our major providers comply with the highest Environmental Guidelines	
Employment						
GRI 3: Material Topics 2021	3-3 Management of material topics		46			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover		42			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees		60			
	401-3 Parental leave		60			
Labor/Management Relations						
GRI 3: Material Topics 2021	3-3 Management of material topics				We ensure timely reporting of any impact situation depending on the issue.	
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes				We ensure timely reporting of any impact situation depending on the issue	

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			Requirement(s) Omitted	Reasons	Explanation	
Salud y seguridad en el trabajo						
GRI 3: Material Topics 2021	3-3 Management of material topics	61				
GRI 403: Salud y seguridad en el trabajo 2018	403-1 Occupational health and safety management system	59-62				
	403-2 Hazard identification, risk assessment, and incident investigation	59-62				
	403-3 Occupational health services	59-62				
	403-4 Worker participation, consultation, and communication on occupational health and safety	59-62				
	403-5 Worker training on occupational health and safety	59-62				
	403-6 Promotion of worker health	59-62				
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	59-62				
	403-8 Workers covered by an occupational health and safety management system	59-62				
	403-9 Work-related injuries					There was none.
	403-10 Work-related ill health					There was none
Training and Education						
GRI 3: Material Topics 2021	3-3 Management of material topics	53-58				
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	57				

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			Requirement(s) Omitted	Reasons	Explanation	
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	57				
	404-3 Percentage of employees receiving regular performance and career development reviews	50-51				
Diversity and Equal Opportunity						
GRI 3: Material Topics 2021	3-3 Management of material topics	69-73				
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	39				
Non-discrimination						
GRI 3: Material Topics 2021	3-3 Management of material topics	74-81				
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	78				
Freedom of association and collective bargaining						
GRI 3: Material Topics 2021	3-3 Management of material topics				Softtek acknowledges the importance of social dialogue institutions and applicable collective bargaining structures; therefore, we respect, at all times, our collaborators and providers right to start and join their own organizations.	

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			Requirement(s) Omitted	Reasons	Explanation	
Child Labor						
GRI 3: Material Topics 2021	3-3 Management of material topics				There are no operations or suppliers identified to be at significant risk of child labor.	
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor				There are no operations or suppliers identified to be at significant risk of child labor.	
Forced or Compulsory Labor						
GRI 3: Material Topics 2021	3-3 Management of material topics				There are no operations or suppliers identified to be at significant risk of forced or compulsory labor.	
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor				There are no operations or suppliers identified to be at significant risk of forced or compulsory labor.	
Security Practices						
GRI 3: Material Topics 2021	3-3 Management of material topics		82			
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures		82			

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			Requirement(s) Omitted	Reasons	Explanation	
Local Communities						
GRI 3: Material Topics 2021	3-3 Management of material topics	63-68				
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	63-68				
	413-2 Operations with significant actual and potential negative impacts on local communities	63-68				
Supplier Social Assessment						
GRI 3: Material Topics 2021	3-3 Management of material topics	76				
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	76				
	414-2 Negative social impacts in the supply chain and actions taken	76				
Customer Privacy						
GRI 3: Material Topics 2021	3-3 Management of material topics	28-29				
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	28-29				

SASB CONTENT

Tabla 1. Temas de divulgación sobre sostenibilidad y parámetros de contabilidad Software y Servicios de TI SASB Estándar

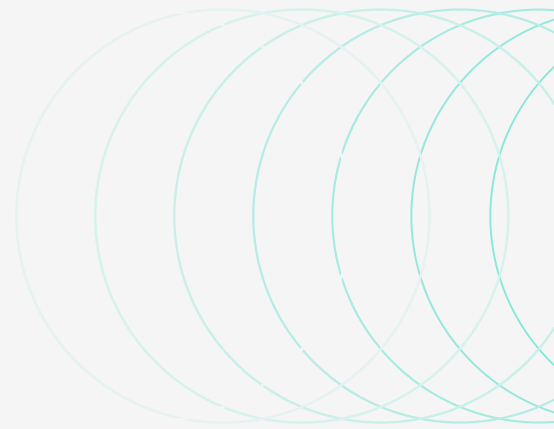
TOPIC	ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	CODE	SOFTTEK'S ANSWER
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable energy	Quantitative	Gigajoules (GJ), Percentage (%)	TC-SI-130a.1	89
	(1) Total water withdrawn, (2) total water consumed, percentage recycled, percentage of each in regions with High or Extremely High Baseline Water Stress.	Quantitative	Thousand Cubic meters (m ³), Percentage (%)	TC-SI-130a.2	90
	Analysis of the Integration of Environmental Considerations in Strategic Planning for Data Center Needs.	Discussion and Analysis	n/a	TC-SI-130a.3	
Data Privacy & Freedom of Expression	Descripción de las políticas y las prácticas relacionadas con la publicidad basada en el comportamiento y la privacidad del usuario.	Discussion and Analysis	n/a	TC-SI-220a.1	28-29
	Percentage Number of users whose customer information is collected for secondary purposes, percentage who have opted-in.	Quantitative	Percentage (%) Number	TC-SI-220a.2	n/a
	Amount of legal and regulatory fines and settlements Total amount of monetary losses as a result of legal proceedings associated with customer user privacy.	Quantitative	U.S. dollars (\$) Reporting currency	TC-SI-220a.3	No one
Data Security	(1) Number of data security breaches, and (2) percentage involving customers' personally identifiable information (PII), (3) number of users affected.	Quantitative	Number, Percentage (%)	TC-SI-230a.1	n/a

TOPIC	ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	CODE	SOFTTEK'S ANSWER
Data Security	Discussion Description of management approach to identifying and addressing data security risks, including use of third-party cybersecurity standards.	Discussion and Analysis	n/a	TC-SI-230a.2	28-29
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are (1) foreign nationals and (2) located offshore.	Quantitative	Percentage (%)	TC-SI-330a.1	41
	Employee engagement as a percentage.	Quantitative	Percentage (%)	TC-SI-330a.2	49
	Percentage of gender and racial/ethnic group representation for : (1) executives management (2) technical staff and (2) all other employees.	Quantitative	Percentage (%)	TC-SI-330a.3	43
Intellectual Property Protection & Competitive Behavior	Total amount of monetary losses as a result of legal proceedings Amount of legal and regulatory fines and settlements associated with anti-competitive practices regulations.	Quantitative	U.S. dollars (\$) Reporting currency	TC-SI-520a.1	N/A
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	There were no interruptions.
	Discussion Description of business continuity risks related to disruptions of operations.	Discussion and Analysis	n/a	TC-SI-550a.2	28-29

Tabla 2. Parámetros de actividad

(1) Number of licenses or subscriptions, (2) percentage cloud-based	Quantitative	Number, Percentage (%)	TC-SI-000.A	50% of the services are cloud-based.
(1) Data processing capacity, (2) percentage outsourced	Quantitative	See note	TC-SI-000.B	40% subcontracted in the cloud.
(1) Petabytes Amount of data storage, (2) percentage outsourced	Quantitative	Petabytes, Percentage (%)	TC-SI-000.C	40% subcontracted in the cloud.

Contact



A variable-equity limited-liability corporation, with privately held capital stock.

Corporate offices

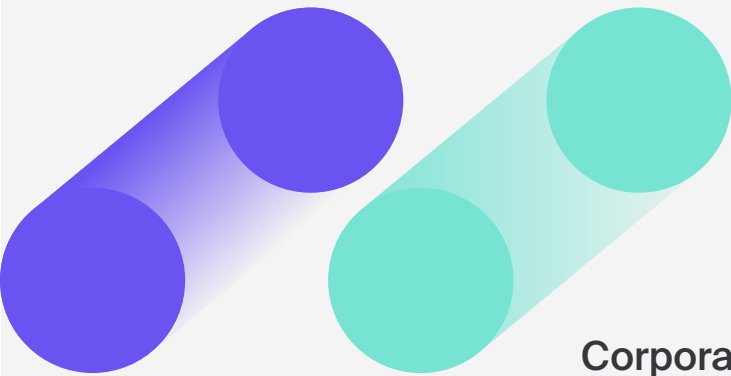


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